



Cisco ICM Software Database Schema Handbook

ICM Software Version 5.0

Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

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About This Guide

Purpose

This manual documents how data are organized in the databases for the Cisco Intelligent Contact Management (ICM) software. The databases contain tables. Each table defines a set of columns or fields. Each record or row in the database has one value for each column. This manual describes the tables and their columns.

Audience

This document is intended for ICM software system managers and supervisors. Understanding the database schema helps you to create your own monitoring screens and reports. It also helps you to understand how the ICM software works.

Organization

The manual is divided into the following chapters.

Chapter	Description
Chapter 1, “Introduction”	Describes the types of data stored in the ICM database and the relationships among those data.
Chapter 2, “Table Details”	Fully documents each table. This chapter includes specific information about fields and indexes.
Chapter 3, “Field Values”	Explains the coded values used for specific fields within the database.

Conventions

This manual uses the following conventions:

Format	Example
Boldface type is used for user entries, keys, buttons, and folder and submenu names.	Choose Script > Call Type Manager .
Italic type indicates one of the following: <ul style="list-style-type: none"> • A newly introduced term • For emphasis • A generic syntax item that you must replace with a specific value • A title of a publication 	<ul style="list-style-type: none"> • A <i>skill group</i> is a collection of agents who share similar skills. • <i>Do not</i> use the numerical naming convention that is used in the predefined templates (for example, persvc01). • IF (<i>condition, true-value, false-value</i>) • For more information, see the <i>Cisco ICM Software Database Schema Handbook</i>.
An arrow (>) indicates an item from a pull-down menu.	The Save command from the File menu is referenced as File > Save .

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Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

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All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.



Introduction

This chapter provides a basic introduction to the database schema used by ICM software. It discusses the following topics:

- The local and central ICM databases
- Table relationships
- Key fields
- Reserved fields
- Categories of data within the database
- Specific information about the tables in each category

[Chapter 2, “Table Details,”](#) describes each field in each table. [Chapter 3, “Field Values,”](#) explains the encoded values used in specific fields. Finally, the [“Index”](#) allows you to find all tables that contain a specific field.



Note

Information about the database schema is also available online in the ICM Schema Help file.

The ICM Databases

ICM software uses two—and in some cases, three—types of databases:

- The central database that is part of the ICM Central Controller.
- The local database on each distributor Admin Workstation.
- Optionally, the Historical Data Server (HDS) database on a distributor Admin Workstation.

ICM software uses information in the central database to determine how to route each call. This includes information about your telephone system configuration and routing scripts. The local database holds a copy of the configuration data and scripts from the central database.

The local database also contains tables of real-time information that describe activity at the call centers. (The Central Controller keeps the real-time information in memory but does not store it in the central database.) This information allows you to monitor current activity within the system.

Historical information describing past activity at the call centers and within the ICM system is stored in the central database. If you use the HDS option, this information is also stored in a special database on a distributor Admin Workstation at each site. Either the central database or an HDS database serves as the *historical database* for an Admin Workstation user. You can access historical information stored in the historical database to produce reports and screens.

**Note**

For information on creating and managing databases, see the *Cisco ICM Software Administrator Guide*.

General Concepts

This section gives a brief overview of some relational database concepts and some details about how ICM software generates data.

Tables, Columns, and Rows

A database contains tables of data. A table defines a series of columns or fields. The actual data is stored as rows or records within each table. Each row contains one value for each column of the table. For example, [Figure 1-1](#) shows a table with five columns. It contains three rows of data.

Figure 1-1 Columns and Rows in a Table

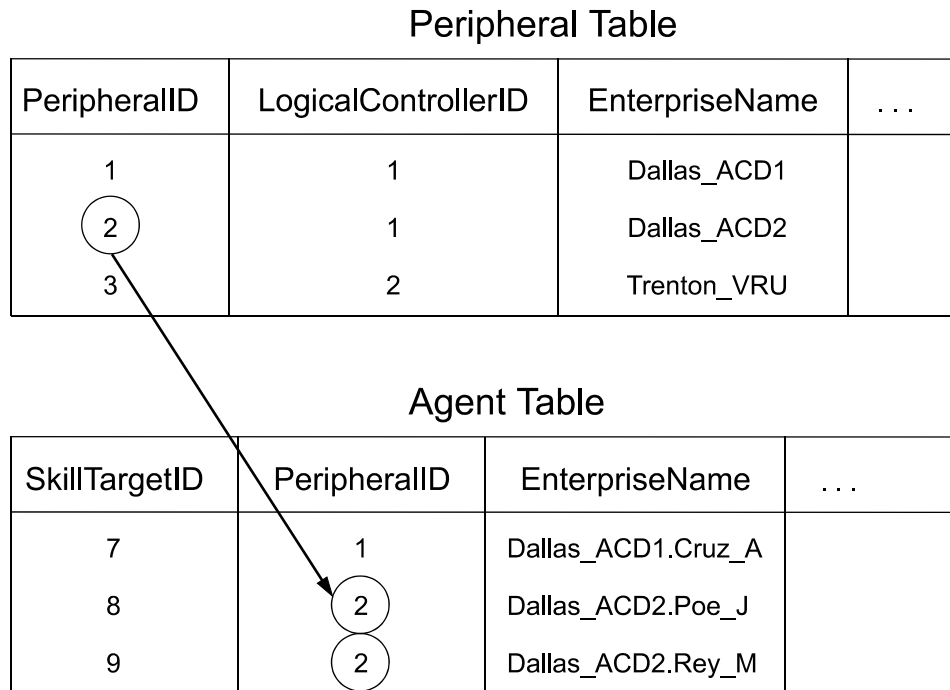
NetworkTargetID	AnnouncementType	EnterpriseName	Description	DbFlags
1	0	ann503	Bad data	0
2	0	ann504	Delays	0
3	0	ann505	After hours	1

The data in tables differ for each system, but the definition of tables and columns does not. This manual describes the columns of each table; it does not describe the actual data in table rows.

Table Relationships

Related tables in a database share one or more common fields or columns. For example, as shown in [Figure 1-2](#), both the Agent and Peripheral tables include the PeripheralID field. This defines a relationship: each row in the Agent table is related to the row in the Peripheral table that shares the same PeripheralID value.

Figure 1-2 Tables Related by a Shared Column

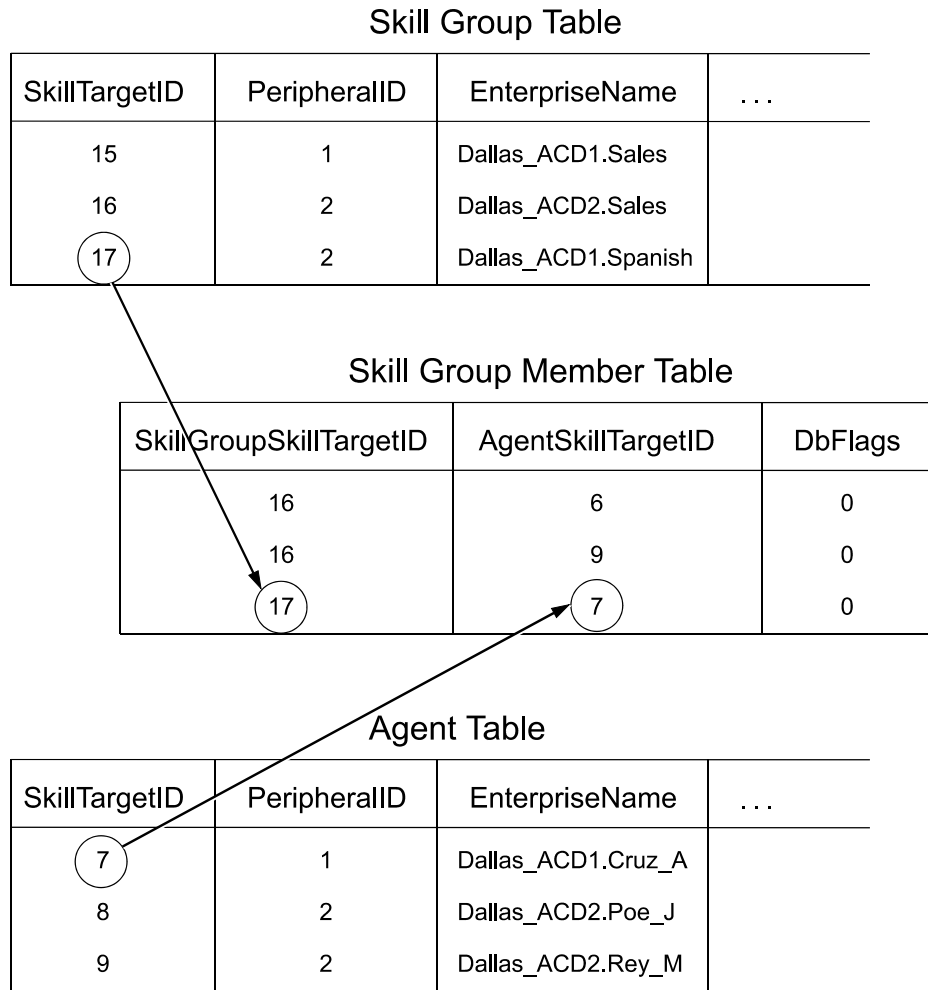


Relationships between tables can be one-to-one or one-to-many. For example, because one peripheral can be associated with many agents, the relationship between the Peripheral and Agent tables is *one-to-many*. On the other hand, each peripheral has a single peripheral default route and each peripheral default route belongs to only one peripheral. Therefore, the relationship between the Peripheral and Peripheral Default Route tables is *one-to-one*.

Sometimes a single row might not be associated with any rows in a related table. For example, it is possible to define a peripheral with no associated agents. Normally, this would only be a temporary condition. In some cases, however, the condition might be permanent. For example, you can define a trunk group but not define the associated trunks.

Sometimes the natural relationship between two tables is *many-to-many*. For example, each agent can be a member of many skill groups and each skill group can contain many agents. Therefore, the Agent and Skill Group tables have a many-to-many relationship. In this case, a third table, called a *cross-reference table*, links the tables. For example, [Figure 1-3](#) shows how the Skill Group Member table acts as a cross-reference table for the Agent and Skill Group tables.

Figure 1-3 A Cross-Reference Table



The Skill Group Member table contains one record for each member of each skill group. It has one-to-many relationships with both the Agent table and the Skill Group table. This avoids a direct many-to-many relationship between the Agent and Skill Group tables.

Key Fields

One or more fields within a table can form a *key*. Keys are the fields used most commonly to locate specific records. Usually the fields that make up a key are defined as NOT NULL (meaning they cannot take the NULL value), but there are many exceptions.

Most tables have a *primary key*. For example, the PeripheralID field is the primary key for the Peripheral table. The primary key for the Trunk table is the combination of the TrunkGroupID and TrunkNumber fields.

An example of a *foreign key* is the PeripheralID field in the Agent table. You can use this key to find all agents associated with a specific peripheral.

The Agent table contains two alternate keys: the EnterpriseName field, and the combination of the PeripheralID and PeripheralNumber fields. A value for either of these keys uniquely identifies an agent.

The combination of FirstName and LastName is an *inversion key* for the Agent table. While this key value is not necessarily unique, it is a convenient way to locate specific agents. Table 1-2 lists the types of keys and the codes used for them in the ICM database.

Table 1-1 Types of Keys

Key Type	Code	Description
Primary key	PK	Consists of one or more fields that have a unique value for each record in the table.
Foreign key	FK	A primary key from one table that appears in a second table. A foreign key that establishes a one-to-one relationship is always unique. A foreign key that establishes a one-to-many relationship is not unique.
Alternate key	AK	A unique key that can be used instead of the primary key to locate a specific record.
Inversion key	IE	A key that does not necessarily have a unique value, but can be used to locate a group of records within the table.

In Chapter 2, “Table Details,” the codes from Table 1-2 are used to identify key fields in each table. If a table has more than one key of the same type, then numbers are attached to the codes. For example, if a table has two alternate keys, then the fields that participate in the first are marked AK1 and the fields that participate in the second are marked AK2.

Each field is also marked as either NULL (meaning the NULL value is valid for the field) or NOT NULL (meaning the NULL value is not valid).

Reserved Fields

Some fields in the database are marked as *reserved*. This means that ICM software or the database manager might use the field, but it has no external meaning. You must not modify any field marked as reserved.

Data Types

Table 1-2 describes the data types used for fields in the ICM database.

Table 1-2 Field Data Types

Data Type	Description
char(<i>n</i>)	Up to <i>n</i> characters. The value <i>n</i> is the storage size.
datetime	A date and time accurate to the second. Stored as two four-byte integers (eight bytes total): days before or since January 1, 1900 and seconds since midnight.
float	An eight-byte floating-point value (15-digit precision).
image	Up to 2,147,483,647 bytes of binary data. The storage size is determined by the length of the data.

Table 1-2 *Field Data Types (continued)*

Data Type	Description
int	A four-byte integer value between -2,147,483,648 and 2,147,483,647.
real	A four-byte floating-point value (7-digit precision).
smalldatetime	A date and time accurate to the minute. Stored as two unsigned two-byte integers (four bytes total): number of days since January 1, 1900 and minutes since midnight.
smallint	A two-byte integer value between -32,768 and 32,767.
tinyint	A one-byte integer value between 0 and 255.
varbinary(<i>n</i>)	Up to <i>n</i> bytes of binary data. The storage size is determined by the length of the data.
varchar(<i>n</i>)	Up to <i>n</i> characters. The storage size depends on the length of the data.

Chapter 2, “Table Details,” gives the data type for each field in each table.

Major Tables

The following sections introduce the **major tables** in the ICM database and show their relationships.



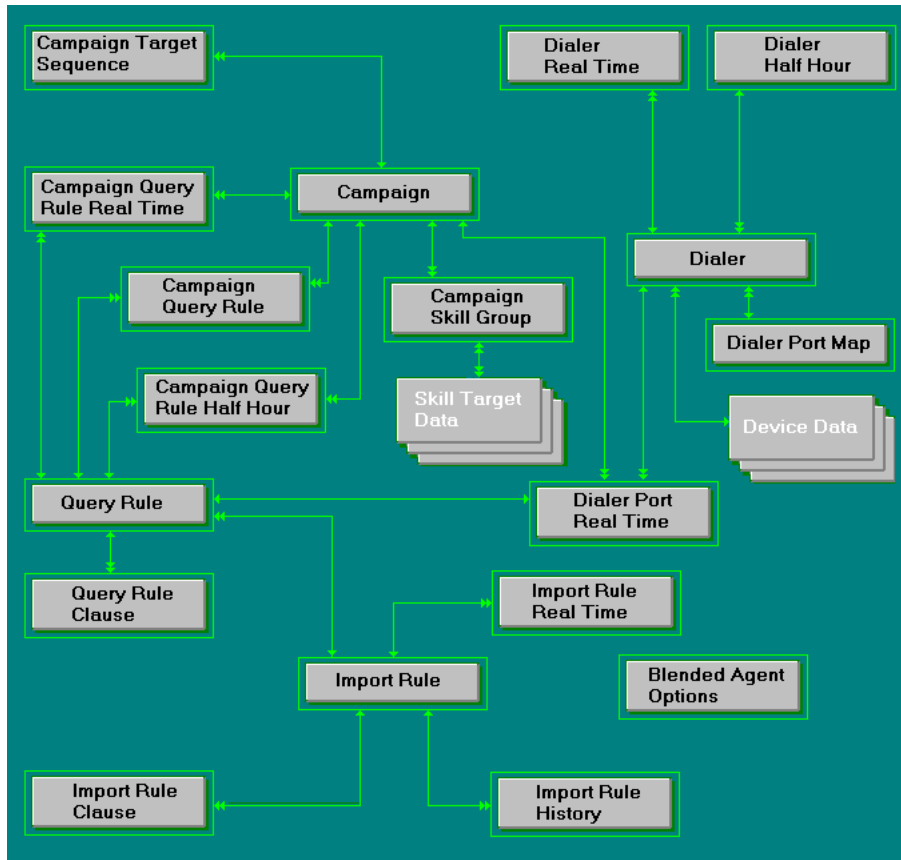
Note

For details about all tables, see [Chapter 2, “Table Details.”](#) For more information about the relationships among all tables, see the ICM on-line Schema Help.

Blended Agent

Figure 1-5 depicts the tables in this category and their connections.

Figure 1-4 Blended Agent



A *campaign* delivers outgoing calls to agents for a specific purpose or goal. The goal might be to a particular message (for example, to invite current clients to take advantage of a new service) or make a particular query (for example, to inquire about an account).

The Campaign table contains a description of all the configured campaigns that a Blended Agent implementation may use. (There is a single row for every configured campaign.)

Campaign Query Rule table is a cross-reference table between the Campaign table and the Query Rule Table. The Campaign Skill Group table is a cross-reference table between Campaign table and the Skill Groups table.



Note

Campaign Target table is not currently used.

A *query rule* is a SQL filter function that selects contact records and associates those records with a campaign. Contact records are selected from import lists you provide to the Blended Agent software.

Query Rule Clause table contains the SQL rules associated with each query rule. There is a single row for each configured query rule.

The Query Rule table is a cross-reference table between Query Rule Clause table and the Import Rule table. A query rule works on a particular import rule to select a group of contacts from an overall import list. For example, from a particular import list you might want to select and call all customers that have account numbers greater than 10,000.

An *import list* is a raw set of customer contacts (in text file format) that can be imported into a contact table and used to build a dialing list. The import list may also be referred to as an *import file* or a *contact file*. The import list is associated with a particular campaign and query rule.

An *import rule* defines how Blended Agent imports data from an import list into a contact table. The information in the contact table can then be used to build a dialing list. The Import Rule table contains a list of all the import rules and their associated import lists. The Import Rule Clause table defines the portions of an import list to be imported by the Blended Agent Import Rule process.

The *dialer* is the Blended Agent component that defines the relationship between ICM skill groups, the ACDs to which they are connected, and the ports on a dialer board. The settings you assign to the dialer control how it handles dialing from your location and how it responds to answering machines or human voices.

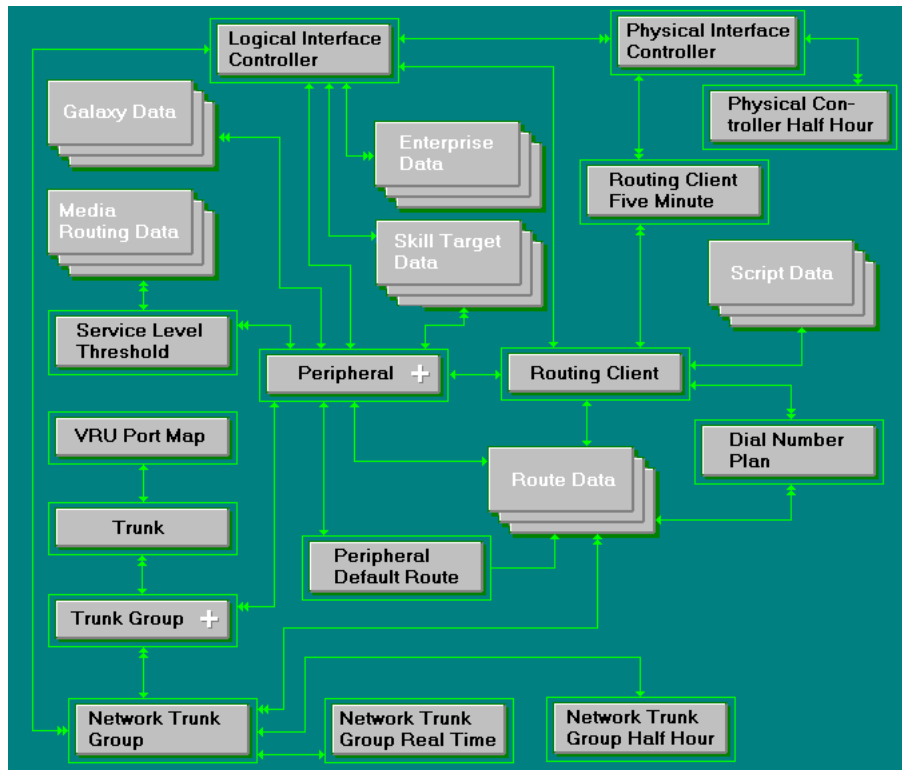
The Dialer table contains configuration information for each dialer. The Dialer Port table maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports.

The Blended Agent Options table contains all options that are global to a Blended Agent deployment, such as time parameters for calling a contact.

Device Data

Figure 1-5 depicts the tables in this category and their connections.

Figure 1-5 Device Data



ICM software interfaces to two types of devices:

- Peripherals to which ICM software can route calls.
- Routing clients that request route instructions from ICM software.

ICM software communicates with a peripheral through a Peripheral Gateway (PG). A *routing client* can be either an interexchange carrier or a peripheral. ICM software communicates with an interexchange carrier through a Network Interface Controller (NIC).

Every device has an associated *logical interface controller* representing the PG or NIC. A single logical NIC may map to several physical devices which are represented by *physical interface controllers*. (A PG always maps to a single physical interface controller.) Therefore, each NIC has a single associated row in the Logical Interface Controller table and one or more rows in the Physical Interface Controller table. A PG has one associated row in each of these tables.

Each entity that makes routing requests has one row in the Routing Client table.

Each call center has one or more switches, such as ACDs, PBXs, and IVRs. ICM software views these switches as *peripherals*. The Peripheral table contains one row for each switch in the enterprise.

Each peripheral receives calls on one or more sets of trunk lines. The peripheral views these trunks as divided into trunk groups.

The Trunk table contains one row for each logical line coming in to a switch. Each individual trunk is a member of a trunk group. The Trunk Group contains one row for each trunk group. Each trunk group is associated with a specific peripheral.

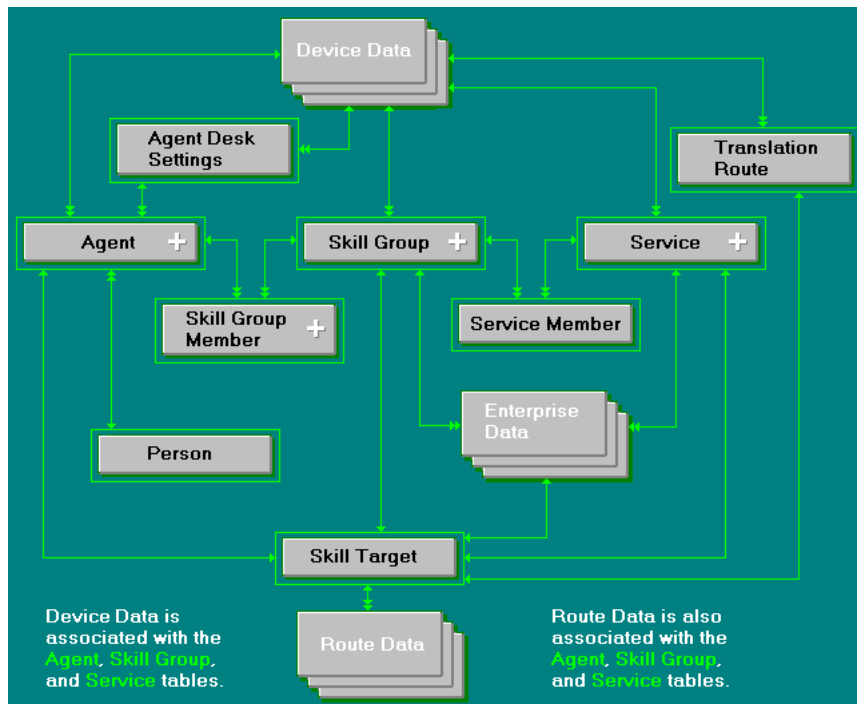
A routing client views the trunks associated with a peripheral as divided into groups. However, the groups recognized by the routing client might be different than the groups used by the peripheral. A *network trunk group* is a collection of one or more individual trunk groups. In fact, a single network trunk group may contain trunks from more than one peripheral (although all the peripherals must be associated with a single PG). The Network Trunk Group table contains one row for each network trunk group.

Skill Target Data

A *skill target* is an agent, a group of agents, or an abstraction for anything that can handle a call at a peripheral. Agents are the people who handle calls. Each peripheral can have many associated agents.

Agents can be classified into groups based on the skills they have. These skill groups can be classified based on what services they can provide to customers. Figure 1-6 shows the major tables in this category.

Figure 1-6 Skill Target Data



The Skill Target table maintains a unique identifier for each skill target. The Skill Group Member table maps agents to skill groups. The Service Member table maps skill groups to services.

A *translation route* is a dummy destination for a call. Calls sent to a translation route are held until further information arrives from the Central Controller. Then the call is directed to its ultimate target. The Translation Route table contains one row for each translation route.

A *skill group* is a collection of agents who share a common set of skills. The members of a skill group might belong to different administrative groups, but must be associated with a single peripheral. Each agent can be a member of zero, one, or more skill groups.

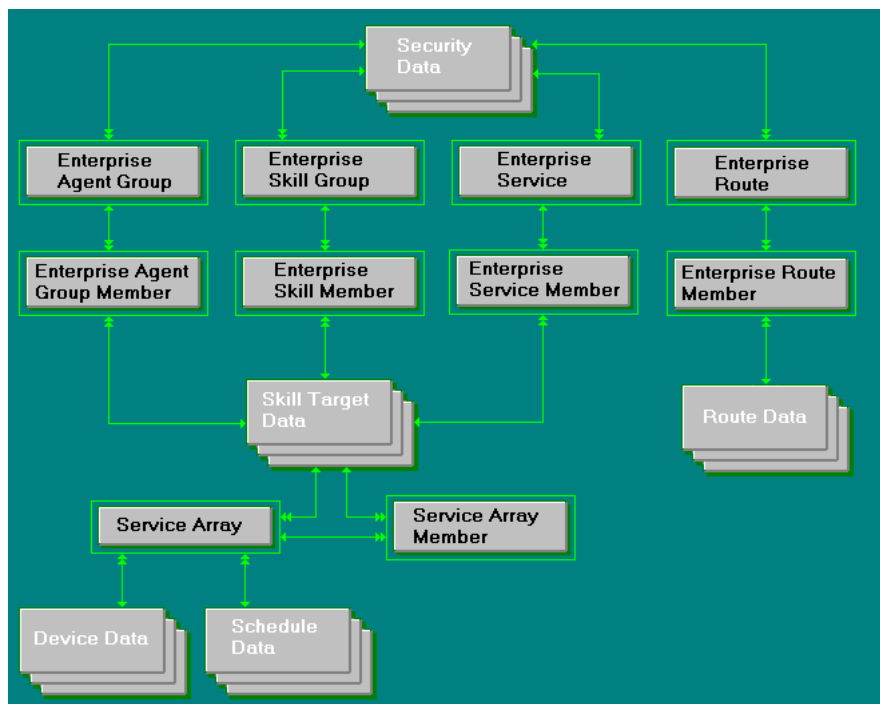
The Skill Group table contains one row for each skill group. The Skill Group Member table is a cross-reference table between Skill Groups and Agents. It contains one row for each member of each skill group. (If a single agent is a member of more than one skill group, then the agent has more than one associated Skill Group Member rows.)

The Service table contains one row for each type of service that agents can provide to customers. Each service is associated with one or more skill groups whose members are qualified to provide that service. The Service Member table is a cross-reference table between the Service table and the Skill Group table. It contains one row for each member of a service. (If a single skill group is associated with more than one service, then it has more than one associated Service Member row.) All skill group members of a service must be on the same Peripheral and MRDomain. (Only base skill groups can be members.)

Enterprise Data

Figure 1-7 shows the tables in this category.

Figure 1-7 Enterprise Data



An *enterprise service* is a collection of services. An enterprise service can contain services from several different peripherals. Each row in the Enterprise Service table represents an enterprise service. The Enterprise Service Member table is a cross-reference table between the Enterprise Service and Service tables. (If a service is a member of more than one enterprise service, then it has more than one associated Enterprise Service Member row.)

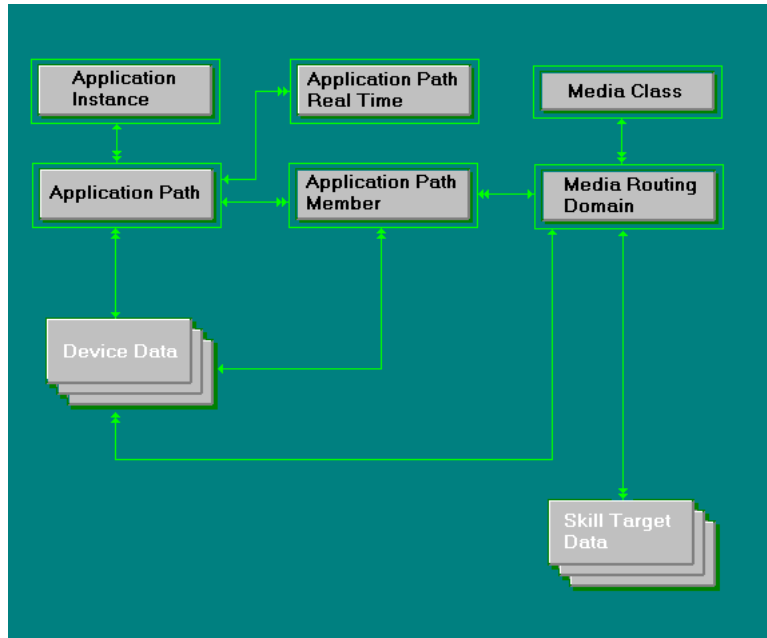
Similarly, an *enterprise skill group* is a collection of skill groups that might be associated with different peripherals. Each row in the Enterprise Skill Group table represents an enterprise skill group. The Enterprise Skill Members table is a cross-reference table between the Enterprise Skill Group table and the Skill Group table. (If a skill group is a member of more than one enterprise skill group, then it has more than one associated Enterprise Skill Member row.)

A *service array* is a collection of services from different peripherals (typically VRUs) that are all associated with the same PG. Each service array has an associated row in the Service Array table. The Service Array Member table is a cross-reference table between the Service Array and Service tables.

Media Routing

Figure 1-8 depicts the tables in this category.

Figure 1-8 Media Routing



A *Media Class* is a combination or single instance of physical media that are to be treated as a single concept by ICM software. Some examples of media classes are voice, collaboration multi-session chat, collaboration single-session chat, collaboration blended collaboration, and e-mail. Each row in the Media Class table represents a type of media class.

A *Media Routing Domain (MRD)* is a collection of skill groups and services that are associated with a common communication medium. ICM software uses an MRD to route a task to an agent who is associated with a skill group and a particular medium. The Media Routing Domain table describes a *single* implementation of a media class.



Note

A media class, such as Cisco single-session chat, might have one or more Media Routing Domains (MRDs) defined. Although these MRDs would all be of the same media class, they might be on different servers or handle slightly different types of requests (for example, English single-session chat and Spanish single-session chat).

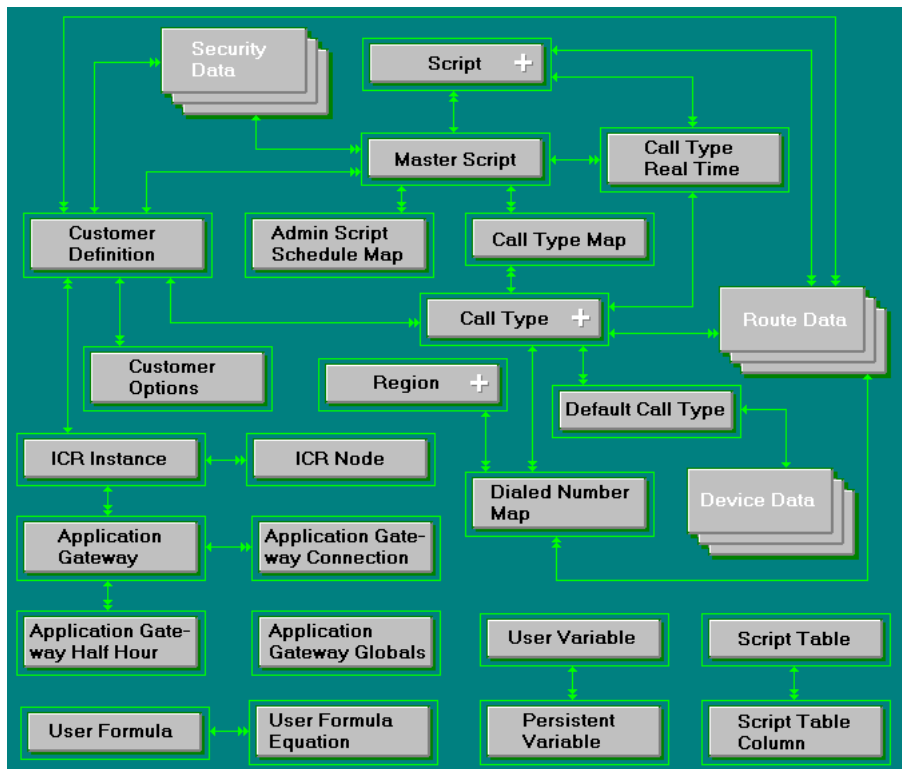
The Application Instance table contains configuration data about external application instances to enable ICM software to identify application instances and grant them access to the Configuration Management Service (CMS).

The Application Path table defines a path from a registered application instances to a CTI Server. (Applications need an interface to CTI Server in order to report logins, agent states, and task messages to ICM software.) The Application Path member is a cross-reference table between the Application Path table and the Media Routing Domains table.

Script Data

Figure 1-9 depicts the tables in this category.

Figure 1-9 Script Data



A script can be either a *routing script* or an *administrative script*. Each script is represented by a row in the Master Script table. Each time you modify a script, ICM software creates a new version of the master script. Each version is represented by a row in the Script table.

You can schedule an administrative script to run periodically during specific times and at specific intervals. The schedules for each administrative script are stored in the Admin Script Schedule Map table.

Before choosing the routing script to run for a specific request, ICM software first determines the call type associated with the request. A *call type* consists of a dialed number (DN), calling line ID (CLID), and caller-entered digits (CED). Each call type is represented by a row in the Call Type table.

Each call type has zero, one, or more associated scripts and each script is associated with zero, one, or more call types. The Call Type Map table is a cross-reference table between the Script table and the Call Type table.

Each dialed number recognized by the system is represented by a row in the Dialed Number table. Each call type maps to zero, one, or more dialed numbers. Each dialed number maps to zero, one, or more call types. The Dialed Number Map table is a cross-reference table between the Dialed Number and Call Type tables.

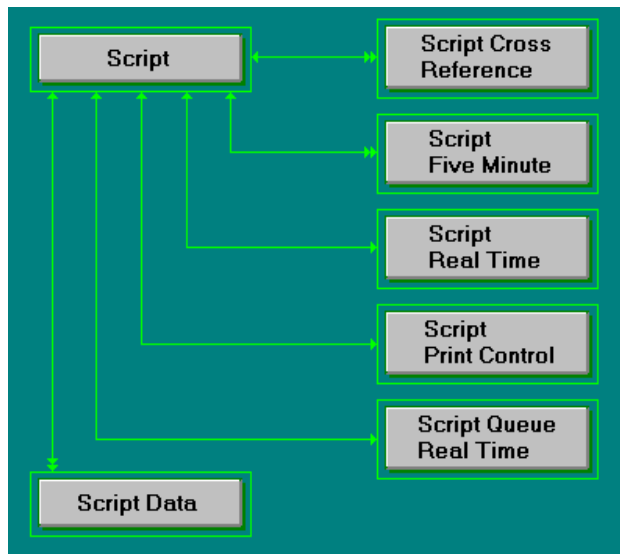
Each Dialed Number Map row also references caller-entered digits that are valid for the call type and the calling line IDs that are valid for the call type. Each calling line ID might be a complete 10-digit phone number, a prefix, or a region.

Each region recognized by the system is represented by a row in the Region table. A *region* consists of one or more prefixes. Any calling number with leading digits matching a prefix is considered part of the region. You can combine regions to create aggregate regions.

Script Detail

Figure 1-10 depicts the tables in this category.

Figure 1-10 Script Detail



The Script Cross Reference table keeps track of the configuration objects each script version references.

Certain entries in ICM software are updated continuously. The Script Five Minute table contains the statistics for those entries accumulated during the last five minutes for each script.

The Script Real Time table contains real-time information about each script. ICM software updates the real-time data each time it executes a script. The Admin Workstation receives updated data every 15 seconds. The real-time data for current script versions is updated at midnight.

Each row in the Script Print Control table contains default print settings for a specific script version.

The Script Queue Real Time table maintains the queuing real-time statistics for each script. If a script has a queue node, this table contains an entry for that script with queuing data such as TimeInQueue and TasksQueued. This table also stores the time this data was accumulated.

The Script Data table contains a binary version of a routing script or administrative script. The information about the nodes and their properties are stored in this table for each script.

Real-time and Historical Data

ICM software maintains real-time and historical status information about certain objects in the system such as service, skill groups, routes, and scripts.

For example, the Route Real Time table contains real-time information about each route. The Route Five Minute and Route Half Hour tables contain historical information about each route. The Route Real Time table contains one row for each route. (It has a one-to-one relationship with the Route table.) The Route Half Hour table contains many rows for each route—ICM software adds an additional row for each route every half hour. (It has a one-to-many relationship with the Route table.)

ICM software updates the real-time tables in the database every ten seconds. Real-time information includes information about what is happening right now (for example, CallsQNow and ExpectedDelay). It also includes summary information about what has happened during the last five minutes (for example, CallsIncomingTo5 and AvgTalkTimeTo5), since the last half-hour historical data (for example, CallsRoutedHalf and CallsAbandQHalf), and since midnight (for example, CallsOfferedToday and CallsHandledToday).

ICM software generates historical information on five- and 30-minute intervals, with the first interval beginning at midnight. For example, ICM software adds a new row for each Route to the Route Five Minute table every five minutes. ICM software adds a new row for each Route to the Route Half Hour table every 30 minutes. Some of the information for the historical tables is derived from accumulation fields in the real-time tables. For example, at the end of each five-minute interval, the value from the CallsOfferedTo5 field in the Route Real Time table is copied to the CallsOfferedTo5 field of the Route Five Minute table.

Each five- and 30-minute row contains a field for the date-time. The time stored in this field is the time at the **start** of the interval. For example, a Service Five Minute row for the interval from 10:00AM to 10:05AM contains the time 10:00AM. However, some fields within the table contain a snapshot of data from the end of the interval. For example, the CallsQNow field of the Service Five Minute table contains the number of calls queued at the end of the five-minute period. Therefore, the Service Five Minute row with the time of 10:00AM tells you the number of calls queued at 10:05AM. To find the number of calls queued at 10:00AM, look at the Service Five Minute record for 9:55AM.

Call Detail Data

Each time ICM software processes a routing request, it generates a Route Call Detail row that contains information about the request and routing decision it made. Each row includes the day on which the request was handled and a key value generated by ICM software that is unique among all requests handled that day. These two values together comprise a unique identifier for the call.

When ICM software receives information that a call is completely done (that is, for example, it has been routed to a peripheral, handled by an agent, and disconnected), then a row about the call is written to the Termination Call Detail table. The Termination Call Detail row indicates the agent, skill group, and service that handled the call. It also contains information such as how long the caller was on hold, whether the call was transferred to another agent after the initial routing, and so forth.

If the call was sent to a translation route, the Termination Call Detail row contains the same day and router key values as the Route Call Detail row for the same call. You can use these fields to link the tables and find all the call detail information for a single call. This process is called cradle-to-grave call tracking.





Table Details

This chapter provides detailed information about the fields in each table. To locate a specific field, see the Field Index at the end of this manual.

Admin_Script_Schedule_Map Table

Each row describes the schedule associated with an administrative script.

Use the Administrative Manager facility of the Script Editor to add, update, and delete Admin_Script_Schedule_Map records.

Table 2-1 Admin_Script_Schedule_Map Table

Field Name	Description	Data Type	Keys and Null Option
MasterScriptID	The scheduled administrative script.	int	PK, FK, NOT NULL
SequenceNumber	Index for schedules associated with a specific master script.	int	PK, NOT NULL
Type	The type of schedule.	smallint	NOT NULL
MonthOfYear	Indicates to which month the schedule applies: 0 = Applies to every month 1 - 12 = Specifies the month of year	smallint	NOT NULL
DayOfMonth	Indicates to which day of month the schedule applies: 0 = Applies to every day 1 - 31 = Specifies the day of month	smallint	NOT NULL
DayType	Indicates to which day the schedule applies: 0 - 6 = Specifies a day (Sunday through Monday) 7 = Every day 8 = Every weekday 9 = Every weekend day	smallint	NOT NULL

Table 2-1 Admin_Script_Schedule_Map Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DayPosition	In conjunction with DayType, the position of a day within a month: 0 = First day of the type 1 = Second day of the type 2 = Third day of the type 3 = Fourth day of the type 4 = Last day of the type 5 = Every day of the type	smallint	NOT NULL
DayFlags	A bitmask specifying the days on which the script is executed: 0x01 = Sunday 0x02 = Monday 0x04 = Tuesday 0x08 = Wednesday 0x10 = Thursday 0x20 = Friday 0x40 = Saturday	int	NOT NULL
StartMonth	The month in which the schedule goes into effect (1 through 12).	smallint	NOT NULL
StartDay	The day of the month on which the schedule goes into effect (1 through 31).	smallint	NOT NULL
StartYear	The year in which the schedule goes into effect.	int	NOT NULL
EndMonth	The month in which the schedule expires. The value is 0 if the schedule has no end date.	smallint	NOT NULL
EndDay	The day of the month on which the schedule expires. The value is 0 if the schedule has no end date.	smallint	NOT NULL
EndYear	The year in which the schedule expires. The value is 0 if the schedule has no end date.	int	NOT NULL
StartHour	The hour of the day at which the schedule goes into effect.	smallint	NOT NULL
StartMinute	The minute of the hour at which the schedule goes into effect.	smallint	NOT NULL
StartSecond	The second of the minute at which the schedule goes into effect.	smallint	NOT NULL
EndHour	The hour of the day at which the schedule expires. The value is 0 if the schedule has no end time.	smallint	NOT NULL
EndMinute	The minute of the hour at which the schedule expires. The value is 0 if the schedule has no end time.	smallint	NOT NULL
EndSecond	The second of the minute at which the schedule expires. The value is 0 if the schedule has no end time.	smallint	NOT NULL

Table 2-1 Admin_Script_Schedule_Map Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Recurrence	The granularity of the script frequency interval: 0 = hours, 1 = minutes, 2 = seconds.	smallint	NOT NULL
RecurrenceFreq	Specifies how many recurrence intervals occur between successive executions.	int	NOT NULL
Description	Additional information about the schedule.	varchar(255)	NULL

Related tables:

Master Script (via MasterScriptID)

Agent Table

Contains one record for each agent (a person capable of answering calls). Each agent is associated with a specific peripheral (ACD) and can be a member of one or more skill groups.

Use ICM Configuration Manager to add, update, and delete Agent records.

Table 2-2 Agent Table

Field Name	Description	Data Type	Keys and Null Options
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	int	PK, FK, NOT NULL
PersonID	Foreign key from the Person table.	int	FK NOT NULL
AgentDeskSettingsID	Identifies the agent desk settings associated with the agent.	int	FK, IE2, NULL
ScheduleID	Identifies an imported schedule associated with the agent.	int	FK, IE3, NULL
PeripheralID	Foreign key from the Peripheral table.	smallint	FK, IE5, NOT NULL
EnterpriseName	An enterprise name for the agent that is unique within the enterprise. You might form the name by combining the agent's first and last name with the name of the peripheral.	varchar(32)	IE4, NOT NULL
PeripheralNumber	The agent's login ID assigned at the switch.	varchar(32)	IE5, NOT NULL
ConfigParam	A string of parameters the ICM software sends to the peripheral to initialize the agent.	varchar(255)	NULL
Description	Additional information about the agent.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL

Table 2-2 Agent Table (continued)

Field Name	Description	Data Type	Keys and Null Options
PeripheralName	The name of the agent as known to the peripheral.	varchar(32)	NULL
TemporaryAgent	Indicates whether the agent is a temporary agent created by the CallRouter: Y = Yes, created by the CallRouter N = No, not created by the CallRouter	char(1)	NOT NULL
AgentStateTrace	Indicates whether the ICM software collects agent state trace data for the agent: Y = Yes N = No	char(1)	NOT NULL
SupervisorAgent	Indicates whether an agent is a supervisor. Y = Yes, agent is a supervisor N = No, agent is not a supervisor	char(1)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Agent Desk Settings (via AgentDeskSettingsID)

Agent Logout (via SkillTargetID)

Agent Real Time (via SkillTargetID)

Agent State Trace (via SkillTargetID)

Agent Team Member (via SkillTargetID)

Peripheral (via PeripheralID)

Person (via PersonID)

Schedule (via ScheduleID)

Skill Group Member (via SkillTargetID)

Skill Target (via SkillTargetID)

Agent_Desk_Settings Table

Each row defines the features available to an enterprise agent and how the ICM software handles certain state changes for the agent.

Use ICM Configuration Manager to add, update, and delete Agent_Desk_Settings records.

Table 2-3 Agent_Desk_Settings Table

Field Name	Description	Data Type	Keys and Null Option
AgentDeskSettingsID	A unique identifier for the agent desk settings.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the agent desk settings that is unique within the enterprise.	varchar(32)	AK1, NOT NULL
Description	Additional information about the desk settings.	varchar(255)	NULL
AvailAfterIncoming	Indicates whether to automatically consider the agent available after handling an incoming call: Y = Yes, consider agent available. N = No, do not consider agent available.	char(1)	NOT NULL
AvailAfterOutgoing	Indicates whether to automatically consider the agent available after handling an outbound call: Y = Yes, consider agent available. N = No, do not consider agent available.	char(1)	NOT NULL
WrapupDataIncomingMode	Indicates whether the agent is allowed or required to enter wrap-up data after an inbound call: 0 = Required 1 = Optional 2 = Not allowed	int	NOT NULL
WrapupDataOutgoingMode	Indicates whether the agent is allowed or required to enter wrap-up data after an outbound call: 0 = Required 1 = Optional 2 = Not allowed	char(1)	NOT NULL
AutoAnswerEnabled	Indicates whether calls to the agent are automatically answered: Y = Yes, calls automatically answered. N = No, calls are not automatically answered.	char(1)	NOT NULL
IdleReasonRequired	Indicates whether the agent must enter a reason before entering the Idle state: Y = Yes, agent must enter a reason. N = No, agent does not need to enter a reason.	char(1)	NOT NULL
LogoutNonActivityTime	Number of seconds on non-activity at the desktop after which the ICM software automatically logs out the agent.	int	NULL
LogoutReasonRequired	Indicates whether the agent must enter a reason before logging out: Y = Yes, agent must enter a reason. N = No, agent does not need to enter a reason.	char(1)	NOT NULL

Table 2-3 Agent_Desk_Settings Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SupervisorCallsAllowed	Indicates whether the agent can initiate supervisor assisted calls: Y = Yes, agent can initiate calls. N = No, agent cannot initiate calls.	char(1)	NOT NULL
SupervisorAssistCallMethod	Indicates whether IPCC will create a consultative call or a blind conference call for the supervisor assistance request: 0 = Consultative call 1 = Blind conference call	int	NULL
EmergencyCallMethod	Indicates whether IPCC will create a consultative call or a blind conference call for an emergency call request: 0 = Consultative call 1 = Blind conference call	int	NULL
AutoRecordOnEmergency	Specifies whether to automatically record or not record when an emergency call request started: 0 = Do not automatically record 1 = Automatically record	int	NULL
RecordingMode	(For future use.) Specifies whether the call request will be routed through the CallManager PIM. The default is 0, which means that call requests do not get routed through the CallManager PIM.	int	NULL
WorkModeTimer	Specifies the auto wrap-up time out. The default value is 0 (auto wrap-up is disabled).	int	NULL
RingNoAnswerDialedNumberID	Provides the dialed number identifier for the new re-route destination in case of a ring-no-answer.	int	NULL
AgentToAgentCallsAllowed	Indicates whether calls to other agents are allowed: Y = Yes, calls to other agents are allowed. N = No, calls to other agents are not allowed.	char(1)	NOT NULL
OutboundAccessInternational	Indicates whether the agent can initiate international calls: Y = Yes, agent can initiate calls. N = No, agent cannot initiate calls.	char(1)	NOT NULL
OutboundAccessPublicNet	Indicates whether the agent can initiate calls through the public network: Y = Yes, agent can initiate calls. N = No, agent cannot initiate calls.	char(1)	NOT NULL
OutboundAccessPrivateNet	Indicates whether the agent can initiate calls through the private network: Y = Yes, agent can initiate calls. N = No, agent cannot initiate calls.	char(1)	NOT NULL

Table 2-3 Agent_Desk_Settings Table (continued)

Field Name	Description	Data Type	Keys and Null Option
OutboundAccessOperatorAssisted	Indicates whether the agent can initiate operator assisted calls: Y = Yes, agent can initiate calls. N = No, agent cannot initiate calls.	char(1)	NOT NULL
OutboundAccessPBX	Indicates whether the agent can initiate outbound PBX calls: Y = Yes, agent can initiate calls. N = No, agent cannot initiate calls.	char(1)	NOT NULL
NonACDCallsAllowed	Indicates whether the agent can place or handle non-ACD calls: Y = Yes, agent can place or handle non-ACD calls. N = No, agent cannot place or handle non-ACD calls.	char(1)	NOT NULL
QualityRecordingRate	Indicates how frequently calls to the agent are recorded.	int	NULL
RingNoAnswerTime	Number of seconds a call may ring at the agent's station before being redirected.	int	NULL
DefaultDevicePortAddress	Optional value to override the default port address for the agent telephony device.	varchar(32)	NULL
AgentCanSelectGroup	Indicates whether the agent can select which groups they are logged in to.	char(1)	NOT NULL
SilentMonitorWarningMessage	Specifies whether a warning message box will appear on the agent's desktop when silent monitoring is started: 1 = A warning message box will appear. 0 = A warning message box will not appear.	int	NULL
SilentMonitorAudibleIndication	Specifies whether an audio click will sound when silent monitoring is started: 1 = An audible click will sound. 0 = An audible click will not sound.	int	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Agent (via AgentDeskSettingsID)

Peripheral (via AgentDeskSettingsID)

Agent_Distribution Table

Each row indicates whether to send real-time and historical agent data from a specific peripheral to a specific Distributor AW.

Use ICM Configuration Manager to add, update, and delete Agent_Distribution records.

Table 2-4 Agent_Distribution Table

Field Name	Description	Data Type	Keys and Null Option
AgentDistributionID	A unique identifier for the agent distribution.	int	PK, NOT NULL
PeripheralID	The peripheral from which agent data is sent.	smallint	FK, NOT NULL
DistributorSiteName	The name of the Distributor site to which agent data is sent.	varchar(32)	NOT NULL
Enabled	Indicates whether to send agent data or not: ' Y = Yes, an agent can send data. N = No, an agent cannot send data.	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Peripheral (via PeripheralID)

Agent_Half_Hour Table

Central database only.

Each row provides half-hour statistics for an agent. The ICM software generates Agent_Half_Hour records for each agent.

Table 2-5 Agent_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Central Controller date and time that the row was updated.	smalldatetime	PK, NOT NULL
SkillTargetID	Identifies the agent.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
MRDomainID	The identifier for the Media Routing Domain for the peripheral associated with this agent.	int	FK, NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Table 2-5 Agent_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LoggedOnTimeToHalf	Total time, in seconds, the agent was logged on during the half- hour interval.	int	NULL
AvailTimeToHalf	Total time, in seconds, the agent was in the Available state for any skill group during the half-hour interval.	int	NULL
NotReadyTimeToHalf	Total time, in seconds, the agent was in the Not Ready state for all skill groups during the half- hour interval.	int	NULL
TalkOtherTimeToHalf	Total time, in seconds, the agent spent talking on internal calls during the half- hour interval.	int	NULL
AvailableInMRDTimeToHalf	The number of seconds in this half-hour interval that this agent was available with respect to this MRD.	int	NULL
RoutableInMRDTimeToHalf	The number of seconds in this half-hour interval that this agent was routable with respect to this MRD.	int	NULL

Related tables:

Agent (via SkillTargetID)

Media Routing Domain (via MRDomainID)

Agent_Logout Table

Central database only.

Each row provides statistics for an agent's session. A session begins when an agent first logs in to the system and ends when the agent logs outs.

Table 2-6 Agent_Logout Table

Field Name	Description	Data Type	Keys and Null Option
LogoutDateTime	Central Controller date and time when the agent logged out.	datetime	PK, NOT NULL
SkillTargetID	Identifies the agent.	int	PK, FK, NOT NULL
TimeZone	The time zone for the dates and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
MRDomainID	The identifier for the Media Routing Domain associated with the agent logout.	int	PK, FK NOT NULL
LoginDuration	Number of seconds the agent was logged in.	int	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Table 2-6 Agent_Logout Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReasonCode	Reason code returned by the peripheral for the agent logout.	int	NULL
NetworkTargetID	The device target the agent was logged on to. This applies for enterprise agents only.	int	FK, NULL

Related tables:

Agent (via SkillTargetID)

Device Target (via NetworkTargetID)

Media Routing Domain (via MRDomainID)

Agent_Real_Time Table

Local database only.

Each row provides real-time statistics for an agent who is currently logged in. The ICM software generates an Agent_Real_Time record for each agent.

Table 2-7 Agent_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	Identifies the agent.	int	PK, FK, NOT NULL
MRDomainID	The identifier for the Media Routing Domain associated with this peripheral.	int	FK, NOT NULL
DateTime	The date and time when the row was generated.	datetime	NOT NULL
SkillGroupSkillTargetID	Identifies the skill group for the call the agent is currently working on.	int	NULL
ServiceSkillTargetID	Identifies the service for the call the agent is currently working on.	int	NULL
AgentState	The current real time state of the agent: 0 = Logged Off 1 = Logged On 2 = Not Ready 3 = Ready 4 = Talking 5 = Work Not Ready 6 = Work Ready 7 = Busy Other 8 = Reserved 9 = Call Initiated	int	NULL

Table 2-7 Agent_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AgentState (continued)	10 = Call Held 11 = Call Retrieved 12 = Call Transferred 13 = Call Conferenced 14 = Unknown	int	NULL
ReasonCode	Code received from the peripheral indicating the reason for the agent's last state change.	int	NULL
Extension	Extension the agent is currently working on.	varchar(32)	NULL
DateTimeLastStateChange	Date and time of the agent's last state change.	datetime	NULL
DateTimeLogin	Date and time the agent logged on.	datetime	NULL
RequestedSupervisorAssist	Indicates whether the agent has requested supervisor assistance: 1 = Yes, the agent requested assistance. 0 = No, the agent did not request assistance.	int	NULL
Destination	Destination type of outbound call the agent is currently working on: 0 = None 1 = ACD 2 = Direct	int	NULL
Direction	Direction of call agent is currently working on: NULL = None 1 = In 2 = Out 3 = Other	int	NULL
OnHold	Indicates whether the call is currently on hold: 1 = Yes, the call is on hold. 0 = No, the call is not on hold.	int	NULL
NetworkTargetID	The device target the agent is logged on to. This applies for enterprise agents only.	int	FK, NULL
Agent Status	Reserved for future use.	int	NULL
CustomerPhoneNumber	The phone number of the caller with whom the agent is speaking.	varchar(20)	NULL
CustomerAccountNumber	The account number of the caller with whom the agent is speaking.	varchar(32)	NULL
CampaignID	The campaign ID for the campaign associated with this call.	int	NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID.	int	NULL

Table 2-7 Agent_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Routable	Indicates whether the agent is routable with respect to this Media Routing Domain: Y = Yes, the agent is routable. N = No, the agent is not routable.	int	NULL
DateTimeLastModeChange	The date and time of the agent's last mode change.	datetime	NULL
CallsInProgress	The number of tasks associated with this Media Routing Domain on which this agent is currently working.	int	NULL
MaxTasks	The maximum number of tasks associated with this Media Routing Domain on which this agent can work simultaneously.	int	NULL
AvailableInMRD	The agent's availability status with respect to the Media Routing Domain: 0 = Not Available 1 = ICM Available 2 = Application Available	int	NULL
DateTimeTaskLevelChange	The date and time of the agent's last task level change.	datetime	NULL

Related tables:

Agent (via SkillTargetID)

Device Target (via NetworkTargetID)

Media Routing Domain (via MRDomainID)

Service (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill Group (SkillGroupSkillTargetID maps to SkillGroup.SkillTargetID)

Agent_Skill_Group_Half_Hour Table

Central database only.

Each row provides half-hour statistics for a member of a skill group. If an individual agent is a member of multiple skill groups, multiple Agent Skill Group Half Hour rows are created for that agent each half hour.

The ICM software generates an Agent_Skill_Group_Half_Hour records for each skill group member.

Table 2-8 Agent_Skill_Group_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at the start of the half-hour interval.	smalldatetime	PK, NOT NULL
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	int	PK, FK, NOT NULL
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
AbandonRingCallsToHalf	Total number of ACD calls that were abandoned while ringing at an agent's position. The value is updated in the database at the time the call disconnects.	int	NULL
AbandonRingTimeToHalf	Total ring time associated with ACD calls that were abandoned while alerting an agent's position. RingTime includes the seconds that the call spent ringing at an agent's teleset before being answered. RingTime for this data element is based on data from the Termination_Call_Detail record. The value is updated in the database at the time the call disconnects.	int	NULL
AbandonHoldCallsToHalf	Total number of ACD calls that were abandoned while being held at an agent position. This value is updated in the database at the time the call disconnects.	int	NULL
AgentOutCallsTimeToHalf	Total handle time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AgentOutCallsTalkTimeToHalf	Total talk time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval. This value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AgentOutCallsTalkTime is updated in the database when the after-call-work time associated with the call (if any) has completed.	int	NULL
AgentOutCallsToHalf	Total number of completed outbound ACD calls made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.	int	NULL
AgentOutCallsOnHoldToHalf	The total number of completed outbound ACD calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AgentOutCallsOnHoldTimeToHalf	The total number of seconds that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
AgentTerminatedCallsToHalf	Total number of ACD calls that were terminated by agents before the far end released. The value is updated in the database at the time the call disconnects. The value includes AgentOutCalls and CallsHandled for the agents in the skill group.	int	NULL
AnswerWaitTimeToHalf	Total number of seconds callers spent ringing at the agent's voice device before being answered by the agent during the half-hour interval. AnswerWaitTime is associated only with handled calls and internal calls received, which are accounted for under the CallsHandledToHalf and InternalCallsReceivedToHalf tables, respectively. AnswerWaitTime for skill groups is calculated as follows: DelayTime + LocalQTime + RingTime (all from the Termination_Call_Detail records). The AnswerWaitTime value is updated in the database at the time the call is answered.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvailTimeToHalf	The total time, in seconds, that agents were in the Available state for any skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.	int	NULL
BusyOtherTimeToHalf	The number of seconds that agents in the skill group spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.	int	NULL
CallbackMessagesTimeToHalf	Number of seconds the agent spent processing callback messages during the half-hour interval.	int	NULL
CallbackMessagesToHalf	Number of callback messages processed by the agent during the half-hour interval.	int	NULL
CallsAnsweredToHalf	Number of calls answered during the half-hour interval. The number of calls answered includes only handled calls and internal calls received, which are tracked in the CallsHandledToHalf and InternalCallsReceivedToHalf fields, respectively. The count for CallsAnswered is updated in the database at the time the call is answered.	int	NULL
CallsHandledToHalf	The number of inbound ACD calls that have been answered and have completed wrap-up by agents in the skill group during the half-hour interval.	int	NULL
ConsultativeCallsToHalf	The number of consultative calls completed by agents with at least one ACD call on hold. The count is updated in the database when the after-call work time associated with the consultative call (if any) has completed.	int	NULL
ConsultativeCallsTimeToHalf	The number of seconds agents spent handling consultative calls with at least on ACD call on hold. The value is updated in the database when the after-call work time associated with the consultative call (if any) has completed.	int	NULL
ConferencedInCallsToHalf	The number of incoming calls the agent was conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	int	NULL
ConferencedInCallsTimeToHalf	The number of seconds the agent was involved in an incoming conference calls. This value includes time spent on both ACD and non-ACD conference calls initiated by the agent. This database element uses ConferenceTime from the Termination_Call_Detail table. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ConferencedOutCallsToHalf	The number of conference calls the agent initiated. The conferenced out calls include ACD and non-ACD calls. The count of ConferencedOutCalls is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	int	NULL
ConferencedOutCallsTimeToHalf	The number seconds the agent spent in conference calls that they initiated. The conferenced out calls include ACD and non-ACD calls. The value includes any HoldTime for the call. This database element uses ConferenceTime from the Termination_Call_Detail records. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	int	NULL
HandledCallsTalkTimeToHalf	Total talk time in seconds for Inbound ACD calls counted as handled by agents in the skill group during the half-hour interval. The value is based on TalkTime from the Termination_Call_Detail table. It is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
HandledCallsTimeToHalf	Total handle time, in seconds, for inbound ACD calls counted as handled by the agent in the skill group during the half-hour interval. Handle time includes the time spent from the call being answered by the agent to the time the agent completed after call work time for the call. HandledCallsTime is based on HoldTime, WorkTime, and TalkTime from the Termination_Call_Detail records. The value for HandledCallsTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
HoldTimeToHalf	Number of seconds where all calls to the agent are on hold during the half-hour interval. HoldTime is counted only while the agent is doing no other call-related activity. HoldTime is included in the calculation of LoggedOnTime.	int	NULL
IncomingCallsOnHoldTimeToHalf	Total number of seconds that completed inbound ACD calls were placed on hold during the half-hour interval. The value is based on HoldTime from the Termination_Call_Detail records. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
IncomingCallsOnHoldToHalf	The total number of completed inbound ACD calls the agent placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InternalCallsOnHoldTimeToHalf	Total number of seconds completed internal calls were placed on hold during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsOnHoldToHalf	The total number of internal calls the agent placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsRcvdTimeToHalf	Number of seconds spent on internal calls received by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsRcvdToHalf	Number of internal calls received by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsTimeToHalf	Number of seconds spent on internal calls initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsToHalf	Number of internal calls initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
LoggedOnTimeToHalf	Total time, in seconds, the agent in the skill group was logged on during the half-hour interval. This value is calculated as follows: $\text{HoldTimeToHalf} + \text{TalkInTimeToHalf} + \text{TalkOutTimeToHalf} + \text{TalkOtherTimeToHalf} + \text{AvailTimeToHalf} + \text{NotReadyTimeToHalf} + \text{WorkReadyTimeToHalf} + \text{WorkNotReadyTimeToHalf} + \text{BusyOtherTimeToHalf} + \text{ReservedStateTimeToHalf}$	int	NULL
NotReadyTimeToHalf	Total seconds the agent in the skill group was in the Not Ready state during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.	int	NULL
RedirectNoAnsCallsToHalf	The number of ACD calls that rang at the agent's terminal and redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RedirectNoAnsCallsTimeToHalf	The number of seconds ACD calls rang at the agent's terminal before being redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.	int	NULL
ReservedStateTimeToHalf	Total seconds the agent in the skill group was in the Reserved state during the half-hour interval. ReservedStateTime is included in the calculation of LoggedOnTime.	int	NULL
ShortCallsToHalf	Number of calls answered by the agent where the duration of the calls falls short of the Abandoned Call Wait Time. You might choose to factor these calls out of handle time statistics that you calculate. A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned and are not accounted for in any of the ICM abandoned calls calculations.	int	NULL
SupervAssistCallsTimeToHalf	Number of seconds that agents in the skill group spent on supervisor- assisted calls during the half-hour interval. The value is updated in the database when the supervisor assist call completes.	int	NULL
SupervAssistCallsToHalf	Number of calls for which agents received supervisor assistance during the half- hour interval. The value is updated in the database when the supervisor assist call completes.	int	NULL
TalkInTimeToHalf	Number of seconds that agents in the skill group spent talking on inbound ACD calls (neither outbound nor internal) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL
TalkOtherTimeToHalf	Number of seconds that agents in the skill group spent talking on internal outbound or consultative transfer calls (examples: agent-to-agent transfers and supervisor calls) during the half-hour interval. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL
TalkOutTimeToHalf	Number of seconds that agents in the skill group spent talking on external outbound or consultative transfer calls during the half-hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TransferredInCallsTimeToHalf	Number of seconds that agents in the skill group spent handling calls transferred to them during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
TransferredInCallsToHalf	Number of calls transferred to agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
TransferredOutCallsToHalf	Number of calls transferred out by the agent during the half-hour interval. The value is updated at the time the agent completes the transfer of the call.	int	NULL
WorkNotReadyTimeToHalf	Number of seconds that agents in the skill group spent in the Work Not Ready state during the half-hour interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.	int	NULL
WorkReadyTimeToHalf	Number of seconds that agents in the skill group spent in the Work Ready state during the half-hour interval. WorkReadyTime is included in the calculation of LoggedOnTime.	int	NULL
AutoOutCallsToHalf	The total number of completed AutoOut (predictive) calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTimeToHalf	The total handle time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTimeToHalf value includes the time spent from the call being initiated to the time the agent completes any after-call work for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsTalkTimeToHalf	The total talk time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldToHalf	The total number of completed AutoOut (predictive) calls that the agent in the skill group has placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldTimeToHalf	The total number of seconds that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
PreviewCallsToHalf	The total number of completed outbound Preview calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsTimeToHalf	The total handle time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTalkTimeToHalf	The total talk time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldToHalf	The total number of completed outbound Preview calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldTimeToHalf	The total number of seconds that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
ReserveCallsToHalf	The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsTimeToHalf	The total handle time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTalkTimeToHalf	The total talk time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldToHalf	The total number of completed agent reservation calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldTimeToHalf	The total number of seconds agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
TalkAutoOutTimeToHalf	The number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.	int	NULL
TalkPreviewTimeToHalf	The number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkPreviewTime is included in the calculation of LoggedOnTime.	int	NULL
TalkReserveTimeToHalf	The number of seconds the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTime is included in the calculation of LoggedOnTime.	int	NULL
BargeInCallsToHalf	The number of calls barged in on either by the supervisor or by the agent.	int	NULL
InterceptCallsToHalf	The number of calls intercepted either by the supervisor or by the agent.	int	NULL
MonitorCallsToHalf	The number of calls monitored either by the supervisor or by the agent.	int	NULL
WhisperCallsToHalf	The number of calls coached either by the supervisor or by the agent.	int	NULL

Table 2-8 Agent_Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
EmergencyAssistsToHalf	The number of emergency assist requests made either by the agent or by the supervisor.	int	NULL
InterruptedTimeToHalf	The number of seconds the agent was in the Interrupted state during the half-hour interval.	int	NULL

Related tables:

Skill Group Member (SkillTargetID + SkillGroupSkillTargetID maps to Skill_Group_Member.AgentSkillTargetID + Skill_Group_Member.SkillGroupSkillTargetID)

Agent_Skill_Group_Logout Table

Each row provides information about a single login session for a member of a skill group. If an individual agent is a member of multiple skill groups, multiple Agent Skill Group Logout rows are created for that agent.

The ICM software generates an Agent_Skill_Group_Logout record for each skill group member.

Table 2-9, Part 1 Agent_Skill_Group_Logout Table

Field Name	Description	Data Type	Keys and Null Option
LogoutDateTime	Date and time when the agent logged in to the skill group.	datetime	PK, NOT NULL
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	int	PK, FK, NOT NULL
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member.	int	PK, FK, NOT NULL
TimeZone	The time zone for the dates and times. The value is the offset in minutes from GMT.	int	PK, NOT NULL
LoginDuration	Number of seconds the agent was logged in to the skill group.	int	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
ReasonCode	Reason code returned by the peripheral for the agent logout.	int	NULL

Related tables:

Skill Group Member (SkillTargetID + SkillGroupSkillTargetID maps to Skill_Group_Member.AgentSkillTargetID + Skill_Group_Member.SkillGroupSkillTargetID)

Agent_Skill_Group_Real_Time Table

Local database only.

Each row provides real-time statistics for a member of a skill group. If an individual agent is a member of multiple skill groups, multiple Agent Skill Group Real Time rows are created for that agent.

The ICM software generates an Agent_Skill_Group_Real_Time record for each skill group member.

Table 2-10 Agent_Skill_Group_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	int	PK, FK, NOT NULL
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member.	int	PK, FK, NOT NULL
DateTime	The date and time when the row was generated.	datetime	NOT NULL
AgentState	The current real time state of the agent: 0 = Logged Off 1 = Logged On 2 = Not Ready 3 = Ready 4 = Talking 5 = Work Not Ready 6 = Work Ready 7 = Busy Other 8 = Reserved 9 = Call Initiated 10 = Call Held 11 = Call Retrieved 12 = Call Transferred 13 = Call Conferenced 14 = Unknown	int	NULL
ReasonCode	Code received from the peripheral indicating the reason for the agent's last state change.	int	NULL
DateTimeLastStateChange	Date and time of the agent's last state change.	datetime	NULL
DateTimeLogin	Date and time the agent logged on with the skill group.	datetime	NULL
Priority	Priority of the skill group for the agent.	int	NULL
CallsInProgress	The number of tasks currently associated with this skill group.	int	NULL

Related tables:

Skill Group Member (SkillTargetID + SkillGroupSkillTargetID) maps to Skill_Group_Member.AgentSkillTargetID + Skill_Group_Member.SkillGroupSkillTargetID)

Agent_State_Trace Table

Each row describes a change of state for an agent. By examining Agent State Trace rows you can trace all the state changes that have occurred for an agent.

The ICM software generates an Agent_State_Trace records for each agent for which tracing is enabled.

Table 2-11 Agent_State_Trace Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at which the state change occurred.	smalldatetime	IE1, NOT NULL
SkillTargetID	Identifies the agent.	int	IE1, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	NOT NULL
MRDomainID	The identifier for the Media Routing Domain associated with the agent state change.	int	PK, FK NOT NULL
EventName	Code indicating the event that has occurred.	int	NOT NULL
ReasonCode	Code received from the peripheral indicating the reason for the state change.	int	NULL
SkillGroupSkillTargetID	Identifies the skill group the event is associated with.	int	NULL
AgentState	The new agent trace state: 0 = Logged Off 1 = Logged On 2 = Not Ready 3 = Ready 4 = Talking 5 = Work Not Ready 6 = Work Ready 7 = Busy Other 8 = Reserved 9 = Call Initiated 10 = Call Held 11 = Call Retrieved 12 = Call Transferred 13 = Call Conferenced 14 = Unknown.	int	FK, NULL
ICRCallKey	A unique number generated at the PG. Values are reused after about 250 million calls.	int	NULL
PeripheralCallKey	Key assigned by the peripheral to the call associated with the event.	int	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
Direction	The direction for talking states.	int	NULL

Table 2-11 Agent_State_Trace Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouterCallKeyDay	The day that the call was taken and the Termination_Call_Detail record was created. This field contains a value only for calls that were translation-routed or post-routed to or from an ACD. Together with RouterCallKey, the Day value forms a unique 64-bit key for the call. The PG might not have this information for all calls, but if it does, it allows you to track all states of a call between the Route_Call_Detail and the Termination_Call_Detail tables by using the Cradle-to-Grave call tracking facility. (For calls that span a day, the day may not correspond to the day specified in the DateTime field.)	int	NULL
RouterCallKey	This value is created by the ICM software and forms the unique portion of the 64-bit key for the call. The ICM resets this counter at midnight.	int	NULL
RouterCallKeySequenceNumber	A sequence number used for ordering rows for cradle-to-grave call tracking. This number defines the order in which the <i>calls</i> were created. This is not the order in which the Termination_Call_Detail records were created. (This field also exists in the Route_Call_Detail table, where it defines the order in which the route requests were created.)	int	NULL

Related tables:

Agent (via SkillTargetID)

Media Routing Domain (via MRDomainID)

Agent_Team Table

An agent team is a group of agents who report to the same supervisor(s) and are associated with a single peripheral. The ICM software does not route to agent teams and agents within a team do not necessarily share the same skills. Agent teams are used for administrative and monitoring purposes only.

Use ICM Configuration Manager to add, update, and delete Agent_Team records.

Table 2-12 Agent_Team Table

Field Name	Description	Data Type	Keys and Null Option
AgentTeamID	A unique identifier for the agent team.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the agent team that is unique among all agent teams in the enterprise.	varchar(32)	AK0, NOT NULL

Table 2-12 Agent_Team Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeripheralID	Identifies the peripheral the team is associated with.	smallint	FK, NOT NULL
Description	Additional information about the agent team.	varchar(255)	NULL
DialedNumberID	The dialed number identifier for the agent team.	int	NULL
PriSupervisorSkillTargetID	The agent who is the primary supervisor for the team.	int	FK, IE1, NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Agent (via PriSupervisorSkillTargetID and SecSupervisorSkillTargetID)

Agent Team Member (via AgentTeamID)

Agent_Team_Member Table

Specifies the mapping of agents to agent teams.

Use ICM Configuration Manager to add or delete Agent_Team_Member records.

Table 2-13 Agent_Team_Member Table

Field Name	Description	Data Type	Keys and Null Option
AgentTeamID	Identifies the agent team.	int	PK, FK, IE1, NOT NULL
SkillTargetID	Identifies the agent.	int	PK, FK, AK1, NOT NULL

Related tables:

Agent (via SkillTargetID)

Agent Team (via AgentTeamID)

Agent_Team_Supervisor Table

Specifies the mapping of supervisors and agent teams.

Use ICM Configuration Manager to add or delete Agent_Team_Supervisor records.

Table 2-14 Agent_Team_Supervisor

Field Name	Description	Data Type	Keys and Null Option
AgentTeamID	Identifies the agent team.	int	PK, NOT NULL
SupervisorSkillTargetID	Identifies the SkillTargetID of the supervisor.	int	PK, NOT NULL

Announcement Table

Each row corresponds to a voice announcement. The ICM software can route a call to an announcement.

Use ICM Configuration Manager to add, update, and delete Announcement records.

Table 2-15 Announcement Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Foreign key from the Network Target table.	int	PK, FK, NOT NULL
AnnouncementType	An integer value indicating the type of the announcement.	smallint	NOT NULL
EnterpriseName	An enterprise name for this announcement. This name must be unique among all announcements in the enterprise.	varchar(32)	AK1, NOT NULL
Description	Additional information about the announcement.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Network Target (via NetworkTargetID)

Application_Event Table

Central database only.

Contains information about events in the ICM application. This is a subset of the events reported in the Event table.

Table 2-16 Application_Event Table

Field Name	Description	Data Type	Keys and Null Option
CentralControllerVirtualTime	Virtual Time event was processed at the Central Controller.	int	NOT NULL
CentralControllerFileTime	File Time event was processed at the Central Controller.	datetime	IE1, NOT NULL
CentralControllerTimZone	Time zone at the Central Controller. The value is the offset in minutes from GMT.	int	NOT NULL
VersionNum	EMS version number.	smallint	NOT NULL
SystemType	The type of system that generated the event: 0 = Unknown 1 = CallRouter 2 = Peripheral Gateway 3 = Network Interface Controller 4 = Admin Workstation 5 = Logger 6 = Listener 7 = CTI Gateway	smallint	NOT NULL
SystemId	DMP system ID of the event originator. For a CallRouter or Logger, this value is always 0.	smallint	NOT NULL
StatusCodeType	Classification of the value in StatusCode field.	smallint	NOT NULL
StatusCode	Status code value.	int	NOT NULL
StatusCodeString	String associated with the status code.	varchar(255)	NULL
ProcName	Name of the process that originated the event.	varchar(32)	NOT NULL
SourceSystemName	Name of the node that generated the event.	varchar(32)	NULL
SourceVirtualTime	Virtual time event was generated (originator's time).	int	NOT NULL
SourceFileTime	File time event was generated (originator's time).	datetime	NOT NULL
MessageId	Message ID from message compiler.	int	NOT NULL
Severity	The level of the message.	varchar(16)	NULL
Category	The type of message.	varchar(32)	NULL
MessageString	Contents of message.	varchar(255)	NULL
CustomerId	The customer ID.	int	NOT NULL
Side	Side of event originator: A or B = paired processes \0 = a non-paired process	char(1)	NOT NULL

Table 2-16 Application_Event Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Dword1	Optional event DWORD.	int	NULL
Dword2	Optional event DWORD.	int	NULL
Dword3	Optional event DWORD.	int	NULL
Dword4	Optional event DWORD.	int	NULL
Dword5	Optional event DWORD.	int	NULL
String1	Optional event string.	varchar(240)	NULL
String2	Optional event string.	varchar(240)	NULL
String3	Optional event string.	varchar(240)	NULL
String4	Optional event string.	varchar(240)	NULL
String5	Optional event string.	varchar(240)	NULL
BinData	Optional event binary data.	image	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Application_Gateway Table

Each row describes an external application (custom gateway) or another ICM platform that you can invoke from a routing script or administrative script.

Use ICM Configuration Manager to add, update, and delete Application_Gateway records.

Table 2-17 Application_Gateway Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationGatewayID	A unique identifier for the application gateway.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the application gateway. This name must be unique among all application gateways in the enterprise.	varchar(32)	AK1, NOT NULL
ICRInstanceID	Identifies the ICM instance associated with the application gateway.	int	FK, IE1, NULL
Description	Additional information about the application gateway.	varchar(255)	NULL
FaultTolerance	The fault-tolerance strategy used by the application gateway.	int	NOT NULL

Table 2-17 Application_Gateway Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Encryption	The encryption method used by the application gateway: 0 = none 1 = private key	int	NOT NULL
PreferredSide	Indicates which side of the Gateway the ICM software should use when both are available: A or B. This applies only when ApplicationGatewayType is 0 (custom gateway).	char(1)	NULL
ApplicationGatewayType	The type of gateway: 0 = custom gateway 1 = remote ICM	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Application Gateway Connection (via ApplicationGatewayID)

Application Gateway Half Hour (via ApplicationGatewayID)

ICR Instance (via ICRInstanceID)

Application_Gateway_Connection Table

Each row describes the connection of one side of the CallRouter (side A or side B) to an Application Gateway host.

Use ICM Configuration Manager to add, update, and delete Application_Gateway_Connection records.

Table 2-18 Application_Gateway_Connection Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationGatewayID	Identifies the Application Gateway associated with the connection.	int	PK, FK, NOT NULL
Side	Indicates which side of the CallRouter uses the connection. Valid values are 'A' and 'B'.	char(1)	PK, NOT NULL
Address	A string that describes the connection to the host. The format depends on the protocol. For TCP, the format is <i>hostname:port</i> or <i>IPAddress:port</i> .	varchar(255)	NULL
Protocol	The communications protocol used for the connection. 1 = TCP (the only value currently supported).	int	NOT NULL
ConnectInfo	A string the ICM software passes to the host during initialization. The ICM software itself does not use or validate the value.	varchar(255)	NULL
Description	Additional information about the connection.	varchar(255)	NULL
InService	Indicates whether the connection is currently available: 'Y' (yes) or 'N' (no).	char(1)	NOT NULL
ErrorThreshold	Number of consecutive errors that cause the ICM software to declare the host unavailable. The ICM software then initiates a reconnect.	int	NULL
RequestTimeout	Number of milliseconds the CallRouter waits for a response before timing out a request. The default value is 300.	int	NULL
AbandonTimeout	An internal timeout used by the CallRouter to determine a failure in the application gateway interface process. The default value is 5000.	int	NULL
SessionRetry	Number of milliseconds the CallRouter waits before trying to reconnect after a connection terminates or a connection attempt fails. The default value is 30000.	int	NULL
SessionRetryLimit	The maximum number of times the CallRouter attempts to connect or reconnect a session. (User intervention is then required to restart the connection.) If the value is 0, then no limit applies.	int	NULL
OpenTimeout	Number of milliseconds the CallRouter waits for a response to an open or close connection request. The default is 15000.	int	NULL

Table 2-18 Application_Gateway_Connection Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HeartbeatTimeout	Number of milliseconds the CallRouter waits for a host to respond to a heartbeat request. The default is 300.	int	NULL
HeartbeatLimit	Number of consecutive unanswered heartbeats after which the CallRouter closes the connection. The default is 10. (For purposes of this count, a query is counted as a heartbeat.)	int	NULL
HeartbeatRetry	Number of milliseconds to wait before retrying a missed heartbeat. The default is 200. The total time between heartbeat tries is HeartbeatTimeout + HeartbeatRetry.	int	NULL
HeartbeatInterval	Number of milliseconds between heartbeats. The idle timeout for each host is 4 times this value.	int	NULL
Command	A command the ICM software sends to the application gateway when the row is created or updated by the Update Central Controller operation. You can use this field to send one-time commands to the application gateway host.	int	NULL
CommandParam	A parameter to be sent with the command.	int	NULL
LinkTestThreshold	Currently not used.	int	NULL
LateTimeout	Number of milliseconds the CallRouter waits for a response before considering it late. This does not affect CallRouter processing. It is for statistical use only.	int	NULL

Related tables:

Application Gateway (via ApplicationGatewayID)

Application_Gateway_Globals Table

Contains two rows that define default values for the Application_Gateway_Connection tables. One row defines defaults for external applications (custom gateways) and the other defines defaults for remote ICM software platforms.

Use the Application Gateway list tool to modify the Application_Gateway_Globals records.

Table 2-19 Applications_Gateway_Globals Table

Field Name	Description	Data Type	Keys and Null Option
ID	A unique identifier for the row.	int	PK, NOT NULL
ErrorThreshold	Number of consecutive errors that cause the ICM software to declare the host unavailable. The software then initiates a reconnect.	int	NOT NULL
RequestTimeout	Number of milliseconds the CallRouter waits for a response before timing out a request. The default value is 300.	int	NOT NULL
AbandonTimeout	An internal timeout used by the CallRouter to determine a failure in the application gateway interface process. The default is 5000.	int	NOT NULL
SessionRetry	Number of milliseconds the CallRouter waits before trying to reconnect after a connection terminates or a connection attempt fails. The default is 30000.	int	NOT NULL
SessionRetryLimit	The maximum number of times the CallRouter attempts to connect or reconnect a session. (User intervention is then required to restart the connection.) If the value is 0, then no limit applies.	int	NOT NULL
OpenTimeout	Number of milliseconds the CallRouter waits for a response to an open or close connection request. The default is 15000.	int	NOT NULL
HeartbeatTimeout	Number of milliseconds the CallRouter waits for a host to respond to a heartbeat request. The default is 300.	int	NOT NULL
HeartbeatLimit	Number of consecutive unanswered heartbeats after which the CallRouter closes the connection. The default is 10. (For purposes of this count, a query is counted as a heartbeat.)	int	NOT NULL
HeartbeatRetry	Number of milliseconds to wait before retrying a missed heartbeat. The default is 200. The total time between heartbeat tries is HeartbeatTimeout + HeartbeatRetry.	int	NOT NULL
HeartbeatInterval	Number of milliseconds between heartbeats. The idle timeout for each host is 4 times this value.	int	NOT NULL
LinkTestThreshold	Currently not used.	int	NOT NULL
LateTimeout	Number of milliseconds the CallRouter waits for a response before considering it late. This does not affect CallRouter processing. It is for statistical use only.	int	NOT NULL

Table 2-19 Applications_Gateway_Globals Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ApplicationGatewayType	The type of gateway: 0 = custom gateway 1 = remote ICM Note You can define a separate set of defaults for each type.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Application_Gateway_Half_Hour Table

Central database only.

Provides statistics on each Application Gateway. The ICM software updates these statistics every 30 minutes.

The ICM software generates Application_Gateway_Half_Hour records for each Application Gateway.

Table 2-20 Application_Gateway_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationGatewayID	Identifies the Application Gateway.	int	PK, FK, NOT NULL
DateTime	The date and time at the start of the half-hour interval.	datetime	PK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
RequestsToHalf	The number of request sent to the Application Gateway during the half-hour interval.	int	NULL
RejectsToHalf	The number of requests rejected by the Application Gateway during the half-hour interval.	int	NULL
TimeoutsToHalf	The number of requests to the Application Gateway that timed out during the half-hour interval.	int	NULL
MaxDelayToHalf	The longest response time, in milliseconds, for any request to the Application Gateway during the half-hour interval.	int	NULL
AvgDelayToHalf	The average response time, in milliseconds, for all requests to the Application Gateway during the half-hour interval.	int	NULL
UnavailableToHalf	Number of requests attempted while no Application Gateway was available during the half-hour interval.	int	NULL

Table 2-20 Application_Gateway_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ErrorsToHalf	Number of errors that occurred for Application Gateway requests during the half-hour interval. Consult EMS logs for specific error information.	int	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	NOT NULL
LatesToHalf	Number of responses that exceeded the LateTimeout value for the connection during the half-hour interval.	int	NULL

Related tables:

Application Gateway (via ApplicationGatewayID)

Application_Instance Table

Contains configuration data about external application instances. The data in this table enables the ICM software to identify application instances and grant them access to the Configuration Management Service (CMS).

Table 2-21 Application_Instance Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationInstanceID	Identifies the Application Instance..	int	PK, NOT NULL
Description	Additional information about this application instance.	varchar(255)	NULL
EnterpriseName	The unique name of the application instance.	varchar(32)	AK, NOT NULL
ApplicationKey	A key supplied by the application which allows the application instance entry to CMS services.	varchar(32)	NOT NULL
PermissionLevel	Determines the permissions given to the application: 0 = Full read/write permission to all configuration tables. 1 = Read-only permission to all configuration tables (the application may not change any data). 3 = Authentication only (only the ConAPI authentication API's will function).	int	NOT NULL

Table 2-21 Application_Instance Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ApplicationType	Provides a key to the characteristics of certain applications.	int	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Application Path (via ApplicationInstanceID)

Application_Path Table

Defines a path from a registered application instances to a CTI Server. Applications need an interface to CTI Server in order to report logins, agent states, and task messages to the ICM software.

Table 2-22 Application_Path Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationPathID	A unique identifier for the application path.	int	PK, NOT NULL
ApplicationInstanceID	Defines the application instance that uses this application path.	int	FK, NOT NULL
EnterpriseName	The unique name of the application instance.	varchar(32)	AK, NOT NULL
Description	Additional information about this application path.	varchar(255)	NULL
LogicalControllerID	Foreign key to the Logical_Interface_Controller table.	smallint	FK, NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Application Instance (via ApplicationInstanceID)

Application Path Member (via ApplicationPathID)

Application Path Real Time (via ApplicationPathID)

Logical Interface Controller (via LogicalControllerID)

Application_Path_Member Table

Defines the Media Routing Domains (MRDs) that use a particular application path.

Table 2-23 Application_Path_Member Table

Field Name	Description	Data Type	Keys and Null Option
PeripheralID	Link to the Peripheral table.	smallint	PK1, NOT NULL
MRDomainID	The MRD identifier for this application path member.	int	PK2 NOT NULL
ApplicationPathID	The application path identifier for this application path member.	int	FK, IE1 NOT NULL

Related tables:

Application Path (via ApplicationPathID)
 Media Routing Domain (via MRDomainID)
 Peripheral (via PeripheralID)

Application_Path_Real_Time Table

Provides real-time status and connection data for application paths.

Table 2-24 Application_Path_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationPathID	The application path identifier for this application path member.	int	PK, NOT NULL
DateTime	The date and time when the data in this table was last updated.	datetime	NOT NULL
OnLineDateTime	The date and time at which the application instance associated with this application path established connection to the CTI Server.	datetime	NULL
OnLine	Indicates whether or not the application path is currently on-line: Y = yes, on-line N = no, not on-line.	char(1)	NULL
Text1	Application-specific strings.	varchar(40)	NULL
Text2	Application-specific strings.	varchar(40)	NULL
Text3	Application-specific strings.	varchar(40)	NULL
Text4	Application-specific strings.	varchar(40)	NULL
Text5	Application-specific strings.	varchar(40)	NULL

Table 2-24 Application_Path_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Text6	Application-specific strings.	varchar(40)	NULL
Text7	Application-specific strings.	varchar(40)	NULL
Text8	Application-specific strings.	varchar(40)	NULL
Text9	Application-specific strings.	varchar(40)	NULL
Text10	Application-specific strings.	varchar(40)	NULL

Related tables:

Application Path (via ApplicationPathID)

AWControl Table

Local database only.

Contains one record of control information about the Admin Workstation. This information is used internally by the system.

Table 2-25

Field Name	Description	Data Type	Keys and Null Option
LastRetrievalTime	The time that the local AW database was last updated from the central database.	datetime	NULL
LastRetrievalKey	The recovery key value copied from the Config Message Log table when the local database was last updated from the central database.	float	NULL
ControllerConfigChangeTime	The time that the configuration or script information in the central database was last updated. This field is maintained by the real-time feed.	datetime	NULL
ControllerConfigChangeKey	The recovery key value from the Config Message Log table when the configuration or script information in the central database was last updated. This field is maintained by the real-time feed.	float	NULL
ConfigChangedBySystemName	The name of the workstation that last uploaded configuration or script information to the central database. This field is maintained by the real-time feed.	varchar(32)	NULL
ConfigChangedByUserName	The name of the user that last uploaded configuration or script information to the central database. This field is maintained by the real-time feed.	varchar(32)	NULL

Table 2-25

Field Name	Description	Data Type	Keys and Null Option
HDSPropertyEnabled	Indicates whether the Historical Data Server property is enabled: Y = Yes (enabled) N = No (not enabled)	char	NOT NULL
AWType	The AW type: 0 = Standard 1 = NAM 2 = CICM 3 = Limited AW.	int	NOT NULL

Blended_Agent_Options Table

Contains all options that are global to a Blended Agent deployment. There is only one row in this table.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify the Blended Agent Options records.

Table 2-26 Blended_Agent_Options Table

Field Name	Description	Data Type	Keys and Null Option
DialStartHours	The earliest valid hour to call a contact (in 24-hour format). The hour value is based on the contact's local time.	int	NOT NULL
DialStartMinutes	The earliest valid minute to call a contact. The minutes value is based on the contact's local time.	int	NOT NULL
DialEndHours	The latest valid hour to call a contact (in 24-hour format). The hour value is based on the contact's local time.	int	NOT NULL
DialEndMinutes	The latest valid minute to call a contact. The minutes value is based on the contact's local time.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Business_Entity Table

Lists the business entities within the enterprise.

Table 2-27 Business_Entity Table

Field Name	Description	Data Type	Keys and Null Option
EntityID	A unique identifier for the business entity.	int	PK, NOT NULL
EntityName	The name of the business entity.	varchar(30)	AK1, NOT NULL
Description	Additional information about the business entity.	varchar(255)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

- Enterprise Service (via EntityID)
- Enterprise Skill Group (via EntityID)
- Master Script (via Entity ID)
- Schedule (via EntityID)

Call_Type Table

Each row describes a category of calls that the ICM software can handle. The Dialed Number Map table determines which calls are assigned to each category; the Call Type Map table determines which scripts are executed for each call type.

Use the Call Type list tool to add, update, and delete Call_Type records. This tool can be launched through the Configuration Manager.

Table 2-28 Call_Type Table

Field Name	Description	Data Type	Keys and Null Option
CallTypeID	A unique identifier for this call type.	int	PK, NOT NULL
CustomerDefinitionID	Identifies the customer definition, if any, associated with the call type.	int	NULL
EnterpriseName	An enterprise name for this call type. This name must be unique among all call types in the enterprise.	varchar(32)	AK1, NOT NULL
Description	Additional information about the call type.	varchar(255)	NULL
ServiceLevelThreshold	The time in seconds to be used as the service level threshold.	smallint	NULL
ServiceLevelType	Default value that indicates how the ICM software calculates the service level (that is, how it handles abandoned calls in calculating the service level). You can override this default for individual services.	smallint	NULL

Table 2-28 Call_Type Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Call Type Half Hour (via CallTypeID)
 Call Type Map (via CallTypeID)
 Call Type Real Time (via CallTypeID)
 Customer Definition (via CustomerDefinitionID)
 Default Call Type (via CallTypeID)
 Dialed Number Map (via CallTypeID)
 ICR Globals (Call_Type.CallTypeID maps to ICR_Globals.DefaultCallType)
 Route Call Detail (via CallTypeID)

Call_Type_Half_Hour Table

Central database only.

Provides half- hour statistics for each call type defined in the ICM software. The ICM software generates Call_Type_Half_Hour records for each call type.

Table 2-29 Call_Type_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time when the row was generated.	Datetime	PK, NOT NULL
CallTypeID	Identifies the call type.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	NOT NULL

Table 2-29 Call_Type_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouterQueueWaitTimeToHalf	Number of seconds calls of this type spent in the Call Router queue during the half- hour interval before being routed to a valid target. (A valid target could be a skill target, such as an agent, or a network target, such as a label or busy signal.) Note This count includes only calls that exited the queue during the interval. Calls still in the queue at the end of the interval are not counted.	int	NULL
RouterQueueCallsToHalf	Number of calls removed from queue to be routed during the half- hour interval.	int	NULL
AvgRouterDelayQToHalf	Average delay in queue (in seconds) for calls removed from the queue during the half- hour interval.	Int	NULL
RouterCallsAbandQToHalf	Number of calls that were abandoned while in queue during the half- hour interval. Note Applies to IPCC , only.	int	NULL
RouterQueueCallTypeLimitToHalf	Number of queue attempts that failed because the limit for the call type was reached.	int	NULL
RouterQueueGlobalLimitToHalf	Number of queue attempts that failed because the global system limit was reached.	int	NULL
CallsRoutedToHalf	Number of calls of this type that have been routed during the half-hour interval.	int	NULL
ErrorCountToHalf	Number of errors generated for calls of this type during the half-hour interval. This field increments when: <ul style="list-style-type: none"> • Translation-routed calls are abandoned while on route to destination target. • Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.) • Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined). 	int	NULL
ICRDefaultRoutedToHalf	Number of calls of this type for which the ICM software used default routing during the half-hour interval.	int	NULL
NetworkDefaultRoutedToHalf	Number of calls of this type for which the IXC used default routing during the half-hour interval.	int	NULL

Table 2-29 Call_Type_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReturnBusyToHalf	Number of calls of this type that the ICM software routed to the Busy target during the half-hour interval.	int	NULL
ReturnRingToHalf	Number of calls of this type that the ICM software routed to the Ring target during the half-hour interval.	int	NULL
NetworkAnnouncementToHalf	Number of calls routed with an announcement node during the half-hour period.	int	NULL
AnswerWaitTimeToHalf	The sum of answer wait time in seconds for all calls answered for the call type during the half-hour interval.	int	NULL
CallsHandledHalf	The total number of calls of this call type that have been answered and have completed wrap-up during the half-hour interval.	int	NULL
HandleTimeToHalf	The total handle time in seconds for all calls of this call type ending during the half-hour interval.	int	NULL
ServiceLevelAbandHalf	The total number of calls of this call type abandoned within the service level threshold during the half-hour interval.	int	NULL
ServiceLevelCallsHalf	The total number of calls of this call type answered within the ICM service level threshold during the half-hour interval.	int	NULL
ServiceLevelCallsOfferedHalf	The number of calls of this call type that had service level events during the half-hour interval.	int	NULL
<p>Note A <i>service level event</i> occurs when one of three things happen to the call:</p> <ul style="list-style-type: none"> – The call is answered by an agent before the service level threshold expires. In this case, the ServiceLevelsCallsOffered and ServiceLevelCalls database fields are incremented. – The call abandons or Re-routes on No Answer (RONAs) to IVR before the service level threshold expires. In this case, the ServiceLevelCallsOffered and ServiceLevelAband database fields are incremented. – The call reaches the service level threshold without being answered by an agent or abandoned. In this case, the ServiceLevelCallsOffered database field is incremented. <p>Service level is not affected for calls that are neither answered nor abandoned within the service level time. For example, calls that encounter an error condition or are sent to non-monitored devices (using the label node) within the service level threshold do not affect the service level.</p>			
ServiceLevelHalf	The ICM service level for the call type during the half-hour interval.	float	NULL
TalkTimeHalf	The total talk time in seconds for calls of this call type ending during the half-hour interval.	int	NULL

Table 2-29 Call_Type_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
OverflowOutHalf	The number of calls overflowed to another call type during the current half-hour interval. This field increments when a requalify or call type node is executed in the script. Note In IPCC, if the call goes to the IVR before it redirects off the agent's phone, this field is updated instead of the RedirectNoAnsCallsToHalf field in the Skill_Group_Half_Hour table.	int	NULL
HoldTimeToHalf	The total hold time in seconds for calls of this call type ending during the half-hour interval.	int	NULL
IncompleteCallsHalf	The number of calls that were routed but did not arrive at the PG.	int	NULL
ShortCallsHalf	The number of calls abandoned during the CallTypeAbandonCallWaitTime. Calls abandoned after this time period are counted as Abandoned, not Short Calls.	int	NULL
DelayQAbandTimeHalf	The total delay time of abandoned calls in queue for this call type during the current half-hour interval.	int	NULL

Related tables

Call Type (via CallTypeID)

Call_Type_Map Table

Maps call types to scheduled scripts.

Use the Script Schedule facility of the Script Editor to add, update, and delete Call_Type_Map records.

Table 2-30 Call_Type_Map Table

Field Name	Description	Data Type	Keys and Null Option
CallTypeID	Foreign key from the Call Type table. CallTypeID and Item together form a unique key.	int	PK, FK, NOT NULL
Item	The position of this schedule entry within the list of entries for this call type.	int	PK, NOT NULL
MasterScriptID	Foreign key from the Master Script table.	int	FK, NULL

Table 2-30 Call_Type_Map Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ScriptSchedule	A script schedule entry in an internal format used by the Script Editor.	varchar(64)	NULL
Description	Additional information about the association of this script to this call type.	varchar(255)	NULL

Related tables:

Call Type (via CallTypeID)

Master Script (via MasterScriptID)

Call_Type_Real_Time Table

Local database only.

Provides real-time statistics for each call type defined in the ICM software. The ICM software generates a Call_Type_Real_Time record for each call type.

Table 2-31 Call_Type_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
CallTypeID	Identifies the call type.	int	PK, FK, NOT NULL
DateTime	The date and time when the row was generated.	Datetime	NOT NULL
AvgRouterDelayQHalf	Average number of seconds spent in the CallRouter queue for calls of this type that were removed from the queue during the current half-hour interval.	int	NULL
AvgRouterDelayQNow	Average number of seconds spent in the CallRouter queue for calls of this type that are currently in queue.	int	NULL
AvgRouterDelayQTo5	Average number of seconds spent in the CallRouter queue for calls of this type that were removed from the queue during the five-minute interval.	int	NULL
AvgRouterDelayQToday	Average number of seconds spent in the CallRouter queue for calls of this type that were removed from the queue since midnight.	int	NULL
CallsRoutedToday	Number of calls of this type that have been routed since midnight.	int	NULL
CallsRoutedToHalf	Number of calls of this type that have been routed during the current half-hour interval.	int	NULL

Table 2-31 Call_Type_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ErrorCountToday	Number of errors generated for calls of this type since midnight. This field increments when: <ul style="list-style-type: none"> • Translation-routed calls are abandoned while on route to destination target. • Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.) • Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined). 	int	NULL
ErrorCountToHalf	Number of errors generated for calls of this type during the half-hour interval. This field increments when: <ul style="list-style-type: none"> • Translation-routed calls are abandoned while on route to destination target. • Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.) • Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined). 	int	NULL
ICRDefaultRoutedToday	Number of calls of this type for which the ICM software used default routing since midnight.	int	NULL
ICRDefaultRoutedToHalf	Number of calls of this type for which the ICM software used default routing during the current half-hour interval.	int	NULL
MasterScriptID	The master script currently scheduled for the call type.	int	NULL
NetworkDefaultRoutedToday	Number of calls of this type for which the IXC used default routing since midnight.	int	NULL
NetworkDefaultRoutedToHalf	Number of calls of this type for which the IXC used default routing during the current half-hour interval.	int	NULL
ReturnBusyToday	Number of calls of this type that the ICM software routed to the Busy target since midnight.	int	NULL
ReturnBusyToHalf	Number of calls of this type that the ICM software routed to the Busy target during the half-hour interval.	int	NULL
ReturnRingToday	Number of calls of this type that the ICM software routed to the Ring target since midnight.	int	NULL

Table 2-31 Call_Type_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReturnRingToHalf	Number of calls of this type that the ICM software routed to the Ring target during the half-hour interval.	int	NULL
RouterCallsAbandQHalf	Number of calls of this type abandoned in the CallRouter queue during the current half- hour interval. Note Applies to IPCC , only.	int	NULL
RouterCallsAbandQTo5	Number of calls of this type abandoned in the CallRouter queue during the five- minute interval. Note Applies to IPCC , only.	int	NULL
RouterCallsAbandQToday	Number of calls of this type abandoned in the CallRouter queue since midnight. Note Applies to IPCC , only.	int	NULL
RouterCallsQNow	Number of calls of this type currently in the CallRouter queue. Note Applies to IPCC , only.	int	NULL
RouterCallsQNowTime	Total number of seconds spent in queue for all calls of this type currently in the CallRouter queue. Note Applies to IPCC , only.	int	NULL
RouterLongestCallQ	The time that the longest currently queued call for this call type entered the CallRouter queue. Note Applies to IPCC , only.	Datetime	NULL
RouterQueueCallsHalf	Number of calls of this type removed from the CallRouter queue to be routed during the current half- hour interval.	int	NULL
RouterQueueCallsTo5	Number of calls of this type removed from the CallRouter queue to be routed during the five- minute interval.	int	NULL
RouterQueueCallsToday	Number of calls of this type removed from the CallRouter queue to be routed since midnight.	int	NULL
RouterQueueWaitTimeHalf	Number of seconds calls of this type spent in the Call Router queue during the half- hour interval before being routed to a valid target. (A valid target could be a skill target, such as an agent, or a network target, such as a label or busy signal.)	int	NULL

Table 2-31 Call_Type_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouterQueueWaitTimeTo5	Number of seconds calls of this type spent in the Call Router queue during the current five-minute interval before being routed to a valid target. (A valid target could be a skill target, such as an agent, or a network target, such as a label or busy signal.)	int	NULL
RouterQueueWaitTimeToday	Number of seconds calls of this type spent in the Call Router queue since midnight before being routed to a valid target. (A valid target could be a skill target, such as an agent, or a network target, such as a label or busy signal.)	int	NULL
ScriptID	The script currently scheduled for the call type.	int	NULL
NetworkAnnouncementToHalf	The number of calls routed with an announcement node during the half-hour period.	int	NULL
NetworkAnnouncementToday	The number of calls routed with an announcement node today.	int	NULL
AnswerWaitTimeTo5	The sum of answer wait time in seconds for all calls answered for this call type during the five-minute interval.	int	NULL
CallsHandledTo5	The number of calls of this call type that have been answered and have completed wrap-up during the five-minute interval.	int	NULL
CallsLeftQTo5	The total number of calls of this call type that were removed from queue during the five-minute interval (used to calculate expected delay).	int	NULL
CallsOfferedTo5	The number of calls of this call type offered during the five-minute interval.	int	NULL
DelayQAbandTimeTo5	The total delay time of abandoned calls in queue for this call type during the five-minute interval.	int	NULL
HandleTimeTo5	The total handle time in seconds for all calls of this call type ending during the five-minute interval.	int	NULL
ServiceLevelAbandTo5	The number of calls of this call type abandoned within the service level during the five-minute interval.	int	NULL
ServiceLevelCallsOfferedTo5	The number of calls of the call type answered or abandoned during the five-minute interval.	int	NULL
ServiceLevelCallsTo5	The total number of calls of the call type handled within the service level during the five-minute interval.	int	NULL
ServiceLevelTo5	The service level during the five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsHandledTo5.	float	NULL

Table 2-31 Call_Type_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TalkTimeTo5	The total talk time in seconds for calls of this call type ending during the five-minute interval.	int	NULL
ServiceLevelCallsQHeld	The number of calls of this call type that had been in queue longer than the service level threshold since midnight.	int	NULL
AnswerWaitTimeToday	The sum of answer wait time in seconds for all calls of this call type answered since midnight	int	NULL
CallsHandledToday	The number of calls of this call type that have been answered and have completed wrap-up since midnight.	int	NULL
CallsOfferedToday	A running total of incoming calls plus internal calls of this call type offered to this service since midnight.	int	NULL
HandleTimeToday	The total handle time in seconds for all calls of this call type ending since midnight.	int	NULL
ServiceLevelAbandToday	The number of calls of this call type abandoned within the service level since midnight.	int	NULL
ServiceLevelCallsOfferedToday	The number of calls of this call type answered or abandoned since midnight.	int	NULL
ServiceLevelCallsToday	A running total of calls of this call type handled within the service level today.	int	NULL
ServiceLevelToday	Cumulative ICM service level for this call type since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday.	float	NULL
TalkTimeToday	A running total of talk time in seconds for calls of this call type ending since midnight.	int	NULL
AnswerWaitTimeHalf	The sum of answer wait time in seconds for all calls of this call type that were answered during the half-hour interval.	int	NULL
CallsHandledHalf	The total number of calls of this call type that have been answered and have completed wrap-up during the half-hour interval.	int	NULL
CallsOfferedHalf	The total number of calls of this call type offered during the half-hour interval.	int	NULL
HandleTimeHalf	The total handle time in seconds for all calls of this call type ending during the half-hour interval.	int	NULL
ServiceLevelAbandHalf	The total number of calls of this call type abandoned within the service level threshold during the half-hour interval.	int	NULL

Table 2-31 Call_Type_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelCallsHalf	The total number of calls of this call type answered within the ICM service level threshold during the half-hour interval.	int	NULL
ServiceLevelCallsOfferedHalf	The total number of calls of this call type that had service level events during the half-hour interval.	int	NULL
ServiceLevelHalf	The ICM service level for this call type during the half-hour interval.	float	NULL
TalkTimeHalf	The total talk time in seconds for calls of this call type ending during the half-hour interval.	int	NULL
HoldTimeTo5	The total hold time in seconds for calls of this call type ending during the current five-minute interval.	int	NULL
HoldTimeHalf	The total hold time in seconds for calls of this call type ending during the current half-hour interval.	int	NULL
HoldTimeToday	The total hold time in seconds for calls of this call type ending since midnight.	int	NULL
OverflowOutHalf	The number of calls that overflowed to another call type during the current half-hour interval. This field increments when a requalify or call type node is executed in the script. Note In IPCC, if the call goes to the IVR before it redirects off the agent's phone, this field is updated instead of the RedirectNoAnsCallsToHalf field in the Skill_Group_Half_Hour table.	int	NULL
OverflowOutTo5	The number of calls that overflowed to another call type during the current five-minute interval. This field increments when a requalify or call type node is executed in the script. Note In IPCC, if the call goes to the IVR before it redirects off the agent's phone, this field is updated instead of the RedirectNoAnsCallsToHalf field in the Skill_Group_Half_Hour table.	int	NULL
OverflowOutToday	The number of calls that overflowed to another call type since midnight. This field increments when a requalify or call type node is executed in the script. Note In IPCC, if the call goes to the IVR before it redirects off the agent's phone, this field is updated instead of the RedirectNoAnsCallsToHalf field in the Skill_Group_Half_Hour table.	int	NULL

Table 2-31 Call_Type_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DelayQAbandTimeToday	The total delay time of abandoned calls in queue for this call type since midnight.	int	NULL
DelayQAbandTimeHalf	The total delay time of abandoned calls in queue for this call type during the current half-hour interval.	Int	NULL

Related tables:

Call Type (via CallTypeID)

Master Script (via MasterScriptID)

Script (via ScriptID)

Campaign Table

Contains a description of all the configured campaigns that a Blended Agent implementation may use. There is a single row for every configured campaign.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify Campaign table records.

Table 2-32 Campaign Table

Field Name	Description	Data Type	Keys and Null Option
CampaignID	A unique identifier for this campaign. This is the primary key for this table.	int	PK, NOT NULL
CampaignName	A customer-entered name for this campaign.	varchar(32)	AK1, NOT NULL
Enabled	Indicates whether a campaign is currently active (Y) or not (N).	char(1)	NOT NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
AbandonEnabled	Indicates whether the predictive algorithm should use AbandonPercent: Y = Use abandon percent algorithm. N = Do not take abandoned calls into consideration while calculating the predictive algorithm.	char(1)	NOT NULL
AbandonPercent	The percentage of calls that are abandoned (hang-ups) considered as a threshold by the predictive algorithm. The percentage is a whole number between 0 and 100.	int	NOT NULL

Table 2-32 Campaign Table (continued)

Field Name	Description	Data Type	Keys and Null Option
NoAnswerCallback	The number of minutes to wait before attempting a callback to a number that was not answered.	int	NOT NULL
BusyCallback	The number of minutes to wait before attempting a callback to a number that was busy.	int	NOT NULL
NoAnswerRingLimit	The number of rings before considering a call as not answered.	int	NOT NULL
MaximumLineAgent	The maximum number of lines dialed per agent. Note that this number need not be an integer.	float	NOT NULL
LinesPerAgent	The fixed number of lines to use per agent. Note that this number need not be an integer.	float	NOT NULL
LeaveMessageEnabled	Indicates whether the ICM should leave automated messages on answering machines: Y = Yes, leave automated messages on answering machines. N = No, do not leave automated messages on answering machines.	char(1)	NOT NULL
ACDMessageQueue	Contains an ACD VDN number for a looping message queue. This queue is designed to leave messages on answering machines and then hang up.	int	NOT NULL
MaxAttempts	The maximum number of attempts permitted per contact within the current campaign.	int	NOT NULL
WorkStartHours	Work telephone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes. Hours are in 24-hour format.	int	NOT NULL
WorkStartMinutes	Work telephone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes.	int	NOT NULL
WorkEndHours	Work telephone numbers will not be dialed later than WorkEndHours:WorkEndMinutes. Hours are in 24-hour format.	int	NOT NULL
WorkEndMinutes	Work telephone numbers will not be dialed later than WorkEndHours:WorkEndMinutes.	int	NOT NULL
HomeStartHours	Home telephone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes. Hours are in 24-hour format.	int	NOT NULL
HomeStartMinutes	Home telephone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes.	int	NOT NULL
HomeEndHours	Home telephone numbers will not be dialed later than HomeEndHours:HomeEndMinutes. Hours are in 24-hour format.	int	NOT NULL
HomeEndMinutes	Home telephone numbers will not be dialed later than HomeEndHours:HomeEndMinutes.	int	NOT NULL

Table 2-32 Campaign Table (continued)

Field Name	Description	Data Type	Keys and Null Option
NoAnswerCallback	The number of minutes to wait before attempting a callback to a number that was not answered.	int	NOT NULL
BusyCallback	The number of minutes to wait before attempting a callback to a number that was busy.	int	NOT NULL
NoAnswerRingLimit	The number of rings before considering a call as not answered.	int	NOT NULL
MaximumLineAgent	The maximum number of lines dialed per agent. Note that this number need not be an integer.	float	NOT NULL
LinesPerAgent	The fixed number of lines to use per agent. Note that this number need not be an integer.	float	NOT NULL
LeaveMessageEnabled	Indicates whether the ICM should leave automated messages on answering machines: Y = Yes, leave automated messages on answering machines. N = No, do not leave automated messages on answering machines.	char(1)	NOT NULL
ACDMessageQueue	Contains an ACD VDN number for a looping message queue. This queue is designed to leave messages on answering machines and then hang up.	int	NOT NULL
MaxAttempts	The maximum number of attempts permitted per contact within the current campaign.	int	NOT NULL
WorkStartHours	Work telephone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes. Hours are in 24-hour format.	int	NOT NULL
WorkStartMinutes	Work telephone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes.	int	NOT NULL
WorkEndHours	Work telephone numbers will not be dialed later than WorkEndHours:WorkEndMinutes. Hours are in 24-hour format.	int	NOT NULL
WorkEndMinutes	Work telephone numbers will not be dialed later than WorkEndHours:WorkEndMinutes.	int	NOT NULL
HomeStartHours	Home telephone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes. Hours are in 24-hour format.	int	NOT NULL
HomeStartMinutes	Home telephone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes.	int	NOT NULL
HomeEndHours	Home telephone numbers will not be dialed later than HomeEndHours:HomeEndMinutes. Hours are in 24-hour format.	int	NOT NULL
HomeEndMinutes	Home telephone numbers will not be dialed later than HomeEndHours:HomeEndMinutes.	int	NOT NULL

Table 2-32 Campaign Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HomeEnabled	Valid options are: Y = Allow dialing to home numbers. N = Do not allow dialing to home numbers.	char(1)	NOT NULL
WorkEnabled	Valid options are: Y = Allow dialing to work numbers. N = Do not allow dialing to work numbers.	char(1)	NOT NULL
Description	A description of the campaign.	varchar(255)	NULL
BusyRetryEnabled	Valid options are: Y = A busy number should be retried. N = The next number in the list should be tried.	char(1)	NOT NULL
MaxBusyAttempts	The maximum number of times to retry a busy number before trying the next number in the list.	smallint	NOT NULL
AnswerDetectEnabled	Valid options are: Y = Answering machine detection is enabled. N = Answering machine detection is disabled.	char(1)	NOT NULL
CallbackTimeLimit	Maximum amount of time, in minutes, after a scheduled callback before giving up the callback attempt.	smallint	NOT NULL
TalkTimeAverage	The average length of time, in seconds, of a conversation between an agent and a customer. This value that will be adjusted by the Dialer while the campaign is executing.	smallint	NOT NULL
MinimumCallDuration	The number of seconds that a customer conversation must last before a call is considered complete. If the minimum call duration is not reached, the call will be classified as busy and retried.	smallint	NOT NULL
ExhaustedCallsEnabled	Valid options are: Y = Allow resetting the records that have reached the maximum number of attempts. N = Do not allow the resetting of these records.	char(1)	NOT NULL
OptimizeAgentAvailable	Valid options are: Y = Customers should be called for agents in Wrap-up mode. N = Customers should not be called for agents in Wrap-up mode. .	char(1)	NOT NULL
EdgeDetectEnabled	Valid options are: Y = Voice detection should be done at the beginning of the initial greeting sound. N = Enables a faster but less accurate voice/answering machine detection.	char(1)	NOT NULL

Table 2-32 Campaign Table (continued)

Field Name	Description	Data Type	Keys and Null Option
QuickDetectEnabled	Valid options are: Y = Voice/answering machine detection should be done quickly rather than accurately. N = Voice/answering should be done accurately, but not as quickly as with the quick detect feature.	char(1)	NOT NULL
SPClosedRecordEnabled	Valid options are: Y = Indicates that a stored procedure should be called after a customer record has been closed. This stored procedure resides in the Blended Agent private database. N = This stored procedure should not be called.	char(1)	NOT NULL
SPClosedRecordCount	The number of customer close record requests to queue before calling a stored procedure for third-party processing.	smallint	NOT NULL
PersonalizedCallback Enabled	Valid options are: Y = Personalized callback is enabled. N = Personalized callback is not enabled.	char(1)	NOT NULL
ReleaseCallback Enabled	Valid options are: Y = A personalized callback should be sent to another agent if the original agent is not available. N = A personalized callback should not be sent to another agent.	char(1)	NOT NULL
Reschedule CallbackMode	Valid options include: 1 = If a callback should be rescheduled for the same time period the next day. 2 = If the callback will be rescheduled for tthe next valid dialing period. 3 = If the callback will be abandoned (not attempted again).	smallint	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Campaign_Query_Rule (via CampaignID)

Campaign_Query_Rule_Real_Time (via CampaignID)

Campaign_Query_Rule Table

Contains a set of associations between query rules and campaigns.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify Campaign_Query_Rule records.

Table 2-33 Campaign_Query_Rule Table

Field Name	Description	Data Type	Keys and Null Option
CampaignID	The campaign to which this query rule belongs. This field is a foreign key from the Campaign table.	int	PK, FK, NOT NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID. This field is a foreign key from the Query Rule table.	int	PK, FK, NOT NULL
ListOrder	The order in which the query rules are to be used.	int	NOT NULL
StartHours	The contact will not be dialed earlier than the StartHours:StartMinutes. Hours are in 24-hour format and are based on the ICM Central Controller time.	int	NOT NULL
StartMinutes	The contact will not be dialed earlier than the StartHours:StartMinutes. Time is based on the ICM Central Controller time.	int	NOT NULL
EndHours	The contact will not be dialed past the EndHours:EndMinutes. Hours are in 24-hour format and are based on the ICM Central Controller time.	int	NOT NULL
EndMinutes	The contact will not be dialed past the EndHours:EndMinutes. Time is based on the ICM Central Controller time.	int	NOT NULL
Penetration	The percentage of this query rule to be attempted before shifting to the next query rule within the current campaign. The percentage value is a whole number between 0 and 100.	int	NOT NULL
Duration	The amount of time (in minutes) to use the current query rule before going on to the next.	int	NOT NULL
HitRate	The percentage of hits (completed/attempted) per campaign considered as a threshold by the predictive algorithm. The percentage value is a whole number between 0 and 100.	int	NOT NULL
PenetrationEnabled	Indicates whether or not to use penetration rate to move between query rules within this campaign: Y = Use penetration rate N = Do not use penetration rate	char(1)	NOT NULL
DurationEnabled	Indicates whether or not to use duration rate to move between query rules within this campaign: Y = Use duration (time spent within a query rule) N = Do not use duration	char(1)	NOT NULL

Table 2-33 Campaign_Query_Rule Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HitRateEnabled	Indicates whether or not to use hit rate to move between query rules within this campaign: Y = Use hit rate N = Do not use hit rate	char(1)	NOT NULL
QueryRuleEnabled	Indicates whether the query rule is enabled or disabled within this campaign: Y = Enabled N = Disabled	char(1)	NOT NULL

Related tables:

Campaign (via CampaignID)

Query_Rule (via QueryRuleID)

Campaign_Query_Rule_Half_Hour Table

Central database only.

Each row provides half-hour statistics on a particular Campaign-Query Rule combination. The statistics reflect counters used in the Blended Agent predictive dialing algorithm.

Table 2-34 Campaign_Query_Rule_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
CampaignID	The campaign to which this query rule belongs.	int	PK, FK, NOT NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID.	int	PK, FK, NOT NULL
DateTime	The ICM Central Controller date and time at the start of the half-hour interval.	datetime	NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	NOT NULL
AttemptedToHalf	The total numbers of attempted calls during the last half hour.	int	NULL
ContactedToHalf	The total number of calls ending in an agent answering the call during the last half hour.	int	NULL
TalkTimeToHalf	The total number of seconds agents spent talking on the phone during the last half hour.	int	NULL
WrapupTimeToHalf	The total number of seconds agents spent in wrap-up mode during the last half hour.	int	NULL

Table 2-34 Campaign_Query_Rule_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LinesPerAgent	Average number of lines being dialed per agent during the last half hour.	float	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NULL

Related tables:

Campaign (via CampaignID)

Query_Rule (via QueryRuleID)

Campaign_Query_Rule_Real_Time

Local database only.

Each row provides real-time statistics on a particular Campaign-Query Rule combination. The statistics reflect counters used in the Blended Agent predictive dialing algorithm.

Table 2-35 Campaign_Query_Rule_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
CampaignID	The campaign to which this query rule belongs.	int	PK, FK, NOT NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID.	int	PK, FK, NOT NULL
DateTime	The ICM Central Controller date and time at which this data was last updated.	datetime	NOT NULL
AttemptedCount	The number of attempted calls so far today.	int	NULL
ContactedCount	The number of calls for the day that ended in successful customer contact.	int	NULL
TalkTimeCount	The total number of seconds agents spent talking on the telephone today.	int	NULL
WrapupTimeCount	The number of seconds agents spent in wrap-up mode today.	int	NULL
CallBackCount	The total number of records scheduled for a callback today.	int	NULL
TotalCount	The total number of records available to dial for the current campaign query rule.	int	NULL

Related tables:

Campaign (via CampaignID)
 Query_Rule (via QueryRuleID)

Campaign_Skill_Group Table

Contains the associations between campaigns and skill groups within the ICM software.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify Campaign_Skill_Group records.

Table 2-36 Campaign_Skill_Group Table

Field Name	Description	Data Type	Keys and Null Option
CampaignID	The campaign to which this target group belongs. Foreign key from the Campaign table.	int	PK, NOT NULL
SkillTargetID	A unique key indicating the skill group with which this target group is associated. Foreign key to the Skill Group table.	int	PK, FK, NOT NULL
OverflowAgents	The number of agents per skill group to ignore during predictive dialer calculations.	int	NOT NULL
ReservationPercentage	The percentage of agents to reserve within this skill group. The variable is only relevant in preview mode. For all other modes, 100 percent of agents are reserved.	int	NULL
AutotAnswerReservationCall	Indicates whether the dialer will use CTI Server to answer the reservation call sent to the agent or allow the agent's phone to answer the call on its own: 1 = Auto answer on. 2 = Auto-answer off.	int	NULL
SkillTargetIDPredictive	The skill group that will be used to reserve predictive agents.	int	NULL
SkillTargetIDPreview	The skill group that will be used to reserve preview agents.	int	NOT NULL
RecordsToCache	The number of records that should be cached by the dialer for a specific campaign-skill group combination.	int	NOT NULL

Related tables:

Campaign (via CampaignID)
 Skill_Group (SkillGroupID maps to Skill_Group.SkillTargetID)

Campaign_Target_Sequence Table

Not currently used by the ICM software.

Table 2-37 Campaign_Target_Sequence able

Field Name	Description	Data Type	Keys and Null Option
CampaignID	The campaign to which this target sequence belongs. Foreign key from the Campaign table.	int	PK1, NOT NULL
Sequence	Part of the primary key. Indicates the sequence of the number to dial within a campaign.	smallint	PK2, NOT NULL
RangeType	Part of the primary key: H = Home range. W = Work range.	int	NOT NULL
TargetType	The type of target number: H1..Hn = Home phone 1 through home phone n. W1..Wn = Work phone 1 through work phone n.	char(2)	NOT NULL

Related tables:

Campaign (via CampaignID)

Cfg_Mngr_App_Snapshot_State Table

This table defines a specific state of the ICM Configuration Manager user interface that a user has saved. Information from this table is used to reconstruct the state of the ICM Configuration Manager when the Admin Workstation is restarted.

Table 2-38 Cfg_Mngr_App_Snapshot_State Table

Field Name	Description	Data Type	Keys and Null Option
DesktopSnapShotID	A unique identifier for the desktop snapshot.	int	PK, FK, NOT NULL
ApplicationID	Identifies the application.	int	PK, FK, NOT NULL
Filter1	ID for the first filter key of the application.	int	NULL
Filter2	ID for the second filter key of the application.	int	NULL
Filter3FieldName	A field name used for the third filter criteria.	varchar(32)	NULL
Filter3FieldType	A field type identifier used for text/numeric lookup.	smallint	NULL
Filter3OptionSelection	The selection type.	smallint	NULL
Filter3Selection	The selection value.	varchar(255)	NULL
POSX	The application's X position on the desktop.	smallint	NULL

Table 2-38 Cfg_Mngr_App_Snapshot_State Table (continued)

Field Name	Description	Data Type	Keys and Null Option
POSY	The application's Y position on the desktop.	smallint	NULL
ApplicationOpen	Valid options include: Y = Indicates that the application was open when Configuration Manager was closed. N = The application was not open when Configuration Manager was closed.	char(1)	NOT NULL

Related tables:

Cfg Mngr User Desktop Snap (via DesktopSnapShotID)

Cfg_Mngr_Globals Table

This table contains a single record that stores version information about the menu system that ICM Configuration Manager is currently using.

Table 2-39 Cfg_Mngr_Globals Table

Field Name	Description	Data Type	Keys and Null Option
VersionID	A unique identifier for the version.	int	PK, NOT NULL
Version	Stores version information about the menu system the ICM Configuration Manager is currently using.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Cfg_Mngr_User_Desktop_Snap Table

This table retains information on current Configuration Manager state for a particular user.

Table 2-40 Cfg_Mngr_User_Desktop_Snap Table

Field Name	Description	Data Type	Keys and Null Option
DesktopSnapShotID	A unique identifier for the desktop snapshot.	int	PK, NOT NULL
UserSettingsID	A foreign key to the Cfg_Mngr_User_Settings table.	int	FK, NOT NULL
MenuID	A unique identifier for the menu.	int	FK, NULL
DesktopSnapShotName	A name for the desktop snapshot.	varchar(32)	NOT NULL

Table 2-40 Cfg_Mngr_User_Desktop_Snap Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SaveApplication Positions	Indicates whether or not the application should start in the screen position it was in when it was last run by the user: Y = Yes, start application is same position. N = (Default) No, start it in application's default position.	char(1)	NOT NULL
SaveFilterData	Determines whether or not filter settings should be saved for all tools: Y = (Default) Yes, save filter settings. N = No, do not save filter settings.	char(1)	NOT NULL
AllowMultipleApp Instances	Determines whether multiple executing instances of a tool should be allowed: Y = (Default) Yes, allow multiple instances to run at once. N = No, do not allow multiple instances.	char(1)	NOT NULL
OpenAppsOnLoad	Determines whether tools should be reopened when a snapshot is loaded: Y = Yes, reopen tool when snapshot is loaded. N = (Default) No, do not reopen tool.	char(1)	NOT NULL
AutoRetrieve	Indicates whether or not the tools should automatically retrieve data when they start: Y = Yes, automatically retrieve data at startup. N = (Default) No, do not automatically retrieve data.	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Cfg Mngr App Snapshot State (via DesktopSnapShotID)

Cfg_Mngr_User_Menu Table

This table holds information that describes the default and custom menus in use for each user of the ICM Configuration Manager.

Table 2-41 Cfg_Mngr_User_Menu Table

Field Name	Description	Data Type	Keys and Null Option
MenuID	A unique identifier for the menu.	int	PK, NOT NULL
MenuName	A name for the menu.	varchar(32)	FK, NOT NULL
DesktopSnapShotID	Identifies the last desktop snapshot.	int	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

■ Cfg_Mngr_User_Settings Table

Related tables:

Cfg Mngr View (via MenuID)

Cfg_Mngr_User_Settings Table

This table holds specific ICM Configuration Manager settings for each user of the Configuration Manager tool.

Table 2-42 Cfg_Mngr_User_Settings Table

Field Name	Description	Data Type	Keys and Null Option
UserSettingsID	A unique identifier for the user settings.	int	PK, NOT NULL
LoginName	The unique login name of the user who owns these settings.	varchar(100)	AK1, NOT NULL
SaveSnapShotOnExit	Indicates whether or not to save the current desktop snapshot settings when the ICM Configuration Manager is closed: Y = Yes, save settings on exit (the default). N = No, do not save settings on exit.	char(1)	FK, NOT NULL
LastDesktopSnapShotID	Identifier for the last desktop snapshot that the user had opened before closing the Configuration Manager.	int	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Cfg Mngr User Desktop Snap (via UserSettingsID)

Cfg_Mngr_View Table

This table holds the information necessary to produce the tree view structure for multiple default and custom menus within the ICM Configuration Manager.

Table 2-43 Cfg_Mngr_View Table

Field Name	Description	Data Type	Keys and Null Option
NodeID	A unique identifier for the node in the tree view.	int	PK1, NOT NULL
MenuID	A unique identifier for the menu.	int	PK1, FK, NOT NULL
ApplicationID	Identifies the application.	int	NULL
PeerNodeID	Identifies the peer node in the tree view.	int	NULL

Table 2-43 Cfg_Mngr_View Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ChildNodeID	Identifies the child node in the tree view.	int	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Cfg Mngr User Menu (via MenuID)

Class_Access_Xref Table

Lists the access levels available for each class.

Table 2-44 Class_Access_Xref Table

Field Name	Description	Data Type	Keys and Null Option
ClassAccessXrefID	A unique identifier for the record.	int	PK, NOT NULL
ClassID	Identifies the class from the Class_List table.	int	AK1, NOT NULL
AccessLevel	A supported access level for the class.	int	AK1, NOT NULL

Related tables:

Class List (via ClassID)

Class_List Table

Lists the available classes. The contents of this table are set up when the ICM software is installed and never change.

Table 2-45 Class_List Table

Field Name	Description	Data Type	Keys and Null Option
ClassID	A unique identifier for the class.	int	PK, NOT NULL
Name	The name of the class.	varchar(30)	AK1, NOT NULL
Description	Additional information about the class.	varchar(255)	NOT NULL

Class_Security Table

Related tables:

Class Security (via ClassID)

ClassID To ObjectType (via ClassID)

Class_Security Table

Lists the level of security each user or group has for a class.

Table 2-46 Class_Security Table

Field Name	Description	Data Type	Keys and Null Option
ClassSecurityID	A unique identifier for the record.	int	PK, NOT NULL
ClassID	Identifies the class from the Class_List table.	int	NOT NULL
UserGroupName	Identifies the user group.	varchar(30)	NOT NULL
AccessLevel	The access level the user group has for the class.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Class List (via ClassID)

User Group (via UserGroupName)

ClassID_To_ObjectType Table

Maps each class to its component object types.

Table 2-47 ClassID_To_Object Table

Field Name	Description	Data Type	Keys and Null Option
ClassID	Identifies the class from the Class_List table.	int	PK, FK, NOT NULL
ObjectType	Identifies the type of the object.	int	PK, FK, NOT NULL
ObjectID	For Logical Interface Controller objects: 2 = PG 3 = NIC Note For all other object types, this field is 0.	int	NOT NULL

Related tables:

- Class List (via ClassID)
- Object List (via ObjectType + ObjectID)

Config_Message_Log Table

Central database only.

A database system table used to store configuration messages.

Table 2-48 *Config_Message_Log Table*

Field Name	Description	Data Type	Keys and Null Option
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	PK, NOT NULL
LogOperation	The type of configuration change. Examples include "Add" and "Update".	varchar(32)	NULL
TableName	The name of the table affected by the configuration change.	varchar(32)	NULL
DateTime	The date and time when a set of messages was logged.	datetime	NOT NULL
ConfigMessage	All configuration messages in a transaction.	image	NULL

Controller_Time Table

A database system table that stores the current time at the ICM platform.

Table 2-49 *Controller_Time Table*

Field Name	Description	Data Type	Keys and Null Option
NowTime	The most recently reported time from the Central Controller.	datetime	NULL
TimeZone	The time zone for the device. The value is the offset in minutes from GMT.	int	NULL
TimeZoneName	The name of the time zone.	varchar(255)	NULL

Customer_Definition Table

Each row defines a customer associated with an ICM instance.

Use the Customer list tool to create, update, or delete a customer definition.

Table 2-50 Customer Definition Table

Field Name	Description	Data Type	Keys and Null Option
CustomerDefinitionID	A unique identifier for the customer definition.	int	PK, NOT NULL
ICRInstanceID	Identifies the ICM instance associated with the customer.	int	FK, IE1, NOT NULL
NetworkTargetID	Identifies the Network VRU, if any, associated with the customer.	int	FK, NULL
EnterpriseName	An enterprise name for the customer. This name must be unique among all customer definitions in the enterprise.	varchar(32)	AK1, NOT NULL
Description	Additional information about the customer definition.	varchar(255)	NULL
FeatureSetID	Identifies a feature set from the Feature_Control_Set Table.	int	FK, NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Customer Options (via CustomerDefinitionID)

ICR Instance (via ICRInstanceID)

Network VRU (via NetworkTargetID)

Customer_Options Table

Each row identifies options installed for a specific customer.

Table 2-51 Customer_Options Table

Field Name	Description	Data Type	Keys and Null Option
CustomerDefinitionID	Identifies the customer definition associated with the row.	int	PK, FK, NOT NULL
Type	The customer option defined by the row.	int	PK, NOT NULL
OptionValue	The option value.	varchar(255)	NULL

Related tables:

Customer Definition (via CustomerDefinitionID)

Default_Call_Type Table

Each row specifies the default call type. You can associate a default call type with each routing client.


Note

You can also create a general default call type in the ICR_Globals table.

To add, update, and delete Default_Call_Type records, use ICM Configuration Manager to modify the Routing Client configuration.

Table 2-52 Default_Call_Type Table

Field Name	Description	Data Type	Keys and Null Option
RoutingClientID	The routing client.	smallint	PK, FK, NOT NULL
CallTypeID	The call type.	int	FK, NOT NULL

Related tables:

Call Type (via CallTypeID)

Routing Client (via RoutingClientID)

Device_Target Table

Each row represents one or more enterprise agents. When an enterprise agents logs on, the ICM software dynamically assigns him or her to a device target. To route calls to an enterprise agent, you must have defined a label associated with the device target.

Use ICM Configuration Manager to create, delete, and modify device targets.

Table 2-53 Device_Table Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Unique identifier for the target.	int	PK, FK, NOT NULL
EnterpriseName	An enterprise name for the target. This name must be unique among all device targets in the enterprise.	varchar(32)	AK1, NOT NULL
DeviceTargetType	The type of the target: 1 = Voice 2 = FAX 3 = E- mail Note Currently only Voice is supported.	int	NOT NULL
DeviceAddressType	Type of address defined in the GlobalAddressfield: 1 = Internet Protocol (IP).	int	AK0, NOT NULL

Table 2-53 Device_Table Table (continued)

Field Name	Description	Data Type	Keys and Null Option
GlobalAddress	A unique identifier. This field is used to enforce validation that the agent desktop and the agent phone are at the same IP address for media terminated agent desktops, including Enterprise Agent. The decimal format for an IP address is xxx.xxx.xxx.xxx. For example, 128.127.500.224. If validating the IP address of an agent desktop and agent phone is not the case, then the global address can be set to any unique string.	varchar(64)	AK2, NOT NULL
ConfigParam	An optional string to be sent to the device during initialization.	varchar(255)	NULL
Description	Additional information about the device target.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Agent Logout (via NetworkTargetID)
 Agent Real Time (via NetworkTargetID)
 Network Target (via NetworkTargetID)

Dialer Table

Contains configuration information for each dialer.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify Dialer records.

Table 2-54 Dialer Table

Field Name	Description	Data Type	Keys and Null Option
DialerID	A unique identifier for this dialer.	int	PK, NOT NULL
DialerName	A name give to a particular dialer during configuration.	varchar(32)	AK1, NOT NULL
ComputerName	The network name of the computer hosting the dialer component.	varchar(64)	AK2, NOT NULL
Enabled	Valid options include: Y = The dialer is available for calling contacts. N = The dialer is not available for calling contacts.	char(1)	NOT NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL

Table 2-54 Dialer Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DialToneDetectEnabled	Valid options are: Y = Attempt dial tone detection before calling a contact. (This will ensure that the ACD has allocated a resource to allow access to the outside world.) N = Do not attempt dial tone detection before calling a contact.	char(1)	NOT NULL
HangupTime	The number of seconds to wait after hanging-up a port on a dialer card before attempting to use the port again. (This option is designed to give the telephone system enough time to sense a hang-up and release the line.)	int	NOT NULL
PrefixDigits	Dial a prefix string before the regular phone number. (This would be used, for example, to dial a '9' to reach an external line.)	varchar(32)	NULL
LocalAreaCode	The local area code for this dialer. (This value is compared to numbers being dialed to determine whether '1' and the area code should be prefixed to the dialed number.)	varchar(32)	NOT NULL
TenDigitDialEnabled	Valid options are: Y = Always dial the area code instead of stripping it out for local numbers. N = Strip out the area code for local numbers.	char	NOT NULL
PeripheralID	The peripheral ID for the ACD.	smallint	FK, NOT NULL
Description	Additional information about the dialer, such as its location.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Peripheral (via PeripheralID)
Dialer_Real_Time (via DialerID)
Dialer_Half_Hour (via DialerID)
Dialer_Port_Map (via DialerID)
Dialer_Port_Real_Time (via DialerID)

Dialer_Half_Hour Table

Central database only.

Contains statistics produced by Blended Agent when a dialing list is executed. Each row provides half-hour statistics for a particular dialer.

Table 2-55 *Dialer_Half_Hour Table*

Field Name	Description	Data Type	Keys and Null Option
DialerID	The dialer to which these statistics refer.	int	PK, FK, NOT NULL
DateTime	The ICM Central Controller date and time at the start of the half-hour interval.	smalldatetime	NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	NOT NULL
ContactsDialedToHalf	The number of contacts dialed during the half-hour interval.	int	NULL
BusyDetectToHalf	The number of calls made during the half-hour interval in which a busy signal was detected.	int	NULL
VoiceDetectToHalf	The number of calls made during the half-hour interval in which a voice was detected.	int	NULL
AnsweringMachineDetectToHalf	The number of calls made during the half-hour interval in which an answering machine was detected.	int	NULL
SITtoneDetectToHalf	The number of calls made during the half-hour interval in which SIT tones were detected.	int	NULL
NoAnswerDetectToHalf	The number of calls made during the half hour interval that were not answered.	int	NULL
AbandonDetectToHalf	The number of calls made during the half hour interval that were abandoned.	int	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Dialer (via DialerID)

Dialer_Port_Map Table

Maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify Dialer_Port_Map records.

Table 2-56 *Dialer_Port_Map Table*

Field Name	Description	Data Type	Keys and Null Option
DialerID	The dialer to which these statistics refer.	int	PK, FK, NOT NULL
PortNumber	Identifies the particular dialer port on this dialer that matches the ACD port.	int	PK, NOT NULL
Station	Identifies the ACD station and its mapping to a dialer port.	varchar(32)	NULL

Related tables:

Dialer (via DialerID)

Dialer_Port_Real_Time Table

Local database only.

Contains the current status of every telephone line for every dialer in Blended Agent.

Table 2-57 *Dialer_Port_Real_Time Table*

Field Name	Description	Data Type	Keys and Null Option
DialerID	The dialer to which these statistics refer.	int	PK, FK, NOT NULL
PortNumber	The dialer port (line) number within the current dialer.	int	PK, NOT NULL
DateTime	The date and time at which each row was saved.	datetime	NOT NULL
PortStatus	The current line status (for example, dialing, on-hook, off-hook).	int	NOT NULL
PhoneNumber	If the port is dialing, this value is the phone number being dialed.	varchar(32)	NULL
AccountNumber	If the port is dialing, this value is the account number (if available) being dialed.	varchar(32)	NULL
CampaignID	If the port is dialing, this value indicates the campaign from which the contact being dialed was retrieved.	int	NULL
QueryRuleID	If the port is dialing, this value identifies the query rule from which the contact being dialed was retrieved.	int	NULL

Related tables:

Dialer (via DialerID)
 Campaign (via CampaignID)
 Query_Rule (via QueryRuleID)

Dialer_Real_Time Table

Local database only.

Contains statistics produced by Blended Agent when a dialing list is executed. Each row provides real-time statistics for a particular dialer.

Table 2-58 Dialer_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
DialerID	The dialer to which these statistics refer.	int	PK, FK, NOT NULL
DateTime	The date and time this record was saved.	datetime	NOT NULL
ContactsDialedToday	The number of attempted calls today.	int	NULL
BusyDetectToday	The number of busy signals detected so far today.	int	NULL
VoiceDetectToday	The number of calls answered by people so far today.	int	NULL
AnsweringMachine DetectToday	The number of answering machines detected today.	int	NULL
SITtoneDetectToday	SIT tones detected today.	int	NULL
NoAnswerDetectToday	The number of call attempts that were not answered for today.	int	NULL
AbandonDetectToday	The number of calls abandoned by customers so far today.	int	NULL

Related tables:

Dialer (via DialerID)

Dial_Number_Plan Table

Defines special dialing codes that allow enterprise agents to use the ICM software to place calls to services, other agents, skill groups, enterprise skill groups, supervisors, the local public network, a long-distance network, or to specific trunks.

Use ICM Configuration Manager to add, update, and delete Dial_Number_Plan records.

Table 2-59 Dialer_Number_Plan Table

Field Name	Description	Data Type	Keys and Null Option
DialNumberPlanID	A unique identifier for the plan.	int	PK, NOT NULL
RoutingClientID	Identifies the routing client associated with the dial number plan.	smallint	FK, AK1, NOT NULL
WildcardPattern	A string the ICM software compares to the dialed number or dial string. The string can contain letters, digits, asterisks (*), and number signs (#). It can also include the wildcard characters ? and !. The ? character represents any single letter. The ! character represents any string of characters and can appear only at the end of the pattern.	varchar(32)	AK1, NULL
PostRoute	Indicates whether to issue a Post-Routing request if the dialed number supplied by the agent matches the WildcardPattern: Y = Yes, issue a Post-Routing request. N = No, do not issue a Post-Routing request.	char(1)	NOT NULL
DialNumberPlanType	The type of the plan.	int	NULL
Description	Additional information about the dial number plan.	varchar(255)	NULL
DialedNumberID	Identifies the dialed number associated with the dial number plan if PostRoute is Y, the dialed number is used to determine a call type.	int	FK, NULL
DialString	The dial string if PostRoute setting is N.	varchar(32)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Dialed Number (via DialedNumberID)

Routing Client (via RoutingClientID)

Dialed_Number Table

Each row describes a dialed number serviced by the ICM software.

Use ICM Configuration Manager to add, update, and delete Dialed_Number records.

Table 2-60 *Dialed Number Table*

Field Name	Description	Data Type	Keys and Null Option
DialedNumberID	A unique identifier for this dialed number.	int	PK, NOT NULL
CustomerDefinitionID	Identifies the customer definition associated with the dialed number.	int	IE2, FK, NULL
LabelID	References the default label for this dialed number.	int	IE1, FK, NULL
EnterpriseName	An enterprise name for the number. This name must be unique among all dialed numbers in the database.	varchar(32)	AK1, NOT NULL
RoutingClientID	References the routing client that services this dialed number.	smallint	AK2, FK, NOT NULL
DialedNumberString	The string the routing client passes to the ICM software to represent this dialed number.	varchar(32)	AK2, NOT NULL
Description	Additional information about the dialed number.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
MRDomainID	The Media Routing Domain associated with this dialed number.	int	FK NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Customer Definition (via CustomerDefinitionID)

Dialed Number Label (via DialedNumberID)

Dialed Number Map (via DialedNumberID)

Label (via LabelID)

Media Routing Domain (via MRDomainID)

Route Call Detail (via DialedNumberID)

Routing Client (via RoutingClientID)

Dialed_Number_Label Table

Indicates which Label values are valid for each Dialed_Number value.

Use ICM Configuration Manager to add, update, and delete Dialed_Number_Label records.

Table 2-61 *Dialer_Number_Label Table*

Field Name	Description	Data Type	Keys and Null Option
DialedNumberID	Foreign key from the Dialed Number table.	int	PK, FK, NOT NULL
LabelID	Foreign key from the Label table.	int	PK, FK, NOT NULL

Related tables:

Dialed Number (via DialedNumberID)

Label (via LabelID)

Dialed_Number_Map Table

Describes the call qualifier values (dialed number, calling line ID, and caller-entered digits) associated with each call type.

Use the Call Type Directory dialog of the Script Editor to add, update, and delete Dialed_Number_Map records.

Table 2-62 *Dialer_Number_Map Table*

Field Name	Description	Data Type	Keys and Null Option
DialedNumberID	Foreign key from the Dialed Number table. DialedNumberID and Item together form an alternate key that is used by the ICM software to determine the order in which to match the wildcards.	int	PK, FK, NOT NULL
Item	The order in which the rows for a dialed number are tested against the call qualifiers.	int	PK, NOT NULL
CallTypeID	Foreign key from Call Type table.	int	FK, NOT NULL
RegionID	If ANIWildcardType is 4 (Region), this is the foreign key of the region from the Region table.	int	FK, NULL
CEDWildcard	Value to match against CED: '_A' = All '_NR' = None Required '_NE' = None Entered '_N' = None Required or Entered	varchar(30)	NULL

Table 2-62 Dialer_Number_Map Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ANIWildCard	ANI value or region name. An ANI value can be a prefix of any length (the leading digits of the telephone number) or a complete telephone number.	varchar(30)	NULL
ANIWildCardType	Indicates what type the ANIWildCard is: 0 = Unknown 1 = NPA 2 = NPANXX 3 = 10-digit telephone number 4 = Region 5 = Match all 6 = Prefix	smallint	NOT NULL
Description	Additional information about the mapping of these call qualifiers to this call type.	varchar(255)	NULL

Related tables:

Call Type (via CallTypeID)

Dialed Number (via DialedNumberID)

Region (via RegionID)

Enterprise_Agent_Group Table

Each row describes an enterprise-wide group of agents composed of agents from different peripherals.

Use ICM Configuration Manager to add, update, and delete Enterprise_Agent_Group records.

Table 2-63 Enterprise_Agent_Group Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseAgentGroupID	A unique identifier for the enterprise agent group.	int	PK, NOT NULL
EnterpriseName	An enterprise name for this enterprise agent group. This name must be unique among all enterprise agent groups within the business entity.	varchar(32)	AK1, NOT NULL
Description	Additional information about the enterprise agent group.	varchar(255)	NULL
EntityID	If partitioning is enabled, The business entity to which the enterprise agent group belongs.	int	FK, NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Business Entity (via EntityID)

Enterprise Agent Group Member (via EnterpriseAgentGroupID)

Enterprise_Agent_Group_Member Table

Maps agents to enterprise agent groups.

Use ICM Configuration Manager to add or delete Enterprise_Agent_Group_Member records.

Table 2-64 Enterprise_Agent_Group_Member Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseAgentGroupID	Identifies the enterprise agent group.	int	PK, FK, IE1, NOT NULL
SkillTargetID	Identifies an Agent that is a member of the enterprise agent group.	int	PK, FK, IE2, NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Agent (via SkillTargetID)

Enterprise Agent Group (via EnterpriseAgentGroupID)

Enterprise_Route Table

Each row defines an enterprise-wide route composed of routes from different peripherals.

Use ICM Configuration Manager to add, update, and delete Enterprise_Route records.

Table 2-65 Enterprise_Route Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseRouteID	Unique identifier for this enterprise route.	int	PK, NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which this enterprise route belongs.	int	AK1, FK, NOT NULL
EnterpriseName	An enterprise name for this enterprise route. This name must be unique among all enterprise routes within the business entity.	varchar(32)	AK1, NOT NULL
Description	Additional information about the enterprise route.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Business Entity (via EntityID)
Enterprise Route Member (via EnterpriseRouteID)

Enterprise_Route_Member Table

Maps routes to enterprise routes.

Use ICM Configuration Manager to add, update, and delete Enterprise_Route_Member records.

Table 2-66 Enterprise_Route_Member Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseRouteID	Foreign key from the Enterprise_Route table.	int	PK, FK NOT NULL
RouteID	Foreign key from the Route table.	int	PK, FK, NOT NULL

Related tables:

Enterprise Route (via EnterpriseRouteID)
Route (via RouteID)

Enterprise_Service Table

Each row defines an enterprise-wide service composed of services from different peripherals.

Use ICM Configuration Manager to add, update, and delete Enterprise_Service records.

Table 2-67 Enterprise_Service Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseServiceID	Unique identifier for this enterprise service.	int	PK, NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the enterprise service belongs.	int	AK1, FK, NOT NULL
EnterpriseName	An enterprise name for this enterprise service. This name must be unique among all enterprise services within the business entity.	varchar(32)	AK1, NOT NULL
Description	Additional information about the enterprise service.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Business Entity (via EntityID)

Enterprise Service Member (via EnterpriseServiceID)

Enterprise_Service_Member Table

Maps services to enterprise services.

Use ICM Configuration Manager to add or delete Enterprise_Service_Member records.

Table 2-68 Enterprise_Service_Member Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseServiceID	Foreign key from the Enterprise Service table.	int	PK, FK, NOT NULL
SkillTargetID	Foreign Key from the Service table.	int	PK, FK, NOT NULL

Related tables:

Enterprise Service (via EnterpriseServiceID)

Service (via SkillTargetID)

Enterprise_Skill_Group Table

Each row defines an enterprise-wide skill group composed of skill groups from different peripherals.

Use ICM Configuration Manager to add, update, and delete Enterprise_Skill_Group records.

Table 2-69 Enterprise_Skill_Group Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseSkillGroupID	Unique identifier for this enterprise skill group.	int	PK, NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the enterprise skill group belongs.	int	AK1, FK, NOT NULL
EnterpriseName	An enterprise name for this enterprise skill group. This name must be unique among all enterprise skill groups within the business entity.	varchar(32)	AK1, NOT NULL
Description	Additional information about the enterprise skill group.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Enterprise_Skill_Group_Member Table

Related tables:

Business Entity (via EntityID)

Enterprise Skill Group Member (via EnterpriseSkillGroupID)

Enterprise_Skill_Group_Member Table

Maps skill groups to enterprise skill groups.

Use ICM Configuration Manager to add or delete Enterprise_Skill_Group_Member records.

Table 2-70 Enterprise_Skill_Group_Member Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseSkillGroupID	Foreign Key from the Enterprise Skill Group table.	int	PK, FK, NOT NULL
SkillTargetID	Foreign Key from the Skill Group table.	int	PK, FK, NOT NULL

Related tables:

Enterprise Skill Group (via EnterpriseSkillGroupID)

Skill Group (via SkillTargetID)

Event Table

Central database only.

Contains system events generated by the ICM software.

Table 2-71 Event Table

Field Name	Description	Data Type	Keys and Null Option
CentralControllerVirtualTime	Virtual Time event was processed at the Central Controller.	int	NOT NULL
CentralControllerFileTime	File Time event was processed at the Central Controller.	datetime	IE1, NOT NULL
CentralControllerTimeZone	Time zone at the Central Controller. The value is the offset in minutes from GMT.	int	NOT NULL
VersionNum	EMS version number.	smallint	NOT NULL

Table 2-71 Event Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SystemType	The type of system that generated the event: 0 = Unknown 1 = CallRouter 2 = Peripheral Gateway 3 = Network Interface Controller 4 = Admin Workstation 5 = Logger 6 = Listener 7 = CTI Gateway 8 = Blended Agent Dialer	smallint	NOT NULL
SystemId	DMP system ID of the event originator. For a CallRouter or Logger, this value is always 0.	smallint	NOT NULL
StatusCodeType	Classification of the value in StatusCode field.	smallint	NOT NULL
StatusCode	Status code value.	int	NOT NULL
StatusCodeString	String associated with the status code.	varchar(255)	NULL
ProcName	Name of the process that originated the event.	varchar(32)	NOT NULL
SourceSystemName	Name of the node that generated the event.	varchar(32)	NULL
SourceVirtualTime	Virtual time event was generated (originator's time).	int	NOT NULL
SourceFileTime	File time event was generated (originator's time).	datetime	NOT NULL
MessageId	Message ID from message compiler.	int	NOT NULL
Severity	The level of the message.	varchar(16)	NULL
Category	The type of message.	varchar(32)	NULL
MessageString	Contents of message.	varchar(255)	NULL
CustomerId	The customer ID.	int	NOT NULL
Side	Side of event originator: A or B = Paired processes \0 = A non-paired process	char(1)	NOT NULL
Dword1	Optional event DWORD.	int	NULL
Dword2	Optional event DWORD.	int	NULL
Dword3	Optional event DWORD.	int	NULL
Dword4	Optional event DWORD.	int	NULL
Dword5	Optional event DWORD.	int	NULL
String1	Optional event string.	varchar(240)	NULL
String2	Optional event string.	varchar(240)	NULL
String3	Optional event string.	varchar(240)	NULL
String4	Optional event string.	varchar(240)	NULL
String5	Optional event string.	varchar(240)	NULL

Table 2-71 Event Table (continued)

Field Name	Description	Data Type	Keys and Null Option
BinData	Optional event binary data.	image	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Expanded_Call_Variable Table

Each row describes an expanded call variable.

Use ICM Configuration Manager to add, update, and delete Expanded_Call_Variable records.

Table 2-72 Expanded_Call_Variable Table

Field Name	Description	Data Type	Keys and Null Option
ExpandedCallVariableID	A unique identifier for the call variable.	smallint	PK, NOT NULL
EnterpriseName	An enterprise name for this call variable. This name must be unique among all expanded call variables within the business entity.	varchar(32)	AK1, NOT NULL
MaximumLength	The maximum length of the call variable value: 1 to 210.	int	NOT NULL
MaximumArraySize	If the call variable is an array, the maximum number of elements in the array: 1 to 255.	int	NULL
ECCArray	Indicates whether the call variable is an array: Y = Yes N = No	char(1)	NOT NULL
Enabled	Indicates whether the call variable is currently enabled: Y = Yes N = No	char(1)	NOT NULL
GeoTelProvided	Indicates whether the call variable is provided by Cisco: Y = Yes N = No	char(1)	NOT NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
Description	Additional information about the call variable.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Route Call Variable (via ExpandedCallVariableID)

Termination Call Variable (via ExpandedCallVariableID)

Feature_Control_Set Table

Contains information about the different feature sets that may be used by different users.

**Note**

The Feature Control Set List tool is not available on a limited AW.

Use ICM Configuration Manager to add, update, and delete Feature_Control_Set records.

Table 2-73 Feature_Control_Set Table

Field Name	Description	Data Type	Keys and Null Option
FeatureSetID	A unique identifier for this feature set.	int	NOT NULL, PK
EnterpriseName	A unique name among all feature sets in the enterprise.	varchar(32)	NOT NULL, AK
Description	A description of the feature set.	varchar(255)	NULL
FeatureSetData	Contains all the information about the feature set.	image	NULL
ChangeStamp	This value is incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

User Group (via FeatureSetID)

Customer Definition (via FeatureSetID)

Galaxy_Agent_Call_Count Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides call counts an agent configured on a Galaxy ACD.

Table 2-74 Galaxy_Agent_Call_Control Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at the end of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL

Table 2-74 Galaxy_Agent_Call_Control Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PortID	The identifier of the Galaxy port associated with the agent.	smallint	PK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	int	NOT NULL
TerminationType	Valid options include: 1 = Agent 2 = Digital Agent 4 = Audio Response Unit (ARU) 32 = Enhanced Agent 33 = Digital Enhanced Agent 42 = Tone PBX 45 = Voice Operated Relay (VOR) 48 = Voice Response Unit (VRU) 49 = Gate PBX 55 = Directory Assistance Billing Agen 56 = Directory Assistance Digital Billing Agent 57 = Enhanced D.A. Billing Agent 58 = Enhanced Directory Assistance Digital Billing Agent 60 = Directory Assistance Audio Response Unit (DAARU)	smallint	NOT NULL
AgentIGroupID	The Galaxy identifier for the I-Group of the agent.	smallint	NOT NULL
PhoneNumber	Agent's phone number. Invalid if TerminationType is Voice Operated Relay.	smallint	NOT NULL
CallCount	The number of calls handled by the agent.	smallint	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Galaxy_Agent_Igroup Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about an agent information group configured on a Galaxy ACD.

Table 2-75 Galaxy_Agent_Igroup Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at the end of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
IGroupID	The Galaxy identifier for the group.	smallint	PK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	int	NOT NULL
SecondsInPeriod	Total time, in seconds, that I-group data was being accumulated during the reporting interval.	smallint	NOT NULL
PrimaryCallsHandled	Number of external calls, internal gate transfer calls, and internal gate calls connected to a primary agent position during the interval.	smallint	NOT NULL
SecondaryCallsHandled	Number of external calls, internal gate transfer calls, and internal gate calls connected to a secondary agent position during the interval.	smallint	NOT NULL
PrimaryODCallsHandled	Number of overflow/diversion-in calls connected to a primary agent position during the interval.	smallint	NOT NULL
SecondaryODCallsHandled	Number of overflow/diversion-in calls connected to a secondary agent position during the interval.	smallint	NOT NULL
OutCalls	Number of out calls made by an agent position on an outbound trunk or dial tandem tie-line.	smallint	NOT NULL
CallsTransferredOut	Number of calls handled by this I-group and then transferred.	smallint	NOT NULL
BreakTime	Total time, in seconds, that agents spent in the Break state	int	NOT NULL
AssignedTime	Total time, in seconds, that agents were assigned to this I-group.	int	NOT NULL
PlugInTime	Total time, in seconds, that agents were plugged-in to this I-group.	int	NOT NULL
AvailableTime	Total time, in seconds, that agents were in the Available state for the I-group.	int	NOT NULL

Table 2-75 Galaxy_Agent_Igroup Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PrimaryTalkTime	Total time, in seconds, that primary agents were connected to external calls, internal gate transfer calls, or internal gate calls.	int	NOT NULL
SecondaryTalkTime	Total time, in seconds, that secondary agents were connected to external calls, internal gate transfer calls, or internal gate calls.	int	NOT NULL
PrimaryODTalkTime	Total time, in seconds, that primary agents were connected to overflow/diversion-in calls.	int	NOT NULL
SecondaryODTalkTime	Total time, in seconds, that secondary agents were connected to overflow/diversion-in calls.	int	NOT NULL
PrimaryCallworkTime	Total time, in seconds, that primary agents spent in wrap-up for external, internal gate transfer, and internal gate transfer calls.	int	NOT NULL
SecondaryCallworkTime	Total time, in seconds, that secondary agents spent in wrap-up for external, internal gate transfer, and internal gate transfer calls.	int	NOT NULL
PrimaryODCallworkTime	Total time, in seconds, that primary agents spent in wrap-up for overflow/diversion-in calls.	int	NOT NULL
SecondaryODCallworkTime	Total time, in seconds, that secondary agents spent in wrap-up for overflow/diversion-in calls.	int	NOT NULL
OutCallTalkTime	Total time, in seconds, that agents were connected to an outbound trunk or tie-line with no inbound call in progress.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Galaxy_Agent_Performance Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides performance information about an agent configured on a Galaxy ACD.

Table 2-76 Galaxy_Agent_Performance Table

Field Name	Description	Data Type	Keys and Null Option
SignInTime	The Central Controller date and time when the agent signed in.	datetime	PK, NOT NULL
PeripheralID	An ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
AgentID	The Galaxy identifier for the agent.	int	PK, NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL
SkillTargetID	The ICM software identifier for the agent.	int	FK, NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	int	NOT NULL
SerialNumber	A sequential counter maintained by the ACD.	smallint	NOT NULL
TerType	Termination type: 1 = agent 2 = digital agent 6 = station master agent 32 = enhanced agent 33 = digital enhanced agent 55 = directory assistance billing agent 56 = directory assistance digital billing agent 57 = enhanced directory assistance billing agent 58 = enhanced directory assistance digital billing agent	tinyint	NOT NULL
PriGate	Gate number of the agent's primary assignment.	tinyint	NOT NULL
SecGate	Gate number of the agent's secondary assignment.	tinyint	NOT NULL
PriCallsHandled	Number of external calls, internal gate transfer calls, internal gate calls, and overflow/diversion-in calls connected to the agent while primarily assigned to the gate.	smallint	NOT NULL
SecCallsHandled	Number of external calls, internal gate transfer calls, internal gate calls, and overflow/diversion-in calls connected to the agent while secondarily assigned to the gate.	smallint	NOT NULL
OutCalls	Number of out calls by this agent on an outbound trunk or dial tandem tie-line.	smallint	NOT NULL
AvailTime	Total time, in seconds, the agent was in the Available state.	smallint	NOT NULL

Table 2-76 Galaxy_Agent_Performance Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PriTalkTime	Total time, in seconds, the agent was connected as a primary assignment to external calls, internal gate transfer calls, overflow/diversion-in calls, or internal gate calls.	smallint	NOT NULL
SecTalkTime	Total time, in seconds, the agent was connected as a secondary assignment to external calls, internal gate transfer calls, overflow/diversion-in calls, or internal gate calls.	smallint	NOT NULL
PriCallworkTime	Total time, in seconds, the agent spent in wrap-up after primary assignment external, internal gate transfer, overflow/diversion-in, and internal gate calls.	smallint	NOT NULL
SecCallworkTime	Total time, in seconds, the agent spent in wrap-up after secondary assignment external, internal gate transfer, overflow/diversion-in, and internal gate calls.	smallint	NOT NULL
OutCallTime	Total time, in seconds, the agent spent connected to an outbound trunk or tie-line with no inbound call in progress.	smallint	NOT NULL
SignedInSeconds	Number of seconds elapsed since the agent signed in.	int	NOT NULL
AssistQueueCount	Number of times the agent used the Supervisor key to request assistance.	smallint	NOT NULL
ActivityIndicator	A yes/no indicator.	tinyint	NOT NULL
BreakTime	Total time, in seconds, the agent spent in the Break state.	smallint	NOT NULL
PortID	The ACD port to which the agent is connected.	smallint	NOT NULL
AgentPhoneNumber	Four-digit extension number.	smallint	NOT NULL
AgentName	The agent's name, as known to the ACD.	varchar(32)	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Agent (via SkillTargetID)

Peripheral (via PeripheralID)

Galaxy_Alarm Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a system alarm output by the Call or Reports processor on a Galaxy ACD.

Table 2-77 Galaxy_Alarm Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at the end of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	int	NOT NULL
AlarmTime	Galaxy time that the alarm occurred.	smallint	NOT NULL
AlarmCode	Three-digit alarm code.	smallint	NOT NULL
AlarmProcessor	Processor that output the alarm: Call or Reports.	varchar(32)	NULL
AlarmSubcode	A subcode, if any, the Galaxy provided for the alarm.	varchar(32)	NULL
AlarmData1	Additional data the Galaxy provided in the alarm message.	varchar(32)	NULL
AlarmData2	Additional data the Galaxy provided in the alarm.	varchar(32)	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Galaxy_DNIS Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a DNIS configured on a Galaxy ACD.

Table 2-78 Galaxy_DNIS Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL

Table 2-78 Galaxy_DNIS Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DNIS	The DNIS value (0000 through 9999).	varchar(32)	PK, NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	smallint	NOT NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	int	NOT NULL
ValidType	Valid options include: 0 = Valid DNIS number 1 = Invalid DNIS number	smallint	NOT NULL
NumberCallsAnswered	Number of calls with this DNIS that were answered.	smallint	NOT NULL
NumberCallsAbandoned	Number of calls with this DNIS that were abandoned.	smallint	NOT NULL
TimeToAnswer	Total answer time, in seconds, for calls with this DNIS.	int	NOT NULL
CallDuration	Total call time, in seconds, for calls to this DNIS.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Galaxy_Gate Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a gate configured on a Galaxy ACD.

Table 2-79 Galaxy_Gate Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
GateID	The Galaxy identifier for the gate.	smallint	PK, NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL

Table 2-79 Galaxy_Gate Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	The ICM software identifier for the service.	int	FK, NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	int	NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	smallint	NOT NULL
PrimaryHandled	Number of external, internal gate transfer, and internal gate calls connected to primary agents for the gate during the interval.	smallint	NOT NULL
SecondaryHandled	Number of external, internal gate transfer, and internal gate calls connected to secondary agents for the gate during the interval.	smallint	NOT NULL
OverflowHandled	Number of external, internal gate transfer, and internal gate calls for other gates that were handled by agents in this gate because of their secondary assignments.	smallint	NOT NULL
PrimaryODHandled	Number of overflow/diversion in calls connected to primary agents for this gate.	smallint	NOT NULL
SecondaryODHandled	Number of overflow/diversion in calls for this gate that were handed by agents in other gates because of their secondary assignments.	smallint	NOT NULL
OverflowODHandled	Number of overflow/diversion calls for other gates that were handled by agents in this gate because of their secondary assignments.	smallint	NOT NULL
CallsAbandoned	Number of external, internal gate transfer, and internal gate calls for the gate that were lost before being connected to an agent position.	smallint	NOT NULL
ODAbandoned	Number of overflow/diversion-in calls accepted from another node, but lost before being connected to an agent position.	smallint	NOT NULL
ODInRejected	Number of overflow/diversion-in calls rejected by this gate.	smallint	NOT NULL
LoadTransferOutCalls	This field applies to Galaxy-8 ACDs only.	smallint	NOT NULL
CallsHeld	Number of external, internal gate transfer, internal gate, and overflow/diversion-in calls that were either abandoned or held beyond a specific system threshold.	smallint	NOT NULL
CallsTransferredOut	Number of external, internal gate transfer, internal gate, or overflow/diversion-in calls that were handed by the gate and then transferred.	smallint	NOT NULL
OutCalls	Number of out calls made by primary agents for this gate on outbound trunks or dial tandem tie-lines.	smallint	NOT NULL

Table 2-79 Galaxy_Gate Table (continued)

Field Name	Description	Data Type	Keys and Null Option
QueueLimitingRejectCount	Number of external, internal gate transfer, and internal gate calls that were rejected	smallint	NOT NULL
CallsTransferredIn	Number of calls directly transferred to primary agents for this gate.	int	NOT NULL
PrimaryAssignedTime	Total time, in seconds, that agents had a primary assignment for this gate.	int	NOT NULL
SecondaryAssignedTime	Total time, in seconds, that agents had a secondary assignment for this gate.	int	NOT NULL
PrimaryPluggedTime	Total time, in seconds, that primary agents were plugged into this gate.	int	NOT NULL
SecondaryPluggedTime	Total time, in seconds, that secondary agents were plugged into this gate.	int	NOT NULL
PrimaryAvailableTime	Total time, in seconds that primary agents were in the Available state for this gate.	int	NOT NULL
PrimaryTalkTime	Total time, in seconds, that primary agents were connected to external, internal gate transfer, or internal gate calls for the gate.	int	NOT NULL
SecondaryTalkTime	Total time, in seconds, that secondary agents were connected to external, internal gate transfer, or internal gate calls for the gate.	int	NOT NULL
OverflowTalkTime	Total time, in seconds, that primary agents for this gate were connected to external, internal gate transfer, or internal gate calls as a secondary assignment.	int	NOT NULL
PrimaryODTalkTime	Total time, in seconds, that primary agents for this gate were connected to overflow/diversion-in calls.	int	NOT NULL
SecondaryODTalkTime	Total time, in seconds, that secondary agents for this gate were connected to overflow/diversion-in calls.	int	NOT NULL
OverflowODTalkTime	Total time, in seconds, that primary agents for this gate were connected to overflow/diversion-in calls as a secondary assignment.	int	NOT NULL
PrimaryCallWorkTime	Total time, in seconds, that primary agents for this gate spent in wrap-up after external, internal gate transfer, and internal gate calls for this gate.	int	NOT NULL
SecondaryCallWorkTime	Total time, in seconds, that secondary agents for this gate spent in wrap-up after external, internal gate transfer, and internal gate calls for this gate.	int	NOT NULL

Table 2-79 Galaxy_Gate Table (continued)

Field Name	Description	Data Type	Keys and Null Option
OverflowCallWorkTime	Total time, in seconds, that primary agents for this gate spent in wrap-up after external, internal gate transfer, and internal gate calls for another gate.	int	NOT NULL
PrimaryODCallWorkTime	Total time, in seconds, that primary agents for this gate spent in wrap-up after overflow/diversion-in calls to this gate.	int	NOT NULL
SecondaryODCallWorkTime	Total time, in seconds, that secondary agents for this gate spent in wrap-up after overflow/diversion-in calls to this gate.	int	NOT NULL
OverflowODCallWorkTime	Total time, in seconds, that primary agents for this gate spent in wrap-up after overflow/diversion-in calls for another gate.	int	NOT NULL
OutCallTalkTime	Total time, in seconds, that primary agents for this gate were connected to an out trunk or tie-line with no incoming calls in progress.	int	NOT NULL
DelayTimeToHandle	Total time, in seconds, that external, internal gate, internal gate transfer, and overflow/diversion-in calls waited before being answered by an agent.	int	NOT NULL
DelayTimeToAbandoned	Total time, in seconds, that external, internal gate, internal gate transfer, and overflow/diversion-in calls waited before being lost.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Service (via SkillTargetID)

Galaxy_Gate_Delayed_Call Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides delayed call information about a gate configured on a Galaxy ACD.

Table 2-80 Galaxy_Gate_Delayed_Call Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
GateID	The Galaxy identifier for the gate.	smallint	PK, NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL
SkillTargetID	The ICM software identifier for the service.	int	FK, NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	int	NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	smallint	NOT NULL
Abandoned0	Number of abandoned calls were abandoned time was less than 1 second.	smallint	NOT NULL
Abandoned5	Number of abandoned calls were abandon time was greater than or equal to 1 second, but less than 5 seconds.	smallint	NOT NULL
Abandoned10	Number of abandoned calls were abandon time was greater than or equal to 5 seconds, but less than 10 seconds.	smallint	NOT NULL
Abandoned15	Number of abandoned calls were abandon time was greater than or equal to 10 seconds, but less than 15 seconds.	smallint	NOT NULL
Abandoned20	Number of abandoned calls were abandon time was greater than or equal to 15 seconds, but less than 20 seconds.	smallint	NOT NULL
Abandoned25	Number of abandoned calls were abandon time was greater than or equal to 20 seconds, but less than 25 seconds.	smallint	NOT NULL
Abandoned30	Number of abandoned calls were abandon time was greater than or equal to 25 seconds, but less than 30 seconds.	smallint	NOT NULL
Abandoned40	Number of abandoned calls were abandon time was greater than or equal to 30 seconds, but less than 40 seconds.	smallint	NOT NULL

Table 2-80 Galaxy_Gate_Delayed_Call Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Abandoned50	Number of abandoned calls were abandon time was greater than or equal to 40 seconds, but less than 50 seconds.	smallint	NOT NULL
Abandoned60	Number of abandoned calls were abandon time was greater than or equal to 50 seconds, but less than 60 seconds.	smallint	NOT NULL
Abandoned90	Number of abandoned calls were abandon time was greater than or equal to 60 seconds, but less than 60 seconds.	smallint	NOT NULL
Abandoned120	Number of abandoned calls were abandon time was greater than or equal to 90 seconds, but less than 120 seconds.	smallint	NOT NULL
Abandoned180	Number of abandoned calls were abandon time was greater than or equal to 120 seconds, but less than 180 seconds.	smallint	NOT NULL
AbandonedOver180	Number of abandoned calls were abandon time was greater than or equal to 180 seconds.	smallint	NOT NULL
Handled0	Number of handled calls were wait time was less than 1 second.	smallint	NOT NULL
Handled5	Number of handled calls were wait time was greater than or equal to 1 second, but less than 5 seconds.	smallint	NOT NULL
Handled10	Number of handled calls were wait time was greater than or equal to 5 seconds, but less than 10 seconds.	smallint	NOT NULL
Handled15	Number of handled calls were wait time was greater than or equal to 10 seconds, but less than 15 seconds.	smallint	NOT NULL
Handled20	Number of handled calls were wait time was greater than or equal to 15 seconds, but less than 20 seconds.	smallint	NOT NULL
Handled25	Number of handled calls were wait time was greater than or equal to 20 seconds, but less than 25 seconds.	smallint	NOT NULL
Handled30	Number of handled calls were wait time was greater than or equal to 25 seconds, but less than 30 seconds.	smallint	NOT NULL
Handled40	Number of handled calls were wait time was greater than or equal to 30 seconds, but less than 40 seconds.	smallint	NOT NULL
Handled50	Number of handled calls were wait time was greater than or equal to 40 seconds, but less than 50 seconds.	smallint	NOT NULL

Table 2-80 Galaxy_Gate_Delayed_Call Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Handled60	Number of handled calls were wait time was greater than or equal to 50 seconds, but less than 60 seconds.	smallint	NOT NULL
Handled90	Number of handled calls were wait time was greater than or equal to 60 seconds, but less than 90 seconds.	smallint	NOT NULL
Handled120	Number of handled calls were wait time was greater than or equal to 90 seconds, but less than 120 seconds.	smallint	NOT NULL
Handled180	Number of handled calls were wait time was greater than or equal to 120 seconds, but less than 180 seconds.	smallint	NOT NULL
HandledOver180	Number of handled calls were wait time was greater than or equal to 180 seconds.	smallint	NOT NULL
LongestDelay	Maximum number of seconds that any call waited before being either answered or abandoned.	smallint	NOT NULL
MaximumDelayQueueLength	Maximum number of calls in any agent's queue.	smallint	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Service (via SkillTargetID)

Galaxy_Overflow Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about calls overflowed from a gate on the Galaxy ACD.

Table 2-81 Galaxy_Overflow Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
GateID	The Galaxy identifier for the gate.	smallint	PK, NOT NULL

Table 2-81 Galaxy_Overflow Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL
SkillTargetID	The ICM software identifier for the service.	int	FK, NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	int	NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	smallint	NOT NULL
AcceptedOnRoute1	Number of internal overflow/diversion-out calls from the gate accepted on route number 1.	smallint	NOT NULL
AcceptedOnRoute2	Number of internal overflow/diversion-out calls from the gate accepted on route number 2.	smallint	NOT NULL
AcceptedOnRoute3	Number of internal overflow/diversion-out calls from the gate accepted on route number 3.	smallint	NOT NULL
AcceptedOnRoute4	Number of internal overflow/diversion-out calls from the gate accepted on route number 4.	smallint	NOT NULL
AcceptedOnRoute5	Number of internal overflow/diversion-out calls from the gate accepted on route number 5.	smallint	NOT NULL
AcceptedOnRoute6	Number of internal overflow/diversion-out calls from the gate accepted on route number 6.	smallint	NOT NULL
AcceptedOnRoute7	Number of internal overflow/diversion-out calls from the gate accepted on route number 7.	smallint	NOT NULL
AcceptedOnRoute8	Number of internal overflow/diversion-out calls from the gate accepted on route number 8.	smallint	NOT NULL
AcceptedOnRoute9	Number of internal overflow/diversion-out calls from the gate accepted on route number 9.	smallint	NOT NULL
AcceptedOnRoute10	Number of internal overflow/diversion-out calls from the gate accepted on route number 10.	smallint	NOT NULL
AcceptedOnRoute11	Number of internal overflow/diversion-out calls from the gate accepted on route number 11.	smallint	NOT NULL
AcceptedOnRoute12	Number of internal overflow/diversion-out calls from the gate accepted on route number 12.	smallint	NOT NULL
AcceptedOnRoute13	Number of internal overflow/diversion-out calls from the gate accepted on route number 13.	smallint	NOT NULL
AcceptedOnRoute14	Number of internal overflow/diversion-out calls from the gate accepted on route number 14.	smallint	NOT NULL
AcceptedOnRoute15	Number of internal overflow/diversion-out calls from the gate accepted on route number 15.	smallint	NOT NULL
AcceptedOnRoute16	Number of internal overflow/diversion-out calls from the gate accepted on route number 16.	smallint	NOT NULL
RejectedOnRoute1	Number of internal overflow/diversion-out calls from the gate rejected on route number 1.	smallint	NOT NULL

Table 2-81 Galaxy_Overflow Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RejectedOnRoute2	Number of internal overflow/diversion-out calls from the gate rejected on route number 2.	smallint	NOT NULL
RejectedOnRoute3	Number of internal overflow/diversion-out calls from the gate rejected on route number 3.	smallint	NOT NULL
RejectedOnRoute4	Number of internal overflow/diversion-out calls from the gate rejected on route number 4.	smallint	NOT NULL
RejectedOnRoute5	Number of internal overflow/diversion-out calls from the gate rejected on route number 5.	smallint	NOT NULL
RejectedOnRoute6	Number of internal overflow/diversion-out calls from the gate rejected on route number 6.	smallint	NOT NULL
RejectedOnRoute7	Number of internal overflow/diversion-out calls from the gate rejected on route number 7.	smallint	NOT NULL
RejectedOnRoute8	Number of internal overflow/diversion-out calls from the gate rejected on route number 8.	smallint	NOT NULL
RejectedOnRoute9	Number of internal overflow/diversion-out calls from the gate rejected on route number 9.	smallint	NOT NULL
RejectedOnRoute10	Number of internal overflow/diversion-out calls from the gate rejected on route number 10.	smallint	NOT NULL
RejectedOnRoute11	Number of internal overflow/diversion-out calls from the gate rejected on route number 11.	smallint	NOT NULL
RejectedOnRoute12	Number of internal overflow/diversion-out calls from the gate rejected on route number 12.	smallint	NOT NULL
RejectedOnRoute13	Number of internal overflow/diversion-out calls from the gate rejected on route number 13.	smallint	NOT NULL
RejectedOnRoute14	Number of internal overflow/diversion-out calls from the gate rejected on route number 14.	smallint	NOT NULL
RejectedOnRoute15	Number of internal overflow/diversion-out calls from the gate rejected on route number 15.	smallint	NOT NULL
RejectedOnRoute16	Number of internal overflow/diversion-out calls from the gate rejected on route number 16.	smallint	NOT NULL
NetworkOnRoute1	Number of network overflow/diversion-out calls from the gate sent to route number 1.	smallint	NOT NULL
NetworkOnRoute2	Number of network overflow/diversion-out calls from the gate sent to route number 2.	smallint	NOT NULL
NetworkOnRoute3	Number of network overflow/diversion-out calls from the gate sent to route number 3.	smallint	NOT NULL
NetworkOnRoute4	Number of network overflow/diversion-out calls from the gate sent to route number 4.	smallint	NOT NULL
NetworkOnRoute5	Number of network overflow/diversion-out calls from the gate sent to route number 5.	smallint	NOT NULL

Table 2-81 Galaxy_Overflow Table (continued)

Field Name	Description	Data Type	Keys and Null Option
NetworkOnRoute6	Number of network overflow/diversion-out calls from the gate sent to route number 6.	smallint	NOT NULL
NetworkOnRoute7	Number of network overflow/diversion-out calls from the gate sent to route number 7.	smallint	NOT NULL
NetworkOnRoute8	Number of network overflow/diversion-out calls from the gate sent to route number 8.	smallint	NOT NULL
NetworkOnRoute9	Number of network overflow/diversion-out calls from the gate sent to route number 9.	smallint	NOT NULL
NetworkOnRoute10	Number of network overflow/diversion-out calls from the gate sent to route number 10.	smallint	NOT NULL
NetworkOnRoute11	Number of network overflow/diversion-out calls from the gate sent to route number 11.	smallint	NOT NULL
NetworkOnRoute12	Number of network overflow/diversion-out calls from the gate sent to route number 12.	smallint	NOT NULL
NetworkOnRoute13	Number of network overflow/diversion-out calls from the gate sent to route number 13.	smallint	NOT NULL
NetworkOnRoute14	Number of network overflow/diversion-out calls from the gate sent to route number 14.	smallint	NOT NULL
NetworkOnRoute15	Number of network overflow/diversion-out calls from the gate sent to route number 15.	smallint	NOT NULL
NetworkOnRoute16	Number of network overflow/diversion-out calls from the gate sent to route number 16.	smallint	NOT NULL
ODOutCallsHandled	Total number of overflow/diversion-out calls from the gate.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Service (via SkillTargetID)

Galaxy_PBX Table

Central database only.

This table applies to Rockwell Galaxy ACDs only.

Each row provides information about a PBX termination configured on a Galaxy ACD.

Table 2-82 Galaxy_PBX Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at the end of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
PortID	Galaxy identifier for the phone's port.	smallint	PK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	int	NOT NULL
TerminationType	42 = Tone PBX	smallint	NOT NULL
SubscriberNumber	In a multiple subscriber system, indicates which subscriber has control of the termination.	smallint	NOT NULL
DepartmentNumber	Identifier for the customer-defined group of PBX extensions.	smallint	NOT NULL
HuntGroupInformation	Valid options include: 0 = Phone not in hunt group 1 = First phone in hunt group 2 = Intermediate phone in hunt group 4 = Last phone in hunt group 8 = Common last phone in hunt group 128 = Phone's position in hunt group has changed.	smallint	NOT NULL
ExtensionNumber	Termination phone number.	smallint	NOT NULL
NextHuntGroupPhone	If in the termination is in a hunt group, the phone number of the next extension in the group.	smallint	NOT NULL
InCalls	Number of calls answered by this termination.	smallint	NOT NULL
OutCalls	Number of calls dialed from this termination.	smallint	NOT NULL
SecondCalls	Number of calls made while a previous call is on hold. Dialing an expanded PBX option feature also counts as a second call.	smallint	NOT NULL
ForwardedCalls	Number of calls automatically forwarded from this destination because the termination is busy and is in a hunt group, or because either the All Calls or No Answer options of Call Forwarding were in use.	smallint	NOT NULL
PickedUpCalls	Number of calls that rang at this termination but were intercepted by another phone.	smallint	NOT NULL

Table 2-82 Galaxy_PBX Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AbandonedNoAnswer	Number of calls to the destination that were abandoned.	smallint	NULL
TollCalls	Number of toll calls placed from the extension.	smallint	NOT NULL
CallDuration	Total number of seconds for all incoming calls (counted from time of answer or end of dialing until disconnect).	int	NOT NULL
SecondCallDuration	Total number of seconds that second calls were on the phone.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Galaxy_Single_Trunk Table

Central database only.

This table applies to Rockwell Galaxy ACDs only.

Each row provides information about a trunk configured on a Galaxy ACD.

Table 2-83 Galaxy_Single_Trunk Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
PortID	Galaxy port assignment for the trunk.	smallint	PK, NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	int	NOT NULL

Table 2-83 Galaxy_Single_Trunk Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TerminationType	Valid options include: 8 = Direct Inward Dial (DID) 14 = Inter-tandem 26 = Off-Network Access Line 41 = Tie Line 47 = Operator Service 50 = Operator Service Feature Group D 51 = Australian Off-Network Access Line 52 = Australian Tie Line 53 = Australian Direct Gate Dial 54 = DNIS 64 = Directory Assistance Intercept 65 = ISDN	smallint	NOT NULL
TrunkGroup	The ICM software identifier of the trunk group containing the trunk.	smallint	NOT NULL
TrunkIGroup	Galaxy Trunk Information Group identifier.	smallint	NOT NULL
SeizureCount	Total number of calls on inbound, outbound, and combination trunks (whether connected to an ACD gate or not).	smallint	NOT NULL
TotalBusyTime	Total number of seconds the trunk was busy for inbound or outbound calls. For an incoming call, busy time is from when a valid call is detected to disconnect. For an outbound call, busy time is circuit selection to disconnect.	int	NOT NULL
BusyTimer	Time the trunk became busy (used to calculate busy times).	smallint	NOT NULL
ISDNCallByCallLimitRejects	Number of ISDN trunk rejections.	smallint	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Trunk (via TrunkID)

Galaxy_Transaction_Code Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a transaction on a Galaxy ACD.

Table 2-84 Galaxy_Transaction_Code Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
TransactionCodeNumber	Identifier for the transaction.	int	PK, NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	smallint	NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	int	NOT NULL
TransactionCount	Number of transactions that occurred.	smallint	NOT NULL
Description	A description of the transaction type.	varchar(32)	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Galaxy_Trunk_Call_Count Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides call counts for a trunk configured on a Galaxy ACD.

Table 2-85 Galaxy_Trunk_Call_Count Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL
PortID	Galaxy port assignment for the trunk.	smallint	PK, NOT NULL

Table 2-85 Galaxy_Trunk_Call_Count Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	int	NOT NULL
TerminationType	Valid options include: 8 = Direct Inward Dial (DID) 14 = Inter-tandem 26 = Off-Network Access Line 41 = Tie Line 47 = Operator Service 50 = Operator Service Feature Group D 51 = Australian Off-Network Access Line 52 = Australian Tie Line 53 = Australian Direct Gate Dial 54 = DNIS 64 = Directory Assistance Intercept 65 = ISDN	smallint	NOT NULL
TrunkIGroup	Galaxy identifier for the Trunk Information Group that contains this trunk.	smallint	NOT NULL
CallCount	Number of calls counted on the trunk.	smallint	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Trunk (via TrunkID)

Galaxy_Trunk_IGroup Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a trunk information group configured on a Galaxy ACD.

Table 2-86 Galaxy_Trunk_IGroup Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	datetime	PK, NOT NULL
PeripheralID	The ICM software identifier for the ACD.	smallint	PK, FK, NOT NULL

Table 2-86 Galaxy_Trunk_IGroup Table (continued)

Field Name	Description	Data Type	Keys and Null Option
IGroupID	The Galaxy identifier for the trunk I-group.	smallint	PK, NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	int	PK, NOT NULL
TrunkGroupID	The ICM software identifier for the trunk group associated with this I-group.	int	FK, NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	int	NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	smallint	NOT NULL
GateAssignment	The Galaxy identifier of the gate to which the I-group is assigned.	tinyint	NOT NULL
GateValid	Indicates whether all trunks in the I-group remained assigned to the gate for the entire reporting interval.	tinyint	NOT NULL
CallsHandled	Number of external calls on this trunk group that were answered.	smallint	NOT NULL
CallsAbandoned	Number of external calls on this trunk group that were lost before being answered.	smallint	NOT NULL
CallsHeld	Number of external calls that exceed a specified system threshold before being answered or abandoned.	smallint	NOT NULL
OutCalls	Number of calls made on outbound trunks.	smallint	NOT NULL
LoadTransferOut	This field applies to Galaxy-8 ACDs only.	smallint	NOT NULL
OutODCallsAccepted	Number of overflow/diversion-out calls made on tie-lines in this group and accepted by the receiving node.	smallint	NOT NULL
OutODCallsRejected	Number of overflow/diversion-out calls made on tie-lines in this group and rejected by the receiving node.	smallint	NOT NULL
InODCallsHandled	Number of overflow/diversion-in calls accepted on tie-lines in this group and eventually answered.	smallint	NOT NULL
InODCallsAbandoned	Number of overflow/diversion-in calls accepted on tie-lines in this group, but lost before being answered.	smallint	NOT NULL
InODCallsRejected	Number of overflow/diversion-in calls offered on tie-lines in this group, but rejected.	smallint	NOT NULL
ISDNCallByCallRejects	Number of ISDN calls rejected by this I-group because of call-by-call service limitations.	smallint	NOT NULL
ISDNCallsWithAniSid	Number of ISDN calls on this I-group for which ANI was received.	smallint	NOT NULL
TrunkAssignedTime	Total time, in seconds, that trunks were assigned to this I-group.	int	NOT NULL
AllTrunksBusyTime	Total time, in seconds, that all trunks in the I-group were busy.	int	NOT NULL

Table 2-86 Galaxy_Trunk_IGroup Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TrunkIdleTime	Total time, in seconds, that trunks in the I-group were not busy with in or out calls.	int	NOT NULL
OutCallTalkTime	Total time, in seconds, that trunks in this I-group were used for outbound calls.	int	NOT NULL
LoadODOutHoldTime	Total time, in seconds, that tie-lines and load transfer trunks in this I-group were used for overflow/diversion and load transfer of out calls.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Peripheral (via PeripheralID)

Trunk Group (via TrunkGroupID)

Group_Security_Control Table

Each row describes the access members of a group have for a specific object. This table is used as an intermediate step in creating User_Security_Control records for each member of the group.

Table 2-87 Group_Security_Control Table

Field Name	Description	Data Type	Keys and Null Option
UserGroupName	Identifies the user group. Only groups of type 'G' are referenced.	varchar(30)	IE1, NOT NULL
ObjectType	Together with ObjectID, identifies the object.	int	IE1, NOT NULL
ObjectID	Together with ObjectType, identifies the object.	int	IE1, NOT NULL
OriginClassID	If the access to the object was inherited from a class, this field identifies that class. Otherwise, it is 0.	int	NOT NULL
OriginObjectID	If the access to the object was inherited from another object, this field identifies that object. Otherwise, it is 0.	int	NOT NULL
AccessLevel	Identifies the level of access group members have to the object.	int	NOT NULL
UserGroupID	Identifies the user group.	int	IE2, NOT NULL

Related tables:

User Group (via UserGroupName and UserGroupID)

Logger_Admin Table

Central database only.

Contains one record of information for each administrative task the ICM software applies to the central database. Specifically, this table tracks Purges and Update Statistics operations. These operations are run automatically as scheduled jobs.

Table 2-88 *Logger_Admin Table*

Field Name	Description	Data Type	Keys and Null Option
RecoveryKey	A value used internally by the ICM software to track the time the record is created.	float	PK, NOT NULL
ScheduledAt	Date and time the scheduled job executed.	datetime	IE1, NOT NULL
TableName	The name of the database table on which the operation was performed.	varchar(32)	IE1, NOT NULL
FunctionName	The operation performed; for example, Purge or Update Statistics.	varchar(32)	IE1, NOT NULL
DateTime	The date and time at which the scheduled job was submitted.	datetime	IE2, NOT NULL
Retain	For a Purge operation, the number of days records are retained. Records older than this are deleted in the Purge.	int	NULL
FromRecoveryKey	For a Purge operation, the recovery key of the earliest record purged.	float	NULL
ToRecoveryKey	For a Purge operation, the recovery key of the most recent record purged.	float	NULL
StartTime	Time at which the operation started.	datetime	NULL
EndTime	Time at which the operation completed.	datetime	NULL
RowsPurged	For a purge operation, the number of rows purged.	int	NULL

ICR_Globals Table

Contains a single record containing general information about the ICM configuration.

You can use ICM Configuration Manager to modify some fields of the ICR_Globals records.

Table 2-89 *ICR_Globals Table*

Field Name	Description	Data Type	Keys and Null Option
CompanyName	Name of the customer.	varchar(32)	NULL
KeepNScriptVersions	Maximum number of script versions to retain for each master script. If the value is 0, all versions are retained.	smallint	NOT NULL

Table 2-89 ICR_Globals Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PartitioningIndicator	Indicates whether or not partitioning is enabled. Valid options are: Y = Partitioning is enabled. N = Partitioning is not enabled.	char(1)	NULL
CCDomainName	The name of the NT domain that contains the ICM Central Controller.	varchar(32)	NOT NULL
MaxPartitions	The maximum number of partitions that can be configured for the system if partitioning is enabled.	int	NOT NULL
ICRType	Valid options include: 0 = Standard 1 = NAM 2 = CICM	int	NOT NULL
MinScriptSchedTime	The shortest interval, in seconds, at which an administrative script can be scheduled.	int	NOT NULL
DefaultCallTypeID	Identifies a general default call type. This default is used if a call does not map to a specific call type and no default call type is defined for the associated routing client.	int	FK, NULL
CallTypeServiceLevelThreshold	The time in seconds to be used as the service level threshold for this call type. The default value is 20.	smallint	NULL
CallTypeServiceLevelType	Default value that indicates how the ICM software calculates the service level (that is, how it handles abandoned calls in calculating the service level). You can override this default for individual services. The default value is 1.	smallint	NULL
CallTypeAbandonCallWaitTime	The minimum time in seconds an incoming call of this type must be queued before being considered an abandoned call if the caller hangs up. The default value is 5.	smallint	NULL
DefaultNetworkTargetID	Identifies the default network VRU to use for a customer that has no network VRU defined or for a dialed number that is not associated with a customer.	int	FK, NULL
MaxCorrelationNumber	The maximum value to be used as a correlation value for calls sent to a network VRU.	int	NULL
MinCorrelationNumber	The minimum value to be used as a correlation value for calls sent to a network VRU.	int	NULL
EnableExpandedCallContext	Indicates whether expanded call context is enabled for the ICM. Valid options are: Y = ECC is enabled. N = (Default) ECC is not enabled.	char(1)	NOT NULL

Table 2-89 ICR_Globals Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CLIDMaskingEnable	Valid options are: Y = CLID masking is enabled. N = CLID masking is not enabled.	char(1)	NOT NULL
CLIDMaskingDigitsToMask	The number of digits of CLID to mask.	int	NULL
CLIDMaskingRemoveDigits	Valid options are: Y = Remove digits. N = Mask digits.	char(1)	NULL
CLIDMaskingMaskCharacter	The character to use when masking digits.	varchar(1)	NULL
ExternalAuthentication	Enables the use of an external authenticator with the Configuration Management Service (CMS) for the LoginName in the Person table. Valid options are: Y = External authenticator enabled. N = External authenticator not enabled.	char(1)	NOT NULL
LoginCaseUnique	Specifies whether or not LoginNames in the Person table are case-sensitive. Valid options are: Y = Indicates that LoginNames in the Person table are case sensitive. N = Indicates that the case of LoginNames in the Person table does not matter. Notes: (1) Changing this property will cause ALL person login names in the database to be changed appropriately. (2) It is possible that not all person records can be converted from case sensitive to not case sensitive or the reverse. This can happen if changing the case causes a name conflict with other login names in the system.	char(1)	NOT NULL
MinPasswordLength	Specifies a minimum password length for a Person.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Call Type (DefaultCallTypeID maps to Call_Type.CallTypeID)

Network VRU (DefaultNetworkTargetID maps to Network_VRU.NetworkTargetID)

ICR_Instance Table

Each row defines an ICM instance. For a Network Applications Manager (NAM), you should configure an instance for each associated Customer ICM.

Use ICM Configuration Manager to create, update, or delete an ICM instance.

Field Name	Description	Data Type	Keys and Null Option
ICRInstanceID	A unique identifier for the instance.	int	PK, NOT NULL
NetworkICRInstanceID	The Network ICM instance, if any, associated with the instance.	int	IE1, FK, NULL
EnterpriseName	An enterprise name for the instance. This name must be unique for all ICM instances in the enterprise.	varchar(32)	AK1, NOT NULL
Number	The number that identifies the instance in ICM Setup.	int	NOT NULL
Type	Indicates whether the instance is Network ICM or a Customer ICM.	smallint	NOT NULL
LastUpdateKey	Key value this instance received from the NAM with the last configuration update.	float	NULL
Description	Any additional information about the instance.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Application Gateway (via ICRInstanceID)

Customer Definition (via ICRInstanceID)

ICR Node (via ICRInstanceID)

ICR_Locks Table

Contains information about system locks currently held by users.

Table 2-90 ICR_Locks Table

Field Name	Description	Data Type	Keys and Null Option
LockType	The type of the lock.	int	PK, NOT NULL
LockID	Identifies the object that is locked. For example, for a Script lock, LockID holds the ScriptID value.	int	PK, NOT NULL

Table 2-90 ICR_Locks Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LockName	The name of the object that is locked. For example, for a Script lock, LockName holds the name of the script.	varchar(255)	NOT NULL
DateTime	The date and time at which the lock was obtained.	datetime	NOT NULL
UserName	The name of the user who holds the lock.	varchar(32)	NOT NULL
SystemName	The system from which the user obtained the lock.	varchar(32)	NOT NULL
DataFld	Additional information the ICM software maintains for the lock.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL
ReleaseOnSend	Indicates whether the ICM software should automatically release the lock when the associated data are saved to the ICM database.	int	NOT NULL

ICR_Node Table

Each row represents a real- time distributor associated with an ICM instance. On a Network ICM, you must configure the distributors associated with each Customer ICM. The Network ICM needs this information to forward certain configuration changes.

Use ICM Configuration Manager to create, modify, or delete an ICM node.

Table 2-91 ICR_Node Table

Field Name	Description	Data Type	Keys and Null Option
ICRNodeID	A unique identifier for the node.	int	PK, NOT NULL
ICRInstanceID	The ICM instance associated with the node.	int	IE1, FK, NOT NULL
EnterpriseName	An enterprise name for the node. This name must be unique for all nodes in the enterprise.	varchar(32)	AK1, NOT NULL
Type	The type of node: 1 = Primary Distributor 2 = Backup Distributor	smallint	NOT NULL
DomainName	The name of the NT domain that contains the node.	varchar(32)	NOT NULL
SystemName	The host name of the machine on which the node runs.	varchar(32)	NOT NULL
ConfigParam	Parameters to be passed to the node at initialization.	varchar(255)	NULL
Description	Additional information about the node.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

ICR Instance (via ICRInstanceID)

ICR_View Table

Each ICR_View describes how the ICM software interprets the data imported for a schedule. The individual columns within the view are described in associated View_Column rows.

Table 2-92 ICR_View Table

Field Name	Description	Data Type	Keys and Null Option
ICRViewID	A unique identifier for the view.	int	PK, NOT NULL
ViewName	The name of the view.	varchar(32)	NOT NULL
EnterpriseName	A unique name for the view.	varchar(32)	AK1, NOT NULL
ViewType	The type of view.	int	NOT NULL
BaseTableName	The name of the table in the system from which it is imported.	varchar(32)	NOT NULL
ReadBaseTable	Indicates whether fields in the Schedule Import table can be read directly rather than through a view. Valid options are: Y = Yes N = No	char(1)	NOT NULL
Description	Additional information about the view.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Schedule (via ICRViewID)

View Column (via ICRViewID)

Ids Table

Indicates whether a specific object type supports row-level security. For those object types that do support row-level security, the Ids table contains one row for each object of that type.

Table 2-93 Ids Table

Field Name	Description	Data Type	Keys and Null Option
ObjectType	Identifies the object type.	int	PK, FK, NOT NULL
ObjectID	Identifies a specific object for which row-level security is supported. If the object type does not support row-level security, this value is 0.	int	PK, NOT NULL
ParentObjectType	Identifies the object type of the object's parent. For example, a peripheral is a parent to its trunk groups. A value of 0 indicates that the object has no parent.	int	NOT NULL
ParentObjectID	Identifies the object's parent. A value of 0 indicates that the object has no parent.	int	NOT NULL

Related tables:

Object List (via ObjectType)

Object Security (via ObjectType + ObjectID)

User Security Control (via ObjectType+ ObjectID)

Import_Log Table

Central database only.

Contains information about schedule import operations that have been performed. The ICM software automatically creates an Import_Log row each time it imports schedule information.

Table 2-94 Import_Log Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time when the row was generated.	datetime	PK, NOT NULL
ScheduleID	Identifies the schedule affected.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
LogOperation	The operation that was logged; for example Import or Edit.	varchar(32)	NOT NULL
WorkstationName	The workstation from which data was imported.	varchar(32)	NOT NULL
RowsCopied	The number of rows imported or modified.	int	NOT NULL

Table 2-94 Import_Log Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Message	Indicates 'Success' or describes an error.	varchar(255)	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Schedule (via ScheduleID)

Import_Rule Table

Contains a list of all the import rules and their associated import lists.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify Import_Rule records.

Table 2-95 Import_Rule Table

Field Name	Description	Data Type	Keys and Null Option
ImportRuleID	A unique identifier for this import rule.	int	PK, NOT NULL
ImportRuleName	The customer-entered name for this import rule.	varchar(32)	AK1, NOT NULL
Enabled	A flag that indicates whether this import should be run at the scheduled time: Y = Run at scheduled time. N = Do not run at scheduled time.	char(1)	NOT NULL
ImportType	Indicates if this is a Contact Import or a Do-Not-Call import: 1 = The import type is Contact Import. 2 = The import type is Do-Not-Call.	int	NOT NULL
FilePath	The directory where the file to be imported is stored. UNC naming convention.	varchar(255)	NULL
ContactTableName	The name of the contact table into which this file is to be imported.	varchar(64)	NOT NULL
FixedFormatEnabled	Indicates whether file is fixed format: Y = Yes, fixed format N = Not fixed format (comma-delimited).	char(1)	NOT NULL
OverwriteEnabled	Indicates whether a contact table that already exists should be overwritten: Y = Yes, overwrite N = No, append to.	char(1)	NOT NULL

Table 2-95 Import_Rule Table (continued)

Field Name	Description	Data Type	Keys and Null Option
MondayEnabled	Flag that indicates if this import should be performed every Monday: Y = Perform import every Monday. N = Do not perform import every Monday.	char(1)	NOT NULL
TuesdayEnabled	Flag that indicates if this import should be performed every Tuesday: Y = Perform import every Tuesday. N = Do not perform import every Tuesday.	char(1)	NOT NULL
WednesdayEnabled	Flag that indicates if this import should be performed every Wednesday: Y = Perform import every Wednesday. N = Do not perform import every Wednesday.	char(1)	NOT NULL
ThursdayEnabled	Flag that indicates if this import should be performed every Thursday: Y = Perform import every Thursday. N = Do not perform import every Thursday.	char(1)	NOT NULL
FridayEnabled	Flag that indicates if this import should be performed every Friday: Y = Perform import every Friday. N = Do not perform import every Friday.	char(1)	NOT NULL
SaturdayEnabled	Flag that indicates if this import should be performed every Saturday: Y = Perform import every Saturday. N = Do not perform import every Saturday.	char(1)	NOT NULL
SundayEnabled	Flag that indicates if this import should be performed every Sunday: Y = Perform import every Sunday. N = Do not perform import every Sunday.	char(1)	NOT NULL
ScheduleStartHours	The hour at which the import should start. Hours are in 24-hour format and are based on ICM Central Controller time.	int	NOT NULL
ScheduleStartMinutes	The minute at which the import should start, based on ICM Central Controller time.	int	NOT NULL
MonthlyEnabled	If enabled, this import schedule will run based on the day of the month instead of the current week day: Y = Import will occur one day per month. N = Import will occur on a daily/weekly basis.	char(1)	NOT NULL
DayOfMonth	The day of the month to run this import. Only used when MonthlyEnabled is set to Y.	int	NULL

Table 2-95 Import_Rule Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
RenameEnabled	Valid options include: Y = The import file must be renamed after it is imported; otherwise, it will be deleted. N = The import file need not be renamed.	char(1)	NOT NULL
RenameMaxVersions	The number of import tile versions that are maintained. After an import file is imported, its name can be appended with a .001 through .nnn.	smallint	NOT NULL
FilePollingEnabled	Valid options include: Y = Import files are imported as soon as they are created. After the import is complete, the import file is renamed or deleted. N = Import files are not imported as soon as they are created.	char(1)	NOT NULL
SPPreImportEnabled	Valid options include: Y = A stored procedure is executed prior to reading the import file but after the customer table has been created. N = The stored procedure is not executed.	char(1)	NOT NULL
SPPostImportEnabled	Valid options include: Y = A stored procedure is executed after the build process has been completed. N = A stored procedure is not executed.	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Query_Rule (via ImportRuleID)
 Import_Rule_Clause (via ImportRuleID)
 Import_Rule_History (via ImportRuleID)
 Import_Rule_Real_Time (via ImportRuleID)

Import_Rule_Clause Table

Defines the portions of an import list to be imported by the Blended Agent Import Rule process.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify Import_Rule_Clause records.

Table 2-96 *Import_Rule_Clause Table*

Field Name	Description	Data Type	Keys and Null Option
ImportRuleID	The import rule to which this clause belongs.	int	PK, FK, NOT NULL
SequenceNumber	The index for clauses within a given import rule.	int	PK, NOT NULL
FieldName	The name of the column within the contact table into which the corresponding field within the import file will be inserted.	varchar(64)	NOT NULL
Type	The data type of the column.	int	NOT NULL
Length	The length of the column.	int	NOT NULL
DecimalPlaces	Indicates how many positions after the decimal point.	int	NOT NULL
NullEnabled	Valid options include: Y = Column allows a NULL entry. N = Column does not allow NULL values.	char(1)	NOT NULL
IndexColumnEnabled	Valid options include: Y = Index will be created on this column. N = Index will not be created on this column.	char(1)	NOT NULL
StandardColumnType	The name of a Blended Agent standard column to which this field will default.	varchar(64)	NULL

Related tables:

Import_Rule (via ImportRuleID)

Import_Rule_History Table

Central database only.

Contains the history of every Blended Agent import and shows how many records succeeded and failed.

Table 2-97 *Import_Rule_History Table*

Field Name	Description	Data Type	Keys and Null Option
ImportRuleID	The current active import.	int	PK, NOT NULL
DateTimeStart	The date and time when the import was started.	datetime	PK, NOT NULL

Table 2-97 Import_Rule_History Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
DateTimeEnd	The date and time when the import was finished.	datetime	NOT NULL
GoodRecords	The number of records successfully imported so far.	int	NOT NULL
BadRecords	The number of records that had errors while importing.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
TotalRecords	The total number of records contained in the import file.	int	NOT NULL

Related tables:

Import_Rule (via ImportRuleID)

Import_Rule_Real_Time Table

Local database only.

Contains the name and current status of the import list that is currently being generated by the Blended Agent Import Rule process.

Table 2-98 Import_Rule_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
ImportRuleID	The current active import.	int	PK, NOT NULL
DateTime	The date and time when the import was changed.	datetime	NOT NULL
Status	The real-time import status: 380, Import begin; 385, Import Update; 420, Import End.	int	NULL
DateTimeStart	The date and time at which this import was started.	datetime	NULL
TotalRecords	A count of all records within an import file.	int	NULL
GoodRecords	The number of records successfully imported so far.	int	NULL
BadRecords	The number of records that had errors while being imported.	int	NULL

Related tables:

Import_Rule (via ImportRuleID)

Import_Schedule Table

Defines a command that the ICM software executes periodically to import data into a schedule.

Use the Workforce Management Integration System to schedule import operations.

Table 2-99 Import_Schedule Table

Field Name	Description	Data Type	Keys and Null Option
ImportScheduleID	A unique identifier for the Import Schedule record.	int	PK, NOT NULL
ScheduleID	Identifies the Schedule for which the data is imported.	int	FK, NOT NULL
AtCommand	The command the ICM software executes to import the data.	varchar(255)	NOT NULL
WorkstationName	The host name of the workstation from which the ICM software imports schedule data.	varchar(32)	NOT NULL
Description	Additional information about the schedule import.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Schedule (via ScheduleID)

Label Table

Defines the label that is sent to the routing client for each Network Target value.

Use the ICM Configuration Manager to add, update, and delete Label records.

Table 2-100 Label Table

Field Name	Description	Data Type	Keys and Null Option
LabelID	Unique identifier for this label.	int	PK, NOT NULL
ICRInstanceID	For network VRU labels with multiple NAMs, this field contains a foreign key to identify the Network Applications Manager (NAM) instance for which the label is valid.	int	FK, NULL
CustomerDefinitionID	Identifies the customer associated with the label.	int	IE1, FK, NULL
NetworkTargetID	Foreign key from the Network Target table. Each label maps to one and only one network target.	int	FK, NULL

Table 2-100 Label Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LabelType	The type of the label: 0 = Normal 1 = DNIS Override (for MCI routing clients only) 2 = Busy 3 = Ring (for AT&T GTN only) 4 = Post-Query 5 = Resource	smallint	NOT NULL
RoutingClientID	Identifies the routing client that can receive this label.	smallint	AK1, FK, NOT NULL
Label	The label to be returned to the routing client.	varchar(32)	AK1, NOT NULL
Description	Additional information about the label.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Customer Definition (via CustomerDefinitionID)

Dialed Number (via LabelID)

Dialed Number Label (via LabelID)

Network Target (via NetworkTargetID)

Network Vru (via LabelID)

Routing Client (via RoutingClientID)

Logger_Meters Table

Central database only.

Contains performance information about the ICM Logger process. One copy of the Logger process runs on the Central Controller and another runs on each Admin Workstation.

The Logger process on the Admin Workstation creates a new Logger Meters row in the local database every five minutes. The Logger process on the Central Controller creates a new Logger Meters row in the central database every five minutes.

Table 2-101 Logger_Meters Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Record timestamp (unique).	smalldatetime	PK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL

Table 2-101 Logger_Meters Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouteCallDetailTo5	Number of Route Call Detail rows written during the five-minute interval.	int	NOT NULL
TerminationCallDetailTo5	Number of Termination Call Detail rows written during the five-minute interval.	int	NOT NULL
HalfHourHistoryTo5	Total number of half-hour records written during the five-minute interval.	int	NOT NULL
FiveMinuteHistoryTo5	Total number of five-minute records written during the five-minute interval.	int	NOT NULL
MDSMessagesTo5	Number of MDS messages received in the five-minute interval.	int	NOT NULL
DataMessagesTo5	Number of data messages received in the five-minute interval.	int	NOT NULL
ConfigMessagesTo5	The number of configuration changes written during the five-minute interval.	int	NOT NULL
EMSMessagesTo5	Number of EMS messages received in the five-minute interval.	int	NOT NULL
MessageTimeTo5	Time spent processing messages in the five-minute interval, in milliseconds.	int	NOT NULL
DataPagesAllocated	Number of data pages allocated.	float	NOT NULL
LogPagesAllocated	Number of log pages allocated.	float	NOT NULL
DataPagesUsed	Number of data pages used.	float	NOT NULL
LogPagesUsed	Number of log pages used.	float	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Logger_Type Table

Identifies the Logger type (that is, standard, Customer ICM (CICM), or Network Applications Manager (NAM). If the Logger is a NAM Logger, this table also specifies whether or not the NAM is a slave NAM.

Table 2-102 Logger_Type Table

Field Name	Description	Data Type	Keys and Null Option
LoggerType	The type of Logger: 1 = Standard 2 = CICM 3 = NAM	int	NOT NULL
SlaveNICR	Indicates whether or not the NAM is slave to another NAM: Y = System is a slave NAM N = System is not a slave NAM.	char(1)	NOT NULL

Logical_Interface_Controller Table

Each row corresponds to a (possibly duplexed) Network Interface Controller (NIC) or Peripheral Gateway (PG). A duplexed NIC has two entries in the Physical Interface Controller table and a single entry in the Logical Interface Controller table.

Use ICM Configuration Manager to add, update, and delete Logical_Interface_Controller records.

Table 2-103 Logical_Interface_Controller Table

Field Name	Description	Data Type	Keys and Null Option
LogicalControllerID	Unique identifier for this logical controller.	smallint	PK, NOT NULL
EnterpriseName	An enterprise name for the controller. This name must be unique for all logical controllers in the enterprise.	varchar(32)	AK1, NOT NULL
LogicalControllerType	The Interface Controller type: 2 = PG 3 = NIC	smallint	NOT NULL
ClientType	The type of client the controller provides the interface for.	smallint	NULL
ConfigParam	String containing information, such as logon information, specific to the interface controller device. For example: <i>-rtuser UserName -rtpswd Password</i>	varchar(255)	NULL
Description	Additional information about the controller.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
PrimaryCtiAddress	The address for CTI Server as <i>IP:port</i> (either in dotted-numeric or name format).	varchar(32)	NULL

Table 2-103 Logical_Interface_Controller Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SecondaryCtiAddress	The address for the backup CTI Server as <i>IP:port</i> (either in dotted-numeric or name format).	varchar(32)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Network Trunk Group (via LogicalControllerID)
 Peripheral (via LogicalControllerID)
 Physical Interface Controller (via LogicalControllerID)
 Routing Client (via LogicalControllerID)
 Service Array (via LogicalControllerID)
 Translation Route (via LogicalControllerID)

Master_Script Table

Each row identifies a routing script or an administrative script. Each master script might have several versions. Information about each version is stored in the Script table.

A new Master_Script record is created whenever you save a script with a new name in the Script Editor.

Table 2-104 Master_Script Table

Field Name	Description	Data Type	Keys and Null Option
MasterScriptID	Unique identifier for this master script.	int	PK, NOT NULL
CustomerDefinitionID	Identifies the customer definition associated with the script.	int	FK, NULL
CustomerIDShadow	A “shadow” CustomerDefinitionID that allows multiple scripts with the same EnterpriseName and different customer numbers.	int	AK, NULL
EntityID	If partitioning is enabled, indicates the business entity to which the master script belongs.	int	AK, FK, NOT NULL
EnterpriseName	An enterprise name for the master script. The name must be unique among all master scripts within the business entity.	varchar(32)	AK, NOT NULL
CurrentVersion	Specifies the version of the script that is currently available for use.	int	NOT NULL
NextAvailableVersion	The next version number available for the script.	int	NOT NULL
Description	Additional information about the script.	varchar(255)	NULL

Table 2-104 Master_Script Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ScriptType	Indicates whether the script is a routing script or an administrative script.	smallint	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Admin Script Schedule Map (via MasterScriptID)
 Customer Definition (via CustomerDefinitionID)
 Business Entity (via EntityID)
 Call Type Map (via MasterScriptID)
 Call Type Real Time (via MasterScriptID)
 Script (via MasterScriptID)

Media_Class Table

Information in this table defines a type of media class. This table is populated initially with default media classes. See Media Class Initial Data.

Table 2-105 Media Class Table

Field Name	Description	Data Type	Keys and Null Option
MediaClassID	Unique identifier for this media class.	int	PK, NOT NULL
EnterpriseName	A unique name for this media class.	varchar(32)	AK, NOTNULL
Description	Additional information about this media class.	varchar(255)	NULL
TaskLife	Default: 1: 1200; 2: 1200; 3: 1200; 4: 300; 5: 300	int	NOT NULL
TaskStartTimeout	Default: 30	int	NOT NULL
MaxTaskDuration	Default: 28800	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Media Routing Domain (via MediaClassID)

Media_Routing_Domain Table

Describes a single implementation of a media class. For example, a media class such as Cisco single-session chat might have one or more Media Routing Domains (MRDs) defined. These MRDs would all be of the same media class. However, they might be on different servers or handle slightly different types of requests (for example, English single-session chat and Spanish single-session chat).

Table 2-106 Media_Routing_Domain Table

Field Name	Description	Data Type	Keys and Null Option
MRDomainID	Unique identifier for this media routing domain. Initially, the MRDomainID is set to 1.	int	PK, NOT NULL
MediaClassID	Identifies the type of media class. Initially, this ID is set to 4, which is the Cisco Voice media class: 1 = Cisco_Single_Session_Chat 2 = Cisco_Multi_Session_Chat 3 = Cisco_Blended_Collaboration 4 = Cisco_Voice 5 = Cisco_Email	int	FK, NOT NULL
EnterpriseName	A unique name for this media class. Initially, the EnterpriseName is set to Cisco_Voice.	varchar(32)	AK, NOTNULL
Description	Additional information about this media routing domain.	varchar(255)	NULL
Interruptible	Specifies whether or not a task can be interrupted by another task: Y = Task can be interrupted. N = Task cannot be interrupted.	char(1)	NOT NULL
TaskLife	The connection timeout value in seconds. The default value is 300 seconds.	int	NULL
TaskStartTimeout	The timeout value for waiting for a task to start.	int	NULL
ServiceLevelThreshold	The default value of the ServiceLevelThreshold field for services associated with this MRD.	smallint	NOT NULL
ServiceLevelType	The default value for the ServiceLevelType field for each service associated with this MRD. This indicates how the ICM software calculates the service level.	smallint	NOT NULL
MaxTaskDuration	The number of seconds the ICM Open Peripheral Controller (OPC) allows a task to continue. If OPC does not receive an End Task message for a task in the MRD within this time period, it will automatically end the task. Default is NULL.	int	NULL
MaxCallInQueue	The maximum number of calls allowed to be in queue for the selected MRDomainID. Default is NULL.	int	NULL
MaxCallsInQueuePerCall Type	The maximum number of calls allowed to be in queue for a call type of the selected MRDomainID. Default is NULL.	int	NULL

Table 2-106 Media_Routing_Domain Table (continued)

Field Name	Description	Data Type	Keys and Null Option
MaxTimeInQueue	The maximum number of seconds a call is allowed to be in a queue for the selected MRDomainID. Default is NULL.	int	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Media Class (via MediaClassID)
 Application Path Member (via MRDomainID)
 Peripheral Half Hour (via MRDomainID)
 Skill Group (via MRDomainID)
 Agent State Trace (via MRDomainID)
 Agent Half Hour (via MRDomainID)
 Service (via MRDomainID)
 Agent Real Time (via MRDomainID)
 Agent Logout (via MRDomainID)
 Termination Call Detail (via MRDomainID)
 Peripheral Real Time (via MRDomainID)
 Peripheral Default Route (via MRDomainID)
 Dialed Number (via MRDomainID)
 Service Level Threshold (via MRDomainID)

Network_Event_Detail Table

Provides carrier network events associated with calls processed by a Network Applications Manager (NAM). The data in this table includes events related to all call legs that happen under the control of the NIC. This includes the incoming call leg, any temporary call legs (IVR sessions under NIC control), and all outgoing call legs.

Table 2-107 Network_Event_Detail Table

Field Name	Description	Data Type	Keys and Null Option
CallLegID	Used with the RouterCallKey and RouterCallSequenceNumber to identify the related Route_Call_Detail record. This field also provides a link to the CustomerID via the DialedNumberID in the Route_Call_Detail record. This link can only be used if CustomerID and Dialed Numbers are implemented on the NAM.	smallint	NOT NULL
RouterCallKeyDay	Used with the RouterCallKey and RouterCallKeySequenceNumber to identify the related Route_Call_Detail record. Together with RouterCallKey, the RouterCallKeyDay value forms a unique 64-bit key for the call. This field also provide a link to the CustomerID via the DialedNumberID in the Route_Call_Detail record. This link can only be used if CustomerID and Dialed Numbers are implemented on the NAM.	int	NOT NULL
RouterCallKey	Used with RouterCallKeyDay and RouterCallKeySequenceNumber to identify the Route_Call_Detail record. This value forms the unique portion of the 64-bit key for the call. The ICM software resets this counter at midnight.	int	NOT NULL
DateTime	Timestamp of receipt of event at the NIC (in UTC).	datetime	NOTNULL
RouterCallKey-SequenceNumber	Used with RouterCallKey and RouterCallKeyDay to identify related Route_Call_Detail record.	int	NULL
Event	The event from network that caused the record to be written: SUBSCRIBER_BUSY NETWORK_BUSY NO_REPLY ABANDON DISCONNECT ROUTE_SELECT_FAILURE ANSWER.	smallint	NULL

Table 2-107 Network_Event_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Duration	Call duration. This field is only written for DISCONNECT/ABANDON events, when the call has been answered. (The field prevents the joining of two event records for call duration reporting purposes). Duration is measured in as the number of seconds between the NIC timestamps for ANSWER and DISCONNECT/ABANDON.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track the record.	float	NOT NULL
TimeZone	The time zone of the ICM Central Controller used for DateTime.	int	NULL
Value1	A value dependent upon the event and interface that provides additional reporting information. This might contain a network-provided releaseCause (for DISCONNECT), failureCause (ROUTE_SELECT_FAILURE), etc.	int	NULL
Value2	Reserved for future use.	varchar(128)	NULL

Network_Target Table

Each row identifies an announcement, a peripheral target, or a scheduled target.

The ICM software automatically maintains the Network_Target table when add or delete an announcement, peripheral target, or scheduled target through ICM Configuration Manager.

Table 2-108 Network_Target Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Unique identifier for this target.	int	PK, NOT NULL
NetworkTargetType	Type of target: 1 = Announcement 2 = Peripheral target 3 = Device target 4 = Scheduled target	smallint	NOT NULL

Related tables:

Announcement (via NetworkTargetID)

Device Target (via NetworkTargetID)

Label (via NetworkTargetID)

Network Vru (via NetworkTargetID)
 Peripheral Target (via NetworkTargetID)
 Route Call Detail (via NetworkTargetID)
 Scheduled Target (via NetworkTargetID)
 Termination Call Detail (via NetworkTargetID)

Network_Trunk_Group Table

Lists the trunk groups understood by the telephone network. A network trunk group may be the same as a trunk group defined at a peripheral or it may be a combination of peripheral trunk groups.

Use Configuration Manager to create, update, and delete network trunk groups.

Table 2-109 Network_Trunk_Group Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTrunkGroupID	A unique identifier for the network trunk group.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the network trunk group. This name must be unique among all network trunk groups in the enterprise.	varchar(32)	AK1, NOT NULL
LogicalControllerID	Identifies the PG associated with the network trunk group.	smallint	FK, NOT NULL
Description	Additional information about the network trunk group.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Logical Interface Controller (via LogicalControllerID)
 Network Trunk Group Half Hour (via NetworkTrunkGroupID)
 Network Trunk Group Real Time (via NetworkTrunkGroupID)
 Peripheral (via PeripheralID)
 Peripheral Target (via NetworkTrunkGroupID)
 Trunk Group (via NetworkTrunkGroupID)

Network_Trunk_Group_Half_Hour Table

Central database only.

Provides statistics for each network trunk group defined in the system. These statistics are updated every 30 minutes.

The ICM software generates Network_Trunk_Group_Half_Hour records for each network trunk group.

Table 2-110 Network_Trunk_Group_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTrunkGroupID	Identifies the network trunk group.	int	PK, FK, NOT NULL
DateTime	The date and time at the start of the half-hour interval.	datetime	PK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
AllTrunksBusyToHalf	Total number of seconds for which all trunks in the network trunk group were busy simultaneously during the half-hour interval.	int	NULL
CallsAbandonedToHalf	Number of calls to the network trunk group that were abandoned during the half-hour interval.	int	NULL
CallsInToHalf	Number of inbound calls offered to the network trunk group during the half-hour interval.	int	NULL
CallsOutToHalf	Number of outbound calls sent on the network trunk group during the half-hour interval.	int	NULL
InServiceTimeToHalf	Aggregate number of seconds trunks in the group were in service during the half-hour interval.	int	NULL
InUseInboundTimeToHalf	Aggregate number of seconds trunks in the group were in use for inbound calls during the half-hour interval.	int	NULL
InUseOutboundTimeToHalf	Aggregate number of seconds trunks in the group were in use for outbound calls during the half-hour interval.	int	NULL
TrunksIdle	Number of idle trunks in the network trunk group at the end of the half-hour interval.	int	NULL
TrunksInService	Number of in-service trunks in the network trunk group at the end of the half-hour interval.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	NOT NULL

Related tables:

Network Trunk Group (via NetworkTrunkGroupID)

Network_Trunk_Group_Real_Time Table

Local database only.

Provides real-time statistics for each network trunk group in the system.

The ICM software generates a Network_Trunk_Group_Real_Time record for each network trunk group.

Table 2-111 Network_Trunk_Group_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTrunkGroupID	Identifies the network trunk group.	int	PK, FK, NOT NULL
DateTime	The date and time at which the row was generated.	datetime	NOT NULL
AllTrunksBusyHalf	Total number of seconds that all trunks in the network trunk group have been simultaneously busy during the current half-hour interval.	int	NULL
AllTrunksBusyToday	Total number of seconds that all trunks in the network trunk group have been simultaneously busy since midnight.	int	NULL
CallsAbandonedHalf	Number of calls to the network trunk group that were abandoned during the current half-hour interval.	int	NULL
CallsAbandonedToday	Number of calls to the network trunk group that were abandoned since midnight.	int	NULL
CallsInHalf	Number of inbound calls that have been received on the network trunk group during the current half-hour interval.	int	NULL
CallsInNow	Number of inbound calls currently in progress on the network trunk group.	int	NULL
CallsInToday	Number of inbound calls that have been received on the network trunk group since midnight.	int	NULL
CallsOutHalf	Number of outbound calls that have been sent on the network trunk group during the current half-hour interval.	int	NULL
CallsOutNow	Number of outbound calls currently in progress on the network trunk group.	int	NULL
CallsOutToday	Number of outbound calls that have been sent on the network trunk group since midnight.	int	NULL
InServiceTimeHalf	Aggregate number of seconds that trunks in the network trunk group have been in service during the current half-hour interval.	int	NULL
InServiceTimeToday	Aggregate number of seconds that trunks in the network trunk group have been in service since midnight.	int	NULL
InUseInboundTimeHalf	Aggregate number of seconds that trunks in the network trunk group have been used for inbound calls during the current half-hour interval.	int	NULL

Table 2-111 Network_Trunk_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InUseInboundTimeToday	Aggregate number of seconds that trunks in the network trunk group have been used for inbound calls since midnight.	int	NULL
InUseOutboundTimeHalf	Aggregate number of seconds that trunks in the network trunk group have been used for outbound calls during the current half-hour interval.	int	NULL
InUseOutboundTimeToday	Aggregate number of seconds that trunks in the network trunk group have been used for outbound calls since midnight.	int	NULL
TrunksIdle	Number of trunks currently idle for the network trunk group.	int	NULL
TrunksInService	Number of trunks currently in service for the network trunk group.	int	NULL

Related tables:

Network Trunk Group (via NetworkTrunkGroupID)

Network_Vru Table

Contains one row for each network VRU. The ICM software can send a customer call to a network VRU.

Use ICM Configuration Manager to create, modify, and delete Network VRU rows.

Table 2-112 Network_VRU Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Foreign key from the Network Target table.	int	PK, FK, NOT NULL
EnterpriseName	A name that is unique among all network VRUs in the enterprise.	varchar(32)	AK1, NOT NULL
Description	Additional information about the network VRU.	varchar(255)	NULL
Type	The type of network VRU. Valid options are: 2, 3, 5, 6, 7, and 8. (Types 1 and 4 are not implemented.)	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Customer Definition (via NetworkTargetID)

Network Target (via NetworkTargetID)

Network VRU Script (via NetworkTargetID)

Network_Vru_Script Table

Each row identifies a script used by a network VRU to handle a call. A VRU script is managed by the VRU itself. It is not stored in the ICM database or directly managed by the ICM software. The ICM software can only direct the VRU to run the script.

You can configure a VRU script in the ICM Configuration Manager. You can then reference it in an ICM routing script.

Table 2-113 Network_VRU_Script Table

Field Name	Description	Data Type	Keys and Null Option
NetworkVRUScriptID	A unique identifier the ICM software uses for the script.	int	PK, NOT NULL
NetworkTargetID	Identifies the network VRU associated with the script.	int	AK2, FK, NOT NULL
EnterpriseName	An enterprise name for the VRU script. This name must be unique among all VRU scripts in the enterprise.	varchar(32)	AK1, NOT NULL
VruScriptName	The name of the script on the VRU.	varchar(40)	AK2, NOT NULL
CustomerDefinitionID	Identifies the customer definition associated with the script.	int	FK, NULL
Interruptible	Indicates whether the script can be interrupted (for example, if an agent becomes available to handle the call): Y = Interruptible N = Not interruptible	char(1)	NOT NULL
Overridable	Indicates whether the VRU script itself can override its Interruptible flag: Y = Yes, VRU script can override N = No, VRU script cannot override	char(1)	NOT NULL
ConfigParam	An optional string that is sent to the VRU to initialize the script.	varchar(255)	NULL
Description	Additional information about the script.	varchar(255)	NULL
Timeout	Number of seconds for the ICM software to wait for a response from the routing client after directing it to run the script.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Customer Definition (via CustomerDefinitionID)

Network VRU (via NetworkTargetID)

Next_Available_Number Table

Each row identifies the next available unique integer ID value for a specific database table.

The ICM software automatically maintains the Next_Available_Number table.

Table 2-114 Next_Available_Number Table

Field Name	Description	Data Type	Keys and Null Option
TableName	The name of the table associated with the row.	varchar(30)	AK1, NOT NULL
NextAvailableNumber	The next available unique ID value for the table.	int	NOT NULL

Object_Access_Xref Table

Lists the access levels available for each object type.

Table 2-115 Object_Access_Xref Table

Field Name	Description	Data Type	Keys and Null Option
ObjectAccessXrefID	A unique identifier for the record.	int	PK, NOT NULL
ObjectType	Identifies the object type.	int	AK1, NOT NULL
AccessLevel	Indicates an access level supported by the object type.	int	AK1, NOT NULL

Related tables:

Object List (via ObjectType)

Object_List Table

Lists the objects that are available.

Table 2-116 Object_List Table

Field Name	Description	Data Type	Keys and Null Option
ObjectType	A unique identifier for the object type.	int	PK, NOT NULL
Name	The name of the object.	varchar(30)	AK1, NOT NULL
Description	Additional information about the object.	varchar(255)	NOT NULL

Related tables:

ClassID To ObjectType (via ObjectType)
 Ids (via ObjectType)
 Object Access Xref (via ObjectType)

Object_Security Table

Specifies the access level each user or group has to individual objects.

Table 2-117 Object_Security Table

Field Name	Description	Data Type	Keys and Null Option
ObjectSecurityID	A unique identifier for the row.	int	PK, NOT NULL
ObjectType	Identifies the type of object.	int	AK1, NOT NULL
ObjectID	Identifies the specific object.	int	AK1, NOT NULL
UserGroupName	Identifies the user group.	varchar(30)	AK1, IE1, NOT NULL
AccessLevel	Specifies the access level the group has to the object.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Ids (via ObjectType)
 User Group (via UserGroupName)

Peripheral Table

Each row corresponds to an ACD or PBX at a call center.
 Use the PG Explorer to add, update, and delete Peripheral records.

Table 2-118 Peripheral Table

Field Name	Description	Data Type	Keys and Null Option
PeripheralID	A unique identifier for this peripheral.	smallint	PK, NOT NULL
LogicalControllerID	Foreign key of the Logical Interface Controller (Peripheral Gateway) that is attached to the switch.	smallint	IE2, FK, NOT NULL

Table 2-118 Peripheral Table (continued)

Field Name	Description	Data Type	Keys and Null Option
EnterpriseName	An enterprise name for this peripheral. The name must be unique among all peripherals in the enterprise.	varchar(32)	AK1, NOT NULL
PeripheralName	The name of the peripheral as it is known at the site.	varchar(32)	IE1, NOT NULL
Location	Peripheral's location.	varchar(32)	NULL
AnsweredShortCallsThreshold	Maximum duration, in seconds, for a short call. Any calls with a duration below the threshold are considered short. You might then choose to factor out short calls from handle times you calculate.	int	NULL
ConfigParam	Configuration parameters to be passed to the peripheral.	varchar(255)	NULL
AbandonedCallWaitTime	Minimum time in seconds an incoming call must be queued before being considered an abandoned call if the caller hangs up.	smallint	NOT NULL
PeripheralServiceLevelType	Default value for the PeripheralServiceLevelType for each service associated with the peripheral. You can override this default for individual services. Valid options for Aspect types are: 1 = Service Level 1 2 = Service Level 2 3 = Service Level 3 4 = Service Level as Calculated by Call Center. If this field is 0 for a service, the ICM software assumes the default specified for the associated peripheral. If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).	smallint	NOT NULL
CallControlVariableMap	String containing the mapping between the peripheral's call control variables and ICM software variables.	varchar(128)	NULL
AvailableHoldoffDelay	Default value of the AvailableHoldoffDelay field for Skill Groups associated with this peripheral. You can override the default for individual skill groups.	smallint	NOT NULL
Description	Additional information about the peripheral.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL

Table 2-118 Peripheral Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL
SubSkillGroupMask	A series of characters (Y and N) indicating which sub-skill groups to create for each skill group associated with the peripheral.	varchar(64)	NULL
ClientType	The type of the peripheral: 1 = Avaya DEFINITY ECS (non-EAS) 2 = MCI 3 = Sprint 4 = Aspect 5 = Nortel Meridian 6 = Rockwell Galaxy (without priority enhancements) 7 = AT&T GTN 8 = Generic NIC 9 = Avaya G2 10 = Rockwell Galaxy 11 = Rockwell Spectrum 12 = Avaya DEFINITY ECS (EAS) 13 = VRU 14 = British Telecom NIC 15 = VRU Polled 16 = INCRP NIC 17 = Nortel NIC 18 = DMS 100 19 = Siemens Hicom 300 E (9006) 20 = France Telecom 21 = Stentor NIC 22 = Ameritech 23 = BT INAP NIC 24 = Siemens ROLM 9751 CBX (9005) 25 = ICR Protocol NIC 26 = Alcatel 4400 27 = NEC NEAX 2x00 28 = ACP 1000 29 = Nortel Symposium 30 = Enterprise Agent 31 = Call Routing Service Protocol (CRSP) 32 = Ericsson MD110 33 = Cable & Wireless INAP NIC 34 = Energis INAP NIC 35 = AUCS INAP NIC 36 = Concert NIC 37 = Deutsche Telecom NIC 38 = CAIN NIC 39 = Telfort INAP NIC	smallint	NOT NULL

Table 2-118 Peripheral Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>ClientType</i> (continued)	40 = BT V2 NIC 41 = TIM INAP NIC 42 = Generic PG 43 = CeM	smallint	NOT NULL
AgentDeskSettingsID	Optionally, indicates an Agent Desk Settings record associated with the peripheral.	int	IE3, FK, NULL
AgentReporting	Specifies whether agent reporting is enabled for the peripheral. Stored as a character: Y = Yes N = No	char(1)	NULL
AgentAutoConfig	Specifies whether agent auto-configuration is enabled for the peripheral. Stored as a character: Y = Yes N = No	char(1)	NULL
NetworkTargetID	Identifies the network VRU, if any, associated with the peripheral.	int	FK, NULL

Related tables:

Agent (via PeripheralID)
 Agent Desk Settings (via AgentDeskSettingsID)
 Agent Distribution (via PeripheralID)
 Logical Interface Controller (via LogicalControllerID)
 Network Trunk Group (via PeripheralID)
 Network VRU (via NetworkTargetID)
 Peripheral Default Route (via PeripheralID)
 Peripheral Monitor (via PeripheralID)
 Peripheral Real Time (via PeripheralID)
 Routing Client (via PeripheralID)
 Service (via PeripheralID)
 Skill Group (via PeripheralID)
 TerminationCallDetail (via PeripheralID)
 Trunk Group (via PeripheralID)

Peripheral_Default_Route Table

Each row specifies the default route to be used for accounting calls at the peripheral that are otherwise not accounted for.

The ICM software automatically generates a Peripheral_Default_Route record for each Peripheral. You can modify the record through the PG Explorer tool.

Table 2-119 Peripheral_Default_Route Table

Field Name	Description	Data Type	Keys and Null Option
PeripheralID	Link to the Peripheral table.	smallint	PK1, NOT NULL
MRDomainID	The Media Routing Domain associated with this peripheral default route.	int	PK2 NOT NULL
RouteID	Foreign key from the Route table.	int	FK, NULL

Related tables:

Media Routing Domain (via MRDomainID)

Peripheral (via PeripheralID)

Route (via RouteID)

Peripheral_Half_Hour Table

Central database only.

Each row contains statistics for a specific peripheral for a specific half- hour interval.

Table 2-120 Peripheral_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Central Controller date and time at the start of the half- hour interval.	smalldatetime	PK, NOT NULL
PeripheralID	Identifier for the peripheral.	smallint	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
MRDomainID	The ID for the Media Routing Domain associated with this peripheral.	int	PK, FK NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Table 2-120 Peripheral_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ActivePeripheralDataTimeToHalf	Number of seconds the associated Peripheral Gateway was able to provide peripheral data services to the CallRouter during the half-hour interval.	int	NULL
ActiveRoutingClientTimeToHalf	Number of seconds the associated Peripheral Gateway was able to provide routing client support to the CallRouter during the half-hour interval.	int	NULL
ActivePeripheralTimeToHalf	Number of seconds the associated Peripheral Gateway's connections to the peripheral were in the Active state during the half-hour interval.	int	NULL
ActiveCTIServerTimeToHalf	Number of seconds the associated CTI Server was active during the half-hour interval.	int	NULL
CallsOfferedToHalf	Total number of incoming ACD calls and internal ACD calls offered to the peripheral during the half-hour interval.	int	NULL
ServiceLevelCallsOfferedToHalf	Number of calls to the peripheral that had a service level event during the half-hour interval.	int	NULL
ServiceLevelCallsToHalf	Number of calls to the peripheral answered within the service level threshold during the half-hour interval.	float	NULL
ServiceLevelAbandToHalf	Number of calls to the peripheral abandoned within the service level threshold during the half-hour interval.	int	NULL
ServiceLevelToHalf	The ICM software service level for the peripheral during the half-hour interval.	int	NULL

Related table:

Peripheral (via PeripheralID)

Media Routing Domain (via MRDomainID)

Peripheral_Monitor Table

Each row describes an entity to be monitored on a peripheral. Currently this table applies only to the Alcatel 4400, Siemens ACD, the Nortel DMS-100, the Meridian ACD in enhanced CTI mode, and to the Avaya DEFINITY ECS with station monitoring enabled.

Use the PG Explorer tool to add, update, and delete Peripheral_Monitor records.

Table 2-121 Peripheral_Monitor Table

Field Name	Description	Data Type	Keys and Null Option
PeripheralMonitorID	A unique identifier for the row.	int	PK
PeripheralID	Identifies the peripheral associated with the row.	smallint	FK, NOT NULL
Extension	For a Siemens ACD , the extension number to be monitored. For a DMS-100 , the Primary ACD DN, Secondary DN, or non-digit character. For an Alcatel 4400 , the DN for a pilot or the agent number for an agent.	varchar(10)	NULL
ParamString	A string passed along with the extension number to start event reporting on the entity. For a DMS-100 , this value can indicate that the extension is a CDN, can specify a CompuCALL session number, or can specify the mapping of an agent DN to an agent position ID. For a Meridian ACD , this value indicates the position number and, optionally, the associated Individual Directory Number (IDN).	varchar(32)	NULL
PeripheralMonitorType	The type of entity to monitor: 1 = RCG 2 = VDN 3 = ACD DN 4 = Meridian Position 5 = Station	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related table:

Peripheral (via PeripheralID)

Peripheral_Real_Time Table

Local database only.

Each row describes the current state of a specific peripheral. The real-time client creates a Peripheral Real Time row for each peripheral in the system and updates that row every 10 seconds.

Table 2-122 Peripheral_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
PeripheralID	Identifier for the peripheral.	smallint	PK, FK, NOT NULL
MRDomainID	The identifier for the Media Routing Domain associated with this peripheral.	int	PK2, NOT NULL
DateTime	The date and time that this data was last updated.	datetime	NOT NULL
PeripheralTimeZone	The time zone at the peripheral. The value is the offset in minutes from GMT.	int	NULL
Status	The current failure state of the peripheral: 0 = normal operation 1 - 31 = failures that do not affect functionality 32 - 63 = degraded operation (call routing still possible) 64 - 127 = failures that prevent call routing	int	NULL
Online	Current on-line state of the peripheral as determined by the Central Controller: 0 = off-line 1 = on-line	int	NOT NULL
PeripheralTimeOffset	Difference in seconds between the peripheral's time and the Central Controller's time.	int	NOT NULL
CallsInProgress	Number of calls currently in progress at the peripheral.	int	NULL
AgentsLoggedOn	Number of agents currently logged on to the peripheral.	int	NULL
CallsOfferedHalf	Number of calls offered to the peripheral during the current half-hour interval.	int	NULL
CallsOfferedToday	Number of calls offered to the peripheral since midnight.	int	NULL
ServiceLevelCallsOfferedHalf	Total number of calls to the peripheral that had a service level event during the current half-hour interval.	int	NULL
ServiceLevelCallsOfferedToday	Total number of calls to the peripheral that had a service level event since midnight.	int	NULL
ServiceLevelAbandHalf	Total number of calls to the peripheral abandoned within the ICM service level threshold during the current half-hour interval.	int	NULL

Table 2-122 Peripheral_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelAbandToday	Cumulative total of calls to the peripheral abandoned within the ICM service level threshold since midnight.	int	NULL
ServiceLevelCallsHalf	Total number of calls to the peripheral answered within the ICM service level threshold during the current half-hour interval.	int	NULL
ServiceLevelCallsToday	Cumulative total of calls to the peripheral answered within the ICM service level threshold since midnight.	int	NULL
ServiceLevelHalf	ICM service level for the peripheral for the current half-hour interval.	real	NULL
ServiceLevelToday	ICM service level for the peripheral since midnight.	real	NULL
PeripheralData1	Peripheral-specific data. For a Galaxy, the ACD hardware status flag.	int	NOT NULL
PeripheralData2	Peripheral-specific data. For a Galaxy, Outcall ATB failures.	int	NOT NULL
PeripheralData3	Peripheral-specific data. For a Galaxy, Terminations Implemented.	int	NOT NULL
PeripheralData4	Peripheral-specific data. For a Galaxy, Terminations Out of Sync.	int	NOT NULL
PeripheralData5	Peripheral-specific data. For a Galaxy, Switch Level Implemented.	int	NOT NULL
PeripheralData6	Peripheral-specific data. For a Galaxy, Switch Level Out of Sync.	int	NOT NULL
PeripheralData7	Peripheral-specific data.	int	NOT NULL
PeripheralData8	Peripheral-specific data.	int	NOT NULL
PeripheralData9	Peripheral-specific data.	int	NOT NULL
PeripheralData10	Peripheral-specific data.	int	NOT NULL
PeripheralData11	Peripheral-specific data.	int	NOT NULL
PeripheralData12	Peripheral-specific data.	int	NOT NULL
PeripheralData13	Peripheral-specific data.	int	NOT NULL
PeripheralData14	Peripheral-specific data.	int	NOT NULL
PeripheralData15	Peripheral-specific data.	int	NOT NULL
PeripheralData16	Peripheral-specific data.	int	NOT NULL
Mode	Current mode of the peripheral as reported by the PG: 0 = Off-line 1 = On-line	int	NULL

Table 2-122 Peripheral_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CurrentHalfHour	Date and time at the start of the current half-hour interval.	datetime	NULL
UserControl	Unused.	int	NULL
CallsRoutedHalf	Number of calls routed to the peripheral during the current half-hour interval.	int	NULL
CallsRoutedToday	Number of calls routed to the peripheral since midnight.	int	NULL
CTIServerOnline	Indicates the state of the CTI Server, if any, associated with the peripheral: 0 = Off-line 1 = On-line	int	NULL

Related table:

Peripheral (via PeripheralID)

Peripheral_Target Table

Each row specifies the peripheral address (network trunk group and DNIS) associated with a route.

Use the PG Explorer tool to add, update, and delete Peripheral_Target records.

Table 2-123 Peripheral_Target Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Foreign key from the Network Target table.	int	PK, FK, NOT NULL
NetworkTrunkGroupID	Indicates the Network Trunk Group associated with this peripheral target.	int	AK1, FK, NOT NULL
RouteID	Indicates the Route associated with this peripheral target.	int	FK, NULL
DNIS	DNIS digits the routing client sends when addressing this target.	varchar(32)	AK1, NOT NULL
DelayBeforeQueue	The number of seconds the peripheral waits before queuing an incoming call to an agent. This time might be used, for example, to play a forced announcement.	smallint	NOT NULL
Description	Additional information about the target.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Route (via RouteID)

Network Target (via NetworkTargetID)

Network Trunk Group (via NetworkTrunkGroupID)

Persistent_Variable Table

Central database only.

Stores the current value of persistent user variables. User variables are defined in the User_Variable table.

The CallRouter automatically maintains the Persistent_Variable table.

Table 2-124 Persistent_Variable Table

Field Name	Description	Data Type	Keys and Null Option
UserVariableID	Foreign key from the User_Variable table.	int	PK, NOT NULL
ForeignKey	If the variable is associated with an object type, the key value of the specific object.	int	PK, NOT NULL
ValueInt	The value of the variable, if it is an integer.	int	NULL
ValueFloat	The value of the variable, if it is a floating point number.	real	NULL
ValueChar	The value of the variable, if it is a character string.	varchar(255)	NULL
ValueDateTime	The value of the variable, if it is a date-time.	date	NULL
RecoveryKey	A value used internally by the ICM software to track the time the record is created.	float	AK1, NOT NULL

Related tables:

User Variable (via UserVariableID)

Person Table

Provides primary identification and authentication for all system users, including both agents and administrators.

Table 2-125 Person Table

Field Name	Description	Data Type	Keys and Null Option
PersonID	A unique identifier.	int	PK, NOT NULL
FirstName	The person's first name.	varchar(32)	AK1, NOT NULL

Table 2-125 Person Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LastName	The person's last name.	varchar(32)	AK1, NOT NULL
LoginName	The person's login or user name.	varchar(32)	NOT NULL
LoginNameShadow	A duplicate checkpoint for name.	varchar(32)	AK1 NOT NULL
Password	An optional encrypted password.	varchar(32)	NULL
LoginEnabled	Specifies whether login is allowed for this person: Y: yes, N: no.	char(1)	NOT NULL
Description	Additional information about this person.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Agent (via PersonID)

Physical_Controller_Half_Hour Table

Each row provides statistics for a single Network Interface Controller (NIC) or Peripheral Gateway (PG).

The ICM software automatically generates Physical_Interface_Controller records.

Table 2-126 Physical_Controller_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Central Controller date and time at the start of the half- hour interval.	smalldatetime	PK, NOT NULL
PhysicalControllerID	Unique identifier for this physical controller.	smallint	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
ActivePGAgentSideATimeToHalf	Number of seconds the Peripheral Gateway's Agent process maintained an active connection to the Side A CallRouter.	int	NULL

Table 2-126 Physical_Controller_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ActivePGAgentSideBTimeToHalf	Number of seconds the Peripheral Gateway's Agent process maintained an active connection to the Side B CallRouter.	int	NULL
DMPInServiceTimeToHalf	Number of seconds the Peripheral Gateway's Device Management Protocol connection to the CallRouter was in service.	int	NULL

Related tables:

Physical Interface Controller (via PhysicalControllerID)

Physical_Interface_Controller Table

Describes a single Network Interface Controller (NIC) or Peripheral Gateway (PG). A duplexed NIC has two entries in the Physical Interface Controller table and a single entry in the Logical Interface Controller table. A pair of duplexed PGs share a single entry in the Physical Interface Controller table.

Use the PG or NIC Explorer tools to add, update, and delete Physical_Interface_Controller records.

Table 2-127 Physical_Interface_Controller Table

Field Name	Description	Data Type	Keys and Null Option
PhysicalControllerID	Unique identifier for this physical controller.	smallint	PK, NOT NULL
LogicalControllerID	Foreign key from Logical Interface Controller table.	smallint	FK, NOT NULL
EnterpriseName	An enterprise name for the controller. This name must be unique for all physical controllers in the enterprise.	varchar(32)	AK1, NOT NULL
Description	Additional information about the controller.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Logical Interface Controller (via LogicalControllerID)

Routing Client Five Minute (via PhysicalControllerID)

Physical Controller Half Hour (via PhysicalControllerID)

Query_Rule Table

Specifies the association between a query rule clause and an import rule. A query rule works on a particular import rule to select a group of contacts from an overall import list. For example, from a particular import list you might want to select and call all customers that have account numbers greater than 10,000.

Use the Blended Agent Configuration option within ICM Configuration Manager to modify Query_Rule records.

Table 2-128 Query_Rule Table

Field Name	Description	Data Type	Keys and Null Option
QueryRuleID	A unique identifier for this Query rule.	int	PK, NOT NULL
QueryRuleName	The customer-entered name for this query rule.	varchar(32)	LK, NOT NULL
ImportRuleID	Identifies (indirectly) the contact list to which this query rule refers. Foreign key from the Import Rule table.	int	FK, NOT NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NULL
Description	Description of what the query rule contains or how it is being used.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL
Enabled	Setting of query rule within this campaign: Y = The query rule is enabled. N = the query rule is not enabled.	char(1)	NOT NULL

Related tables:

Campaign_Query_Rule_Real_Time (via QueryRuleID)

Campaign_Query_Rule_Half_Hour (via QueryRuleID)

Campaign_Query_Rule (via QueryRuleID)

Query_Rule_Clause Table

Contains the SQL rules associated with each query rule. There is a single row for each configured query rule.

Table 2-129 Query_Rule_Clause Table

Field Name	Description	Data Type	Keys and Null Option
QueryRuleID	The query rule to which this clause belongs. Foreign key from the Query Rule table.	int	PK, FK, NOT NULL
SequenceNumber	An index for query rule clauses within a given query rule.	int	PK, NOT NULL
RuleData	The rule definition to be used to process each query rule.	varchar(255)	NOT NULL

Related tables:

Query_Rule (via QueryRuleID)

Recovery Table

Central database only.

Contains internal status information for each table in the database.

Table 2-130 Recovery Table

Field Name	Description	Data Type	Keys and Null Option
RecoveryKey	A value used internally by the ICM software to track the time the record is created.	float	PK, NOT NULL
DateTime	Date and time of the checkpoint.	datetime	IE1, NOT NULL
Type	Type of record.	varchar(32)	NOT NULL
TableName	Name of the table that caused a checkpoint.	varchar(32)	NOT NULL
FromRecoveryKey	Starting recovery key value.	float	NULL
ToRecoveryKey	Ending recovery key value.	float	NOT NULL
StartTime	Starting time.	datetime	NULL
EndTime	Ending time.	datetime	NULL
RowsCopied	Number of rows copied.	int	NULL

Recurring_Schedule_Map Table

Each row describes a periodic schedule used, for example, by a scheduled target.

Use the Workforce Management Integration System to create, update, and delete recurring schedules.

Table 2-131 Recurring_Schedule_Map Table

Field Name	Description	Data Type	Keys and Null Option
ScheduleID	Identifies the schedule that recurs.	int	PK, FK, NOT NULL
SequenceNumber	Index for schedules associated with a specific service.	int	PK, NOT NULL
Type	The type of schedule.	smallint	NOT NULL
MonthOfYear	Indicates to which month the schedule applies: 0 = Applies to every month. 1- 12 = Specifies the month of year.	smallint	NOT NULL
DayOfMonth	Indicates to which day of month the schedule applies. 0 = Applies to every day. 1- 31 = Specifies the day of month.	smallint	NOT NULL
DayType	Indicates to which day the schedule applies: 0- 6 = A specific a day of the week (0 is Sunday, 1 is Monday, etc.) 7 = every day 8 = every weekday 9 = every weekend day	smallint	NOT NULL
DayPosition	In conjunction with DayType, indicates the position of a day within a month: 0 = first day of the type 1 = second day of the type 2 = third day of the type 3 = fourth day of the type 4 = last day of the type 5 = every day of the type	smallint	NOT NULL
DayFlags	A bit mask specifying the days on which the schedule is active: 0x01 = Sunday 0x02 = Monday 0x04 = Tuesday 0x08 = Wednesday 0x10 = Thursday 0x20 = Friday 0x40 = Saturday	int	NOT NULL
StartMonth	The month in which the schedule goes into effect (1 through 12).	smallint	NOT NULL
StartDay	The day of the month on which the schedule goes into effect (1 through 31).	smallint	NOT NULL

Table 2-131 Recurring_Schedule_Map Table (continued)

Field Name	Description	Data Type	Keys and Null Option
StartYear	The year in which the schedule goes into effect.	int	NOT NULL
EndMonth	The month in which the schedule expires. The value is 0 if the schedule has no end date.	smallint	NOT NULL
EndDay	The day of the month on which the schedule expires. The value is 0 if the schedule has no end date.	smallint	NOT NULL
EndYear	The year in which the schedule expires. The value is 0 if the schedule has no end date.	int	NOT NULL
StartHour	The hour of the day at which the schedule goes into effect.	smallint	NOT NULL
StartMinute	The minute of the hour at which the schedule goes into effect.	smallint	NOT NULL
StartSecond	The second of the minute at which the schedule goes into effect.	smallint	NOT NULL
EndHour	The hour of the day at which the schedule expires. The value is 0 if the schedule has no end time.	smallint	NOT NULL
EndMinute	The minute of the hour at which the schedule expires. The value is 0 if the schedule has no end time.	smallint	NOT NULL
EndSecond	The second of the minute at which the schedule expires. The value is 0 if the schedule has no end time.	smallint	NOT NULL
Long1	For scheduled targets, the maximum number of simultaneous calls the target can handle during the schedule period.	int	NULL
Long2	Reserved for future use.	int	NULL
Long3	Reserved for future use.	int	NULL
Long4	Reserved for future use.	int	NULL
Bool1	Reserved for future use.	char(1)	NULL
Bool2	Reserved for future use.	char(1)	NULL

Related tables:

Schedule (via ScheduleID)

Region Table

Each row defines a region composed of calling line ID prefixes or of other regions.

Use Configuration Manager to create, update, and delete Region rows.

Table 2-132 Region Table

Field Name	Description	Data Type	Keys and Null Option
RegionID	A unique identifier for the region.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the region. This name must be unique for all regions in the enterprise.	varchar(32)	NOT NULL
Description	Additional information about the region.	varchar(255)	NULL
RegionType	The type of the region.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Dialed Number Map (via RegionID)

Region Member (via RegionID)

Region Prefix (via RegionID)

Region View Member (via RegionID)

Region_Info Table

Specifies which prefixes and regions are predefined by the ICM software.

Table 2-133 Region_Info Table

Field Name	Description	Data Type	Keys and Null Option
Location	Identifies the types of prefixes and regions pre-defined by the ICM software.	varchar(32)	NOT NULL
MajorVersion	The major version number of the predefined regions.	int	NOT NULL
MinorVersion	The minor version number of the predefined regions.	int	NOT NULL
Comment	Any additional information about the pre-defined regions.	varchar(255)	NULL

Region_Member Table

Each row defines the relationship between two regions. A region is composed of calling line ID prefixes or of other regions. Each Region_Member row associates a region with a parent region.

Use Configuration Manager to create, update, and delete Region Member rows.

Table 2-134 Region_Member Table

Field Name	Description	Data Type	Keys and Null Option
RegionID	The region that is a member of a larger region.	int	PK, FK, NOT NULL
ParentRegionID	The larger region.	int	PK, FK, NOT NULL

Related tables:

Region (via RegionID and ParentRegionID)

Region_Prefix Table

Each row defines the initial part of a calling line ID and maps it to a region. Any calling line IDs that match the prefix string are assumed to be members of the region.

Use Configuration Manager to create, update, and delete Region Prefix rows.

Table 2-135 Region_Prefix Table

Field Name	Description	Data Type	Keys and Null Option
RegionPrefixID	A unique identifier for the record.	int	PK, NOT NULL
RegionPrefix	An initial string to match against calling line IDs.	varchar(32)	NOT NULL
RegionID	Identifies the associated region.	int	FK, NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL
GMT	Indicates Greenwich Mean Time (GMT) delta in minutes.	int	NOT NULL
DaylightSavingsStart	The start of daylight savings time.	datetime	NULL
DaylightSavingsEnd	The end of daylight savings time.	datetime	NULL

Related tables:

Region(via RegionID)

Region_View Table

Each row defines a graphical display of regions.

Use Configuration Manager to create, update, and delete Region View rows.

Table 2-136 Region_View Table

Field Name	Description	Data Type	Keys and Null Option
RegionViewID	A unique identifier for the record.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the region view. This name must be unique for all region views in the enterprise.	varchar(32)	NOT NULL
Description	Additional information about the view.	varchar(255)	NULL
RegionViewType	The type of the view: 1 = ICM-defined 2 = Custom	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Region View Member (via RegionViewID)

Region_View_Member Table

Each row associates a specific region with a region view.

Use Configuration Manager to create, update, and delete Region View Member rows.

Table 2-137 Region_View_Member Table

Field Name	Description	Data Type	Keys and Null Option
RegionViewID	Identifies the region view.	int	PK, FK, NOT NULL
RegionID	Identifies the region.	int	PK, FK, NOT NULL
Color	Identifies the color in which to display the region in the view.	int	NOT NULL

Related tables:

Region (via RegionID)

Region View (via RegionViewID)

Route Table

Each row represents a possible destination for a call.

Use Configuration Manager to add, update, and delete Route records.

Table 2-138 Route Table

Field Name	Description	Data Type	Keys and Null Option
RouteID	Unique identifier for the route.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the route. This must be unique among all routes in the enterprise.	varchar(32)	AK1, NOT NULL
ServiceSkillTargetID	Associated Service.SkillTargetID. Every route that terminates at a peripheral should have a service.	int	FK, NULL
SkillTargetID	Foreign key from the Skill Target table that represents the destination of the route. The destination is a Service, Skill Group, Agent, or Translation Route.	int	FK, NULL
Description	Additional information about the route.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

- Peripheral Default Route (via RouteID)
- Peripheral Target (via RouteID)
- Route Call Detail (via RouteID)
- Route Five Minute (via RouteID)
- Route Half Hour (via RouteID)
- Route Real Time (via RouteID)
- Service (ServiceSkillTargetID maps to Service.SkillTargetID)
- Skill Target (via SkillTargetID)
- Termination Call Detail (via RouteID)

Route_Call_Detail Table

Central database only.

Each row records information about a routing request received by the ICM software and the route it choose for it.

The ICM software generates a Route_Call_Detail record for every routing request it processes.

Table 2-139 Route_Call_Detail Table

Field Name	Description	Data Type	Keys and Null Option
DialedNumberID	Foreign key from the Dialed Number table.	int	FK, NULL
RouterCallKeyDay	The day that the call was taken and the Route_Call_Detail record was created. This field contains a value <i>only</i> for calls that were translation-routed or post-routed to or from an ACD. Together with RouterCallKey, the RouterCallKeyDay value forms a unique 64-bit key for the call. If possible, the Peripheral Gateway uses this key in the termination call detail. The PG might not have this information for all calls, but if it does, it allows you to track all states of a call between the Route_Call_Detail and the Termination_Call_Detail tables by using the Cradle-to-Grave call tracking facility.	int	NOT NULL
RouterCallKey	A call key counter created and set by the ICM software. This value forms the unique portion of the 64-bit key for the call. The ICM software resets this counter at midnight.	int	NOT NULL
RouteID	Foreign key from the Route table. This ICM software identifier specifies the route where the call was sent. A <i>route</i> is a value returned by a routing script that maps to a target at a peripheral. This target can be a service, skill group, agent, or translation route. The value (for example, 6), is unique among all routes in the enterprise. It is taken from the Route table in the ICM central database. Route IDs are generated automatically when a route is configured in the Route Configuration window of Configure ICM.	int	FK, NULL
DateTime	The date and time when the call was routed.	datetime	IE1, NOT NULL
RequestType	Type of request: 1 = Pre-Routing 2 = Blind transfer or network VRU 3 = Announced transfer or MCI 800 number 4 = Overflow 5 = Re- route 6 = Post-Routing	smallint	NOT NULL

Table 2-139 Route_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RoutingClientID	Foreign key from the Routing Client table. This is a unique identifier for this routing client. The routing client ID is generated automatically when the routing client is configured in the Routing Client Configuration window of Configure ICM.	smallint	FK, NOT NULL
OriginatorType	Type of originator for a private network route request. A private network route requests is a route request that is sent from the ACD to the ICM software through the Peripheral Gateway. Valid options include: 0 = Unknown 1 = Trunk 2 = Teleset 3 = VRU 4 = Trunk Group.	smallint	NULL
Unused	This field is reserved.	char(4)	NULL
RoutingClientCallKey	Call counter generated by the routing client in a private network. The counter occasionally resets, so duplicate values do occur.	int	NULL
Priority	The priority that a private network routing client gives to the call. Supported by Lucent ASAI.	smallint	NULL
MsgOrigin	The originator of the request: - 1 = Unspecified 1 = Switch 2 = CallSim 3 = TestCall	smallint	NOT NULL
Variable1	First of 10 variables used for call segmentation in a private network (maps to Aspect variable A).	varchar(40)	NULL
Variable2	Call segmentation variable (maps to Aspect variable B).	varchar(40)	NULL
Variable3	Call segmentation variable (maps to Aspect variable C).	varchar(40)	NULL
Variable4	Call segmentation variable (maps to Aspect variable D).	varchar(40)	NULL
Variable5	Call segmentation variable (maps to Aspect variable E).	varchar(40)	NULL
UserToUser	ISDN private network User to User information.	varchar(131)	NULL
ANI	Automatic Number Identification.	varchar(32)	NULL
CDPD	Customer Database Provided Digits. Can be used to track the call from the public network to the peripheral. ISDN is required to carry the information to the switch.	varchar(30)	NULL

Table 2-139 Route_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CED	Caller-Entered Digits.	varchar(30)	NULL
ScriptID	Foreign key from Script table. Indicates the script used to route the call. This unique identifier is generated automatically by the ICM software.	int	FK, NULL
FinalObjectID	Identifies the last script node executed to route the call.	int	NULL
CallSegmentTime	Time in seconds that the system took to segment a private network call. For example, if the ICM software handed the caller off to a menu of choices, CallSegmentTime reflects the length of time the caller spent in the menu.	int	NULL
NetQTime	Time in seconds the call spent in a network queue.	int	NULL
CallTypeID	Foreign key from Call Type table. If a script changed the call type, this is the final call type for the call. This unique identifier is generated automatically by the ICM software.	int	FK, NULL
RouterErrorCode	Error code from the ICM CallRouter process.	smallint	NULL
CallTrace	A trace of all script nodes traversed by the call. The ICM software produces this information only if a debugging option is set.	image	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
TimeZone	The time zone of the Central Controller used for DateTime.	int	NULL
NetworkTargetID	Identifies the skill target that was chosen by the ICM software.	int	FK, NULL
LabelID	Identifies the label that was passed to the routing client. For a translation routed call, this is the label for the translation route, not the ultimate destination.	int	FK, NULL
Originator	The origin of the route request.	varchar(8)	NULL
Variable6	Call segmentation variable.	varchar(40)	NULL
Variable7	Call segmentation variable.	varchar(40)	NULL
Variable8	Call segmentation variable.	varchar(40)	NULL
Variable9	Call segmentation variable.	varchar(40)	NULL
Variable10	Call segmentation variable.	varchar(40)	NULL

Table 2-139 Route_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TargetLabelID	The label associated with the ultimate target at the switch. For a translation routed call, this is the label of the final destination, not of the translation route itself.	int	NULL
RouterCallKeySequenceNumber	A sequence number used for ordering rows for cradle-to-grave call tracking. This number defines the order in which the route requests were created. This <i>is not</i> the order in which the Route_Call_Detail records were created. For PG routing clients, this field defines the Termination_Call_Detail instance that initiated the route request.	int	NULL
RouterQueueTime	Number of seconds the call was held in the CallRouter queue.	int	NULL
VruScripts	Number of VRU Script nodes encountered by the call.	int	NULL
Label	Identifies the label that was passed to the routing client. For a translation routed call, this is the label for the translation route, not the ultimate destination. If the label passed to the routing client for the call is configured, this will be the same as the Label field of the label specified by LabelID. If the label for the call is not configured, this is the label passed back to the routing client and the LabelID will be NULL.	varchar(32)	NULL
TargetLabel	The label associated with the ultimate target at the switch. For a translation routed call, this is the label of the final destination, not of the translation route itself. If the label for the call is configured, this will be the same as the Label field of the label specified by TargetLabelID. If the label for the call is not configured, this is the final label for the call and TargetLabelID will be NULL.	varchar(32)	NULL
DialedNumberString	The dialed number for the call. If the dialed number for the call is configured, this will be the same as the DialedNumberString of the dialed number specified by DialedNumberID. If the dialed number for the call is not configured, this is the dialed number string and DialedNumberID will be NULL.	varchar(32)	NULL

Related tables:

Call Type (via CallTypeID)
 Dialed Number (via DialedNumberID)
 Route (via RouteID)
 Route_Call_Variable (RecoveryKey maps to Route_Call_Variable.RCDRecoveryKey)
 Routing Client (via RoutingClientID)
 Script (via ScriptID)
 Script Cross Reference (via FinalObjectID)
 Termination Call Detail (via Day + RouterCallKey)

Route_Call_Variable Table

Central database only.

Each row records the value of an expanded call variable for a call routed by the ICM software. If the expanded call variable is an array, one Route_Call_Variable row is generated for each element of the array.

The ICM software generates a Route_Call_Variable record for each enabled expanded call variable for every routing request it processes.

Table 2-140 Route_Call_Variable Table

Field Name	Description	Data Type	Keys and Null Option
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
DateTime	The date and time when the call was routed.	smalldatetime	IE1, NOT NULL
RCDRecoveryKey	The RecoveryKey value from the associated Route_Call_Detail row.	float	AK2, NOT NULL
ExpandedCallVariableID	Identifies the expanded call variable.	smallint	FK, AK2, NOT NULL
ArrayIndex	If the expanded call variable is an array, this identifies the array element: 0 to N-1, where N is the size of the array.	int	AK2, NOT NULL
ECCValue	The value of the call variable or array element.	varchar(255)	NULL

Related tables:

Expanded_Call_Variable (via ExpandedCallVariableID)
 Route_Call_Detail (RCDRecoveryKey maps to Route_Call_Detail.RecoveryKey)

Route_Five_Minute Table

Central database only.

Each row contains statistics about a route during the most recent five-minute interval.

The ICM software generates Route_Five_Minute records for each route.

Table 2-141 Route_Five_Minute Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the start of the five-minute interval.	smalldatetime	PK, NOT NULL
RouteID	Foreign key from the Route table.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
CallsInProgress	The total number of inbound and outbound calls that had previously been offered (for example, calls being played an announcement, queued calls, or connected calls) and are currently being handled for the route at the end of the five-minute interval.	int	NULL
CallsOfferedToday	Running total of incoming calls plus internal calls offered to the route since midnight.	int	NULL
CallsIncomingToday	Running total of incoming calls to this route since midnight. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	int	NULL
CallsHandledToday	Running total of calls to the route handled at the peripheral since midnight. CallsHandled includes all call handled by any answering resource for the route (for example, an IVR, agent, or voice mail port).	int	NULL
CallsRoutedToday	Running total of calls the ICM software sent to the route since midnight.	int	NULL
CallsAbandQToday	Running total of calls to the route abandoned in queue since midnight.	int	NULL
ServiceLevelToday	Cumulative ICM service level for this route since midnight. The ICM software uses the same type of calculation as specified for the service associated with the route.	real	NULL
ServiceLevelTo5	The ICM service level for the route for the five-minute interval.	real	NULL
ServiceLevelCallsToday	Cumulative total of calls to the route answered within the ICM service level since midnight.	int	NULL

Table 2-141 Route_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelCallsTo5	Total of calls to the route answered within the ICM service level threshold during the five-minute interval.	int	NULL
ServiceLevelAbandToday	Cumulative total of calls to the route abandoned within the ICM service level threshold since midnight.	int	NULL
ServiceLevelAbandTo5	Total of calls to the route abandoned within the ICM service level threshold during the five-minute interval.	int	NULL
ServiceLevelCallsOfferedToday	Total number of calls to the route that had a service level event since midnight.	int	NULL
ServiceLevelCallsOfferedTo5	Total number of calls to the route that had a service level event during the five-minute interval.	int	NULL
ServiceLevelCallsQHeld	Number of calls to the route that had been in queue longer than the service level threshold as of the end of the five-minute interval.	int	NULL
LongestCallQ	Length of time that the longest call in the queue for the route had been there at the end of the five-minute interval.	int	NULL
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue for the route during the five-minute interval.	int	NULL
Unused1	This field is not used.	real	NULL
AvgSpeedAnswerTo5	Average answer wait time for all incoming calls to the route during the five-minute interval.	int	NULL
CallsOfferedTo5	Number of calls to the route offered in the five-minute interval. The CallsOffered count includes calls that are overflowed and transferred into the service or route. A call is counted as offered as soon as it is associated with a route.	int	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the route ending during the five-minute interval. Talk time is populated with the TalkTime and HoldTime associated with call to the route (both from Termination_Call_Detail).	int	NULL
CallsHandledTo5	Number of calls to the route handled during the five-minute interval. A call is counted as handled when the call is finished (that is, when any after-call work associated with the call is completed).	int	NULL

Table 2-141 Route_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgHandleTimeTo5	Average handle time in seconds for calls to the route ending during the five-minute interval. This includes any HoldTime, TalkTime, and WorkTime associated with the call (all from Termination_Call_Detail). The HandleTime and AvgHandleTime values are updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
AvgDelayQNow	Average delay in queue for the route at the end of the five-minute interval.	int	NULL
CallsQNow	Calls in queue for the route at the peripheral at the end of the interval.	int	NULL
AgentsTalking	Number of agents in the Talking state for the route at the end of the five-minute interval.	int	NULL
CallsLeftQTo5	Number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls).	int	NULL
CallsAnsweredToday	Number of calls to the route answered since midnight.	int	NULL
CallsAnsweredTo5	Number of calls to the route answered during the five-minute interval.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Route (via RouteID)

Route_Half_Hour Table

Central database only.

Each row contains statistics for each route during the most recent 30-minute interval.

The ICM software generates Route_Half_Hour records for each route.

Table 2-142 Route_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at the start of the half-hour interval.	smalldatetime	PK, NULL
RouteID	Foreign key from the Route table.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NULL
CallsOfferedToHalf	Total of incoming calls plus internal calls offered on this route during the half-hour interval.	int	NULL
CallsIncomingToHalf	Total of incoming calls on this route during the half-hour interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	int	NULL
CallsHandledToHalf	Total number of calls handled on this route during the half-hour interval. CallsHandled includes all calls handled by any answering resource for the route (for example, an IVR, agent, or voice mail port).	int	NULL
CallsRoutedToHalf	Total calls the ICM software sent to this route during the half-hour interval.	int	NULL
CallsAbandQToHalf	Number of calls abandoned in queue on this route during the half-hour interval.	int	NULL
ServiceLevelToHalf	Cumulative ICM service level for the route during the half-hour interval. The ICM software uses the same type of service level calculation as specified for the service associated with the route.	real	NULL
ServiceLevelCallsToHalf	Cumulative total of calls to the route answered within the ICM service level during the half-hour interval.	int	NULL
ServiceLevelAbandToHalf	Cumulative total of calls to the route abandoned within the ICM service level during the half-hour interval.	int	NULL
ServiceLevelCallsOfferedToHalf	Number of calls to the route answered or abandoned during the half-hour interval.	int	NULL

Table 2-142 Route_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgDelayQToHalf	Average delay in seconds for calls queued for the route during the half-hour interval. The value is calculated as follows: $\text{DelayQTimeToHalf} / \text{CallsQToHalf}$.	int	NULL
DelayQTimeToHalf	Sum of delay time of all calls in queue for the route during the half-hour interval. This field is populated with the LocalQTime from the Termination_Call_Detail record.	int	NULL
CallsQToHalf	Number of calls to the route in queue during the half-hour interval. A call that queues multiple times is counted as queued once for the route.	int	NULL
AvgDelayQAbandToHalf	Average delay time of calls to the route that were abandoned in queue during the half-hour interval. This value is calculated as follows: $\text{DelayQAbandTimeToHalf} / \text{CallsAbandQToHalf}$.	int	NULL
DelayQAbandTimeToHalf	The total number of seconds that calls to the route that were abandoned in queue waited during the interval. These are calls that existed in the queue but were abandoned before being handled by an agent or trunk device.	int	NULL
AvgSpeedAnswerToHalf	Average answer wait time for all incoming calls to the route in the half-hour interval. This value is calculated as follows: $\text{AnswerWaitTimeToHalf} / \text{CallsAnsweredToHalf}$.	int	NULL
AnswerWaitTimeToHalf	Sum of answer wait time in seconds for all incoming calls to the route during the half-hour interval.	int	NULL
AvgTalkTimeToHalf	The average talk time in seconds for calls to the route. Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the route (from Termination_Call_Detail). This value is calculated as follows: $\text{TalkTimeToHalf} / \text{CallsHandledToHalf}$ The field is updated in the database when all after-call work associated with the call is completed.	int	NULL

Table 2-142 Route_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TalkTimeToHalf	The number of seconds the call was talking plus the number of seconds the call was on hold. TalkTime for routes and services is taken from the TalkTime and HoldTime fields in the Termination_Call_Detail records. It is updated in the database when any after-call work associated with the call is completed.	int	NULL
AvgHandleTimeToHalf	The average handled calls time in seconds for calls counted as handled for the route during the half-hour interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call (all from Termination_Call_Detail). This value is calculated as follows: HandleTimeToHalf / CallsHandledToHalf The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed.	int	NULL
HandleTimeToHalf	The total time in seconds that calls were handled for the route during the half-hour interval. Handle time is tracked only for inbound ACD calls that are counted as handled for the route. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any HoldTime, TalkTime, and WorkTime associated with the call (from Termination_Call_Detail). The HandleTime and AvgHandleTime values are updated in the database when the after-call work time associated with the call is completed.	int	NULL
CallsAnsweredToHalf	The total number of calls answered by agents, IVRs, or voice-mail ports for the route during the half-hour interval.	int	NULL
LongestCallAbandTime	The longest time in seconds a call was in queue for the route before being abandoned during the half-hour interval. This includes the LocalQTime, DelayTime, and RingTime for the call from the Termination_Call_Detail record.	int	NULL

Table 2-142 Route_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LongestCallDelayQTime	The longest time in seconds a call was in queue for the route before being answered during the half-hour interval. This includes the LocalQTime for the call from the Termination_Call_Detail record.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
ShortCallsToHalf	The total number of calls to the route that were too short to be considered abandoned during the half-hour interval. A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned, nor are they accounted for in any of the ICM abandoned calls calculations.	int	NULL
ShortCallsTimeToHalf	The time, in seconds, accumulated by calls that were too short to be counted as abandoned during the half-hour interval. These calls were abandoned before the abandoned call wait time expired.	int	NULL
ForcedClosedCallsToHalf	The number of calls to the route that were determined to be closed following an interruption in data during the half-hour interval. ForcedClosedCalls are calls that terminated because of errors tracking the call's state transition. Calls may become forced closed if there is lack of events from the ACD's CTI interfaces (for example, a lack of a Disconnect event, or failure on the switch's CTI connection).	int	NULL
OverflowInToHalf	Number of calls that the peripheral retargeted, or overflowed, into the route during the half-hour interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	int	NULL
OverflowOutToHalf	Number of calls the peripheral retargeted, or overflowed, out of the route during the half-hour interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	int	NULL

Table 2-142 Route_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HoldTimeToHalf	Total hold time in seconds for calls to the route that ended during the half-hour interval.	int	NULL
BlindTransferOutToHalf	The number of calls that were blind transferred out for this route during the half-hour interval.	int	NULL

Related tables:

Route (via RouteID)

Route_Real_Time Table

Local database only.

Each row contains real time information about a route.

The ICM software generates a Route_Real_Time record for each route.

Table 2-143 Route_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
RouteID	Foreign key from the Route table.	int	PK, FK, NOT NULL
DateTime	Date and time that this data was last updated.	datetime	NOT NULL
AgentsTalking	Number of agents for the route currently in the talking state	int	NULL
AnswerWaitTimeHalf	Sum of answer wait time in seconds for all calls offered to the route during the current half-hour interval.	int	NULL
AnswerWaitTimeTo5	Sum of answer wait time in seconds for all calls offered to the route during the current five-minute interval.	int	NULL
AnswerWaitTimeToday	Sum of answer wait time in seconds for all calls offered to the route since midnight.	int	NULL
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue for the route during the current five-minute interval: $\text{DelayQAbandTimeTo5} / \text{CallsAbandQTo5}$.	int	NULL
AvgDelayQNow	Average delay for calls to the route currently in queue.	int	NULL
AvgHandleTimeTo5	Average handle time in seconds for calls to the route ending during the current five-minute interval: $\text{HandleTimeTo5} / \text{CallsHandledTo5}$.	int	NULL

Table 2-143 Route_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the route during the current five-minute interval: $\text{AnswerWaitTimeTo5} / \text{CallsOfferedTo5}$.	int	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the route ending during the current five-minute interval: $\text{TalkTimeTo5} / \text{CallsHandledTo5}$.	int	NULL
CallsAbandQHalf	Number of calls to this route abandoned while in queue or ringing during the current half-hour interval.	int	NULL
CallsAbandQTo5	Number of calls to the route abandoned while in queue or ringing during the current five-minute interval.	int	NULL
CallsAbandQToday	Number of calls to this route abandoned while in queue or ringing since midnight.	int	NULL
CallsAnsweredHalf	Number of calls to the route answered by agents during the current half-hour interval.	int	NULL
CallsAnsweredTo5	Number of calls to the route answered by agents during the current five-minute interval.	int	NULL
CallsAnsweredToday	Number of calls to the route answered by agents since midnight.	int	NULL
CallsHandledHalf	Number of calls handled on the route during the current half-hour interval.	int	NULL
CallsHandledTo5	Number of calls handled for the route during the current five-minute interval.	int	NULL
CallsHandledToday	Number of calls handled on the route since midnight.	int	NULL
CallsIncomingHalf	Number of incoming calls on this route during the current half-hour interval.	int	NULL
CallsIncomingToday	Number of incoming calls on this route since midnight.	int	NULL
CallsInProgress	Number of calls in queue or being handled on this route now.	int	NULL
CallsLeftQTo5	Number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls).	int	NULL
CallsOfferedHalf	Number of incoming calls plus internal calls offered on this route during the current half-hour interval.	int	NULL
CallsOfferedTo5	Number of calls offered to the route during the current five-minute interval.	int	NULL
CallsOfferedToday	Number of incoming calls plus internal calls offered on this route since midnight.	int	NULL

Table 2-143 Route_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the route during the current five-minute interval: $\text{AnswerWaitTimeTo5} / \text{CallsOfferedTo5}$.	int	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the route ending during the current five-minute interval: $\text{TalkTimeTo5} / \text{CallsHandledTo5}$.	int	NULL
CallsAbandQHalf	Number of calls to this route abandoned while in queue or ringing during the current half-hour interval.	int	NULL
CallsAbandQTo5	Number of calls to the route abandoned while in queue or ringing during the current five-minute interval.	int	NULL
CallsAbandQToday	Number of calls to this route abandoned while in queue or ringing since midnight.	int	NULL
CallsAnsweredHalf	Number of calls to the route answered by agents during the current half-hour interval.	int	NULL
CallsAnsweredTo5	Number of calls to the route answered by agents during the current five-minute interval.	int	NULL
CallsAnsweredToday	Number of calls to the route answered by agents since midnight.	int	NULL
CallsHandledHalf	Number of calls handled on the route during the current half-hour interval.	int	NULL
CallsHandledTo5	Number of calls handled for the route during the current five-minute interval.	int	NULL
CallsHandledToday	Number of calls handled on the route since midnight.	int	NULL
CallsIncomingHalf	Number of incoming calls on this route during the current half-hour interval.	int	NULL
CallsIncomingToday	Number of incoming calls on this route since midnight.	int	NULL
CallsInProgress	Number of calls in queue or being handled on this route now.	int	NULL
CallsLeftQTo5	Number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls).	int	NULL
CallsOfferedHalf	Number of incoming calls plus internal calls offered on this route during the current half-hour interval.	int	NULL
CallsOfferedTo5	Number of calls offered to the route during the current five-minute interval.	int	NULL
CallsOfferedToday	Number of incoming calls plus internal calls offered on this route since midnight.	int	NULL

Table 2-143 Route_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the route during the current five-minute interval: $\text{AnswerWaitTimeTo5} / \text{CallsOfferedTo5}$.	int	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the route ending during the current five-minute interval: $\text{TalkTimeTo5} / \text{CallsHandledTo5}$.	int	NULL
CallsAbandQHalf	Number of calls to this route abandoned while in queue or ringing during the current half-hour interval.	int	NULL
CallsAbandQTo5	Number of calls to the route abandoned while in queue or ringing during the current five-minute interval.	int	NULL
CallsAbandQToday	Number of calls to this route abandoned while in queue or ringing since midnight.	int	NULL
CallsAnsweredHalf	Number of calls to the route answered by agents during the current half-hour interval.	int	NULL
CallsAnsweredTo5	Number of calls to the route answered by agents during the current five-minute interval.	int	NULL
CallsAnsweredToday	Number of calls to the route answered by agents since midnight.	int	NULL
CallsHandledHalf	Number of calls handled on the route during the current half-hour interval.	int	NULL
CallsHandledTo5	Number of calls handled for the route during the current five-minute interval.	int	NULL
CallsHandledToday	Number of calls handled on the route since midnight.	int	NULL
CallsIncomingHalf	Number of incoming calls on this route during the current half-hour interval.	int	NULL
CallsIncomingToday	Number of incoming calls on this route since midnight.	int	NULL
CallsInProgress	Number of calls in queue or being handled on this route now.	int	NULL
CallsLeftQTo5	Number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls).	int	NULL
CallsOfferedHalf	Number of incoming calls plus internal calls offered on this route during the current half-hour interval.	int	NULL
CallsOfferedTo5	Number of calls offered to the route during the current five-minute interval.	int	NULL
CallsOfferedToday	Number of incoming calls plus internal calls offered on this route since midnight.	int	NULL

Table 2-143 Route_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsQNow	Number of calls to the route in queue now at the peripheral.	int	NULL
CallsQNowTime	Total queue time in seconds for all calls to the route currently in queue.	int	NULL
CallsRoutedHalf	Number of calls sent on this route during the current half-hour interval.	int	NULL
CallsRoutedToday	Number of calls the ICM software sent to this route since midnight.	int	NULL
DelayQAbandTimeTo5	Sum of delay time of all calls to route abandoned in queue during the current five-minute interval.	int	NULL
HandleTimeHalf	Total handle time in seconds for calls to the route ending during the current half-hour interval.	int	NULL
HandleTimeTo5	Total handle time in seconds for calls to the route ending during the current five-minute interval.	int	NULL
HandleTimeToday	Total handle time in seconds for calls to the route ending since midnight.	int	NULL
LongestCallQ	Time that the longest call in the queue for the route was put there.	datetime	NULL
OverflowInNow	Number of overflowed in calls now in queue or in progress for the route.	int	NULL
OverflowOutNow	Number of overflowed out calls for the route now in queue or in progress elsewhere.	int	NULL
ServiceLevelAbandHalf	Number of calls to the route abandoned within the ICM service level threshold during the current half-hour interval.	int	NULL
ServiceLevelAbandTo5	Number of calls abandoned within the ICM service level threshold during the current five-minute interval.	int	NULL
ServiceLevelAbandToday	Number of calls to the route abandoned within the ICM service level threshold since midnight.	int	NULL
ServiceLevelCallsHalf	Number of calls to the route answered within the ICM service level threshold during the current half-hour interval.	int	NULL
ServiceLevelCallsOfferedHalf	Number of calls to the route that have had a service level event during the current half-hour interval.	int	NULL
ServiceLevelCallsOfferedTo5	Number of calls to the route that have been either answered or abandoned during the current five-minute interval.	int	NULL

Table 2-143 Route_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelCallsOfferedToday	Number of calls to the route that have had a service level event since midnight.	int	NULL
ServiceLevelCallsQHeld	Number of calls to the route currently in queue for longer than the service level threshold.	int	NULL
ServiceLevelCallsTo5	Number of calls to the route answered within the ICM service level threshold during the current five-minute interval.	int	NULL
ServiceLevelCallsToday	Number of calls to the route answered within the ICM service level threshold since midnight.	int	NULL
ServiceLevelHalf	ICM service level for the route during the current half-hour interval.	real	NULL
ServiceLevelTo5	ICM service level for the route during the current five-minute interval.	real	NULL
ServiceLevelToday	ICM service level for the route since midnight. The ICM software uses the same type of calculation as specified for the service associated with the route.	real	NULL
TalkTimeHalf	The total talk time in seconds for calls to the route ending during the current half-hour interval.	int	NULL
TalkTimeTo5	The total talk time in seconds for calls to the route ending during the current five-minute interval.	int	NULL
TalkTimeToday	The total talk time in seconds for calls to the route ending since midnight.	int	NULL
HoldTimeTo5	The total hold time in seconds for calls to the route ending during the current five-minute interval.	int	NULL
HoldTimeHalf	The total hold time in seconds for calls to the route ending during the current half-hour interval.	int	NULL
HoldTimeToday	The total hold time in seconds for calls to the route ending since midnight.	int	NULL

Related tables:

Route (via RouteID)

Routing_Client Table

Each row corresponds to a routing client; that is, an entity that can submit routing requests to the ICM software. A routing client can be either a Network Interface Controller (NIC) or a Peripheral Gateway (PG).

Use the NIC Explorer tool to add, update, and delete Routing_Client records.

Table 2-144 Routing_Client Table

Field Name	Description	Data Type	Keys and Null Option
RoutingClientID	Unique identifier for this routing client.	smallint	PK, NOT NULL
LogicalControllerID	Specifies the logical interface controller (PG or NIC) that services the routing client.	smallint	FK, NOT NULL
PeripheralID	Indicates which peripheral is acting as the interface to the ICM software within a private network.	smallint	FK, NULL
EnterpriseName	An enterprise name for this routing client. The name must be unique among all routing clients in the enterprise.	varchar(32)	AK1, NOT NULL
ClientType	The type of client. For an ICRP NIC, this is the type of the ultimate client on the Network ICM. In all other cases, it is the same as the Logical Interface Controller's ClientType: 1 = Avaya DEFINITY ECS (non-EAS) 2 = MCI 3 = Sprint 4 = Aspect 5 = Nortel Meridian 6 = Rockwell Galaxy (without priority enhancements) 7 = AT&T GTN 8 = Generic NIC 9 = Avaya G2 10 = Rockwell Galaxy 11 = Rockwell Spectrum 12 = Avaya DEFINITY ECS (EAS) 13 = VRU 14 = British Telecom NIC 15 = VRU Polled 16 = INCRP NIC 17 = Nortel NIC 18 = DMS 100 19 = Siemens Hicom 300 E (9006) 20 = France Telecom 21 = Stentor NIC 22 = Ameritech 23 = BT INAP NIC	smallint	NOT NULL

Table 2-144 Routing_Client Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>Client Type</i> (continued)	24 = Siemens ROLM 9751 CBX (9005) 25 = ICR Protocol NIC 26 = Alcatel 4400 27 = NEC NEAX 2x00 28 = ACP 1000 29 = Nortel Symposium 30 = Enterprise Agent 31 = Call Routing Service Protocol (CRSP) 32 = Ericsson MD110 33 = Cable & Wireless INAP NIC 34 = Energis INAP NIC 35 = AUCS INAP NIC 36 = Concert NIC 37 = Deutsche Telecom NIC 38 = CAIN NIC 39 = Telfort INAP NIC 40 = BT V2 NIC 41 = TIM INAP NIC 42 = Generic PG 43 = CeM	smallint	NOT NULL
TimeoutThreshold	Maximum time, in milliseconds, the routing client can wait for a response to a routing request. The NIC sends a default response slightly before this threshold.	smallint	NOT NULL
TimeoutLimit	Maximum time, in seconds, for which the routing client waits for a response. If the routing client receives no responses from the ICM software within this limit, it terminates routing operation.	smallint	NOT NULL
LateThreshold	Threshold value, in milliseconds, for classifying responses as late. Any response that exceeds this threshold is considered late even if it does not exceed the TimeoutThreshold.	smallint	NOT NULL
ConfigParam	String containing information specific to a routing client device (for example, a subsystem number). A null value indicates no configuration parameters are provided.	varchar(255)	NULL
DialedNumberLabelMapPresent	Indicates whether the Dialed_Number_Label table is used to determine which labels are valid for each dialed number. If not, all labels for the routing client are valid for all dialed numbers. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
Description	Additional information about the routing client.	varchar(255)	NULL

Table 2-144 Routing_Client Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
NetworkRoutingClient	A name used to associate routing clients across instances.	varchar(32)	NULL
NetworkTransferPreferred	When the target of a call transfer is reachable by both a label defined for the requesting routing client and by another label defined for the network routing client that pre-routed the call, this column indicates which choice is preferred. Stored as a character: Y = Network Transfer is preferred N = Network Transfer is not preferred.	char(1)	NOT NULL
DefaultMRDomainID	The default Media Routing Domain associated with this routing client.	int	FK, NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

- Default Call Type (via RoutingClientID)
- Dialed Number (via RoutingClientID)
- Label (via RoutingClientID)
- Logical Interface Controller (via LogicalControllerID)
- Peripheral (via PeripheralID)
- Route Call Detail (via RoutingClientID)
- Routing Client Five Minute (via RoutingClientID)

Routing_Client_Five_Minute Table

Central database only.

Contains statistics for each routing client during the most recent five-minute interval.

The ICM software generates Routing_Client_Five_Minute records for each routing client.

Table 2-145 Routing_Client_Five_Minute Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Central Controller date and time at the start of the five-minute interval.	smalldatetime	PK, NOT NULL
RoutingClientID	Foreign key from Routing Client table.	smallint	PK, FK, NOT NULL
PhysicalControllerID	Foreign key from Physical Interface Controller table.	smallint	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
ResponsesTo5	Number of route responses to the routing client during the five-minute interval.	int	NOT NULL
MeanResponseTo5	Mean time, in milliseconds, for the responses to the routing client during the five-minute interval.	int	NOT NULL
RevInErrorTo5	Number of requests from the routing client that produced errors during the five-minute interval. Note This field will increment only when: - A <i>pre-routed</i> (that is, translation-routed) call terminates before reaching its destination target for reasons other than exceeding the late threshold, timing-out, or being discarded. - A <i>post-routed</i> call terminates for reasons other than timing-out, being rejected for carrying duplicate invocation, due to an inactive Routing Client service, or being associated with Network Transfer.	int	NOT NULL
TimeoutCallsTo5	Number of responses to the routing client that timed out during the five-minute interval.	int	NOT NULL
MaxDelay	Maximum delay, in milliseconds, of responses to the routing client during the five-minute interval.	int	NOT NULL
LateCallsTo5	Number of responses to the routing client that exceeded the late threshold but did not timeout.	int	NOT NULL
DiscardedCallsTo5	Number of requests from the routing client discarded because of an internal constraint, such as buffering.	int	NOT NULL

Table 2-145 Routing_Client_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CircularRouteResponsesTo5	The number of responses to the routing client during the five-minute interval in which the destination is the same as the source.	int	NOT NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
TranslationRouteAbortedTo5	Number of translation route requests initiated by the routing client that were aborted during the five-minute interval.	int	NULL
TranslationRouteTimedOutTo5	Number of translation route requests received by the routing client that exceeded the timeout threshold during the five-minute interval.	int	NULL
NewCallTo5	Number of New Call messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
ReqInstrTo5	Number of Request Instruction messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
ConnectTo5	Number of Connect messages the ICM software sent to the routing client during the five-minute interval.	int	NULL
CallGapTo5	Number of Call Gap messages the ICM software sent to the routing client during the five-minute interval.	int	NULL
ActivityTestTo5	Number of Activity Test messages sent during the five-minute interval.	int	NULL
CallEventReportTo5	Number of Call Event Report messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
ReRouteReqTo5	Number of ReRoute Request messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
RunScriptTo5	Number of Run Script messages the ICM software sent to the routing client during the five-minute interval.	int	NULL
ScriptRespTo5	Number of Script Response messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
DialogFailTo5	Number of Dialog Fail messages the ICM software sent to the routing client during the five-minute interval.	int	NULL

Table 2-145 Routing_Client_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DialogErrorConfTo5	Number of Dialog Fail Confirm messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
DestinationTo5	Number of destination labels the ICM software sent to the routing client during the five-minute interval.	int	NULL
AnnouncementTo5	Number of announcement labels the ICM software sent to the routing client during the five-minute interval.	int	NULL
PeripheralQueueTo5	Number of peripheral queue messages the ICM software sent to the routing client during the five-minute interval.	int	NULL
CallRouterQueueTo5	Number of CallRouter queue messages the ICM software sent to the routing client during the five-minute interval.	int	NULL
NetworkBusyTo5	Number of Busy labels the ICM software sent to the routing client during the five-minute interval.	int	NULL
NetworkRingTo5	Number of Ring labels the ICM software sent to the routing client during the five-minute interval.	int	NULL
NetworkPostQueryTo5	Number of Post-Query labels the ICM software sent to the routing client during the five-minute interval.	int	NULL
NetworkDefaultTo5	Number of Network Default responses the ICM software sent to the routing client during the five-minute interval.	int	NULL
NetworkResourceTo5	Number of Network Resource labels the ICM software sent to the routing client during the five-minute interval.	int	NULL
RouteSelectFailureTo5	Number of Route Select Failure messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
CalledPartyBusyTo5	Number of Called Party Busy messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
NoAnswerTo5	Number of No Answer messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
AnswerTo5	Number of Answered messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
AbandonTo5	Number of Abandoned messages the routing client sent to the ICM software during the five-minute interval.	int	NULL

Table 2-145 Routing_Client_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DisconnectTo5	Number of Disconnect messages the routing client sent to the ICM software during the five-minute interval.	int	NULL
Histogram0	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram1	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram2	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram3	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram4	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram5	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram6	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram7	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram8	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram9	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram10	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram11	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram12	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram13	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram14	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram15	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram16	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram17	The number of calls routed in a 100-millisecond period.	int	NULL
Histogram18	The number of calls routed in a 100-millisecond period.	int	NULL

Table 2-145 Routing_Client_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Histogram19	The number of calls routed in a 100-millisecond period.	int	NULL
NumCancelInd	The number of cancel indications the VRU routing client sent to the VRU during the five-minute interval.	int	NULL
NumReleasInd	The number of release indications the VRU routing client sent to the VRU during the five-minute interval.	int	NULL
NumBlindTransferConfTo5	The number of blind transfer confirmation messages the routing client sent during the five-minute interval.	int	NULL
NumTransferEventTo5	The number of transfer event messages the routing client sent during the five-minute interval.	int	NULL
NumCallFailedEventTo5	The number of call failure event messages the routing client sent during the five-minute interval.	int	NULL

Related tables:

Physical Interface Controller (via PhysicalControllerID)

Routing Client (via RoutingClientID)

Schedule Table

Each row describes a schedule to be imported from an external system. Imported data are stored in the Schedule_Import and Schedule_Import_Real_Time tables.

Use the Workforce Management System Import tool to create, delete, or modify Schedule rows.

Table 2-146 Schedule Table

Field Name	Description	Data Type	Keys and Null Option
ScheduleID	A unique identifier for the schedule.	int	PK, NOT NULL
ScheduleReportID	Foreign key to the schedule report.	int	FK, NULL
ScheduleSourceID	Foreign key to a description of the source from which the schedule is imported.	int	FK, NULL
ICRViewID	Foreign key to a description of how the ICM software interprets the Schedule_Import data for the schedule.	int	FK, NULL
ScheduleType	The type of the schedule: 1 = TCS 2 = Custom 5 = Report Export 6 = Periodic	int	NOT NULL

Table 2-146 Schedule Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SchedulePeriod	The number of minutes in each scheduling interval. A schedule can contain different data for each interval.	int	NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the schedule belongs.	int	AK1, FK, NULL
EnterpriseName	A unique name for the schedule.	varchar(32)	AK1, NOT NULL
Description	Additional information about the schedule.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Agent (via ScheduleID)
 ICR View (via ICRViewID)
 Import Log (via ScheduleID)
 Import Schedule (via ScheduleID)
 Recurring Script Schedule Map (via ScheduleID)
 Schedule Import (via ScheduleID)
 Schedule Import Real Time (via ScheduleID)
 Schedule Map (via ScheduleID)
 Schedule Report (via ScheduleReportID)
 Schedule Source (via ScheduleSourceID)
 Scheduled Target (via ScheduleID)
 Service (via ScheduleID)
 Service Array (via ScheduleID)
 Skill Group (via ScheduleID)

Schedule_Import Table

Contains the schedule data imported from a source system. Only specific fields within this table are meaningful for any schedule type. The meaning of the imported data is described by the ICR_View and View_Column tables.

Table 2-147 ISchedule_Import Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at which the schedule data in the record becomes effective.	datetime	PK, NOT NULL
ScheduleID	Foreign key to the Schedule for which the data are imported.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
Long1	An imported value.	int	NULL
Long2	An imported value.	int	NULL
Long3	An imported value.	int	NULL
Long4	An imported value.	int	NULL
Long5	An imported value.	int	NULL
Long6	An imported value.	int	NULL
Long7	An imported value.	int	NULL
Long8	An imported value.	int	NULL
Long9	An imported value.	int	NULL
Long10	An imported value.	int	NULL
Long11	An imported value.	int	NULL
Long12	An imported value.	int	NULL
Long13	An imported value.	int	NULL
Long14	An imported value.	int	NULL
Long15	An imported value.	int	NULL
Double1	An imported value.	float	NULL
Double2	An imported value.	float	NULL
Double3	An imported value.	float	NULL
Double4	An imported value.	float	NULL
Double5	An imported value.	float	NULL
Double6	An imported value.	float	NULL
Double7	An imported value.	float	NULL
Double8	An imported value.	float	NULL
Double9	An imported value.	float	NULL
Double10	An imported value.	float	NULL

Table 2-147 ISchedule_Import Table (continued)

Field Name	Description	Data Type	Keys and Null Option
String1	An imported value.	varchar(255)	NULL
String2	An imported value.	varchar(255)	NULL
String3	An imported value.	varchar(255)	NULL
String4	An imported value.	varchar(255)	NULL
String5	An imported value.	varchar(255)	NULL
DateTime1	An imported value.	datetime	NULL
DateTime2	An imported value.	datetime	NULL
DateTime3	An imported value.	datetime	NULL
Bool1	An imported value.	char(1)	NULL
Bool2	An imported value.	char(1)	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Schedule (viaScheduleID)

Schedule_Import_Real_Time Table

Local database only.

The scheduling data for the current time period as imported from an external source.

Table 2-148 Schedule_Import_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at which the schedule data in the record becomes effective.	datetime	PK, NOT NULL
ScheduleID	Foreign key to the Schedule for which the data are imported.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
Long1	An imported value.	int	NULL
Long2	An imported value.	int	NULL
Long3	An imported value.	int	NULL
Long4	An imported value.	int	NULL
Long5	An imported value.	int	NULL
Long6	An imported value.	int	NULL
Long7	An imported value.	int	NULL

Table 2-148 Schedule_Import_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Long8	An imported value.	int	NULL
Long9	An imported value.	int	NULL
Long10	An imported value.	int	NULL
Long11	An imported value.	int	NULL
Long12	An imported value.	int	NULL
Long13	An imported value.	int	NULL
Long14	An imported value.	int	NULL
Long15	An imported value.	int	NULL
Double1	An imported value.	float	NULL
Double2	An imported value.	float	NULL
Double3	An imported value.	float	NULL
Double4	An imported value.	float	NULL
Double5	An imported value.	float	NULL
Double6	An imported value.	float	NULL
Double7	An imported value.	float	NULL
Double8	An imported value.	float	NULL
Double9	An imported value.	float	NULL
Double10	An imported value.	float	NULL
String1	An imported value.	varchar(255)	NULL
String2	An imported value.	varchar(255)	NULL
String3	An imported value.	varchar(255)	NULL
String4	An imported value.	varchar(255)	NULL
String5	An imported value.	varchar(255)	NULL
DateTime1	An imported value.	datetime	NULL
DateTime2	An imported value.	datetime	NULL
DateTime3	An imported value.	datetime	NULL
Bool1	An imported value.	char(1)	NULL
Bool2	An imported value.	char(1)	NULL

Related tables:

Schedule (viaScheduleID)

Schedule_Map Table

Identifies the primary key values from a schedule in the external data source from which it is imported. Each schedule has one Schedule_Map row for each component of the primary key. If the primary key is a compound key, the schedule has multiple Schedule_Map rows.

Table 2-149 Schedule_Map Table

Field Name	Description	Data Type	Keys and Null Option
ScheduleMapID	A unique identifier for the record.	int	PK, NOT NULL
ScheduleID	Foreign key that identifies the schedule.	int	FK, NOT NULL
FieldName	The name of a primary key field.	varchar(32)	NOT NULL
FieldValue	The value of the primary key field for the schedule.	varchar(255)	NOT NULL
Description	Additional information about the key field.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Schedule (viaScheduleID)

Schedule_Report Table

Each row describes a report used to export information from the ICM platform to a workforce management system.

Table 2-150 Schedule_Report Table

Field Name	Description	Data Type	Keys and Null Option
ScheduleReportID	A unique identifier for the report.	int	PK, NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the schedule belongs.	int	AK1, NOT NULL
EnterpriseName	A name that is unique among all schedule reports defined in the ICM database.	varchar(32)	AK1, NOT NULL
ReportType	The type of report: 8 = Based on a template. 9 = Based on a SQL report.	int	NOT NULL
SystemName	For a SQL report, the name of the system containing the report.	varchar(32)	NULL
PathName	For a SQL report, the UNC name of the file.	varchar(255)	NULL
SystemTimeZone	For a template-based report, the time zone offset to use with the template.	varchar(255)	NULL

Table 2-150 Schedule_Report Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TemplateCategory	For a template-based report, the category used to locate the template.	varchar(32)	NULL
TemplateScope	For a template-based report, the scope used to locate the template.	varchar(32)	NULL
TemplateName	For a template-based report, the name of the template used to create the report.	varchar(255)	NULL
TemplateOptions	For a template-based report, options used with the template: /H to include the SQL header and column name information; /A to append to the output file.	varchar(255)	NULL
Description	Additional information about the report.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Schedule (via ScheduleReportID)

Schedule Report Input (via ScheduleReportID)

Schedule_Report_Input Table

Specifies the targets that are used with a template to create a schedule report.

Table 2-151 Schedule_Report_Input Table

Field Name	Description	Data Type	Keys and Null Option
ScheduleReportInputID	A unique identifier for the report input row.	int	PK, NOT NULL
ScheduleReportID	Identifies the associated schedule report.	int	FK,
TargetType	Type of table to which the ForeignKey applies: 0 = Unknown 1 = Service 2 = Skill Group 3 = Agent 4 = Translation Route 5 = Agent Administration Group 6 = Announcement 7 = Call Type 8 = Enterprise Service 9 = Enterprise Skill Group 10 = Region 11 = Dialed Number	int	NOT NULL

Table 2-151 Schedule_Report_Input Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>Target Type</i> (continued)	12 = Logical Interface Controller 13 = Physical Interface Controller 14 = Peripheral 15 = Routing Client 16 = Trunk Group 17 = Route 18 = Peripheral Target 19 = Label 20 = Master Script 21 = Script Table 22 = Script Table Column 23 = Script 24 = Schedule 25 = ICR View 26 = View Column 27 = Network Trunk Group 28 = Service Array 29 = Application Gateway 30 = Device Target 31 = User Variable 32 = User Formula 33 = Network VRU Script 34 = Scheduled Target 35 = Network VRU 36 = Skill Group Member 37 = Expanded Call Variable 38 = Agent Team 39 = Campaign 40 = Dialer 41 = Import Rule 42 = Query Rule 43 = Campaign Query Rule 44 = Dialer Port Map 45 = Message Category 46 = Message Destination 47 = Response Template	int	NOT NULL
ForeignKey	Foreign key from a configuration table. This is always an ID field.	int	NOT NULL
Description	Additional information about the target.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Schedule Report (via ScheduleReportID)

Schedule_Source Table

Each row indicates the system and path from which the associated schedule data are imported.

Table 2-152 Schedule_Source Table

Field Name	Description	Data Type	Keys and Null Option
ScheduleSourceID	A unique identifier for the record.	int	PK, NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the schedule belongs.	int	FK, NULL
SystemName	The name of the system.	varchar(32)	NOT NULL
SystemType	The type of system from which the data are imported.	int	NOT NULL
SystemTimeZone	The time zone for the system. The value is the offset in minutes from GMT.	int	NULL
FilePath	The full file path from which data are retrieved.	varchar(255)	NULL
Description	Additional information about the data source.	varchar(255)	NULL
LoginName	The user name to use when logging into the system.	varchar(64)	NULL
SystemPassword	The password to use when logging into the system.	varchar(32)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Schedule (via ScheduleSourceID)

Scheduled_Target Table

Each row represents a scheduled target. A scheduled target is not associated with a peripheral and the ICM software has only limited information about it: number of agents scheduled and number of calls in progress. You can route calls to scheduled targets using the Scheduled Select script node.

Use the Scheduled Target Explorer to create, delete, and update scheduled targets.

Table 2-153 Scheduled_Target Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Identifier that is unique among all announcements, peripheral targets, and scheduled targets in the system.	int	PK, FK, NOT NULL
CustomerDefinitionID	Identifies the customer definition associated with the scheduled target.	int	IE1, FK, NULL
EnterpriseName	A name that is unique among all scheduled targets defined in the ICM database.	varchar(32)	AK1, NOT NULL
ScheduleID	Identifies the schedule associated with the scheduled target.	int	FK, NULL

Table 2-153 Scheduled_Target Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Description	Additional information about the scheduled target.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Customer Definition (via CustomerDefinitionID)
 Network Target (via NetworkTargetID)
 Schedule (via ScheduleID)
 Scheduled Target Real Time (via NetworkTargetID)

Scheduled_Target_Real_Time Table

Local database only.

Contains one row for each scheduled target. The ICM software updates the real-time data each time it sends a call to the target or receives a notification from the routing client that a call has completed. The Admin Workstation receives updated data every 15 seconds.

Table 2-154 Scheduled_Target_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Identifies the scheduled target.	int	PK, FK, NOT NULL
DateTime	The date and time when the row was last updated.	datetime	NOT NULL
CallsInProgress	The number of calls currently in progress at the scheduled target.	int	NULL
MaxCallsInProgress	The maximum number of simultaneous calls the target can handle for the current time period (based on its schedule).	int	NULL
RouterCallsQNow	Number of calls currently queued at the CallRouter for this target.	int	NULL

Related tables:

Scheduled Target (via NetworkTargetID)

Script Table

Each row represents a version of a routing script or an administrative script. You can save multiple versions of each script. The binary representation of the script version is stored in the Script_Data table. General information that applies to all versions of a script is stored in the Master Script table.

Use the Script Editor to create and modify scripts.

Table 2-155 Script Table

Field Name	Description	Data Type	Keys and Null Option
ScriptID	Unique identifier for a specific version of a script.	int	PK, NOT NULL
MasterScriptID	Foreign key from the Master Script table.	int	AK1, FK, NOT NULL
Version	The most recent version of the master script. ICM software uses only the most recent version.	int	AK1, NOT NULL
Author	User name of person who last modified the script version.	varchar(32)	NULL
DateTime	The date and time when the script version was saved.	datetime	NOT NULL
Valid	Indicates whether the script was saved in an invalid state.	char(1)	NOT NULL
Description	Further information about the script.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
QuickEditBaseVersion	If this version was created by using Quick Edit, this field indicates the previous script version. The metering information from the base version can be carried over to the new version.	int	NULL
Length	Number of bytes of data in the binary representation of the script.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

- Call Type Real Time (via ScriptID)
- Master Script (via MasterScriptID)
- Route Call Data (via ScriptID)
- Script Cross Reference (via ScriptID)
- Script Data (via ScriptID)
- Script Print Control (via ScriptID)
- Script Real Time (via ScriptID)
- Script Five Minute (via ScriptID)

Script_Cross_Reference Table

Contains information about which configuration objects each script version references. This information is used to determine whether a script version becomes invalid when configuration information changes.

The ICM software automatically maintains the Script_Cross_Reference table.

Table 2-156 Script_Cross_Reference Table

Field Name	Description	Data Type	Keys and Null Option
ScriptID	Foreign key from Script table.	int	PK, FK, NOT NULL
LocalID	Local ID in script that cross references a foreign key field in one of the other configuration tables.	int	PK, NOT NULL
TargetType	Type of table to which the ForeignKey applies. 0 = Unknown 1 = Service 2 = Skill Group 3 = Agent 4 = Translation Route 5 = Agent Administration Group 6 = Announcement 7 = Call Type 8 = Enterprise Service 9 = Enterprise Skill Group 10 = Region 11 = Dialed Number 12 = Logical Interface Controller 13 = Physical Interface Controller 14 = Peripheral 15 = Routing Client 16 = Trunk Group 17 = Route 18 = Peripheral Target 19 = Label 20 = Master Script 21 = Script Table 22 = Script Table Column 23 = Script 24 = Schedule 25 = ICR View 26 = View Column 27 = Network Trunk Group 28 = Service Array 29 = Application Gateway 30 = Device Target 31 = User Variable 32 = User Formula	smallint	NOT NULL

Table 2-156 Script_Cross_Reference Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>TargetType</i> (continued)	33 = Network VRU Script 34 = Scheduled Target 35 = Network VRU 36 = Skill Group Member 37 = Expanded Call Variable 38 = Agent Team 39 = Campaign 40 = Dialer 41 = Import Rule 42 = Query Rule 43 = Campaign Query Rule 44 = Dialer Port Map 45 = Message Category 46 = Message Destination 47 = Response Template	smallint	NOT NULL
ForeignKey	Foreign key from a configuration table. This is always an ID field.	int	IE1, NULL

Related tables:

Route Call Detail (via LocalID)

Script (via ScriptID)

Script_Data Table

Contains a binary version of a routing script or administrative script. A long script may require multiple Script_Data rows.

The Script Editor automatically maintains the Script_Data table.

Table 2-157 Script_Data Table

Field Name	Description	Data Type	Keys and Null Option
ScriptID	Foreign key from Script table.	int	PK, FK, NOT NULL
RowOrder	Ordinal number of the rows that apply to a specific script.	int	PK, NOT NULL
ScriptData	Internal script representation.	image	NULL

Related tables:

Script (via ScriptID)

Script_Five_Minute Table

Central database only.

Contains statistics about each script version for the most recent five-minute interval.

The ICM software generates Script_Five_Minute records for each script.

Table 2-158 Script_Five_Minute Table

Field Name	Description	Data Type	Keys and Null Option
ScriptID	Foreign key from the Script table.	int	PK, FK, NOT NULL
DateTime	Central Controller date and time at start of five-minute interval.	smalldatetime	PK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
CallsIncomingTo5	Number of calls that came into the script during the five-minute interval.	int	NOT NULL
CallsRoutedTo5	Number of calls routed by the script during the five-minute interval.	int	NOT NULL
CallsPerNode	An array indicating the number of calls that traversed each node of the script during the five-minute interval. Each element in the array is a short integer. An array for a script with 40 nodes is stored in the database as a varbinary(80) array.	varbinary(255)	NOT NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Script (via ScriptID)

Script_Print_Control Table

Each row contains default print settings for a specific script version.

The Script Editor automatically maintains the Script_Print_Control table.

Table 2-159 Script_Print_Control Table

Field Name	Description	Data Type	Keys and Null Option
ScriptPrintControlID	A unique identifier for the row.	int	PK, NOT NULL
ScriptID	Foreign key from Script table.	int	AK1, FK, NOT NULL
PrintControlSettings	A string specifying the print settings for the script.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Script (via ScriptID)

Script_Queue_Real_Time Table

Local database only.

Contains data on how tasks are processed in a script queue.

Table 2-160 Script_Queue_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
ScriptID	The ICM identifier of the application path with which this row is associated.	int	PK, NOT NULL
QueueNode	The local script node identifier.	int	PK, NOT NULL
DateTime	The data and time at which this data was last updated.	datetime	NOT NULL
TimeInQueue	The time in queue for the longest task.	datetime	NULL
TasksQueued	The number of tasks queued at this script node.	int	NULL

Related tables:

Script (via ScriptID)

Script_Real_Time Table

Local database only.

Contains real time information about each script. The ICM software updates the real-time data each time it executes a script. The Admin Workstation receives updated data every 15 seconds. The real-time data for current script versions is updated at midnight.

Table 2-161 Script_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
ScriptID	Foreign key from the Script Table.	int	PK, FK, NOT NULL
DateTime	Central Controller date and time that this data was last updated.	datetime	NOT NULL
Calls	Number of times the script has executed since midnight. For a routing script, this is the number of calls processed.	int	NOT NULL
CpuTime	CPU time spent processing the script.	int	NOT NULL
ElapsedTime	Elapsed time spent processing the script.	int	NOT NULL
ScriptMeters	Internal real time data for the script.	image	NULL

Related tables:

Script (via ScriptID)

Script_Table Table

Each row describes a table from an external database that can be queried from within routing scripts or administrative scripts using the optional Gateway SQL feature.

Use ICM Configuration Manager to add, update, and delete Script_Table records.

Table 2-162 Script_Table Table

Field Name	Description	Data Type	Keys and Null Option
ScriptTableID	A unique identifier for the external table.	int	PK, NOT NULL
EnterpriseName	A name that is unique among all script tables defined in the ICM database.	varchar(32)	AK1, NOT NULL
AccessType	Indicates how to query data from the table. Currently only SQL (1) is supported.	smallint	NOT NULL
SideA	The path of the database table as reached by Side A of the ICM Central Controller.	varchar(255)	NULL
SideB	The path of the database table as reached by Side B of the ICM Central Controller.	varchar(255)	NULL

Table 2-162 Script Table Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Description	Further information about the external table.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Script Table Column (via ScriptTableID)

Script_Table_Column Table

Each row describes a column in a table from an external database that can be queried from within routing scripts or administrative scripts.

Use ICM Configuration Manager to add, update, and delete Script_Table_Column records.

Table 2-163 Script_Table_Column Table

Field Name	Description	Data Type	Keys and Null Option
ScriptTableColumnID	A unique identifier for this script table column.	int	PK, NOT NULL
ScriptTableID	Foreign key from the Script_Table table.	int	AK1, FK, NOT NULL
ColumnName	The name of the column in the external database.	varchar(32)	AK1, NOT NULL
Description	Additional information about the column.	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Script Table (via ScriptTableID)

Sec_Group Table

Used internally to track the state of records in the User_Group table. The Sec_Group table contains one row for each User_Group row.

Table 2-164 Sec_Group Table

Field Name	Description	Data Type	Keys and Null Option
UserGroupID	Foreign key from the User_Group table.	int	PK, FK, NOT NULL
UserGroupName	The name of the group.	varchar(30)	NOT NULL

Related tables:

User Group (via UserGroupID)

Sec_User Table

Used internally to track the state of users in the User_Group table. The Sec_User table contains one row for each User_Group row that represents a user (rather than a group).

Table 2-165 Sec_User Table

Field Name	Description	Data Type	Keys and Null Option
UserGroupID	Foreign key from the User_Group table.	int	PK, FK, NOT NULL
UserGroupName	The name of the user.	varchar(30)	NOT NULL

Related tables:

User Group (via UserGroupID)

Service Table

Each row describes a service available at a peripheral.

Use the Service Explorer tool to add, update, and delete Service records.

Table 2-166 Service Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	int	PK, FK, NOT NULL
ScheduleID	Identifies an imported schedule associated with the service.	int	FK, NULL
PeripheralID	Foreign key from the Peripheral table.	smallint	AK2, FK, NOT NULL
EnterpriseName	An enterprise name for the service. This name must be unique among all the services in the enterprise.	varchar(32)	AK1, NOT NULL
PeripheralNumber	Service number as known at the peripheral. This field together with PeripheralID form an alternate unique key.	int	AK2, NOT NULL
PeripheralName	Service name as known at the peripheral.	varchar(32)	NOT NULL
PeripheralServiceLevelType	Type of service level calculation to be used in the PeriphServiceLevel fields of Service Real Time and Service Half Hour tables. Valid Aspect types are: 1 = Service Level 1 2 = Service Level 2 3 = Service Level 3 4 = Service Level as Calculated by Call Center. If this field is 0 for a service, the ICM software assumes the default specified for the associated peripheral. If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).	smallint	NOT NULL

Table 2-166 Service Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelType	<p>Indicates how the ICM software calculates the service level for the service:</p> <p>0 = Use the default specified for the associated peripheral.</p> <p>1 = Ignore Abandoned Calls. (Remove the abandoned calls from the calculation.)</p> <p>2 = Abandoned Calls have Negative Impact. (Treat the abandoned calls as though they exceeded the service level threshold.)</p> <p>3 = Abandoned Calls have Positive Impact. (Treat the abandoned calls as though they were answered within the service level threshold.)</p> <p>Note Regardless of which calculation you choose, the ICM software always tracks separately the number of calls abandoned before the threshold expired.</p>	smallint	NOT NULL
ServiceLevelThreshold	The service level threshold, in seconds, for the ICM service level. If this field is negative, the value of the ServiceLevelThreshold field in the Peripheral table is used.	smallint	NOT NULL
Extension	The extension number for the skill group (used by the Definity ECS ACD).	varchar(10)	NULL
ConfigParam	A string of parameters the ICM software sends to the peripheral to initialize the service.	varchar(255)	NULL
Description	Additional information about the service.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
MRDomainID	The Media Routing Domain associated with this service.	int	FK NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Enterprise Service Member (via SkillTargetID)

Media Routing Domain (via MRDomainID)

Peripheral (via PeripheralID)

Route (via SkillTargetID)

Schedule (via ScheduleID)

Service Array Member (SkillTargetID maps to Service_Array_Member.ServiceSkillTargetID)

Service Five Minute (via SkillTargetID)
 Service Half Hour (via SkillTargetID)
 Service Member (via SkillTargetID)
 Service Real Time (via SkillTargetID)
 Skill Target (via SkillTargetID)

Service_Array Table

A service array is a collection of service which might be associated with different peripherals, but are all associated with the same Peripheral Gateway (PG). You can route calls to a service array and let the PG choose among the member services.

Use the Service Explorer tool to add, update, and delete Service_Array records.

Table 2-167 Service_Array Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	int	PK, FK, NOT NULL
EnterpriseName	An enterprise name for the service array. This name must be unique among all service arrays in the enterprise.	varchar(32)	AK1, NOT NULL
Description	Additional information about the service array.	varchar(255)	NULL
ScheduleID	Identifies a schedule associated with the service array.	int	FK, NULL
LogicalControllerID	Identifies the Peripheral Gateway associated with the service array.	smallint	FK, NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Schedule (via ScheduleID)
 Service Array Member (via SkillTargetID)
 Logical Interface Controller (via LogicalControllerID)

Service_Array_Member Table

Maps individual services to a service array. The member services in a service array must all be associated with the same Peripheral Gateway (PG), but may be associated with different peripherals.

Use the Service Explorer tool to add and delete Service_Array_Member records.

Table 2-168 Service_Array_Member Table

Field Name	Description	Data Type	Keys and Null Option
ServiceArraySkillTargetID	Identifies the service array.	int	PK, FK, NOT NULL
ServiceSkillTargetID	Identifies a service that is a member of the service array.	int	PK, FK, NOT NULL

Related tables:

Service Array (ServiceArraySkillTargetID maps to Service_Array.SkillTargetID)

Service (ServiceSkillTargetID maps to Service.SkillTargetID)

Service_Five_Minute Table

Central database only.

Contains statistics about each service during the most recent five-minute interval.

The ICM software generates Service_Five_Minute records for each service.

Table 2-169 Service_Five_Minute Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Date and time at the start of the five-minute interval.	smalldatetime	PK, NOT NULL
SkillTargetID	Foreign key from the Service table.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
CallsInProgress	Number of inbound and outbound calls that had previously been offered (for example, calls being played an announcement, queued calls, or connected calls) and are currently being handled for the service.	int	NULL
CallsOfferedToday	Number of incoming calls plus internal calls offered to this service since midnight.	int	NULL

Table 2-169 Service_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsIncomingToday	Number of incoming calls to this service since midnight. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	int	NULL
CallsHandledToday	Number of calls handled to completion by the service since midnight.	int	NULL
CallsRoutedToday	Number of calls the ICM software routed to this service since midnight.	int	NULL
CallsAbandQToday	Number of calls to this service abandoned since midnight.	int	NULL
PeriphServiceLevelToday	Service level for the service since midnight, as calculated by the peripheral.	real	NULL
PeriphServiceLevelTo5	Service level for the service during five-minute interval, as calculated by the peripheral.	real	NULL
ServiceLevelToday	Cumulative ICM service level for the service since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday.	real	NULL
ServiceLevelTo5	Service level during the five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsHandledTo5.	real	NULL
ServiceLevelCallsToday	Number of calls to the service handled within the service level today.	int	NULL
ServiceLevelCallsTo5	Number of calls to the service handled within the service level during the five-minute interval.	int	NULL
ServiceLevelAbandToday	Number of calls to the service abandoned within the service level since midnight.	int	NULL
ServiceLevelAbandTo5	Number of calls to the service abandoned within the service level during the five-minute interval.	int	NULL
ServiceLevelCallsOfferedToday	Number of calls to the service answered or abandoned since midnight.	int	NULL
ServiceLevelCallsOfferedTo5	Number of calls to the service answered or abandoned during the five-minute interval.	int	NULL
ServiceLevelCallsQHeld	Number of calls to the service that had been in queue longer than the service level threshold at the end of the five-minute interval.	int	NULL
LongestCallQ	Length of time that longest call in the queue for the service had been there at the end of the five-minute interval.	int	NULL
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue for the service during the five-minute interval.	int	NULL

Table 2-169 Service_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ExpectedDelay	Predicted delay for any new call added to the service queue at the end of the five-minute interval. This is valid only if no agents are available.	real	NULL
AvgSpeedAnswerTo5	Average answer wait time for all incoming calls to the service during the five-minute interval.	int	NULL
CallsOfferedTo5	Number of calls offered to the service during the five-minute interval.	int	NULL
AvgTalkTimeTo5	The average talk time in seconds for calls to the service during the five-minute interval. Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the service or route (from Termination_Call_Detail). The field is updated in the database when all after-call work associated with the calls is completed.	int	NULL
CallsHandledTo5	Number of calls handled for the service ending during the five-minute interval.	int	NULL
AvgHandleTimeTo5	The average handled calls time in seconds for calls to the service that ended during the five-minute interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call (all from Termination_Call_Detail). The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed.	int	NULL
AvgDelayQNow	Average delay for calls currently queued for the service at the end of the five-minute interval.	int	NULL
CallsQNow	Calls in queue for the service at the peripheral at the end of the five-minute interval. A call that queues multiple times will be counted as queued once for the service.	int	NULL
Unused1	This field is not currently used.	int	NULL
AgentsTalking	Number of service agents in the talking state at the end of the five-minute interval.	int	NULL
CallsLeftQTo5	Number of calls to the service that were removed from queue during the five-minute interval (used to calculate expected delay).	int	NULL

Table 2-169 Service_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
OverflowInTo5	Number of calls the peripheral re-targeted, or overflowed, into the service during the five-minute interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	int	NULL
OverflowOutTo5	Number of calls the peripheral re-targeted, or overflowed, out of the service during the five-minute interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	int	NULL
CallsAnsweredToday	Number of calls to the service answered by agents since midnight.	int	NULL
CallsAnsweredTo5	Number of calls to the service answered by agents during the five-minute interval.	int	NULL
LongestAvailAgent	Number of seconds the longest available agent for the service had been available as of the end of the five-minute interval. If no agent was available, the value is 0.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Service (via SkillTargetID)

Service_Half_Hour Table

Central database only.

Contains information about each service during the most recent 30-minute interval.

The ICM software generates Service_Half_Hour records for each service.

Table 2-170 Service_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Central Controller date and time at the start of the half-hour interval.	smalldatetime	PK, NOT NULL
SkillTargetID	Foreign key from the Service table.	int	PK, FK, NOT NULL

Table 2-170 Service_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
CallsOutToHalf	Number of outbound calls placed by agents for the service during the half-hour interval.	int	NULL
CallsTerminatedOtherToHalf	Number of calls handled by the service but not otherwise accounted for during the half-hour interval. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.	int	NULL
CallsOfferedToHalf	Number of incoming calls plus internal calls offered to the service during the half-hour interval.	int	NULL
PeriphServiceLevelOfferToHalf	Number of offered calls used in the peripheral service level calculation for the half-hour interval.	int	NULL
CallsIncomingToHalf	Number of incoming calls to the service during the half-hour interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	int	NULL
TransferInCallsToHalf	Number of calls transferred into the service during the half-hour interval. This count includes consultative transfers and blind transfers to the service. The count is populated in the database when the after-call work associated with the call (if any) is finished.	int	NULL
CallsHandledToHalf	Number of calls handled for the service during the half-hour interval.	int	NULL
TransferOutCallsToHalf	Number of calls transferred out of the service during the half-hour interval. This count includes consultative transfers and blind transfers made from the service. The count is populated in the database when the after-call work associated with the call (if any) is finished.	int	NULL
CallsRoutedToHalf	Number of calls routed by the ICM software to the service during the half-hour interval.	int	NULL
CallsAbandQToHalf	Number of calls abandoned in queue for the service during the half-hour interval.	int	NULL
PeriphServiceLevelToHalf	Peripheral service level during the half-hour interval.	real	NULL
PeriphServiceLevelCallsToHalf	Number of calls to the service answered within the service level, as counted by the peripheral, during the half-hour interval.	int	NULL

Table 2-170 Service_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelToHalf	ICM service level for the service during the half-hour interval.	real	NULL
ServiceLevelCallsToHalf	Number of calls to the service answered within the ICM service level threshold during the half-hour interval.	int	NULL
ServiceLevelAbandToHalf	Number of calls to the service abandoned within the service level threshold during the half-hour interval.	int	NULL
ServiceLevelCallsOfferedToHalf	Number of calls to the service that had service level events during the half-hour interval.	int	NULL
AvgDelayQToHalf	Average delay in the queue for calls to the service during the half-hour interval: DelayQTimeToHalf / CallsQToHalf.	int	NULL
DelayQTimeToHalf	Sum of delay time of all calls to the service in queue during the half-hour interval. This field is populated from the LocalQTime field in Termination_Call_Detail.	int	NULL
CallsQToHalf	Number of calls to the service in the queue during the half-hour interval. A call that queues multiple times will be counted as queued once for the service.	int	NULL
AvgDelayQAbandToHalf	Average delay time of calls to the service abandoned in queue during the half-hour interval. This value is calculated as follows: DelayQAbandTimeToHalf / CallsAbandQToHalf	int	NULL
DelayQAbandTimeToHalf	Number of seconds that calls for the service that were abandoned in queue waited during the interval. These are calls that existed in the queue but were abandoned before being handled by an agent or trunk device.	int	NULL
AvgSpeedAnswerToHalf	The average answer wait time that all calls offered to the service waited before being answered. This value is calculated as follows: AnswerWaitTimeToHalf / CallsAnsweredToHalf.	int	NULL
AnswerWaitTimeToHalf	Sum of answer wait time in seconds for all calls answered for the service during the half-hour interval. Answer wait time is the elapsed time from when the call is offered at the peripheral to when it is answered. This includes all DelayTime, LocalQTime, and RingTime associated with the call (all taken from Termination_Call_Detail).	int	NULL

Table 2-170 Service_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgTalkTimeToHalf	Average talk time in seconds for calls to the service ending during the half-hour interval. Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the service (from Termination_Call_Detail). The field is updated in the database when any after-call work associated with the calls is completed. The value is calculated as follows: $\text{TalkTimeToHalf} / \text{CallsHandledToHalf}$.	int	NULL
TalkTimeToHalf	Total talk time in seconds for calls to the service ending during the half-hour interval. Talk time is the number of seconds the call was talking plus the number of seconds the call was on hold. TalkTime is taken from the TalkTime and HoldTime fields in the Termination_Call_Detail records. It is updated in the database when the after-call work associated with the call (if any) is completed.	int	NULL
AvgHandleTimeToHalf	The average handled calls time in seconds for calls counted as handled by the service during the half-hour interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call (all from Termination_Call_Detail). The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed. The value is calculated as follows: $\text{HandleTimeToHalf} / \text{CallsHandledToHalf}$.	int	NULL

Table 2-170 Service_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HandleTimeToHalf	The total time in seconds that calls were handled for the service during the half-hour interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any HoldTime, TalkTime, and WorkTime associated with the call (from Termination_Call_Detail). The HandleTime value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
ShortCallsToHalf	Number of calls to the service during the half-hour interval that were too short to be considered abandoned. A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned and they are not accounted for in any of the ICM abandoned calls calculations.	int	NULL
CallsAnsweredToHalf	Number of calls answered by agents for the service during the half-hour interval.	int	NULL
LongestCallAbandTime	Longest time in seconds a call was in queue for the service before being abandoned during the half-hour interval.	int	NULL
LongestCallDelayQTime	Longest time in seconds a call was in queue for the service before being answered during the half-hour interval.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
ShortCallsTimeToHalf	Time, in seconds, accumulated by calls that were too short to be counted as abandoned during the half-hour interval. These calls were abandoned before the abandoned call wait time expired.	int	NULL

Table 2-170 Service_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ForcedClosedCallsToHalf	Number of calls to the service that were determined to be closed following an interruption in data during the half-hour interval. ForcedClosedCalls are calls that terminated because of errors tracking the call's state transition. Calls may become forced closed if there is lack of events from the ACD's CTI interfaces (for example, a lack of a Disconnect event, or failure on the switch's CTI connection).	int	NULL
OverflowInToHalf	Number of calls that the peripheral re-targeted, or overflowed, into this service during the half-hour interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	int	NULL
OverflowOutToHalf	Number of calls that the peripheral re-targeted, or overflowed, out of this service during the half-hour interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	int	NULL
AutoOutCallsToHalf	Number of completed AutoOut (predictive) calls made by this service during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTimeToHalf	Total handle time, in seconds, for completed AutoOut (predictive) calls handled this service during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-170 Service_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsTalkTimeToHalf	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by the service during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldToHalf	Number of completed AutoOut (predictive) calls that this service has placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldTimeToHalf	Number of seconds that AutoOut (predictive) calls were placed on hold by this service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
PreviewCallsToHalf	Number of completed outbound Preview calls made by this service during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsTimeToHalf	Total handle time, in seconds, for completed outbound Preview calls handled by this service during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-170 Service_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTalkTimeToHalf	Total talk time, in seconds, for completed outbound Preview calls handled by this service during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call-work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldToHalf	Number of completed outbound Preview calls that this service placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldTimeToHalf	Number of seconds outbound Preview calls were placed on hold this service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
ReserveCallsToHalf	Number of completed agent reservation calls made by this service during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsTimeToHalf	Total handle time, in seconds, for completed agent reservation calls handled by this service during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-170 Service_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTalkTimeToHalf	Total talk time, in seconds, for completed agent reservation calls handled by the service during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldToHalf	Number of completed agent reservation calls that this service placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldTimeToHalf	Number of seconds agent reservation calls were placed on hold by this service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
HoldTimeToHalf	The total hold time in seconds for calls to the service that ended during the half-hour interval.	int	NULL
BlindTransfersOutToHalf	Number of calls that were blind transferred out by agents in this service during the half-hour interval.	int	NULL
NumMissingTasks	Number of tasks whose Start Task Timeout Period expired in this half-hour interval.	int	NULL

Related tables:

Service (via SkillTargetID)

Service_Level_Threshold Table

The Service Level Threshold table specifies how the ICM calculates service level for a particular peripheral. Each row in this table contains specific default values for a PeripheralID-Media Routing Domain pair.

Table 2-171 Service_Level_Threshold Table

Field Name	Description	Data Type	Keys and Null Option
PeripheralID	The ICM ID of the peripheral with which this row is associated.	smallint	PK, FK, NOT NULL
MRDomainID	Foreign key from the Media_Routing_Domain table.	int	FK, NOT NULL
ServiceLevelThreshold	The default value of the ServiceLevelThreshold field for services associated with this peripheral and media routing domain.	smallint	NOT NULL
ServiceLevelType	The default value for the ServiceLevelType field for each service associated with this peripheral and media routing domain. This value indicates how the ICM software calculates the service level.	smallint	NOT NULL

Related tables:

Media Routing Domain (via MRDomainID)

Peripheral (via PeripheralID)

Service_Member Table

The Service Member table maps skill groups to services. Each service contains one or more member skill groups. Each skill group can be a member of one or more services.

Use the Service Explorer tool to add, update, and delete Service_Member records.

Table 2-172 Service_Member Table

Field Name	Description	Data Type	Keys and Null Option
ServiceSkillTargetID	SkillTargetID of the service.	int	PK, FK, NOT NULL
SkillGroupSkillTargetID	SkillTargetID of the skill group that is associated with the service.	int	PK, FK, NOT NULL
Priority	The priority level of the specified service for the specified skill group: 1 = Primary 2 = Secondary Any number of skill entries can be of any priority—not all need to be entered.	smallint	NOT NULL

Related tables:

Service (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill Group (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Service_Real_Time Table

Local database only.

Contains real time information about each service.

The ICM software automatically generates a Service_Real_Time record for each service.

Table 2-173 Service_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	Foreign key from Service table.	int	PK, FK, NOT NULL
DateTime	Central Controller date and time that this data was last updated.	datetime	NOT NULL
AgentsTalking	Number of service agents currently in the talking state.	int	NULL
AnswerWaitTimeHalf	Sum of answer wait time in seconds for all incoming calls to the service during the current half-hour interval.	int	NULL
AnswerWaitTimeTo5	Sum of answer wait time in seconds for all incoming calls to the service during the current five-minute interval.	int	NULL
AnswerWaitTimeToday	Sum of answer wait time in seconds for all incoming calls to the service since midnight.	int	NULL
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue during the current five-minute interval. This value is calculated as follows: DelayQAbandTimeTo5 / CallsAbandQTo5.	int	NULL
AvgDelayQNow	Average delay for calls currently in queue for the service.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgHandleTimeTo5	Average handle time in seconds for calls to the service during the current five-minute interval. The value is calculated as follows: $\text{HandleTimeTo5} / \text{CallsHandledTo5}$. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call (all from Termination_Call_Detail). The AvgHandleTime value is updated in the database when the after-call work time associated with the call has completed.	int	NULL
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the service during the current five-minute interval: $\text{AnswerWaitTimeTo5} / \text{CallsAnsweredTo5}$.	int	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the service ending during the current five-minute interval. The value is calculated as follows: $\text{TalkTimeTo5} / \text{CallsHandledTo5}$ Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the service or route (from Termination_Call_Detail). The field is updated in the database when all after-call work associated with the calls is completed.	int	NULL
CallsAbandQHalf	Number of calls to the service abandoned while in queue or ringing during the half-hour interval.	int	NULL
CallsAbandQTo5	Number of calls to the service abandoned while in queue or ringing during the current five-minute interval.	int	NULL
CallsAbandQToday	Number of calls to the service abandoned while in queue or ringing since midnight.	int	NULL
CallsAnsweredHalf	Number of calls to the service answered by agents during the current half-hour interval.	int	NULL
CallsAnsweredTo5	Number of calls to the service answered by agents during the current five-minute interval.	int	NULL
CallsAnsweredToday	Number of calls answered by service agents since midnight.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsHandledHalf	Number of calls handled for this service during the current half-hour interval.	int	NULL
CallsHandledTo5	Number of calls to the service handled during the current five-minute interval.	int	NULL
CallsHandledToday	Number of calls handled for this service since midnight.	int	NULL
CallsIncomingHalf	Number of incoming calls for this service during the current half-hour interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	int	NULL
CallsIncomingTo5	Number of incoming calls to the service during the current five-minute interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	int	NULL
CallsIncomingToday	Number of incoming calls for this service since midnight. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	int	NULL
CallsInNow	Number of incoming calls for the service currently in progress.	int	NULL
CallsInProgress	Number of inbound and outbound calls currently that had previously been offered (for example, calls being played an announcement, queued calls, or connected calls) and are currently being handled for the service.	int	NULL
CallsLeftQTo5	Number of calls to the service that were removed from queue during the current five-minute interval (used to calculate expected delay).	int	NULL
CallsOfferedHalf	Number of incoming calls plus internal calls offered to this service during the current half-hour interval.	int	NULL
CallsOfferedTo5	Number of calls offered to the service during the current five-minute interval.	char(18)	NULL
CallsOfferedToday	Number of incoming calls plus internal calls offered to this service since midnight.	int	NULL
CallsOutHalf	Number of outbound calls made by agents for the service during the current half-hour interval.	int	NULL
CallsOutNow	Number of outbound calls by agents for the service that are currently in progress.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsOutTo5	Number of outbound calls made by agents for the service during the current five-minute interval.	int	NULL
CallsOutToday	Number of outbound calls made by agents for the service since midnight.	int	NULL
CallsQNow	Number of calls in queue for the service now at the peripheral.	int	NULL
CallsQNowTime	Total time of all calls to the service currently in queue.	int	NULL
CallsRoutedHalf	Number of calls routed to this service by the ICM software for the current half-hour interval.	int	NULL
CallsRoutedToday	Number of calls routed to this service by the ICM software since midnight.	int	NULL
CallsTerminatedOtherHalf	Number of calls offered to the service but not otherwise accounted for during the current half-hour interval. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.	int	NULL
CallsTerminatedOtherTo5	Number of calls offered to the service but not otherwise accounted for during the current five-minute interval. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.	int	NULL
CallsTerminatedOtherToday	Number of offered to the service but not otherwise accounted for since midnight. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.	int	NULL
DelayQAbandTimeTo5	Sum of delay time of all calls to the service abandoned in queue during the current five-minute interval.	int	NULL
ExpectedDelay	Predicted delay for any new call added to the service queue. This is valid only if no agents are available.	real	NULL
HandleTimeHalf	Total handle time in seconds for calls to the service ending during the current half-hour interval.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HandleTimeTo5	Total handle time in seconds for calls to the service ending during the five-minute interval.	int	NULL
HandleTimeToday	Total handle time in seconds for calls to the service since midnight.	int	NULL
LongestAvailAgent	Time that the longest available agent for the service became available.	datetime	NULL
LongestCallQ	Time that the longest call in the queue for the service was put there.	datetime	NULL
OverflowInHalf	Number of calls the peripheral overflowed into this service during the current half-hour interval.	int	NULL
OverflowInTo5	Number of calls the peripheral overflowed into this service during the current five-minute interval.	int	NULL
OverflowInMode	The service accepts overflow in calls if the delay for the longest delayed call is less than this value. If 0, the service always accepts overflow in calls; if 127, the service never accepts overflow in calls.	tinyint	NULL
OverflowInNow	Number of calls overflowed into this service that are currently queued or in progress.	int	NULL
OverflowInToday	Number of calls overflowed into this service since midnight.	int	NULL
OverflowOutHalf	Number of calls overflowed out of this service during the current half-hour interval.	int	NULL
OverflowOutMode	The service attempts to overflow out calls if the delay for the longest delayed call is greater than this value. If 0, the service attempts to overflow out all calls; if 127, the service never attempts to overflow out calls.	tinyint	NULL
OverflowOutNow	Number of calls overflowed out of this service that are currently queued or in progress elsewhere.	int	NULL
OverflowOutTo5	Number of calls overflowed out of this service during the current five-minute interval.	int	NULL
OverflowOutToday	Number of calls overflowed out of this service since midnight.	int	NULL
PeriphServiceLevelCallsHalf	Number of calls to the service handled within the peripheral service level during the current half-hour interval.	int	NULL
PeriphServiceLevelCallsToday	Number of calls to this service handled within the peripheral service level since midnight.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeriphServiceLevelHalf	Service level for the service calculated by the peripheral during the current half-hour interval.	real	NULL
PeriphServiceLevelOfferHalf	Number of offered calls used to calculate the peripheral service level for the current half-hour interval.	int	NULL
PeriphServiceLevelOfferToday	Number of offered calls used to calculate the peripheral service level since midnight.	int	NULL
PeriphServiceLevelTo5	Service level for the service calculated by the peripheral during the current five-minute interval.	real	NULL
PeriphServiceLevelToday	Service level for the service calculated by the peripheral since midnight.	real	NULL
ServiceLevelAbandHalf	Number of calls to the service abandoned within the service level threshold during the current half-hour interval.	int	NULL
ServiceLevelAbandTo5	Number of calls to the service abandoned within the service level threshold during the current five-minute interval.	int	NULL
ServiceLevelAbandToday	Number of calls to the service abandoned within the ICM service level threshold since midnight.	int	NULL
ServiceLevelCallsHalf	Number of calls to the service answered within the service level threshold during the current half-hour interval.	int	NULL
ServiceLevelCallsOfferedHalf	Number of calls to the service for which a service level event occurred during the current half-hour interval.	int	NULL
ServiceLevelCallsOfferedTo5	Number of calls to the service for which a service level event occurred during the current five-minute interval.	int	NULL
ServiceLevelCallsOfferedToday	Number of calls to the service for which a service level event occurred since midnight.	int	NULL
Note	<p>A <i>service level event</i> occurs when one of three things happen to the call:</p> <ul style="list-style-type: none"> – The call is answered by an agent before the service level threshold expires. In this case, the ServiceLevelsCallsOffered and ServiceLevelCalls database fields are incremented. – The call abandons or Re-routes on No Answer (RONAs) to IVR before the service level threshold expires. In this case, the ServiceLevelCallsOffered and ServiceLevelAband database fields are incremented. – The call reaches the service level threshold without being answered by an agent or abandoned. In this case, the ServiceLevelCallsOffered database field is incremented. <p>Service level is not affected for calls that are neither answered nor abandoned within the service level time. For example, calls that encounter an error condition or are sent to non-monitored devices (using the label node) within the service level threshold do not affect the service level.</p>		

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelCallsQHeld	Number of calls to the service currently queued for longer than the service level threshold.	int	NULL
ServiceLevelCallsTo5	Number of calls to the service answered within the ICM service level during the current five-minute interval.	int	NULL
ServiceLevelCallsToday	Number of calls to the service that were answered within the service level threshold since midnight.	int	NULL
ServiceLevelHalf	ICM service level for the service during the current half-hour interval.	real	NULL
ServiceLevelTo5	ICM service level during the current five-minute interval.	real	NULL
ServiceLevelToday	ICM service level for the service since midnight.	real	NULL
ServiceModeIndicator	The current mode of the service: 1 = Day service 2 = Night service 3 = Closed with answer 4 = Closed, no answer 5 = Transition 6 = Open 13 = Pilot Status Other. Note This field may also be used to encode overflow information for a Galaxy ACD.	int	NULL
TalkTimeHalf	Total talk time in seconds for calls to the service ending during the current half-hour interval.	int	NULL
TalkTimeTo5	Total talk time in seconds for calls to the service ending during the current five-minute interval.	int	NULL
TalkTimeToday	Total talk time in seconds for calls to the service ending since midnight.	int	NULL
TransferInCallsHalf	Number of calls transferred into the service during the current half-hour interval.	int	NULL
TransferInCallsTo5	Number of calls transferred into the service during the current five-minute interval.	int	NULL
TransferInCallsToday	Number of calls transferred into the service since midnight.	int	NULL
TransferOutCallsHalf	Number of calls transferred out of the service during the current half-hour interval.	int	NULL
TransferOutCallsTo5	Number of calls transferred out of the service during the current five-minute interval.	int	NULL
TransferOutCallsToday	Number of calls transferred out of the service since midnight.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsNow	Number of agents currently talking on AutoOut (predictive) calls for the service.	int	NULL
AutoOutCallsTo5	Number of completed AutoOut (predictive) calls made by agents for the service during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTimeTo5	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by this service during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTalkTimeTo5	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by the service during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldTo5	Total number of completed AutoOut (predictive) calls made for this service since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldTimeTo5	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents for this service since midnight. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail record. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsToday	Total number of completed AutoOut (predictive) calls made for this service since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTimeToday	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents for this service since midnight. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTalkTimeToday	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents for this service since midnight. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldToday	Number of completed AutoOut (predictive) calls that agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldTimeToday	Number of seconds AutoOut (predictive) calls were placed on hold by agents for this service since midnight. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
AutoOutCallsHalf	Number of completed AutoOut (predictive) calls made by agents for this service during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsTimeHalf	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by the service during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTalkTimeHalf	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by the service during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldHalf	Number of completed AutoOut (predictive) calls that agents in the service have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldTimeHalf	Number of seconds that AutoOut (predictive) calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
PreviewCallsNow	Number of agents currently talking on outbound Preview calls for the service.	int	NULL
PreviewCallsTo5	Number of outbound Preview calls made by agents for the service during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTimeTo5	Total handle time, in seconds, for completed outbound Preview calls handled by the service during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsTalkTimeTo5	Total talk time, in seconds, for completed outbound Preview calls handled by the service during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldTo5	Number of outbound Preview calls that agents for this service have placed on hold at least once during the five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldTimeTo5	Number of seconds outbound Preview calls were placed on hold by agents for this service during the five-minute interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
PreviewCallsToday	Number of outbound Preview calls made by agents for this service since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTimeToday	Total handle time, in seconds, for completed outbound Preview calls handled by agents for this service since midnight. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsTalkTimeToday	Total talk time, in seconds, for completed outbound Preview calls handled by agents for this service since midnight. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldToday	Number of completed outbound Preview calls made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldTimeToday	Number of seconds outbound Preview calls were placed on hold by agents for this service since midnight. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
PreviewCallsHalf	Number of completed outbound Preview calls made by agents for this service during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTimeHalf	Total handle time, in seconds, for completed outbound Preview calls handled by this service during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsTalkTimeHalf	Total talk time, in seconds, for completed outbound Preview calls handled by the service during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldHalf	Number of completed outbound Preview calls that agents for the service have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldTimeHalf	Number of seconds outbound Preview calls were placed on hold by agents for this service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
ReserveCallsNow	Number of agents currently talking on agent reservation calls for the service.	int	NULL
ReserveCallsTo5	Number of agent reservation calls made by agents for this service during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTimeTo5	Total handle time, in seconds, for completed agent reservation calls handled by agents for the service during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsTalkTimeTo5	Total talk time, in seconds, for completed agent reservation calls handled by agents for the service during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldTo5	Number of agent reservation calls that agents for this service have placed on hold at least once during the five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldTimeTo5	Number of seconds agent reservation calls were placed on hold by agents for this service during the five-minute interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
ReserveCallsToday	Number of agent reservation calls made by agents for this service since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTimeToday	Total handle time, in seconds, for completed agent reservation calls handled by agents for this service since midnight. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsTalkTimeToday	Total talk time, in seconds, for completed agent reservation calls handled by agents for this service since midnight. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldToday	Number of completed agent reservation calls that agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldTimeToday	Number of agent reservation calls were placed on hold by agents for this service since midnight. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
ReserveCallsHalf	Number of completed agent reservation calls made by agents for the service during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-173 Service_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTimeHalf	Total handle time, in seconds, for completed agent reservation calls handled by the service during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsTalkTimeHalf	Total talk time, in seconds, for completed agent reservation calls handled by the service during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldHalf	Number of completed agent reservation calls that agents for the service have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldTimeHalf	Number of seconds agent reservation calls were placed on hold by agents for the service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
HoldTimeTo5	The total hold time in seconds for calls to the service that ended during the current five-minute interval.	int	NULL
HoldTimeHalf	The total hold time in seconds for calls to the service that ended during the current half-hour interval.	int	NULL
HoldTimeToday	The total hold time in seconds for calls to the service that ended since midnight.	int	NULL

Related tables:

Service (via SkillTargetID)

Skill_Group Table

Each row describes a skill group associated with a peripheral. A skill group is a collection of agents who have common skills.

Use the Skill Group Explorer tool to add, update, and delete Skill_Group records.

Table 2-174 Skill_Group Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	int	PK, FK, NOT NULL
ScheduleID	Identifies an imported schedule associated with the skill group.	int	FK, IE1, NULL
PeripheralID	Foreign key from Peripheral table.	smallint	AK1, FK, NOT NULL
EnterpriseName	An enterprise name for the skill group. This name must be unique among all skill groups in the enterprise.	varchar(32)	AK2, NOT NULL
PeripheralNumber	Skill group number as known by the peripheral.	int	AK1, NOT NULL
PeripheralName	Skill group name as known by the peripheral.	varchar(32)	NOT NULL
AvailableHoldoffDelay	Number of seconds before an agent becomes available after a call terminates. If this value is 0xFFFF, then the default value from the Peripheral record is used.	smallint	NOT NULL
Priority	The routing priority of this group for the skill: 1 = primary 2 = secondary 3 = tertiary; etc. Note The value 0 indicates a base skill group.	smallint	AK1, NOT NULL
BaseSkillTargetID	If Priority is not 0, indicates the base group for the skill. If this record is for the base group, Priority is 0 and this field is NULL.	int	FK, IE2, NULL
Extension	The extension number for the service (used by Lucent DEFINITY ECS).	varchar(10)	NULL
SubGroupMaskType	Indicates whether to use the SubSkillGroupMask field for the skill group or to use the peripheral default: 0 = Use peripheral default. 1 = Override the peripheral default.	smallint	NOT NULL
SubSkillGroupMask	A series of characters (Y and N) indicating which sub-skill groups to create for the skill group. Ignored if SubGroupMaskType is 0.	varchar(64)	NULL

Table 2-174 Skill_Group Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ConfigParam	A string of parameters the ICM software sends to the peripheral to initialize the skill group.	varchar(255)	NULL
Description	Additional information about the group.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
MRDomainID	The Media Routing Domain with which this skill group is associated. The default value is 1.	int	FK NOT NULL
IPTA	Indicates whether or not this is an 'ICM picks the agent (IPTA)' skill group: Y = Yes, this is an IPTA skill group. N = No, this is not an IPTA skill group.	char(1)	NOT NULL
DefaultEntry	Normal entries are 0 (zero). Any records with DefaultEntry value > (greater than) 0 will be considered a default skill group for configuration purposes. Records having a DefaultEntry value of 1 are used by OPC as the default target skill group. Where only a base default is created, it has a DefaultEntry value of 1. If sub-skill group records are created, the primary sub-group has a DefaultEntry value of 1, while the others have a DefaultEntry value of 2. Note An automatic DefaultEntry is created with each possible combination of Peripheral and MRDomain (PeripheralID and MRDomainID) in the system. These entries are visible to configuration applications but cannot be directly modified.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Enterprise Skill Group Member (via SkillTargetID)

Media Routing Domain (via MRDomainID)

Peripheral (via PeripheralID)

Schedule (via ScheduleID)

Service Member (via SkillTargetID)

Skill Group Five Minute (via SkillTargetID)

Skill Group Half Hour (via SkillTargetID)

Skill Group Member (via SkillTargetID)

Skill Group Real Time (via SkillTargetID)

Skill Target (via SkillTargetID)

Skill_Group_Five_Minute Table

Central database only.

Contains statistics about each skill group during the last five-minute interval.

The ICM generates Skill_Group_Five_Minute records for each skill group.

Table 2-175 Skill_Group_Five_Minute Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Central Controller date and time at the start of the five-minute interval.	smalldatetime	PK, NOT NULL
SkillTargetID	Foreign key from skill group table.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
LoggedOn	Number of agents in the skill group logged on at the end of the five-minute interval.	int	NULL
Avail	Number of agents in group in the Available state at the end of the five-minute interval.	int	NULL
Ready	Number of agents in the skill group in the Ready state at the end of the five-minute interval.	int	NULL
NotReady	Number of agents in the skill group in the Not Ready state at the end of the five-minute interval.	int	NULL
TalkingIn	Number of agents in the skill group talking on inbound calls at the end of the five-minute interval. Inbound calls are ACD calls arriving on trunks (that is, calls that are not internally generated).	int	NULL
TalkingOut	Number of agents in the skill group talking on outbound calls at the end of the five-minute interval.	int	NULL
TalkingOther	Number of agents in the skill group talking on internal calls (neither inbound nor outbound) at the end of the five-minute interval. Examples of "other calls include agent-to-agent transfers and supervisor calls.	int	NULL
WorkReady	Number of agents in the skill group in the Work Ready state at the end of the five-minute interval.	int	NULL
WorkNotReady	Number of agents in the skill group in the Work Not Ready state at the end of the five-minute interval.	int	NULL

Table 2-175 Skill_Group_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the five-minute interval. This value is calculated as follows: $\text{HandledCallsTalkTimeTo5} / \text{CallsHandledTo5}$ AvgHandledCallsTalkTime is calculated only for handled calls, which are calls that are finished (that is, any after-call work associated with the call has been completed). HandledCallsTalkTime includes time agents spend in the TalkingIn, TalkingOut, and TalkingOther states. This field is updated in the database when any after-call work associated with the call is completed.	int	NULL
CallsHandledTo5	Calls that by been answered and have completed wrap-up by the skill group during the five-minute interval.	int	NULL
AvgHandledCallsTimeTo5	The average talk time in seconds for calls counted as handled by the skill group during the five-minute interval. This value is calculated as follows: $\text{HandledCallsTimeTo5} / \text{CallsHandledTo5}$ HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group. HandledCallsTime is the time spent from the call being answered by an agent to the time the agent completed any after-call work time for the call. This includes any Hold time associated with the call. The AvgHandledCallsTime value is updated in the database when any after-call work time associated with the call is completed.	int	NULL
PercentUtilizationTo5	Percentage of Ready time that agents in the skill group spent talking or doing call work during the five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	real	NULL
Unused1	This field is not used.	int	NULL
AvailTimeTo5	The total time, in seconds, that agents in the skill group were in the Available state for any skill group during the five-minute interval. AvailTime is included in the calculation of LoggedOnTime.	int	NULL
NotReadyTimeTo5	The total time in seconds that agents in the skill group were in the Not Ready state for any skill group during the five-minute interval. NotReadyTime is included in the calculation of LoggedOnTime.	int	NULL

Table 2-175 Skill_Group_Five_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TalkTimeTo5	Number of seconds agents in the skill group were in the Talking state during the five-minute interval.	int	NULL
WorkReadyTimeTo5	Number of seconds agents in the skill group were in the Work Ready state during the five-minute interval. WorkReadyTime is included in the calculation of LoggedOnTime.	int	NULL
WorkNotReadyTimeTo5	Number of seconds agents in the skill group were in the Work Not Ready state during the five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
BusyOther	Number of agents in the BusyOther state at the end of the five-minute interval.	int	NULL
BusyOtherTimeTo5	Number of seconds agents spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.	int	NULL
CallsAnsweredTo5	Number of calls answered by agents in the skill group during the past five minutes. The count for CallsAnswered is updated in the database at the time the call is answered.	int	NULL
ReservedStateTimeTo5	Time agents in the skill group spent in the Reserved state during the past five minutes. ReservedStateTime is included in the calculation of LoggedOnTime.	int	NULL
LongestAvailAgent	Time in seconds that the longest available agent for the skill group has been available.	int	NULL

Related tables:

Skill Group (via SkillTargetID)

Skill_Group_Half_Hour Table

Central database only.

Contains statistics about each skill group during the last 30-minute interval.

The ICM generates Skill_Group_Half_Hour records for each skill group.

Table 2-176 Skill_Group_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at the start of the half-hour interval.	smalldatetime	PK, NOT NULL
SkillTargetID	Foreign key from Skill Group table.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
CallbackMessagesToHalf	Number of callback messages processed by the skill group during the half-hour interval.	int	NULL
CallbackMessagesTimeToHalf	Number of seconds the skill group spent processing callback messages during the half-hour interval.	int	NULL
AvgHandledCallsTalkTimeToHalf	<p>Average talk time in seconds for calls counted as handled by the skill group during the half-hour interval. This value is calculated as follows:</p> $\text{HandledCallsTalkTimeToHalf} / \text{CallHandledToHalf}$ <p>AvgHandledCallsTalkTime is calculated only for handled calls, which are calls that are finished (that is, any after-call work associated with the call has been completed). HandledCallsTalkTime includes time agents spend in the TalkingIn, TalkingOut, and TalkingOther states. This field is updated in the database when any after-call work associated with the call is completed.</p>	int	NULL
HoldTimeToHalf	Number of seconds where all calls to an agent are on hold during the half-hour interval. HoldTime is counted only while the agent is doing no other call-related activity. HoldTime is included in the calculation of LoggedOnTime.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HandledCallsTalkTimeToHalf	The total talk time in seconds for Inbound ACD calls counted as handled by the skill group during the half-hour interval. The value is based on TalkTime from the Termination_Call_Detail table. It is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsToHalf	Number of internal calls to the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsTimeToHalf	Number of seconds spent on internal calls to the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
CallsHandledToHalf	Calls that by been answered and have completed wrap-up by the skill group during the half-hour interval.	int	NULL
SupervAssistCallsToHalf	Number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.	int	NULL
AvgHandledCallsTimeToHalf	Average handle time in seconds for calls counted as handled by the skill group during the half-hour interval. This value is calculated as follows: $\text{HandledCallsTimeToHalf} / \text{CallsHandledToHalf}$ <p>HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group. HandledCallsTime is the time spent from the call being answered by an agent to the time the agent completed any after-call work time for the call. This includes any Hold time associated with the call. The AvgHandledCallsTime value is updated in the database when any after-call work time associated with the call is completed.</p>	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SupervAssistCallsTimeToHalf	Number of seconds spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.	int	NULL
HandledCallsTimeToHalf	The total handle time, in seconds, for inbound ACD calls counted as handled by the skill group during the half-hour interval. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed after-call work associated with the call. HandledCallsTime is based on HoldTime, WorkTime, and TalkTime from the Termination_Call_Detail records. The value for HandledCallsTime is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
PercentUtilizationToHalf	Percentage of Ready time that agents in the skill group spent talking or doing call work during the half-hour interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	real	NULL
AgentOutCallsTimeToHalf	The total handle time, in seconds, for completed outbound ACD calls handled by the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
TalkInTimeToHalf	Number of seconds agents in the skill group spent talking on inbound ACD calls (neither inbound nor outbound) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LoggedOnTimeToHalf	Total time, in seconds, agents in the skill group were logged on during the half-hour interval. This value is calculated as follows: HoldTimeToHalf + TalkInTimeToHalf + TalkOutTimeToHalf + TalkOtherTimeToHalf + AvailTimeToHalf + NotReadyTimeToHalf + WorkReadyTimeToHalf + WorkNotReadyTimeToHalf + BusyOtherTimeToHalf + ReservedStateTimeToHalf	int	NULL
AgentOutCallsToHalf	The total number of completed outbound ACD calls made by agents in the skill group, during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.	int	NULL
TalkOutTimeToHalf	Number of seconds agents spent talking on outbound calls during the half-hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL
TalkOtherTimeToHalf	Number of seconds agents spent talking on other calls (neither inbound nor outbound) during the half-hour interval. Examples of "other calls include agent-to-agent transfers and supervisor calls. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL
AvailTimeToHalf	Total seconds agents in the skill group were in the Available state during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.	int	NULL
NotReadyTimeToHalf	Total seconds agents in the skill group were in the Not Ready state during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.	int	NULL
TransferInCallsToHalf	Number of calls transferred into the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TalkTimeToHalf	Total seconds agents in the skill group were in the Talking state during the half-hour interval. This value is calculated as follows: TalkInTimeToHalf + TalkOutTimeToHalf + TalkOtherTimeToHalf	int	NULL
TransferInCallsTimeToHalf	Number of seconds spent handling calls transferred into the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
WorkReadyTimeToHalf	Total seconds agents in the skill group were in the Work Ready state during the half-hour interval. WorkReadyTime is included in the calculation of LoggedOnTime.	int	NULL
TransferOutCallsToHalf	Number of calls transferred out of the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
WorkNotReadyTimeToHalf	Total seconds agents in the skill group were in the Work Not Ready state during the half-hour interval. WorkNotReadyTime is included as in the calculation of LoggedOnTime.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
BusyOtherTimeToHalf	Number of seconds agents have spent in the BusyOther state during the half-hour interval. BusyOtherTime is included in the calculation of LoggedOnTime.	int	NULL
CallsAnsweredToHalf	Number of calls answered during the half-hour interval. The number of calls answered includes only handled calls and internal calls received, which are tracked in the CallsHandledToHalf and InternalCallsReceivedToHalf fields, respectively. The count for CallsAnswered is updated in the database at the time the call is answered.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReservedStateTimeToHalf	Time agents in the skill group spent in the Reserved state during the half-hour interval. ReservedStateTime is included in the calculation of LoggedOnTime.	int	NULL
AnswerWaitTimeToHalf	<p>Current half-hour interval total of:</p> <ul style="list-style-type: none"> In ICM, the number of seconds that caller spent ringing at an agent's voice device before being answered by the agent. In IPCC, the number of seconds calls spent between first queued being queued to the skillgroup through Select (LAA) or Queue to Skillgroup nodes to when they were answered by an agent. <p>AnswerWaitTime is associated only with handled calls and internal calls received. AnswerWaitTime is calculated as follows: DelayTime + LocalQTime + RingTime (all from the Termination_Call_Detail records). The AnswerWaitTime value is updated in the database at the time the call is answered.</p>	int	NULL
AbandonRingCallsToHalf	Total number of ACD calls to the skill group that were abandoned while ringing at an agent's position. The value is updated in the database at the time the call disconnects.	int	NULL
AbandonRingTimeToHalf	Total ring time associated with ACD calls to the skill group that were abandoned while alerting an agent's position. RingTime for this data element is based on data from the Termination_Call_Detail record. RingTime occurs after any DelayTime and LocalQTime. The value is updated in the database at the time the call disconnects.	int	NULL
AbandonHoldCallsToHalf	Total number of ACD calls to the skill group that abandoned while being held at an agent's position. The value is updated in the database at the time the call disconnects.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AgentOutCallsTalkTimeToHalf	Total talk time, in seconds, for completed outbound ACD calls handled by agents in the skill group during the half-hour interval. The value includes the time spent from the call being initiated by the agent to the time the agent begins after call work for the call. The value is based on TalkTime from the Termination_Call_Detail records. It therefore includes HoldTime associated with the call. The value is updated in the database when the after-call-work time associated with the call (if any) is completed.	int	NULL
AgentOutCallsOnHoldToHalf	The total number of completed outbound ACD calls an agent in the skill group has placed on hold at least once. The value is updated in the database when the after-call work associated with the call (if any) is completed.	int	NULL
AgentOutCallsOnHoldTimeToHalf	Total number of seconds outbound ACD calls were placed on hold during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value updated in the database when after-call work associated with the call (if any) is completed.	int	NULL
AgentTerminatedCallsToHalf	Total number of ACD calls that were terminated by an agent in the skill group before the far end released. The value is updated in the database at the time the call disconnects. The value includes AgentOutCalls and CallsHandled for the skill group.	int	NULL
ConsultativeCallsToHalf	The number of consultative calls completed by agents in the skill group with at least one ACD call on hold. The count is updated in the database when the after-call work time associated with the consultative call (if any) is completed.	int	NULL
ConsultativeCallsTimeToHalf	The number of seconds agents in the skill group spent handling a consultative call with at least on ACD call on hold. The value is updated in the database when the after-call work time associated with the consultative call (if any) is completed.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ConferencedInCallsToHalf	The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	int	NULL
ConferencedInCallsTimeToHalf	The number of seconds skill group agents were involved in an incoming conference calls. Conferenced in calls include both ACD and non-ACD calls. This database element uses ConferenceTime from the Termination_Call_Detail records. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	int	NULL
ConferencedOutCallsToHalf	The number of conference calls that the skill group agents initiated. The conferenced out calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	int	NULL
ConferencedOutCallsTimeToHalf	The number of seconds that agents spent on conference calls that they initiated. This includes time spent on both ACD and non-ACD conference calls initiated by the agent. This database element uses ConferenceTime from the Termination_Call_Detail table. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	int	NULL
IncomingCallsOnHoldTimeToHalf	Total number of seconds that completed inbound ACD calls were placed on hold during the half-hour interval. The value is based on HoldTime from the Termination_Call_Detail records. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
IncomingCallsOnHoldToHalf	The total number of completed inbound ACD calls that skill group agents placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InternalCallsOnHoldTimeToHalf	Total number of seconds completed internal calls were placed on hold during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsOnHoldToHalf	The total number of internal calls skill group agents placed on hold at least once during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsRcvdTimeToHalf	Number of seconds spent on internal calls received by skill group agents during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
InternalCallsRcvdToHalf	Number of internal calls received by skill group agents during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
RedirectNoAnsCallsToHalf	The number of ACD calls to the skill group that rang at an agent's terminal and redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.	int	NULL
RedirectNoAnsCallsTimeToHalf	The number of seconds ACD calls to the skill group rang at an agent's terminal before being redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device. Note In IPCC, if the call goes to the IVR before it redirects off the agent's phone, the OverflowOut fields in the Call_Type tables are updated instead of this field.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ShortCallsToHalf	The number of calls answered by the agent where the duration of the calls falls short of the Abandoned Call Wait Time threshold. You might choose to factor these calls out of handle time statistics that you calculate. A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned, nor are they accounted for in any of the ICM abandoned calls calculations.	int	NULL
RouterCallsAbandQToHalf	Number of calls queued to the group by the CallRouter that were abandoned during the half- hour interval. Note Applicable to IPCC, only.	int	NULL
RouterQueueCallsToHalf	Number of calls queued to the group by the CallRouter during the half- hour interval.	int	NULL
AutoOutCallsToHalf	The total number of completed AutoOut (predictive) calls made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTimeToHalf	The total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsTalkTimeToHalf	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldToHalf	The total number of completed AutoOut (predictive) calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsOnHoldTimeToHalf	The total number of seconds that AutoOut (predictive) calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
PreviewCallsToHalf	Total number of completed outbound Preview calls made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsTimeToHalf	Total handle time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTalkTimeToHalf	Total talk time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldToHalf	The total number of completed outbound Preview calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsOnHoldTimeToHalf	The total number of seconds outbound Preview calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
ReserveCallsToHalf	Total number of completed agent reservation calls made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsTimeToHalf	Total handle time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTalkTimeToHalf	Total talk time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldToHalf	The total number of completed agent reservation calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsOnHoldTimeToHalf	The total number of seconds agent reservation calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	int	NULL
TalkAutoOutTimeToHalf	Number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTimeToHalf is included in the calculation of LoggedOnTimeToHalf.	int	NULL
TalkPreviewTimeToHalf	Number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkAutoOutTimeToHalf is included in the calculation of LoggedOnTimeToHalf.	int	NULL
TalkReserveTimeToHalf	Number of seconds the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTimeToHalf is included in the calculation of LoggedOnTimeToHalf.	int	NULL
BargeInCallsToHalf	The number of calls barged in on either by the supervisor or by the agent.	int	NULL

Table 2-176 Skill_Group_Half_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InterceptCallsToHalf	The number of calls intercepted either by the supervisor or by the agent.	int	NULL
MonitorCallsToHalf	The number of calls monitored either by the supervisor or by the agent.	int	NULL
WhisperCallsToHalf	The number of calls coached either by the supervisor or by the agent.	int	NULL
EmergencyAssistsToHalf	The number of emergency assist requests either by the agent or by the supervisor.	int	NULL
CallsOfferedToHalf	The number of calls received by this skill group for the half-hour interval.	int	NULL
CallsQueuedToHalf	The number of calls queued to this skill group by the ACD in the half-hour interval. Note Not applicable to IPCC.	int	NULL
InterruptedTimeToHalf	The number of seconds that agents were in the Interrupted state with respect to this skill group in the half-hour interval.	int	NULL

Related tables:

Skill Group (via SkillTargetID)

Skill_Group_Member Table

The Skill Group Member table maps agents to skill groups. Each skill group contains one or more member agents. Each agent can be a member of one or more skill groups.

Use the Skill Group Route Explorer tool to add, update, and delete Skill_Group_Member records.

Table 2-177 Skill_Group_Member Table

Field Name	Description	Data Type	Keys and Null Option
SkillGroupSkillTargetID	The skill group's SkillTargetID value.	int	PK, FK, NOT NULL
AgentSkillTargetID	The agent's SkillTargetID value.	int	PK, FK, NOT NULL

Related tables:

Agent (AgentSkillTargetID maps to Agent.SkillTargetID)

Skill Group (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Skill_Group_Real_Time Table

Local database only.

Contains real time information about each skill group.

The ICM software generates a Skill_Group_Real_Time record for each skill group.

Table 2-178 Skill_Group_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	Foreign key from the Skill Group table.	int	PK, FK, NOT NULL
DateTime	Central Controller date and time that this data was last updated.	datetime	NOT NULL
AgentOutCallsTo5	The total number of completed outbound ACD calls made by agents in the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
AnswerWaitTimeTo5	<p>Current five-minuter interval total of:</p> <ul style="list-style-type: none"> In ICM, the number of seconds that caller spent ringing at an agent's voice device before being answered by the agent. In IPCC, the number of seconds calls spent between first queued being queued to the skillgroup through Select (LAA) or Queue to Skillgroup nodes to when they were answered by an agent. <p>AnswerWaitTime is associated only with handled calls and internal calls received. AnswerWaitTime is calculated as follows: DelayTime + LocalQTime + RingTime (all from the Termination_Call_Detail records). The AnswerWaitTime value is updated in the database at the time the call is answered.</p>	int	NULL
Avail	Number of agents for the skill group in Available state.	int	NULL
AvailTimeTo5	Total seconds agents in the skill group have been in the Available state during the current five-minute interval. AvailTime is included in the calculation of LoggedOnTime.	int	NULL

Table 2-178 Skill_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgHandledCallsTalkTimeTo5	<p>Average talk time in seconds for calls counted as handled by the skill group during the current five-minute interval. This value is calculated as follows:</p> $\text{HandledCallsTalkTimeTo5} / \text{CallHandledTo5}$ <p>HandledCallsTalkTime includes the time agents in the skill group spend in the TalkingIn, TalkingOut, and TalkingOther states.</p> <p>AvgHandledCallsTalkTime is calculated only for handled calls, which are calls that are finished (that is, any after-call work associated with the call has been completed). This field is updated in the database when any after-call work associated with the call is completed.</p>	int	NULL
AvgHandledCallsTimeTo5	<p>Average handle time in seconds for calls counted as handled by the skill group during the current five-minute interval. The value is calculated as follows:</p> $\text{HandledCallsTimeTo5} / \text{CallsHandledTo5}$ <p>HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed any after-call work time for the call. This includes any Hold time associated with the call. The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.</p>	int	NULL
BusyOther	Number of agents currently in the BusyOther state.	int	NULL
BusyOtherTimeTo5	Number of seconds agents have spent in the BusyOther state during the current five-minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.	int	NULL
CallsAnsweredTo5	Number of calls answered by agents in the skill group during the past five minutes. The number of calls answered includes only handled calls and internal calls received, which are tracked in the CallsHandled and InternalCallsReceived fields, respectively. The count for CallsAnswered is updated in the database at the time the call is answered.	int	NULL
CallsHandledTo5	Calls that have been answered and have completed wrap-up by the skill group during the current five-minute interval.	int	NULL

Table 2-178 Skill_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsOfferedTo5	Number of calls offered to the skill group during the current five-minute interval. In real-time data, a call is counted as offered as soon as it is sent to a skill group.	int	NULL
HandledCallsTalkTimeTo5	Total talk time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. The value is based on TalkTime from the Termination_Call_Detail table. It is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
HandledCallsTimeTo5	Total handle time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed after-call work associated with the call. HandledCallsTime is based on HoldTime, WorkTime, and TalkTime from the Termination_Call_Detail records. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
AgentOutCallsTimeTo5	The total handle time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
Hold	The number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.	int	NULL
HoldTimeTo5	Number of seconds where all calls to the agent are on hold during the current five-minute interval. HoldTime is counted only while the agent is doing no other call related activity. HoldTime is included in the calculation of LoggedOnTime.	int	NULL

Table 2-178 Skill_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LoggedOn	Number of agents that are currently logged on to the skill group. This count is updated each time an agent logs on and each time an agent logs off.	int	NULL
LoggedOnTimeTo5	Total time, in seconds, agents were logged on to the skill group during the current five-minute interval. This value is calculated as follows: HoldTimeTo5 + TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5 + AvailTimeTo5 + NotReadyTimeTo5 + WorkReadyTimeTo5 + WorkNotReadyTimeTo5 + BusyOtherTimeTo5 + ReservedStateTimeTo5	int	NULL
LongestAvailAgent	A date and time value that specifies the time that the longest available agent for the skill group became available. If no agent was available, the value is 0	datetime	NULL
LongestCallQ	The date and time that the longest call in the queue for the skill group was placed in the queue. Note Not applicable to IPCC.	datetime	NULL
NotReady	Number of agents in the Not Ready state for the skill group.	int	NULL
NotReadyTimeTo5	Total seconds agents in the skill group have been in the Not Ready state during the current five-minute interval. NotReadyTime is included in the calculation of LoggedOnTime.	int	NULL
PercentUtilizationTo5	Percentage of Ready time that agents in the skill group spent talking or doing call work during the current five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	real	NULL
Ready	Number of agents in the Ready state for the skill group.	int	NULL
ReservedAgents	Number of agents for the skill group currently in the Reserved state.	int	NULL
ReservedStateTimeTo5	Time, in seconds, agents for the skill group have spent in the Reserved state for the past five minutes. ReservedStateTime is included in the calculation of LoggedOnTime.	int	NULL
TalkingIn	Number of agents in the skill group currently talking on inbound calls.	int	NULL
TalkingOther	Number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of "other calls include agent-to-agent transfers and supervisor calls.	int	NULL

Table 2-178 Skill_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TalkingOut	Number of agents in the skill group currently talking on outbound calls.	int	NULL
TalkInTimeTo5	Total seconds agents spent talking on inbound calls for the skill group during the current five-minute interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL
TalkOtherTimeTo5	Total seconds agents spent talking on other calls (neither inbound nor outbound) for the skill group during the current five-minute interval. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL
TalkOutTimeTo5	Total seconds agents spent talking on outbound calls for the skill group during the current five-minute interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	int	NULL
TalkTimeTo5	Total seconds agents in the skill group have been in the Talking state during the current five-minute interval. This value is calculated as follows: TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5	int	NULL
TransferInCallsTimeTo5	Total number of seconds agents spent on calls transferred into the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
TransferInCallsTo5	Number of calls transferred into the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
TransferOutCallsTo5	Number of calls transferred out of the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	int	NULL
WorkNotReady	Number of agents in the skill group in the Work Not Ready state.	int	NULL
WorkNotReadyTimeTo5	Total seconds agents have been in the Work Not Ready state during the current five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.	int	NULL
WorkReady	Number of agents in the skill group in the Work Ready state.	int	NULL

Table 2-178 Skill_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
WorkReadyTimeTo5	Total seconds agents have been in the Work Ready state during the current five-minute interval. WorkReadyTime is included in the calculation of LoggedOnTime.	int	NULL
RouterCallsQNow	Number of calls currently queued for the skill group at the CallRouter. Note Applicable to IPCC, only.	int	NULL
AutoOutCallsTo5	Total number of completed AutoOut (predictive) calls made by agents in the skill group during the current five-minute interval. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTimeTo5	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
AutoOutCallsTalkTimeTo5	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsTo5	Total number of outbound Preview calls made by agents in the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-178 Skill_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTimeTo5	Total handle time, in seconds, for completed outbound Preview calls handled by agents in the skill group during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
PreviewCallsTalkTimeTo5	Total talk time, in seconds, for completed outbound Preview calls handled by agents in the skill group during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsTo5	Total number of agent reservation calls made by agents in the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
ReserveCallsTimeTo5	Total handle time, in seconds, for completed agent reservation calls handled by agents in the skill group during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL

Table 2-178 Skill_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTalkTimeTo5	Total talk time, in seconds, for completed agent reservation calls handled by agents in the skill group during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	int	NULL
TalkingAutoOut	Number of agents in the skill group currently talking on AutoOut (predictive) calls.	int	NULL
TalkingPreview	Number of agents in the skill group currently talking on outbound Preview calls.	int	NULL
TalkingReserve	Number of agents in the skill group currently talking on agent reservation calls.	int	NULL
TalkAutoOutTimeTo5	Number of seconds agents in the skill group spent talking on AutoOut (predictive) calls during the current five-minute interval.	int	NULL
TalkPreviewTimeTo5	Number of seconds agents in the skill group spent talking on outbound Preview calls during the current five-minute interval.	int	NULL
TalkReserveTimeTo5	Number of seconds agents in the skill group spent talking on agent reservation calls during the current five-minute interval.	int	NULL
CallsQueuedNow	The number of calls currently queued to this skill group by the ACD. Note Not applicable to IPCC.	int	NULL
CallsInProgress	The number of tasks currently associated with this skill group.	int	NULL
NumAgentsInterruptedNow	The number of agents whose state with respect to this skill group is currently Interrupted.	int	NULL
InterruptedTimeTo5	The number of seconds that agent spent in the Interrupted state in the current five-minute interval.	int	NULL
RouterLongestCallInQ	The time when the longest call in queue was queued for this skill group. Note Applicable to IPCC, only.	datetime	NULL

Table 2-178 Skill_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
IcmAvailable	The number of agents belonging to this skill group who are currently IcmAvailable with respect to the MRD to which the skill group belongs.	int	NULL
ApplicationAvailable	The number of agents belonging to this skill group who are currently ApplicationAvailable with respect to the MRD to which the skill group belongs.	int	NULL

Related tables:

Skill Group (via SkillTargetID)

Skill_Target Table

Establishes a unique identifier for every agent, skill group, service, service array, and translation route in the enterprise.

The Skill Group Explorer maintains the Skill_Target table when you create or delete agents, skill groups, services, service arrays, or translation routes.

Table 2-179 Skill_Target Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	A unique identifier for the skill target.	int	PK, NOT NULL
SkillTargetType	Type of target: 1 = Service 2 = Skill Group 3 = Agent 4 = Translation Routes 5 = Service Array	smallint	NOT NULL

Related tables:

Agent (via SkillTargetID)

Route (via SkillTargetID)

Service (via SkillTargetID)

Service Array (via SkillTargetID)

Skill Group (via SkillTargetID)

Translation Route (via SkillTargetID)

Termination_Call_Detail Table

Central database only.

Contains information about how each call was handled at a peripheral.

The ICM software generates a Termination_Call_Detail record for each call that arrives at the peripheral.

Table 2-180 Termination_Call_Detail Table

Field Name	Description	Data Type	Keys and Null Option
MRDomainID	An identifier for the Media Routing Domain in the ICM system configuration.	int	FK, NULL
AgentSkillTargetID	Identifies which agent handled the call. This value (for example, 5001), is unique among all skill targets in the enterprise. It is taken from the Agent table in the ICM central database. AgentSkillTargetIDs are generated automatically when the agent is first configured in the Agent Configuration window of Configure ICM. The AgentSkillTargetID is used only if agents are configured. If agents are not configured, the value for AgentSkillTargetID is null. If agents are not configured, you can use the AgentPeripheralNumber to determine the peripheral number for the agent that handled the call.	int	FK, NULL
SkillGroupSkillTargetID	Identifies which skill group handled the call. This value (for example, 10) is unique among all skill targets in the enterprise. It is taken from the Skill_Group table in the ICM central database. SkillGroupSkillTargetIDs are generated automatically when a skill group is configured in the Skill Group Configuration window of Configure ICM. If the call is handled by a non-configured skill group, this field is set to null.	int	FK, NULL
ServiceSkillTargetID	Identifies which service handled the call. This value (for example, 4), is unique among all skill targets in the enterprise. It is taken from the Service table in the ICM central database. ServiceSkillTargetIDs are generated automatically when a service is configured in the Service Configuration window of Configure ICM. If the call is handled by a non-configured service, this field is set to null. In addition, if the call is not associated with a service, the field is set to null (for example, in the case of non-ACD calls).	int	FK, NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeripheralID	Identifies which peripheral handled the call. This value (for example, 5002), is unique among all peripherals in the enterprise. It is taken from the Peripheral table in the ICM central database. Peripheral IDs are generated automatically when a peripheral is configured in the Peripheral Configuration window of Configure ICM.	smallint	FK, AK2, NOT NULL
RouteID	Identifies the route where the call was sent. The value (for example, 6), is unique among all routes in the enterprise. It is taken from the Route table in the ICM central database. Route IDs are generated automatically when a route is configured in the Route Configuration window of Configure ICM.	int	FK, NULL
RouterCallKeyDay	<p>The day that the call was taken and the Termination_Call_Detail record was created. This field contains a value only for calls that were translation-routed or post-routed to or from an ACD.</p> <p>Together with RouterCallKey, the Day value forms a unique 64-bit key for the call. The PG might not have this information for all calls, but if it does, it allows you to track all states of a call between the Route_Call_Detail and the Termination_Call_Detail tables by using the Cradle-to-Grave call tracking facility. (For calls that span a day, the day may not correspond to the day specified in the DateTime field.)</p> <p>Note This field contains a value only if the call was translation-routed, post-routed to/from an ACD, or sent to an IPCC agent.</p>	int	NULL
RouterCallKey	<p>This value is created by the ICM software and forms the unique portion of the 64-bit key for the call. The ICM resets this counter at midnight.</p> <p>Note This field contains a value only if the call was translation-routed, post-routed to/from an ACD, or sent to an IPCC agent.</p>	int	NULL
DateTime	Central Controller date and time that the termination call detail record was written to the database.	datetime	AK2, IE1, NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeripheralCallType	<p>Type of call reported by the peripheral. Valid settings for this field are:</p> <p>1 = ACD In. In ICM (VRU PG), all calls are of this type; in IPCC (Call Manager PG), generally indicates that this is a post-route request.</p> <p>2 = Pre-Route ACD In. In IPCC, indicates call was routed to this destination so the Call manager PG has routing information to associate with the call (router call key, call context).</p> <p>3 = Pre-Route Direct Agent. Does not apply to IPCC.</p> <p>4 = Transfer In. In IPCC, indicates the call was transferred from another agent or device. The name value is misleading because it is used for calls transferred in or out.)</p> <p>5 = Overflow In. Does not apply to IPCC.</p> <p>6 = Other In. In IPCC, used for inbound calls that do not have route information/call context associated. Indicates that call did not come from an agent on the same peripheral.</p> <p>7 = Auto Out. Does not apply to IPCC.</p> <p>8 = Agent Out . Does not apply to IPCC.</p> <p>9 = Out. In IPCC, indicates call was placed outside the Call Manager cluster or that a network reached event was received.</p> <p>10 = Agent Inside</p> <p>11 = Offered. Does not apply to IPCC.</p> <p>12 = Consult</p> <p>13 = Consult Offered.</p> <p>14 = Consult Conference. Does not apply to IPCC.</p> <p>15 = Conference .</p> <p>16 = Unmonitored. Does not apply to IPCC.</p> <p>17 = Preview. Does not apply to IPCC.</p> <p>18 = Reserve. Does not apply to IPCC.</p> <p>19 = Supervisor Assist.</p>	smallint	NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>PeripheralCallType (continued)</i>	<p>20 = Emergency Call.</p> <p>21 = Supervisor Monitor. Does not apply to IPCC.</p> <p>22 = Supervisor Whisper. Does not apply to IPCC.</p> <p>23 = Supervisor Barge In.</p> <p>24 = Supervisor Intercept.</p> <p>25 = Route by ICM. Does not apply to IPCC.</p> <p>26 = Route by Application Instance. Does not apply to IPCC.</p>	smallint	NULL
DigitsDialed	The digits dialed for an outbound call initiated on the ACD. These digits are not provided by all ACDs. Currently, only IVRs, the Aspect CallCenter, and the DEFINITY ECS provide values in the DigitsDialed field.	varchar(40)	NULL
PeripheralCallKey	<p>An identifier assigned to the call by the peripheral (ACD, IVR). The range and type of value used in this field varies depending on the type of peripheral. Some ACDs might view an original call, a transfer, and a consultative call as three separate calls (e.g., Call IDs 1001, 1002, 1003); other ACDs might view all three calls as a continuation of the same call (e.g., Call IDs 1001, 1001, 1001); others might view the original and transfer as the same call, but the consultative call as a second call (e.g., Call IDs 1001, 1002, 1001); and still other ACDs might view the original call as one call and the original and transfer as another call (e.g., Call IDs 1001, 1002, 1002).</p> <p>In addition, the values used may not be unique, depending on the peripheral's implementation. For example, the Aspect CallCenter and the DEFINITY ECS ACDs reuse identifiers in this field.</p>	int	NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition	<p>The final disposition of call (or how the call terminated):</p> <p>1 = Abandoned in Network. The call was abandoned, or dropped, before being terminated at a target device (for instance, an ACD, IVR, Desklink, etc.).</p> <p>Note In IPCC, indicates that the call was routed to an agent but it never arrived or arrived after the PIM reservation timed-out. (The default timeout is 7 seconds.) An agent will be set to Not Ready if it misses two consecutive routed calls, Peripheral Call Type will normally be two, and the Call Type ID and Network Target ID will be filled in.</p> <p>2 = Abandoned in Local Queue. The call was abandoned in the ACD queue while queued to an ACD answering resources (for instance, a skill group, voice port, trunk, etc.)</p> <p>Note Does not apply to IPCC.</p> <p>3 = Abandoned Ring. The call was abandoned while ringing at a device. For example, the caller did not wait for the call to be answered but hung up while the call was ringing.</p> <p>Note In IPCC, indicates that the caller hung up while phone was ringing at the agent desktop.</p> <p>4 = Abandoned Delay. The call was abandoned without having been answered but not while ringing or in a queue. Typically, a call marked Abandoned Delay was delayed due to switch processing. Because of the delay, the caller ended up dropping the call before it could be answered.</p> <p>Note In IPCC, indicates that the destination was not connected when the call terminated. This might mean that:</p> <ul style="list-style-type: none"> - The agent logged out. - The agent picked up the phone and then hung up without dialing digits. -Route requests were logged on the Call Manager PG that were not immediately redirected to an agent. 	smallint	NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	<p>5 = Abandoned Interflow. An interflow call that dropped before the call could be handled by an answering resource. Interflow calls are calls between ACDs. Abandoned Interflow is supported only by PIMs that track interflow calls. Currently, this includes only the Aspect CallCenter PIM.</p> <p>Note Does not apply to IPCC.</p> <p>6 = Abandoned Agent Terminal. The call was dropped while being held at an agent device. For example, the caller is connected to an agent; the agent puts the caller on hold; the caller gets tired of waiting and hangs up.</p> <p>Note In IPCC, indicates that the Caller hung up while on hold on the Call Manager PG, which generally indicates a training issue for the agent. On the VRU PG with Service Control Queue reporting checked, this normally indicates caller abandoned.</p> <p>7 = Short. The call was abandoned before reaching the abandoned call wait time. Short calls are technically abandoned calls, but they are not counted in the ICM CallsAbandoned counts for the associated service/route. Short calls are, however, counted as offered calls in the CallsOffered and ShortCall counts.</p> <p>Note Also applies to IPCC. In addition, route requests would be counted as short calls if so configured.</p> <p>8 = Busy. Not used.</p> <p>Note Does not apply to IPCC.</p> <p>9 = Forced Busy. The call was made busy by the ACD because there were no answering resources available to handle the call. Currently, only the Nortel Meridian and Symposium PIMs support Forced Busy.</p> <p>Note Does not apply to IPCC.</p>	smallint	NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>CallDisposition</i> (continued)	<p>10 = Disconnect/drop no answer. Only the Galaxy and Meridian PIMs support the disconnect/drop no answer call disposition. For Rockwell Galaxy ACDs, disconnect/drop no answer indicates that the PIM received a disposition of “failed routing” from the Galaxy MIS records. For the Meridian ACD, disconnect/drop no answer indicates that the ACD performed a “forced disconnect.” Disconnect/drop no answer calls are counted as either abandoned or short calls in the ICM software’s service and route tables.</p> <p>Note In IPCC, indicates that an agent-initiated call was not answered. (If agent picked up the phone but did not dial any digits, the CallDisposition would be 4, Abandoned Delay.)</p> <p>11 = Disconnect/drop busy. Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a “disconnect forward busy” disposition from the Galaxy MIS records. Disconnect/drop busy calls are counted as either abandoned or short calls in the ICM software’s service, route, and skill group tables.</p> <p>Note Does not apply to IPCC.</p> <p>12 = Disconnect/drop reorder. Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of “intercept invalid” from the Galaxy MIS records. Disconnect/drop reorder calls are counted as either abandoned or short calls in the ICM software’s service, route, and skill group tables.</p> <p>Note Does not apply to IPCC.</p>	smallint	NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	<p>13 = Disconnect/drop handled primary route. The call was handled by an agent and was neither conferenced nor transferred. These calls are counted as handled calls in the ICM Schema's service, route, and skill group tables.</p> <p>Note In IPCC, indicates that a call was routed to an agent on the Call Manager PG and handled without a transfer or conference. This call disposition is also used for non-routed calls handled by the agent if wrap up is used. On the VRU PG, this indicates that the call was not routed, but caller did not abandon. The script ended without routing the call. Route Call Detail records would provide more data in the RouterErrorCode field as to why.</p> <p>14 = Disconnect/drop handled other. The call was handled by a non-agent device (for example, a voice mail system). These calls are counted as handled calls in the ICM schema's service, route, and skill group tables.</p> <p>Note In IPCC, indicates that a non-routed call was handled without transfer, conference, or wrap-up processing.</p> <p>15 = Redirected. The call was redirected such that the PIM no longer can receive events for the call. In other words, the PIM no longer has a way of referencing or tracking the call. For example, the call might have been redirected to a non-ICM monitored device and then returned to the switch with a different call ID. The ICM generates the termination call detail record with only the data originally tracked for the call. Calls marked as Redirected are counted as Overflow Out calls in the ICM service and route tables.</p> <p>Note Also applies to IPCC. In IPCC, to more accurately reflect call status, Call-Disposition is set to 15 (Redirected) instead of 4 (Abandon Delay) when:</p> <ul style="list-style-type: none"> (1) a call leaves a CTI route point to be sent to IVR (2) an agent transfers the call to another skillgroup and no agent is available, so the call is sent to an IVR. 	smallint	NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>CallDisposition</i> (continued)	<p>16 = Cut Through. Not currently used.</p> <p>17 = Intraflow. Not currently used.</p> <p>18 = Interflow. Not currently used.</p> <p>19 = Ring No Answer. Not currently used.</p> <p>20 = Intercept reorder. Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of “intercept unknown” from the Galaxy MIS records.</p> <p>Note Does not apply to IPCC.</p> <p>21 = Intercept denial. Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of “intercept restriction” from the Galaxy MIS records.</p> <p>Note Does not apply to IPCC.</p> <p>22 = Time Out. Supported only by the Lucent DEFINITY ECS and Nortel Meridian PIMs. Time out indicates that for an unknown reason the PIM is no longer receiving events for the call. The Time Out call disposition provides a way to “clean up” the call since events for the call can no longer be monitored. Time out calls are counted as TerminatedOther in the ICM service and route tables.</p> <p>Note: Does not apply to IPCC.</p> <p>23 = Voice Energy. Not currently used.</p> <p>24 = Non-classified Energy Detected. Not currently used.</p> <p>25 = No Cut Through. Not currently used.</p> <p>26 = U-Abort. Call ended abnormally.</p> <p>Note In IPCC, the Call Manager indicated the call ended due to one of the following reasons: network congestion, network not obtainable, or resource not available. Such reasons suggest errors in media set up.</p>	smallint	NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	<p>27 = Failed Software. Either the PIM detected an error condition or an event did not occur for a call for an extended period of time. For example, an inbound call with Call ID 1 and associated with Trunk 1 might be marked failed if the PIM received a different call ID associated with Trunk 1. This would indicate a missing Disconnect event for Call ID 1.</p> <p>If no events are being tracked for the call, the call is eventually timed out. The failed call is marked as a Forced Closed call in the ICM Service and Route tables.</p> <p>Note In IPCC, generally indicates that Call Manager PG terminated the call because it had exceeded the time allowed for this state. (The default is 1 hour in the NULL state when agent has been removed, and 8 hours in the connected state. The value is configurable.)</p> <p>28= Blind Transfer. A transfer scenario involves a primary call and a secondary call. If the secondary call is transferred to a queue or another non-connected device, then the primary call (the one being transferred) is set to Blind Transfer.</p> <p>Note In IPCC (Call Manager PG), this indicates that the call was transferred before the destination answered. For ICM (VRU PG), this indicates that the IVR indicated the call was successfully redirected.</p> <p>29 = Announced Transfer. A transfer scenario involves a primary call and a secondary call. If the secondary call is connected to another answering device, or is put on hold at the device, then the primary call (the call being transferred) is marked as Announced Transfer.</p> <p>Note Also applies to IPCC.</p>	smallint	NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>CallDisposition</i> (continued)	<p>30 = Conferenced. The call terminated while in the In Conference state. Conference time is tracked in the ICM software's Skill Group tables for the skill group that initiated the conference.</p> <p>Note Also applies to IPCC.</p> <p>31 = Duplicate Transfer. Supported only on the Siemens HICOM 300E PIM. The call was diverted or transferred off-switch or to an unmonitored device.</p> <p>Note Does not apply to IPCC.</p> <p>32 = Unmonitored Device. Not currently used.</p> <p>33 = Answering Machine. The call was answered by an answering machine.</p> <p>Note Does not apply to IPCC.</p> <p>34 = Network Blind Transfer. The call was transferred by the network to a different peripheral.</p> <p>Note Does not apply to IPCC.</p> <p>35 = Task Abandoned in Router. The NewTask dialogue associated with the task was terminated before the Router could send a DoThisWithTask message to the application instance that issued the NewTask.</p> <p>36 = Task Abandoned Before Offered. A task is abandoned before offered if the Start Task Timeout period for the task's "pre-call" message expired before the Agent PG received a Start or Offer Task message for the task.</p> <p>37 = Task Abandoned While Offered. A task is abandoned while offered if the Agent PG receives an Offer Task message for the task and then receives an End Task message for the task without previously receiving a Start Task message and if the disposition field of the End Task message contains the value 37.</p> <p>38 = Normal End Task.</p>	smallint	NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	<p>39 = Can't Obtain Task ID. When an application sends the ICM software an Offer Application Task or Start Application Task request, it waits for the ICM to send a response containing that Task ID that ICM has assigned to the task. If OPC is unable to obtain a task ID from the Router (because the Router is down, or the network connection between OPC and the Router is down), OPC will terminate the task with disposition 39 "Can't Obtain Task ID".</p> <p>40 = Agent Logged Out During Task. The agent logged out of an MRD without terminating the task.</p> <p>41 = Maximum Task Lifetime Exceeded. The ICM software did not receive an End Task message for this task within the maximum task lifetime of the MRD with which the task is associated.</p> <p>42 = Application Path Went Down. The Task Life timed out while the ICM software was attempting to communicate with the application instance associated with the task. (This might have occurred either because the application instance was down, or the network connection between ICM and the application instance was down.)</p> <p>43 = ICM Routing Complete. Not currently used.</p> <p>44 = ICM Routing Disabled. Not currently used.</p> <p>45 = Application Invalid MRD ID. Not currently used.</p> <p>46 = Application Invalid Dialog ID. Not currently used.</p> <p>47 = Application Duplicate Dialogue ID. Not currently used.</p> <p>48 = Application Invalid Invoke ID. Not currently used.</p> <p>49 = Application Invalid Script Selector. Not currently used.</p> <p>50 = Application Terminate Dialogue. Not currently used.</p>	smallint	NOT NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>CallDisposition</i> (continued)	<p>51 = Task Ended During Application Init. The application instance notified the ICM software that a task that existed prior to the loss of connection was not initialized by the application once connection was restored.</p> <p>52 = Called Party Disconnected.</p> <p>Note To more accurately reflect call status, CallDisposition will be set to 15 (Redirected) instead of 4 (Abandon Delay) in the following cases:</p> <ul style="list-style-type: none"> - When a call leaves a CTI route point to be sent to IVR. - When agent transfers call to another skillgroup and there is no agent available, so the call has to be sent to IVR. 	smallint	NOT NULL
NetworkTime	The number of seconds between the PG receiving a “pre-call message from the CallRouter for the task and an Offer Task (or Start Task, if an Offer Task is not sent) message for the task.	int	NULL
Duration	Duration of the call in seconds. This is the time that the switch is processing the call. The Duration field comprises several fields of the Termination_Call_Detail table: LocalQTime + RingTime + TalkTime + WorkTime + HoldTime + DelayTime	int	NULL
RingTime	<p>The number of seconds that the call spent ringing at the agent’s teleset before it was answered. Ring time occurs after any DelayTime and LocalQTime. For diverted calls (that is, calls that rang at an agent's teleset before being redirected on failure to answer), RingTime is the sum of the time that the call spent ringing at each teleset.</p> <p>RingTime is added to the AbandonedRingTimeToHalf Skill Group and Agent Skill Group half-hour tables when the call completes.</p> <p>RingTime is also used to compute the following Route and Service half hour values:</p> <ul style="list-style-type: none"> - DelayQAbandTimeToHalf - LongestCallDelayQTimeToHalf - LongestCallAbandTimeToHalf 	int	NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DelayTime	<p>The time in seconds that the call is active on the switch but not queued to a skill group or trunk resource. For example, if a call arrives at an ACD and an announcement is played before the call is queued, from the time the call arrives at the ACD to the time the call gets queued is the DelayTime. DelayTime includes all time the call spent on announcements. For ACDs that can de-queue calls, a call can go back into the delay state and DelayTime can begin accumulating again.</p> <p>DelayTime is used to calculate Duration in the Termination_Call_Detail record. It is also used to calculate the following Service and Route half-hour tables:</p> <ul style="list-style-type: none"> - DelayQAbandTimeToHalf - LongestCallAbandTimeToHalf - AnswerWaitTimeToHalf 	int	NULL
TimeToAband	<p>The elapsed time in seconds before the call was abandoned. This can include DelayTime, LocalQTime, and RingTime, depending on when the call was abandoned. This value is set only when the call is not answered by an agent or trunk resource.</p>	int	NULL
HoldTime	<p>The cumulative time, in seconds, that the call was put on hold by at least one agent device. A call may be put on hold by more than one agent device during its duration. The call might be finished by being abandoned, transferred, handled to completion, etc.</p> <p>HoldTime is used in the calculation of HandleTime and TalkTime in the ICM Service and Route tables.</p>	int	NULL
TalkTime	<p>The cumulative time, in seconds, that the call was in a talking state on the destination device. TalkTime is a completed call time, not an agent state time.</p> <p>TalkTime is used in the calculation of Duration in the Termination_Call_Detail record. It is also used to calculate TalkTime in the Services and Route tables.</p>	int	NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>TalkTime</i> (continued)	Note In the Termination_Call_Detail, Skill_Group, and Agent_Skill_Group tables, TalkTime does not include HoldTime; however, in the Services and Route tables, TalkTime does include HoldTime.	int	NULL
WorkTime	The cumulative number of seconds of after-call work time associated with the call. After-call work includes post-call activities such as completing paperwork or consulting with associates. Work time is a completed call time, not an agent state time. WorkTime is used to calculate Duration in the Termination_Call_Detail table and HandleTime in the ICM service and route table.	int	NULL
LocalQTime	The cumulative time, in seconds, that the call was queued to at least one answering resource at the peripheral. During its duration, a call can be queued to multiple answering resources (for example, a trunk, voice port, skill group, etc.). LocalQTime includes time the call spent queued to any of these resources. LocalQTime does not include any DelayTime (before the call is queued), or RingTime (after the call leaves the queue). LocalQTime is a completed call time, not an agent state time. LocalQTime is used in the calculation of Duration in Termination_Call_Detail, and to calculate the following Service and Route values: <ul style="list-style-type: none"> - LongestCallDelayQTime - LongestCallAbandTime - DelayQAbandTime - DelayQTime - AnswerWaitTime LocalQTime is also used to calculate the AnswerWaitTime in the Skill Group and Agent Skill Group tables.	int	NULL
BillRate	Reserved for future use.	smallint	NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallSegmentTime	Time, in seconds, that the system took to segment a private network call. For example, if the ICM software handed the caller off to a menu of choices, CallSegmentTime reflects how long the caller spent in the menu.	int	NULL
ConferenceTime	The cumulative number of seconds that the call was in conference with more than two parties. ConferenceTime is recorded for both ACD and non-ACD calls. The value includes any HoldTime associated with the call. It is updated when the agent drops off the call or the call becomes a simple two-party call. Depending on who initiated the call, ConferenceTime from Termination_Call_Detail is used in the following Skill Group and Agent Skill Group tables: - ConferencedOutCallsTimeToHalf - ConferencedInCallsTimeToHalf	int	NULL
Variable1	First of five variables used for call segmentation. Can also contain data entered during call wrap-up. (Maps to Aspect variable A.)	varchar(40)	NULL
Variable2	Call segmentation variable (maps to Aspect variable B).	varchar(40)	NULL
Variable3	Call segmentation variable (maps to Aspect variable C).	varchar(40)	NULL
Variable4	Call segmentation variable (maps to Aspect variable D).	varchar(40)	NULL
Variable5	Call segmentation variable (maps to Aspect variable E).	varchar(40)	NULL
UserToUser	ISDN User to User information for a private network call.	varchar(131)	NULL
NewTransaction	Call has been re-classified via transfer, overflow, or new transaction. Indicates that there is at least one more row in Termination Call Detail for this call.	char(1)	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
TimeZone	The time zone used for DateTime. The value is the offset in minutes from GMT.	int	NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	The identifier of the peripheral target to which the call was delivered.	int	FK, NULL
TrunkGroupID	The identifier of the trunk group on which the call arrived at the peripheral.	int	FK, NULL
DNIS	The DNIS value that arrived with the call.	varchar(32)	NULL
InstrumentPortNumber	Instrument number or extension number of the device that handled the call at the peripheral.	int	NULL
AgentPeripheralNumber	The peripheral number of the agent that handled the call.	varchar(32)	NULL
ICRCallKey	A unique number generated at the PG. Values are reused after about 250 million calls.	int	AK2, NULL
ICRCallKeyParent	Link to the ICRCallKey field of a parent call (used for transfers and conference calls).	int	NULL
ICRCallKeyChild	Link to the ICRCallKey field of a child call (used for transfers and three-way conference calls).	int	NULL
Variable6	Call segmentation variable.	varchar(40)	NULL
Variable7	Call segmentation variable.	varchar(40)	NULL
Variable8	Call segmentation variable.	varchar(40)	NULL
Variable9	Call segmentation variable.	varchar(40)	NULL
Variable10	Call segmentation variable.	varchar(40)	NULL
ANI	The ANI value for the call.	varchar(32)	NULL
AnsweredWithinServiceLevel	Indicates whether the call was answered with the service level defined for the service: Y = yes; N= no.	char(1)	NULL
Priority	Used by the DEFINITY ECS to indicate the priority of the call.	smallint	NULL
Trunk	The number (as known to the peripheral) of the trunk on which the call arrived.	int	NULL
WrapupData	Data entered by the agent during call wrap-up.	varchar(40)	NULL
SourceAgentPeripheralNumber	Peripheral number of agent that initiated the call.	varchar(32)	NULL
SourceAgentSkillTargetID	The identifier for the agent that initiated the call. This value is set only if the agent associated with SourceAgentPeripheralNumber is configured in the ICM software.	int	NULL
CallDispositionFlag	A series of flags providing detail on the call disposition.	int	NULL

Table 2-180 Termination_Call_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouterCallKeySequenceNumber	A sequence number used for ordering rows for cradle-to-grave call tracking. This number defines the order in which the <i>calls</i> were created. This is not the order in which the Termination_Call_Detail records were created. (This field also exists in the Route_Call_Detail table, where it defines the order in which the route requests were created.)	int	NULL
CED	The Caller Entered Digits (CED) associated with the call.	varchar(30)	NULL
CallTypeID	Indicates which call type, and therefore which routing script, was used to route this call. Note This field contains a value only if the call was translation-routed, post-routed to/from an ACD, or sent to an IPCC agent.	int	NULL
BadCallTag	Indicates whether the call was marked as bad by the agent. Stored as a character: Y = the call was marked “bad” N = the call was not marked “bad”	char(1)	NULL
ApplicationTaskDisposition	A field passed in the End Task message for this task. This is an application-specific code that indicates why the task was ended. For example, E-Mail Manager might use the ApplicationTaskDisposition field to indicate that the task ended because an agent closed an e-mail without responding to it.	int	NULL
ApplicationData	Additional data passed in the End Task message for this task.	varchar(100)	NULL

Related Tables:

Agent (AgentSkillTargetID maps to Agent.SkillTargetID; SourceAgentSkillTargetID maps to Agent.SkillTargetID)

Media Routing Domain (via MRDomainID)

Peripheral (via PeripheralID)

Route (via RouteID)

Route Call Detail (via Day + RouterCallKey)

Service (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill Group (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Termination_Call_Variable (RecoveryKey maps to Termination_Call_Variable.TCDRecoveryKey)

Termination_Call_Variable Table

Central database only.

Each row records the value of an expanded call variable for a call handled at a peripheral. If the expanded call variable is an array, one Termination_Call_Variable row is generated for each element of the array.

The ICM software generates a Termination_Call_Variable record for each enabled expanded call variable for every call processed at a peripheral.

Table 2-181 Termination_Call_Variable Table

Field Name	Description	Data Type	Keys and Null Option
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL
DateTime	The date and time when the call was routed.	smalldatetime	IE1, NOT NULL
TCDRecoveryKey	The RecoveryKey value from the associated Termination_Call_Detail row.	float	AK2, NOT NULL
ExpandedCallVariableID	Identifies the expanded call variable.	smallint	FK, AK2, NOT NULL
ArrayIndex	If the expanded call variable is an array, this identifies the array element: 0 to N-1, where N is the size of the array.	int	AK2, NOT NULL
ECCValue	The value of the call variable or array element.	varchar(255)	NULL

Related tables:

Expanded_Call_Variable (via ExpandedCallVariableID)

Termination_Call_Detail (TCDRecoveryKey maps to Termination_Call_Detail.RecoveryKey)

Translation_Route Table

Each row defines a special route that is used for sending additional information with the call. When the peripheral receives a call targeted at a translation route, it requests the true route from the ICM CallRouter process.

Use the Translation Route Explorer or Translation Route Wizard to add, update, and delete Translation_Route records.

Table 2-182 Translation_Route Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	int	PK, FK, NOT NULL
EnterpriseName	An enterprise name for the translation route. This name must be unique among all translation routes in the enterprise.	varchar(32)	AK1, NOT NULL

Table 2-182 Translation_Route Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Description	Additional information about the translation route.	varchar(255)	NULL
LogicalControllerID	The Logical Interface Controller associated with the translation route.	int	FK, NULL
Type	The type of translation route: 1 = DNIS 2 = CDPD	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Logical Interface Controller (via LogicalControllerID)

Skill Target (via SkillTargetID)

Trunk Table

Each row describes a trunk associated with a peripheral. Trunks are grouped by the Trunk Group table.

Use the Trunk bulk configuration tools to add, update, and delete Trunk records.

Table 2-183 Trunk Table

Field Name	Description	Data Type	Keys and Null Option
TrunkID	A unique identifier for the trunk.	int	PK, NOT NULL
TrunkGroupID	Foreign key from the Trunk Group table.	int	AK1, FK, NOT NULL
TrunkNumber	Trunk number as understood by the peripheral.	int	AK1, NOT NULL
TrunkType	Type of trunk: 1 = Local C.O. 2 = Foreign Exchange 3 = WATS 4 = DID/DNIS 5 = PRI 6 = Tie Line 7 = Interflow	smallint	NOT NULL
CircuitProvider	The carrier that provides the circuit.	varchar(32)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Trunk Group (via TrunkGroupID)

Trunk_Group Table

Each row defines a group of trunks. A peripheral determines how to handle a call based on the DNIS and the trunk group on which it arrives.

Use the Trunk Group bulk configuration tools to add, update, and delete Trunk_Group records.

Table 2-184 Trunk_Group Table

Field Name	Description	Data Type	Keys and Null Option
TrunkGroupID	Unique identifier for this trunk group.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the trunk group. This must be unique among all trunk groups in the enterprise.	varchar(32)	AK1, NOT NULL
PeripheralID	Foreign key from the Peripheral table.	smallint	AK2, FK, NOT NULL
PeripheralNumber	Trunk group number as given by the peripheral.	int	AK2, NOT NULL
PeripheralName	Trunk group name as given by the peripheral.	varchar(32)	NOT NULL
NetworkTrunkGroupID	Optionally, the network trunk group to which this trunk group belongs.	int	FK, NULL
TrunkCount	The number of trunks in the trunk group. If the value is -1 (the default), the ICM software determines the number of trunks in the group dynamically by examining the Trunk table. Do not change this value unless the Trunk data are not reliable.	int	NOT NULL
Extension	The extension number for the trunk group (used by the Definity ECS ACD).	varchar(10)	NULL
ConfigParam	A string of parameters the ICM software sends to the peripheral to initialize the trunk group.	varchar(255)	NULL
Description	Additional information about the trunk group.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: Y = Yes N = No	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Network Trunk Group (via NetworkTrunkGroupID)

Peripheral (via PeripheralID)

Trunk Group Five Minute (via TrunkGroupID)

Trunk Group Half Hour (via TrunkGroupID)

Trunk Group Real Time (via TrunkGroupID)

Trunk (via TrunkGroupID)

Trunk_Group_Five_Minute Table

Central database only.

Contains information about a trunk group collected during each five-minute interval.

The ICM software generates Trunk_Group_Five_Minute records for each trunk group.

Table 2-185 Trunk_Group_Five_Minute Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Central Controller date and time at the start of the five-minute interval.	smalldatetime	PK, NOT NULL
TrunkGroupID	Foreign key from the Trunk Group table.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
TrunksInService	Number of trunks in this trunk group in service at the end of the five-minute interval.	int	NULL
AllTrunksBusyToHalf	Total time, in seconds, during the current half-hour interval that all trunks in the group were busy.	int	NULL
TrunksIdle	Number of non-busy trunks in the group at the end of the five-minute interval.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Trunk Group (via TrunkGroupID)

Trunk_Group_Half_Hour Table

Central database only.

Contains information about a trunk group collected during each 30-minute interval.

The ICM software generates Trunk_Group_Half_Hour records for each trunk group.

Table 2-186 Trunk_Group_Half_Hour Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Central Controller date and time at the start of the half-hour interval.	smalldatetime	PK, NOT NULL
TrunkGroupID	Foreign key from the Trunk Group table.	int	PK, FK, NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	int	PK, NOT NULL
CallsAbandonedToHalf	Number of calls to the trunk group abandoned during the current half-hour interval.	int	NULL
CallsInToHalf	Number of incoming calls received on the trunk group during the half-hour interval.	int	NULL
TrunksInService	Number of trunks in the group in service at the end of the half-hour interval.	int	NULL
CallsOutToHalf	Number of outbound calls sent on the trunk group during the half-hour interval.	int	NULL
AllTrunksBusyToHalf	Total time, in seconds, during the half-hour interval that all trunks in the group were busy.	int	NULL
InServiceTimeToHalf	Aggregate number of seconds trunks in the group were in service during the half-hour interval.	int	NULL
TrunksIdle	Number of non-busy trunks in the group at the end of the half-hour interval.	int	NULL
InUseInboundTimeToHalf	Aggregate number of seconds trunks in the group were used for inbound calls during the half-hour interval.	int	NULL
RecoveryDay	A value used internally by the ICM software to track virtual time.	int	NOT NULL
InUseOutboundTimeToHalf	Aggregate number of seconds trunks in the group were used for outbound calls during the half-hour interval.	int	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	float	AK1, NOT NULL

Related tables:

Trunk Group (via TrunkGroupID)

Trunk_Group_Real_Time Table

Local database only.

Contains real time information about each trunk group.

The ICM software generates a Trunk_Group_Real_Time record for each trunk group.

Table 2-187 Trunk_Group_Real_Time Table

Field Name	Description	Data Type	Keys and Null Option
TrunkGroupID	Foreign key from the Trunk Group table.	int	PK, FK, NOT NULL
DateTime	Central Controller date and time that this data was last updated.	datetime	NOT NULL
AllTrunksBusyHalf	Total number of seconds during the current half-hour interval that all trunks in the group were busy.	int	NULL
AllTrunksBusyToday	Total number of seconds since midnight that all trunks in the group were busy.	int	NULL
CallsAbandonedHalf	Number of calls to the trunk group abandoned in queue during the current half-hour interval.	int	NULL
CallsAbandonedToday	Number of calls to the trunk group abandoned in queue since midnight.	int	NULL
CallsInHalf	Number of inbound calls received on the trunk group during the current half-hour interval.	int	NULL
CallsInNow	Number of inbound calls currently in progress on the trunk group.	int	NULL
CallsInToday	Number of inbound calls received on the trunk group since midnight.	int	NULL
CallsOutHalf	Number of outbound calls received on the trunk group during the current half-hour interval.	int	NULL
CallsOutNow	Number of outbound calls currently in progress on the trunk group.	int	NULL
CallsOutToday	Number of outbound calls received on the trunk group since midnight.	int	NULL
InServiceTimeHalf	Aggregate number of seconds trunks in the group have been in service during the current half-hour interval.	int	NULL
InServiceTimeToday	Aggregate number of seconds trunks in the group have been in service since midnight.	int	NULL
InUseInboundTimeHalf	Aggregate number of seconds trunks in the group have been in use for inbound calls during the current half-hour interval.	int	NULL
InUseInboundTimeToday	Aggregate number of seconds trunks in the group have been in use for inbound calls since midnight.	int	NULL

Table 2-187 Trunk_Group_Real_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InUseOutboundTimeHalf	Aggregate number of seconds trunks in the group have been in use for outbound calls during the current half-hour interval.	int	NULL
InUseOutboundTimeToday	Aggregate number of seconds trunks in the group have been in use for outbound calls since midnight.	int	NULL
TrunksIdle	Number of non-busy trunks in the group now.	int	NULL
TrunksInService	Number of trunks in the trunk group in service now.	int	NULL

Related tables:

Trunk Group (via TrunkGroupID)

User_Formula Table

Each row describes a custom function. A custom function is a shorthand for an expression. It may, optionally, accept parameters. The expression associated with the function is stored in the User_Formula_Equation table.

Use the Script Editor to create, modify, and delete custom functions.

Table 2-188 User_Formula Table

Field Name	Description	Data Type	Keys and Null Option
UserFormulaID	A unique identifier for the function.	int	PK, NOT NULL
EnterpriseName	An enterprise name for the function. Custom function names always begin with "user".	varchar(32)	AK1, NOT NULL
ParamCount	The number of parameters the function accepts.	int	NOT NULL
Description	Additional information about the function.	varchar(255)	NULL
Length	The number of bytes in the expression for the function.	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

User Formula Equation (via UserFormulaID)

User_Formula_Equation Table

Each row contains all or part of the expression associated with a custom formula.

Use the Script Editor to add, modify, and delete custom formulas.

Table 2-189 User_Formula_Equation Table

Field Name	Description	Data Type	Keys and Null Option
UserFormulaID	Foreign key from the User_Formula table.	int	PK, FK, NOT NULL
RowOrder	Specifies the order of strings for a formula. A formula may have one or more strings.	int	PK, NOT NULL
EquationString	The expression string.	varchar(255)	NULL

Related tables:

User_Formula Table (via UserFormulaID)

User_Group Table

Lists the groups of users to which specific access rights apply. A record in this table can represent a group of users (with multiple associated records in the User_Group_Member table) or a single user (with a single associated record in the User_Group_Member table).

Use Configuration Manager to create, update, and delete user groups.

Table 2-190 User_Group Table

Field Name	Description	Data Type	Keys and Null Option
UserGroupID	A unique identifier for the group.	int	PK, NOT NULL
CustomerDefinitionID	Identifies the customer associated with the user group.	int	IE1, FK, NULL
UserGroupName	The name of the group.	varchar(30)	AK1, NOT NULL
UserGroupType	The type of the group: U = for an individual user. G = for a group of users.	char(1)	NOT NULL
Description	Additional information about the group.	varchar(255)	NOT NULL
ServiceProvider	Valid options include: Y = Service provider or normal customer. N = Service bureau customer.	char(1)	NOT NULL
ReadOnly	Valid options include: Y = Read-only user. N = Normal user.	char(1)	NOT NULL

Table 2-190 User_Group Table (continued)

Field Name	Description	Data Type	Keys and Null Option
FeatureSetID	Identifies a feature set from the Feature_Control_Set Table.	int	FK, NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Class Security (via UserGroupName)
 Customer Definition (via CustomerDefinitionID)
 Object Security (via UserGroupName)
 User Group Member (via UserGroupName)

User_Group_Member Table

Lists the specific users that are members of each user group. If the group is of type 'U' then it has a single User_Group_Member record. If the group is of type 'G' it can have multiple User_Group_Member records. A single user can be a member of multiple user groups.

Use Configuration Manager to create, update, and delete User Group Member records.

Table 2-191 User_Group_Member Table

Field Name	Description	Data Type	Keys and Null Option
UserGroupMemberID	A unique identifier for the record.	int	PK, NOT NULL
UserGroupName	The group to which the member belongs.	varchar(30)	AK1, NOT NULL
UserName	The username as registered with SQL Server.	varchar(30)	AK1, IE1, NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

User Group (via UserGroupName)

User_Security_Control Table

Specifies the security access that individual users have to specific objects. The ICM software builds this table from the data in the other security tables.

Table 2-192 User_Security_Control Table

Field Name	Description	Data Type	Keys and Null Option
ObjectType	Together with ObjectID, identifies the object.	int	PK, FK, NOT NULL
ObjectID	Together with ObjectType, identifies the object.	int	PK, NOT NULL
UserName	The SQL Server username of the user.	varchar(30)	PK, IE1, NOT NULL
AccessLevel	The level of access that the user has for the object: 10 = Read 20 = Reference 30 = Maintenance (create/read/update/delete)	int	NOT NULL
UserGroupID	Foreign key from the User_Group table.	int	IE2, NOT NULL

Related tables:

Ids (via ObjectType and ObjectID)

User Group Member (via UserName)

User_Supervisor_Map Table

Used to allow an agent to log in as a Supervisor. When an agent logs in as a Supervisor, an entry for the agent is created in the User Group table to allow the agent login.

Table 2-193 User_Supervisor_Map Table

Field Name	Description	Data Type	Keys and Null Option
UserGroupID	The identifier for the user. Note The UserGroupType for this user must be U.	int	FK, NOT NULL
AgentSkillTargetID	The identifier for the SkillTargetID for an agent that is a supervisor. Note The SupervisorAgent field for this agent must be Y.	int	AK1, NOT NULL

Related tables:

User Group (via UserGroupID)

User_Variable Table

Contains the definitions of user variables. You can optionally associate a variable with an object type (such as service or skill group). The ICM software then creates an instance of the variable for each object of that type (for example, for each service or each skill group). You can set and reference variables within scripts. If a variable is persistent, its value is stored in the Persistent_Variable table.

Use the User Variable list tool to create, update, and delete definitions of user variables.

Table 2-194 User_Variable Table

Field Name	Description	Data Type	Keys and Null Option
UserVariableID	A unique identifier for the variable.	int	PK, FK, NOT NULL
ObjectType	The type of object with which the variable is associated: 0 = Unknown 1 = Service 2 = Skill Group 3 = Agent 4 = Translation Route 5 = Agent Administration Group 6 = Announcement 7 = Call Type 8 = Enterprise Service 9 = Enterprise Skill Group 10 = Region 11 = Dialed Number 12 = Logical Interface Controller 13 = Physical Interface Controller 14 = Peripheral 15 = Routing Client 16 = Trunk Group 17 = Route 18 = Peripheral Target 19 = Label 20 = Master Script 21 = Script Table 22 = Script Table Column 23 = Script 24 = Schedule 25 = ICR View 26 = View Column 27 = Network Trunk Group 28 = Service Array 29 = Application Gateway 30 = Device Target 31 = User Variable 32 = User Formula	smallint	AK1, NOT NULL

Table 2-194 User_Variable Table (continued)

Field Name	Description	Data Type	Keys and Null Option
<i>ObjectType</i> (continued)	33 = Network VRU Script 34 = Scheduled Target 35 = Network VRU 36 = Skill Group Member 37 = Expanded Call Variable 38 = Agent Team 39 = Campaign 40 = Dialer 41 = Import Rule 42 = Query Rule 43 = Campaign Query Rule 44 = Dialer Port Map 45 = Message Category 46 = Message Destination 47 = Response Template	smallint	AK1, NOT NULL
VariableName	The name of the variable. User variable names must begin with "user".	varchar(32)	AK1, NOT NULL
Description	Additional information about the variable.	varchar(255)	NULL
Persistent	Indicates whether to preserve the value of the variable between script invocations. Stored as a character: Y = yes N = no	char(1)	NOT NULL
DataType	Indicates the type of the variable: 0 = Long 1 = Float 2 = Char 3 = Date	smallint	NOT NULL
Instance	Not currently used.	char(1)	NOT NULL
ReportingMethod	Not currently used.	smallint	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

Persistent Variable (via UserVariableID)

Version Table

A system table containing a single row which indicates the current version of the ICM database schema installed in the central and local databases. This table is maintained by the ICM software installation process.

Table 2-195 Version Table

Field Name	Description	Data Type	Keys and Null Option
Major	The number of the major version; for example, if the version is 1.2, this value is 1.	int	NOT NULL
CCMinor	The incremental version number of the central database schema. For example, if the version is 1.2, this value is 2.	int	NOT NULL
AWMinor	The incremental version number of the local database schema on the AW. For example, if the version is 1.3, this value is 3.	int	NOT NULL

View_Column Table

Describes how the ICM software interprets one column of imported schedule data.

Table 2-196 View_Column Table

Field Name	Description	Data Type	Keys and Null Option
ViewColumnID	A unique identifier for the column.	int	PK, NOT NULL
ICRViewID	Identifies the view to which the column belongs.	int	AK1, AK2, FK, NOT NULL
ColumnNumber	Indicates the position of the column within the Schedule Import table.	int	AK1, NOT NULL
BaseName	The name used for the column in the system from which it imported.	varchar(32)	NULL
ViewName	The name used for the column within the ICM software.	varchar(32)	AK2, NULL
Description	Additional information about the column.	varchar(255)	NULL
Shift	The number of bit positions to shift the value to the left.	int	NULL
Mask	Indicates which bit positions to use in the value. An AND operation is applied to the mask value and the field value.	int	NULL

Table 2-196 View_Column Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Edit	Indicates whether the View_Column record can be modified. Stored as a character: Y = yes N = no	char(1)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

ICR View (via ICRViewID)

VRU_Currency Table

This table contains a list of currencies supported by VRU micro-applications.

Table 2-197 VRU_Currency Table

Field Name	Description	Data Type	Keys and Null Option
CurrencyID	A unique identifier.	int	PK, NOT NULL
CurrencyName	Specifies the currency supported by the VRU micro-application: 1 = U.S. Dollar (default) 2 = Euro 3 = Pound Sterling 4 = French franc 5 = Deutschmark 6 = Lira 7 = Peseta 0 = Other	varchar(10)	AK1, NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

VRU_Defaults (via CurrencyID)

VRU_Defaults Table

This table contains a single row of data that contains the default values for a particular VRU micro-application.

Table 2-198 VRU_Defaults Table

Field Name	Description	Data Type	Keys and Null Option
VruDefaultsID	A unique identifier.	int	PK, NOT NULL
CurrencyID	The currency supported by VRU micro-applications. The default value is 1, CURRENCY_DOLLAR.	int	FK, NOT NULL
EnterpriseName	A unique name for the enterprise.	varchar(32)	AK1, NOT NULL
LocaleID	A combination of language and country specifying the language the VRU micro-application executes in: en-us = U.S. English (default) en-gb = Great Britain English es-es = European Spanish es-mx = Mexican Spanish	int	FK, NOT NULL
Description	A description of the row. There is no default value in this field.	varchar(255)	NULL
MediaServerSet	Base URL for all media files used in the VRU script. The default value is file:../MediaFiles	varchar(255)	NOT NULL
SystemMediaLib	A path to library of system media files/prompts for individual digits, months, default error messages, etc. The default entry is sys.	varchar(255)	NULL
AppMediaLib	A path to library of application media files/prompts specific to a set of related ICM scripts. (Example: customer menus.) The default entry is app.	varchar(255)	NULL
DTMFTermKey	DTMF Termination key: 0-9 (digits) * (asterisk) # (pound sign, the default) N (no termination key)	char(1)	NOT NULL
NoEntryTimeout	The number of seconds a caller is allowed to begin entering digits. If exceeded, the system times-out. Valid options are the digits 0-99 (default: 5).	int	NOT NULL
InterDigitTimeout	The number of seconds a caller is allowed between entering digits. If exceeded, the system times-out. Valid options are the digits 1-99 (default: 3).	int	NOT NULL
NoEntryTries	Number of times ISN repeats the Get Digits cycle when a caller doesn't enter any data after being given the prompt. (Total includes first cycle.) Valid options are the digits 1-9 (default: 3).	int	NOT NULL

Table 2-198 VRU_Defaults Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InvalidEntryTries	Number of times ISN repeats the Get Digits cycle when the caller enters invalid data. (Total includes the first cycle.) Valid options are the digits 1-9 (default: 3).	int	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

VRU_Locale (via LocaleID)

VRU_Currency (via CurrencyID)

VRU_Locale Table

This table contains a list of locales (a locale is a combination of language and country) supported by VRU micro-applications.

Table 2-199 VRU_Locale Table

Field Name	Description	Data Type	Keys and Null Option
LocaleID	A unique identifier.	int	PK, NOT NULL
Locale	A combination of language and country specifying the language the VRU micro-application executes in: en-us = U.S. English (default) en-gb = Great Britain English es-es = European Spanish es-mx = Mexican Spanish	varchar(10)	AK1, NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	int	NOT NULL

Related tables:

VRU_Defaults (via LocaleID)

VRU_Port_Map Table

In cases where ACD and VRU PIMs are controlled by the same PG, the VRU_Port_Map table is used to specify how VRU ports map to ACD ports or trunks.

Use the VRU Port Map and Bulk Insert tool to map VRU ports to ACD ports or trunks.

Table 2-200 VRU_Port_Map Table

Field Name	Description	Data Type	Keys and Null Option
TrunkID	The ID of the VRU trunk to be mapped.	int	PK, NOT NULL
Type	The type of VRU-to-ACD mapping: 0 = A VRU trunk-to-ACD trunk mapping 1 = A VRU trunk-to-ACD port mapping.	int	NOT NULL
ACDPeripheralID	The ID of ACD peripheral if Type is 1.	smallint	NULL
ACDPort	The ACD port if Type is 1.	varchar(32)	NULL
ACDTrunkID	The ID of the ACD trunk if Type is 0.	smallint	NULL

Related tables:

Trunk (via TrunkID)



Field Values

Some fields within the ICM databases use integer codes to indicate various values. This chapter lists the possible values and their meanings for each of these fields.

AgentState

Several tables use the AgentState field, which indicates the agent's state.



Note

The Meaning for this field varies depending on the table that uses it.

Table 3-1 AgentState Values

Value	Meaning (Agent_Real_Time / Agent_Skill_Group_Real_Time)	Meaning (Agent_State_Trace)
0	Logged Off	Logged Off
1	Logged On	Logged On
2	Not Ready	Not Ready
3	Ready	Ready
4	Talking	Talking
5	Work Not Ready	Work Not Ready
6	Work Ready	Work Ready
7	Busy Other	Busy Other
8	Reserved	Reserved
9	Unknown	Call Initiated
10	Calls On Hold	Call Held
11	N/A	Call Retrieved
12	N/A	Call Transferred
13	N/A	Call Conferenced
14	N/A	Unknown

Access Levels

Several tables include an AccessLevel field that indicates the rights a user or group has to access an object or class.

Table 3-2 AccessLevel Values

Value	Meaning
10	Read
20	Reference
30	Maintenance (create, read, update, delete)

Object Types

Several tables related to security include an ObjectType field that indicates the type of object to which security is applied.

Table 3-3 ObjectType Values

Value	Meaning
2000	Dialed Number
2001	Call Type
2002	Peripheral
2003	Trunk Group
2004	Service
2005	Skill Group
2006	Agent
2007	Announcement
2008	Translation Route
2009	Label
2010	Route
2011	Script Table
2012	Business Entity
2013	Master Script
2014	Enterprise Service
2015	Enterprise Skill Group
2016	Schedule
2017	Schedule Source
2018	Agent Desk Settings
2019	Agent Team
2020	Application Gateway
2021	Enterprise Agent Group

Table 3-3 *ObjectType Values (continued)*

Value	Meaning
2022	Network Trunk Group
2023	Service Array
2024	Device Target
2025	Logical Interface Controller
2026	User Variable
2027	User Formula
2028	Schedule Report
2029	Network VRU Script
2030	Scheduled Target
2031	Network VRU
2032	Expanded Call Variable
2033	Campaign
2034	Dialer
2035	Import Rule
2036	Query Rule
2100	System
2101	Network Interface
2102	Peripheral Global
2103	Call
2104	Network/Peripheral

Admin_Script_Schedule_Map Fields

The Type field indicates the recurrence pattern of the schedule.

Table 3-4 *Admin_Script_Schedule_Map.Type Values*

Value	Meaning
1	Daily (the DayType field indicates which days of the week)
2	Weekly (the DayType field indicates which days of the week)
3	Biweekly (the DayType field indicates which days of the week)
4	Monthly (the Day field specifies the day of month)
5	Monthly (the DayPosition and DayType fields indicate day of the month)
6	Yearly (the month and day fields specify the day of year)

Table 3-4 *Admin_Script_Schedule_Map.Type Values (continued)*

Value	Meaning
7	Yearly (the DayPosition, DayType, and Month specify the day of year)
8	Range (the starting and ending date and times specify the range)

The Recurring_Schedule_Map.Type field uses these same values.

Customer_Options Fields

The Customer_Options.Type field indicates a type of option that is enabled or disabled for a customer.

Table 3-5 *Customer_Options.Type Values*

Value	Meaning
1	Allow quick-edit of Announcement node
2	Allow quick-edit of Call Type node
3	Allow quick-edit of Caller Entered Digits node
4	Allow quick-edit of Calling Line ID node
5	Allow quick-edit of Dialed Number node
6	Allow quick-edit of Goto Script node
7	Allow quick-edit of Percent Allocation node
8	Allow quick-edit of Requalify node
9	Allow quick-edit of Run VRU Script node
10	Allow quick-edit of Scheduled Select node
11	Allow quick-edit of Switch node
12	Allow quick-edit of Time node
50	Bill for VRU time
51	Customer billing data

Dialed_Number_Map Fields

The ANIWildcardType field indicates how the ICM software should interpret the value given in the ANIWildcard field.

Table 3-6 *Dialed_Number_Map.ANIWildcardType Values*

Value	Meaning
0	Unknown
1	NPA (3-digit match)
2	NPA-NXX (6-digit match)

Table 3-6 *Dialed_Number_Map.ANIWildcardType Values (continued)*

Value	Meaning
3	Match (all digits match)
4	Region
5	All (match all ANIs)
6	Prefix

If the value is 4, then the ANIWildcard value is ignored and the RegionID value is used.

Event Fields

The SystemType field indicates the type of system within the ICM software that generated the event.

Table 3-7 *Event.SystemType Values*

Value	Meaning
0	Unknown
1	CallRouter
2	Peripheral Gateway (PG)
3	Network Interface Controller (NIC)
4	Admin Workstation (AW)
5	Logger
6	Listener
7	CTI Gateway (CG)
8	Blended Agent Dialer

If the event is generated by a PG or an AT&T NIC, the Event.SystemId field indicates the specific machine. For a CallRouter or Logger, Event.SystemId is always 0.

ICR_Locks Fields

The LockType field indicates a kind of lock.

Table 3-8 *ICR_Locks.LockType Values*

Value	Meaning
0	Master lock (applies to configuration data and scripts)
1	Configuration lock (no longer used)
2	Script lock (applies to a individual script)
3	Application Gateway lock (no longer used)

Label Fields

The LabelType field indicates the type of the routing label.

Table 3-9 *Label.LabelType Values*

Value	Meaning
0	Normal
1	DNIS Override (the ICM software returns the specific DNIS value to be used with the label)
2	Busy (instructs the routing client to play a busy signal to caller)
3	Ring (instructs the routing client to play an unanswered ring to caller)
4	Post-Query (instructs the routing client to re-enter its call processing plan at a specific point)
5	Resource (used internally for special routing client resources, such as a network VRU)



Note

Not all label types are valid for all routing client types.

Logical_Interface_Controller Fields

The LogicalControllerType field uses a subset of the values for Event.SystemType listed in [Table 3-10](#).

The ClientType field indicates the type of peripheral or routing client associated with the controller:

Table 3-10 *Logical_Interface_Controller.ClientType Values*

Value	Meaning
1	Avaya DEFINITY ECS, without Expert Agent Selection (EAS) ¹
2	MCI
3	Sprint
4	Aspect CallCenter
5	Nortel Meridian
6	Rockwell Galaxy without priority enhancements (r1.3) ²
7	AT&T GTN
8	Generic Network Interface Controller (GenNIC)
9	Avaya G2
10	Rockwell Galaxy
11	Rockwell Spectrum
12	Avaya DEFINITY ECS, with Expert Agent Selection (EAS)

Table 3-10 Logical_Interface_Controller.ClientType Values (continued)

Value	Meaning
13	Voice Response Unit (VRU)
14	British Telecom NIC
15	Voice Response Unit (VRU), polled
16	INCRP NIC
17	Nortel NIC
18	DMS 100
19	Siemens Hicom 300 E, 9006
20	France Telecom
21	Stentor NIC
22	Ameritech
23	BT INAP NIC
24	Siemens ROLM 9751 CBX, 9005
25	ICR Protocol (ICRP) NIC
26	Alcatel 4400
27	NEC NEAX 2x00
28	ACP 1000
29	Nortel Symposium
30	Enterprise Agent
31	Call Routing Service Protocol (CRSP) NIC
32	Ericsson MD110
33	Cable & Wireless Corp. (CWC) INAP NIC
34	Energis INAP NIC
35	AUCS INAP NIC
36	Concert NIC
37	Deutsche Telecom NIC
38	CAIN NIC
39	Telfort INAP NIC
40	BT V2 NIC
41	TIM INAP NIC
42	Generic PG
43	CeM

1. This value was also formerly used for the AT&T USS network.
2. This value is for backwards compatibility with ICM software Release 1.3 only.

Network_Vru Fields

The Type field indicates the type of interface the ICM software uses to communicate with the VRU.

Table 3-11 Network_Vru.Type Values

Value	Interface
1	Normal label type and a correlation ID.
2	Normal label type and a DNIS.
3	Resource label type and a correlation ID. The routing client can automatically take back the call from the VRU when the ICM software returns a destination label.
4	Resource label type and a DNIS.
5	Resource label type and either a correlation ID or a DNIS.
6	No label, no correlation ID, and no DNIS (call is already at the VRU).
7	Similar to Type 3, but the ICM software automatically instructs the VRU to release the call when it sends a destination label to the routing client.

Peripheral Fields

The values for Peripheral.ServiceLevelType are a subset of the values for Service.ServiceLevelType listed in [Table 3-15](#).

The values for Peripheral.ServiceLevelType are a subset of the values for Service.PeripheralServiceLevelType listed in [Table 3-16](#).

The values for Peripheral.ClientType are a subset of the values for Logical_Interface_Controller.ClientType listed in [Table 3-10](#).

Recurring_Schedule_Map

The values for the Type field are the same as the values for Admin_Script_Schedule_Map.Type listed in [Table 3-4](#).

Route_Call_Detail Fields

The RequestType field indicates the type of route request processed.

Table 3-12 Route_Call_Detail.RequestType Values

Value	Meaning
1	Pre-Routing request
2	Blind transfer or network VRU
3	Announced transfer or MCI 800 call

Table 3-12 *Route_Call_Detail.RequestType Values (continued)*

Value	Meaning
4	Overflow
5	Re-route
6	Post- <i>Routing</i> request

The OriginatorType field indicates where the route request came from.

Table 3-13 *Route_Call_Detail.OriginatorType Values*

Value	Meaning
0	Unknown
1	Trunk
2	Teleset
3	Voice Response Unit (VRU)
4	Trunk Group

Script_Cross_Reference Fields

The TargetType field indicates the type of object referenced by the script. That is, it indicates the table referenced by the Script_Cross_Reference.ForeignKey field.

Table 3-14 *Script_Cross_Reference.TargetType Values*

Value	Meaning
0	Unknown
1	Service
2	Skill Group
3	Agent
4	Translation Route
5	Agent Administration Group
6	Announcement
7	Call Type
8	Enterprise Service
9	Enterprise Skill Group
10	Region
11	Dialed Number
12	Logical Interface Controller
13	Physical Interface Controller
14	Peripheral
15	Routing Client

Table 3-14 *Script_Cross_Reference.TargetType Values (continued)*

Value	Meaning
16	Trunk Group
17	Route
18	Peripheral Target
19	Label
20	Master Script
21	Script Table
22	Script Table Column
23	Script
24	Schedule
25	ICR View
26	View Column
27	Network Trunk Group
28	Service Array
29	Application Gateway
30	Device Target
31	User Variable
32	User Formula
33	Network VRU Script
34	Scheduled Target
35	Network VRU
36	Skill Group Member
37	Expanded Call Variable
38	Agent Team
39	Campaign
40	Dialer
41	Import Rule
42	Query Rule
43	Campaign Query Rule
44	Dialer Port Map
45	Message Category
46	Message Destination
47	Response Template
48	Enterprise Route
49	Person
50	Media Routing Domain Member
51	Media Routing Domain

Table 3-14 *Script_Cross_Reference.TargetType Values (continued)*

Value	Meaning
52	Application Path
53	Peripheral MRD
54	Script Queue Meters
55	Campaign Target Sequence
56	Microapp Defaults
57	Microapp Currency
58	Microapp Locale

The `Script_Cross_Reference.LocalID` field indicates the script object that references the target. The `Script_Cross_Reference.ForeignKey` indicates the specific configuration record referenced.

Service Fields

The ICM software can use any of three formulas to calculate the service level for a service. The formulas differ in the way they treat calls that were abandoned before the service level threshold expired. The value of the `ServiceLevelType` field indicates the type of service level calculation used.

Table 3-15 *Service.ServiceLevelType Values*

Value	Meaning
0	Use default value from Peripheral record.
1	Ignore Abandoned Calls. Remove the abandoned calls from the calculation.
2	Abandoned Calls have Negative Impact. Treat abandoned calls as though they exceeded the service level threshold.
3	Abandoned Calls have Positive Impact. Treat the abandoned calls as through they were answered within the service level threshold.

Note that regardless of which calculation you choose, the ICM software always tracks separately the number of calls abandoned before the threshold expired.

In addition to tracking the service level as calculated by the ICM software, the historical and real-time tables also track the service level as calculated by the peripheral. The `PeripheralServiceLevelType` field indicates how the peripheral itself calculates the service level. Aspect CallCenter ACDs can calculate service level in several different ways.

Table 3-16 *Service.PeripheralServiceLevelType Values*

Value	Meaning
0	Use default from Peripheral record.
1	Aspect Service Level 1.
2	Aspect Service Level 2.

Table 3-16 Service.PeripheralServiceLevelType Values

Value	Meaning
3	Aspect Service Level 3.
4	Service Level as Calculated by Call Center.

If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).

Schedule_Report_Input Fields

The TargetType field uses the same values as the Script_Cross_Reference.TargetType field as shown in [Table 3-14](#).

Service_Real_Time Fields

The ServiceModeIndicator field indicates the current mode of the service.

Table 3-17 Service_Real_Time.ServiceModeIndicator Values

Value	Meaning
1	Day Service
2	Night Service
3	Closed with Answer
4	Closed with No Answer
5	Transition
6	Open
13	Pilot Status Other

This field may also be used to encode overflow information for a Galaxy ACD.

Skill_Target Fields

The values for the SkillTargetType field is a subset of the values for Script_Cross_Reference.TargetType listed in [Table 3-14](#).

Termination_Call_Detail Fields

The PeripheralCallType field indicates the type of the call as reported by the peripheral.

Table 3-18 Termination_Call_Detail.PeripheralCallType Values

Value	Meaning
1	ACD in
2	Pre-Route ACD in
3	Pre-Route ACD Direct Agent
4	Transfer In
5	Overflow In
6	Other In
7	Auto Out
8	Agent Out
9	Out
10	Agent Inside
11	Offered
12	Consult
13	Consult Offered
14	Consult Conference
15	Conference
16	Unmonitored
17	Preview
18	Reserve
19	Supervisor Assist
20	Emergency Call
21	Supervisor Monitor
22	Supervisor Whisper
23	Supervisor Barge In
24	Supervisor Intercept
25	Route by ICM
26	Route by Application Instance

The CallDisposition field indicates the final disposition of the call.

Table 3-19 Termination_Call_Detail.CallDisposition Values

Value	Meaning	Description
1	Abandoned in Network	The call was abandoned or dropped before being terminated at a target device (e.g., ACD, IVR, agent desktop, etc.).
2	Abandoned in Local Queue	The call was abandoned in the ACD queue while queued to an ACD answering resource (e.g., skill group, voice port, trunk, etc.)

Table 3-19 Termination_Call_Detail.CallDisposition Values (continued)

Value	Meaning	Description
3	Abandoned Ring	The call was abandoned while ringing at a device. For example, the caller did not wait for the call to be answered but hung up while the call was ringing.
4	Abandoned Delay	The call was abandoned without having been answered. However, the call was not abandoned while ringing or in a queue. Typically, a call marked as Abandoned Delay was delayed due to switch processing. Because of the delay, the caller ended up dropping the call before it could be answered.
5	Abandoned Interflow	An interflow call that dropped before the call could be handled by an answering resource. Interflow calls are calls between ACDs. Abandoned Interflow is supported only by PIMs that track interflow calls. Currently, this includes only the Aspect CallCenter PIM.
6	Abandoned Agent Terminal	The call was dropped while being held at an agent device. For example, the caller is connected to an agent; the agent puts the caller on hold; the caller gets tired of waiting and hangs up.
7	Short	The call was abandoned before reaching the abandoned call wait time. Short calls are technically abandoned calls, but they are not counted in the ICM CallsAbandoned counts for the associated service/route. Short calls are, however, counted as offered calls in the CallsOffered and ShortCall counts.
8	Busy	Not currently used.
9	Forced Busy	The call was made busy by the ACD because there were no answering resources available to handle the call. Currently, only the Nortel Meridian and Symposium PIMs support Forced Busy.
10	Disconnect/drop no answer	Only the Galaxy and Meridian PIMs support the disconnect/drop no answer call disposition. For Rockwell Galaxy ACDs, disconnect/drop no answer indicates that the PIM received a disposition of “failed routing” from the Galaxy MIS records. For the Meridian ACD, disconnect/drop no answer indicates that the ACD performed a “forced disconnect.” Disconnect/drop no answer calls are counted as either abandoned or short calls in the ICM software’s service and route tables.
11	Disconnect/drop busy	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a “disconnect forward busy” disposition from the Galaxy MIS records. Disconnect/drop busy calls are counted as either abandoned or short calls in the ICM software service, route, and skill group tables.
12	Disconnect/drop reorder	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of “intercept invalid” from the Galaxy MIS records. Disconnect/drop reorder calls are counted as either abandoned or short calls in the ICM software’s service, route, and skill group tables.
13	Disconnect/drop handled primary route	The call was handled by an agent and was neither conferenced nor transferred. These calls are counted as handled calls in the ICM software’s service, route, and skill group tables.

Table 3-19 Termination_Call_Detail.CallDisposition Values (continued)

Value	Meaning	Description
14	Disconnect/drop handled other	The call was handled by a non-agent device (for example, by a voice mail system). These calls are counted as handled calls in the ICM software's service, route, and skill group tables.
15	Redirected	The call was redirected such that the PIM no longer can receive events for the call. In other words, the PIM no longer has a way of referencing or tracking the call. For example, the call might have been redirected to a non-ICM monitored device and then returned to the switch with a different call ID. The ICM generates the termination call detail record with only the data originally tracked for the call. Calls marked as Redirected are counted as Overflow Out calls in the ICM service and route tables.
16	Cut Through	Not currently used.
17	Intraflow	Not currently used.
18	Interflow	Not currently used.
19	Ring No Answer	Not currently used.
20	Intercept reorder	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept unknown" from the Galaxy MIS records.
21	Intercept denial	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept restriction" from the Galaxy MIS records.
22	Time Out	Supported only by the Lucent DEFINITY ECS and Nortel Meridian PIMs. Time out indicates that for an unknown reason the PIM is no longer receiving events for the call. The Time Out call disposition provides a way to "clean up" the call since events for the call can no longer be monitored. Time out calls are counted as TerminatedOther in the ICM service and route tables.
23	Voice Energy	Not currently used.
24	Non-Classified Energy Detected	Not currently used.
25	No Cut Through	Not currently used.
26	U-Abort	Not currently used.
27	Failed Software	The call is marked failed if the PIM detects an error condition or an event does not occur for a call for an extended period of time. For example, an inbound call with Call ID 1 and associated with Trunk 1 might be marked failed if the PIM received a different call ID associated with Trunk 1. This would indicate a missing Disconnect event for Call ID 1. If no events are being tracked for the call, the call is eventually timed out. The failed call is marked as a Forced Closed call in the ICM service and route tables.
28	Blind Transfer	A transfer scenario involves a primary call (e.g., Call ID 1) and a secondary call (e.g., Call ID 2). If the secondary call is transferred to a queue or another non-connected device, then the primary call (the one being transferred) is set to Blind Transfer.

Table 3-19 Termination_Call_Detail.CallDisposition Values (continued)

Value	Meaning	Description
29	Announced Transfer	A transfer scenario involves a primary call (e.g., Call ID 1) and a secondary call (e.g., Call ID 2). If the secondary call is connected to another answering device, or is put on hold at the device, then the primary call (the call being transferred) is marked as Announced Transfer.
30	Conferenced	A call that ends up in conference state. In other words, when the call was terminated the last state of the call was In Conference. Conference time is tracked in the ICM software's skill group tables for the skill group that initiated the conference.
31	Duplicate Transfer	Indicates that the call was diverted or transferred off-switch or to an unmonitored device. (Used only on the Siemens HICOM 300E PIM.)
32	Unmonitored Device	Not currently used.
33	Answering Machine	This value is set when a call classifier determines that the call should be terminated because it has been answered by an answering machine.
34	Network Blind Transfer	This value is set when a call leg is terminated due to the call being transferred by the network to a different peripheral.
36	Task Abandoned Before Offered	A task is abandoned before offered if the Start Task Timeout period for the task's "pre-call" message expired before the Agent PG received a Start or Offer Task message for the task.
37	Task Abandoned While Offered	A task is abandoned while offered if the Agent PG receives an Offer Task message for the task and then receives an End Task message for the task without previously receiving a Start Task message and if the disposition field of the End Task message contains the value 37.
38	Normal End Task	The task terminated normally.
39	Can't Obtain Task ID	When an application sends the ICM software an Offer Application Task or Start Application Task request, it waits for the ICM to send a response containing that Task ID that ICM has assigned to the task. If OPC is unable to obtain a task ID from the Router (because the Router is down, or the network connection between OPC and the Router is down), OPC will terminate the task with disposition 39 "Can't Obtain Task ID."
40	Agent Logged Out During Task	The agent logged out of an MRD without terminating the task.
41	Maximum Task Lifetime Exceeded	The ICM software did not receive an End Task message for this task within the maximum task lifetime of the MRD with which the task is associated.
42	Application Path Went Down	The Task Life timed out while the ICM software was attempting to communicate with the application instance associated with the task. (This might have occurred either because the application instance was down, or the network connection between ICM and the application instance was down.)
43	ICM Routing Complete	The ICM software successfully routed a task and a DO_THIS_WITH_TASK message has been sent to application.

Table 3-19 Termination_Call_Detail.CallDisposition Values (continued)

Value	Meaning	Description
44	ICM Routing Disabled	The MR PG has detected that ICM routing is disabled on this PG. One of the causes is the broken communication between ICM Router and OPC.
45	Application Invalid MRD ID	The application has sent a message to MR-PIM with an invalid MRD ID.
46	Application Invalid Dialog ID	The application has sent a message to MR-PIM with an invalid Dialog ID.
47	Application Duplicate Dialogue ID	The application has sent a message to MR-PIM with a duplicated Dialog ID.
48	Application Invalid Invoke ID	The application has sent a message to MR-PIM with an invalid or unknown Invoke ID.
49	Application Invalid Script Selecto	The application has sent a message with a invalid script selector. (The script selector is the dial number configured in ICM configuration. ICM uses the dail number to trigger the execution of an ICM routing script.)
50	Application Terminate Dialogue	The application has requested to terminate the dialog.
51	Task Ended During Application Ini	The application instance notified the ICM software that the task no longer existed, even though the task had existed at the time that ICM software lost contact with the application instance and the task's Task Life had not timed out when contact was reestablished.
52	Called Party Disconnected	The called party disconnected.

User_Variable Fields

The ObjectType field uses a subset of the values for the Script_Cross_Reference.TargetType field listed in [Table 3-14](#).



A

AbandonDetectToday

Dialer_Real_Time Table [2-74](#)

AbandonDetectToHalfHalf

Dialer_Half_Hour Table [2-72](#)

Abandoned0

Galaxy_Gate_Delayed_Call Table [2-96](#)

Abandoned10

Galaxy_Gate_Delayed_Call Table [2-96](#)

Abandoned120

Galaxy_Gate_Delayed_Call Table [2-97](#)

Abandoned15

Galaxy_Gate_Delayed_Call Table [2-96](#)

Abandoned180

Galaxy_Gate_Delayed_Call Table [2-97](#)

Abandoned20

Galaxy_Gate_Delayed_Call Table [2-96](#)

Abandoned25

Galaxy_Gate_Delayed_Call Table [2-96](#)

Abandoned30

Galaxy_Gate_Delayed_Call Table [2-96](#)

Abandoned40

Galaxy_Gate_Delayed_Call Table [2-96](#)

Abandoned5

Galaxy_Gate_Delayed_Call Table [2-96](#)

Abandoned50

Galaxy_Gate_Delayed_Call Table [2-97](#)

Abandoned60

Galaxy_Gate_Delayed_Call Table [2-97](#)

Abandoned90

Galaxy_Gate_Delayed_Call Table [2-97](#)

AbandonedCallWaitTime

Peripheral Table [2-138](#)

AbandonedNoAnswer

Galaxy_PBX Table [2-103](#)

AbandonedOver180

Galaxy_Gate_Delayed_Call Table [2-97](#)

AbandonEnabled

Campaign Table [2-52](#)

AbandonHoldCallsToHalf

Agent_Skill_Group_Half_Hour Table [2-13](#)

Skill_Group_Half_Hour Table [2-243](#)

AbandonPercent

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