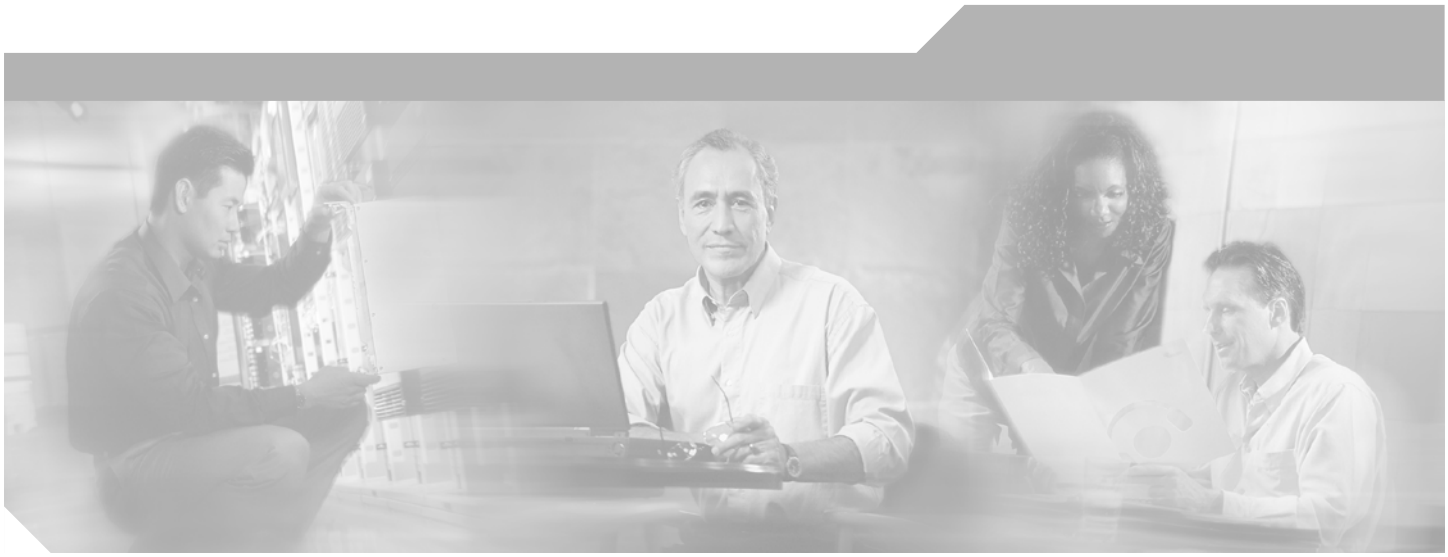

# Cisco ICM/IP Contact Center Enterprise Edition Database Schema Handbook

ICM/IP Contact Center Enterprise Edition Release 6.0(0)
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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:<br>• A newly introduced term<br>• For emphasis<br>• A generic syntax item that you must replace with a specific value<br>• A title of a publication | • A *skill group* is a collection of agents who share similar skills.<br>• *Do not* use the numerical naming convention that is used in the predefined templates (for example, **persvc01**).<br>• IF (*condition*, *true-value*, *false-value*)<br>• For more information, see the *Cisco ICM Software Database Schema Handbook*. |
| An arrow (>) indicates an item from a pull-down menu. | The Save command from the File menu is referenced as **File > Save**. |

# Other Publications

For additional information about Cisco Intelligent Contact Management (ICM) software, see the Cisco web site listing ICM documentation.

# Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

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You can access the most current Cisco documentation on the World Wide Web at the following URL:

http://www.cisco.com

Translated documentation is available at the following URL:

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# Obtaining Technical Assistance

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http://www.cisco.com

# Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

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:

http://www.cisco.com/tac

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, four—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.
- Optionally, the Web View database (usually installed on the Admin Workstation that will be used for reporting).

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.

The WebView database is used to store and track saved reports, favorites, and scheduled report jobs. When you save a report definition, the template name, report items, and date and time range used to generate the report are stored in the WebView database. When you mark a report as a favorite, that user preference is stored with the report in the WebView database. When you schedule a report job, the report schedule with its parameters are stored in the WebView database.

**Note** For information on creating and managing ICM databases, see the *Cisco ICM Software Administrator Guide*. For information about creating and managing the Web View database, see the *Cisco ICM Software Web View Database 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***

Announcement Table

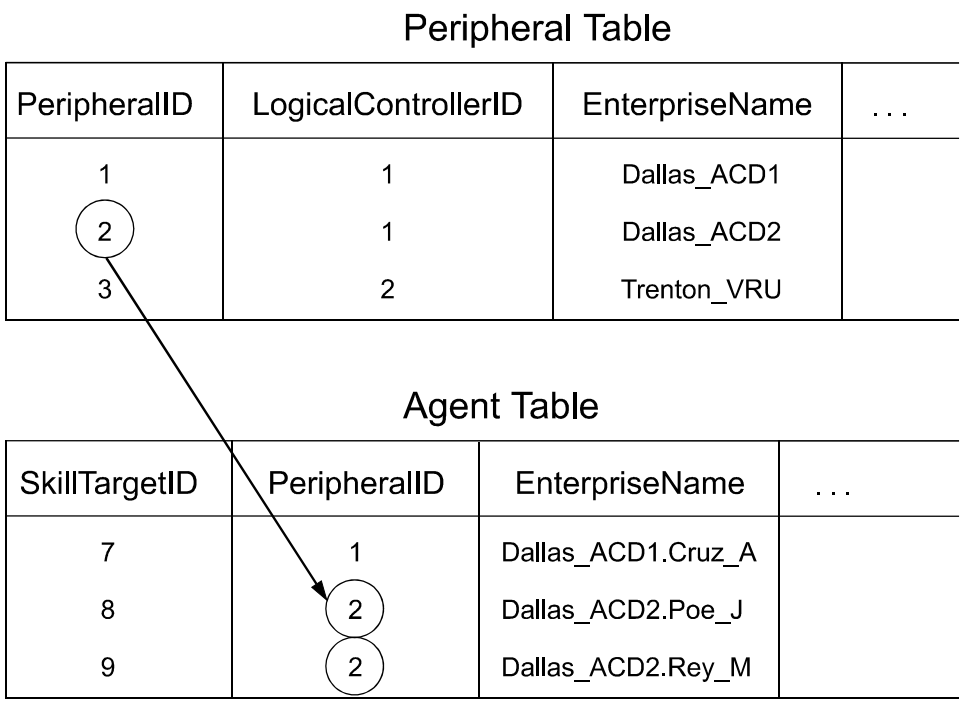
| NetworkTargetID | AnnouncementType | EnterpriseName | Description | DbFlags |
|---|---|---|---|---|
| 1 | 0 | ann503 | Bad data | 0 |
| 2 | 0 | ann504 | Delays | 0 |
| 3 | 0 | ann505 | After hours | 1 |

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*

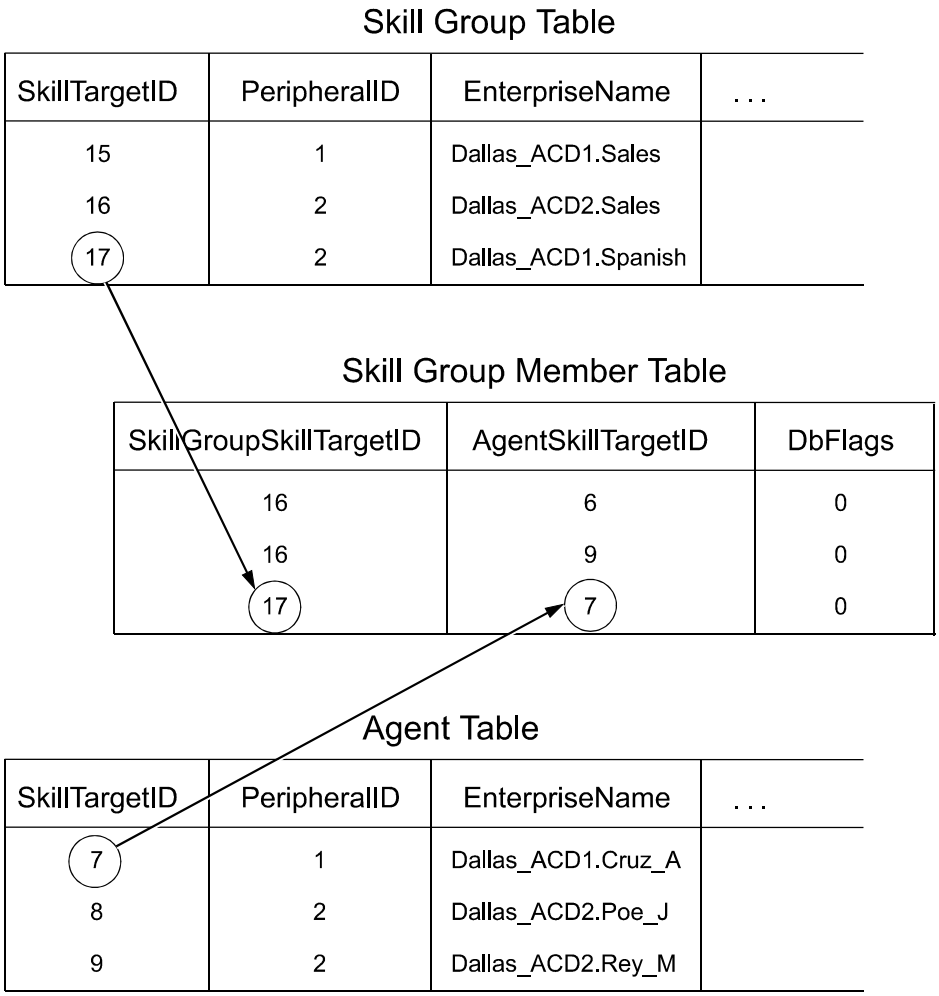



Relationships between tables can be one-to-one or one-to-many. For example, because one peripheral can be associated with many agents, the relationship between the Peripheral and Agent tables is *one-to-many*. On the other hand, each peripheral has a single peripheral default route and each peripheral 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 appears to be *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 appear to have a many-to-many relationship. However, in this case, a third table, called a *cross-reference table*, actually links the tables so the relationship is actually one-to-many. 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 1-1 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. |
| Alternate key | AK | A unique key that can be used instead of the primary key to locate a specific record. |
| 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. |
| 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 1-1 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***

| ICM Defined Data Type | MS SQL Server Data Type | Null Option Default | Description |
|---|---|---|---|
| CHANGESTAMP | int | NOT NULL | Consists of one or more fields that have a unique value for each record in the table. |
| DBCHAR | char(1) | NOT NULL | Up to 1 character. The value 1 is the storage size. |
| DBDATETIME | datetime | NULL | 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. |
| DBFLT4 | real | NULL | A four-byte floating-point value (7-digit precision). |
| DBFLT8 | float | NULL | An eight-byte floating-point value (15-digit precision). |
| DBINT | int | NULL | A four-byte integer value between -2,147,483,648 and 2,147,483,647. |
| DBSMALLDATE | smalldatetime | NULL | 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. |
| DBSMALLINT | smallint | NULL | A two-byte integer value between -32,768 and 32,767. |
| DBTINYINT | tinyint | NOT NULL | A one-byte integer value between 0 and 255. |
| DESCRIPTION | varchar(255) | NULL | Up to 255 characters. The value 255 is the storage size. |
| GLOBALID | varchar(32) | NULL | Up to 32 characters. The value 32 is the storage size. |
| TELNO | char (10) | NULL | Up to 10 characters. The value 10 is the storage size. |
| VNAME32 | varchar(32) | NULL | Up to 32 characters. The value 32 is the storage size. |
| VTELNO10 | varchar(10) | NULL | Up to 10 characters. The value 10 is the storage size. |
| VTELNO20 | varchar(20) | NULL | Up to 20 characters. The value 20 is the storage size. |
| undefined | char(4) | NULL | Up to 4 characters. The value 4 is the storage size. |
| undefined | image | NULL | Up to 2,147,483,647 bytes of binary data. The storage size is determined by the length of the data. |
| undefined | varchar(2) | NOT NULL | Up to 2 characters. The value 2 is the storage size. |
| undefined | varchar(30) | NOT NULL | Up to 30 characters. The value 30 is the storage size. |
| undefined | varchar(64) | NOT NULL | Up to 64 characters. The value 64 is the storage size. |
| undefined | varchar(100) | NOT NULL | Up to 100 characters. The value 100 is the storage size. |
| undefined | varchar(***n***) | NULL | Up to ***n*** characters. The value ***n*** is the storage size. |

Chapter 2, "Table Details," provides the name, description, data type, keys and null option for each field in each table.

# Major Tables

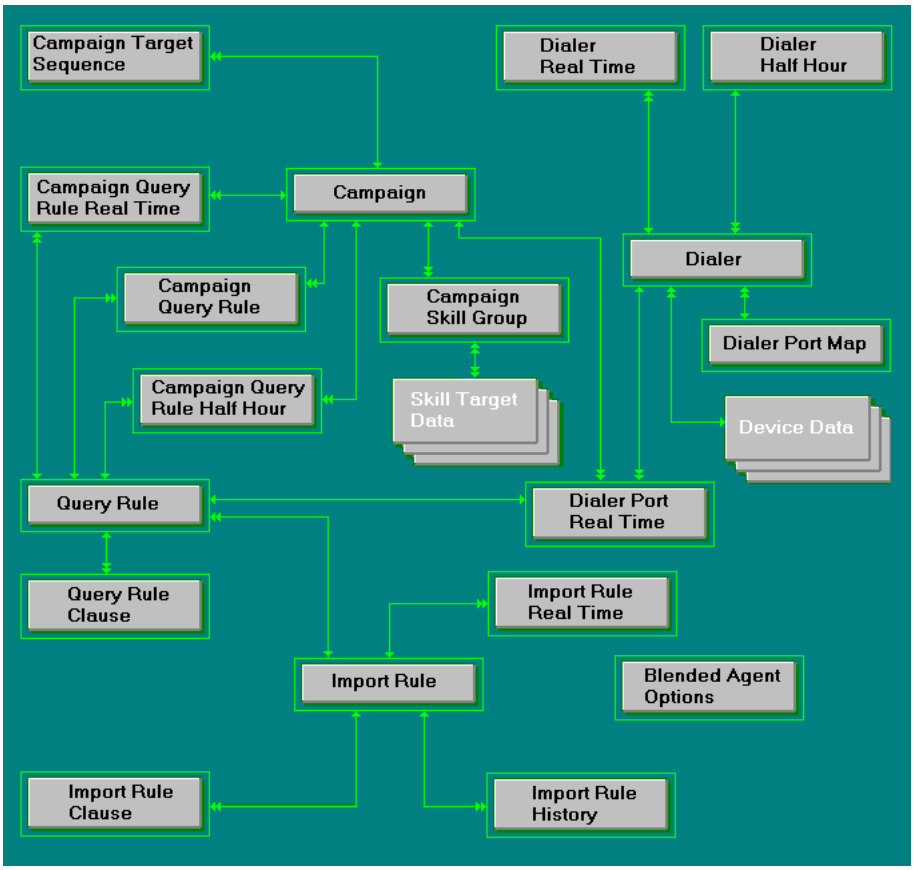
The following sections introduce the **major tables** in the ICM database and show their relationships.

**Note** For details about all tables, see Chapter 2, "Table Details," For more information about the relationships among all tables, see the ICM online 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.

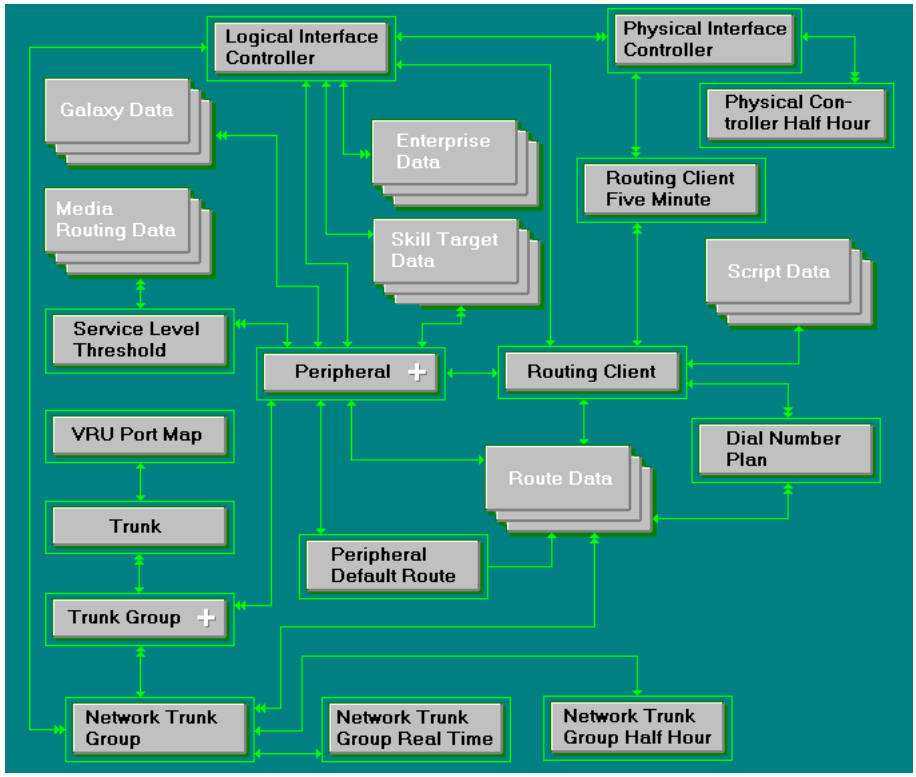
The Dialer table contains configuration information for each dialer. The Dialer Port table maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports.

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.

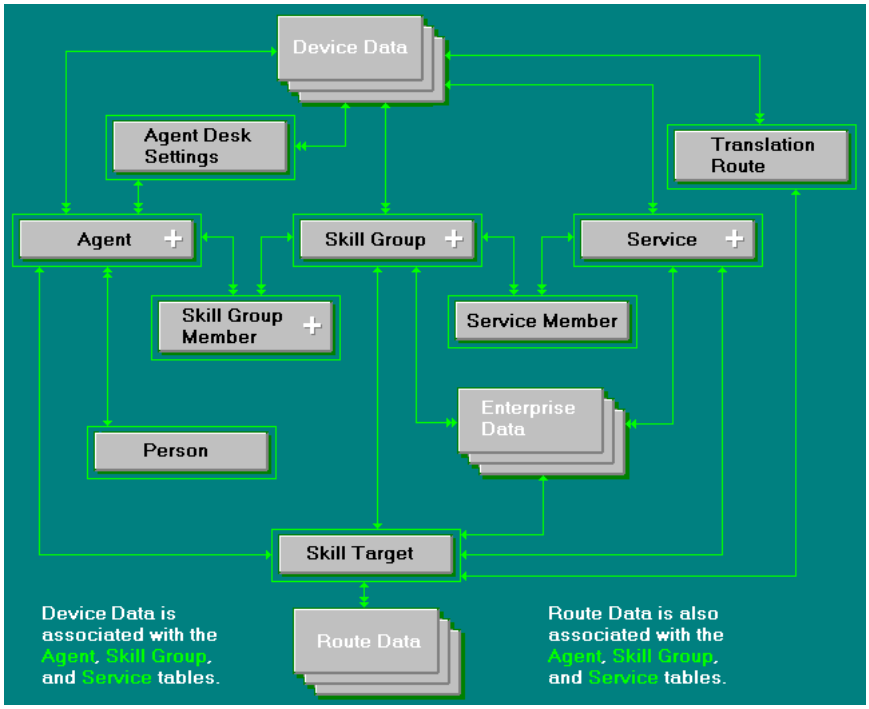
A routing client views the trunks associated with a peripheral as divided into groups. However, the groups recognized by the routing client might be different that the groups used by the peripheral. A *network trunk group* is a collection of one or more individual trunk groups. In fact, a single network 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.

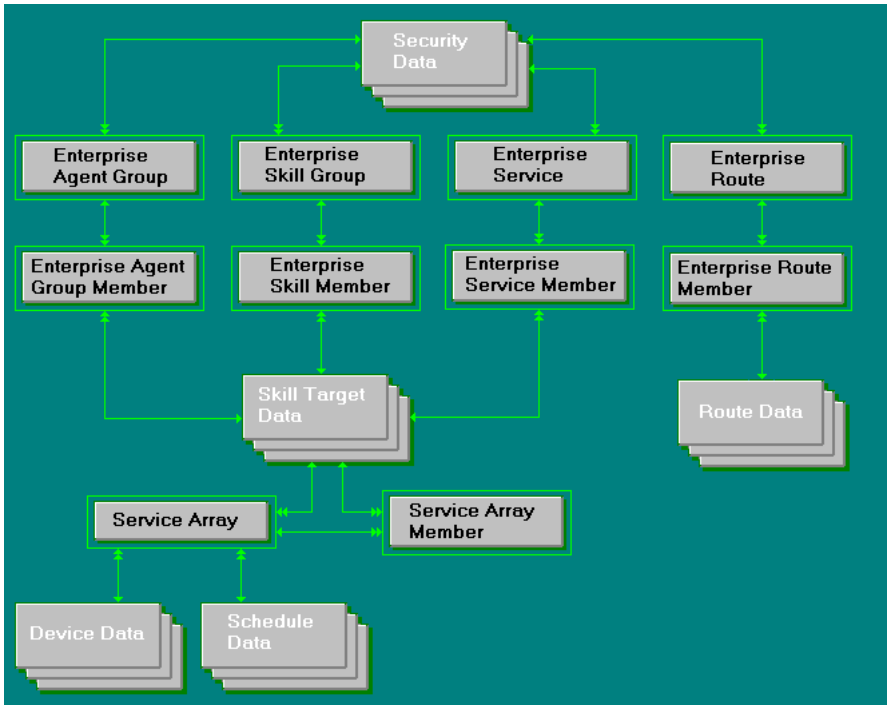
The Skill Group table contains one row for each skill group. The Skill Group Member table is a cross-reference table between Skill Groups and Agents. It contains one row for each member of each skill group. (If a single agent is a member of more than one skill group, then the agent has more than one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

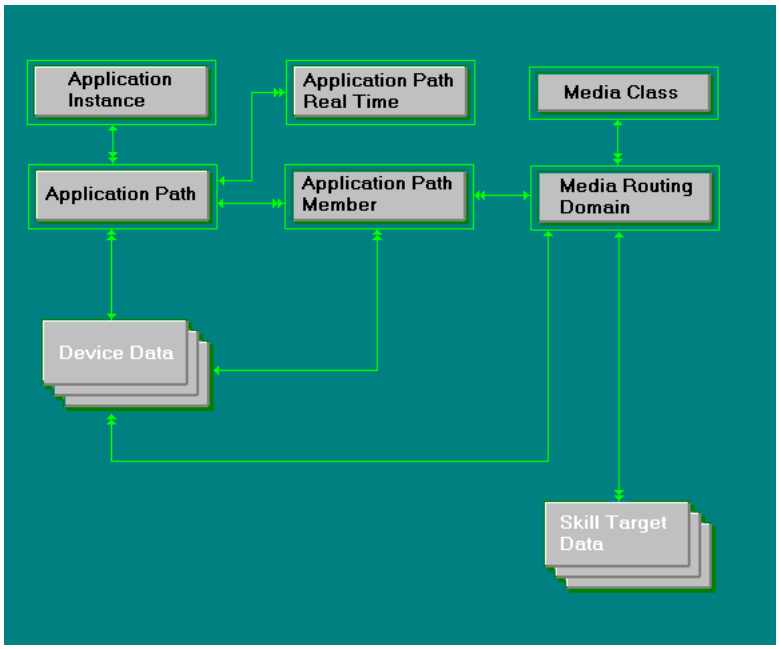
Similarly, an *enterprise skill group* is a collection of skill groups that might be associated with different peripherals. Each row in the Enterprise Skill Group table represents an enterprise skill group. The Enterprise Skill Members table is a cross-reference table between the Enterprise Skill Group 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).

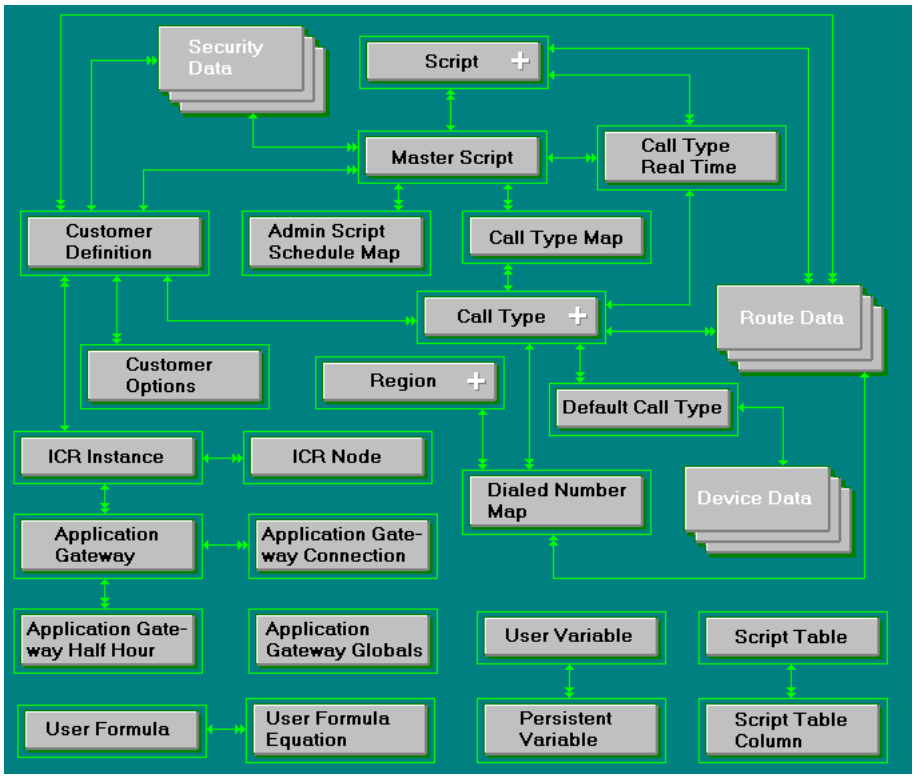
The Application Instance table contains configuration data about external application instances to enable ICM software to identify application instances and grant them access to the Configuration Management Service (CMS).

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.

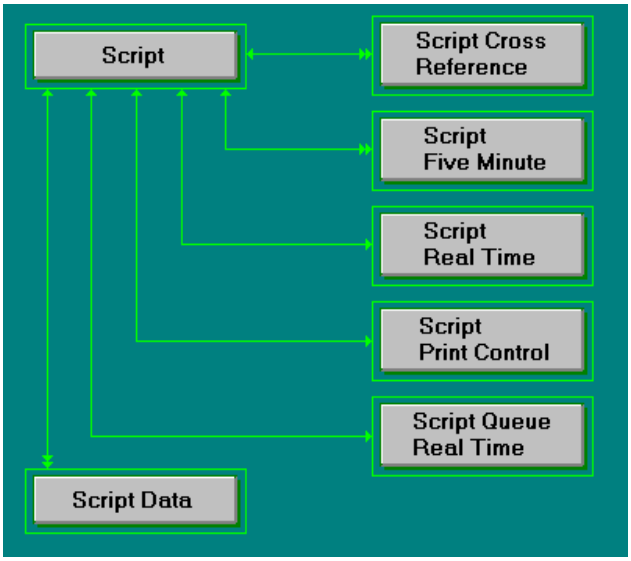
Each Dialed Number Map row also references caller-entered digits that are valid for the call type and the calling line IDs that are valid for the call type. Each calling line ID might be a complete 10-digit phone number, a prefix, or a region.

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.

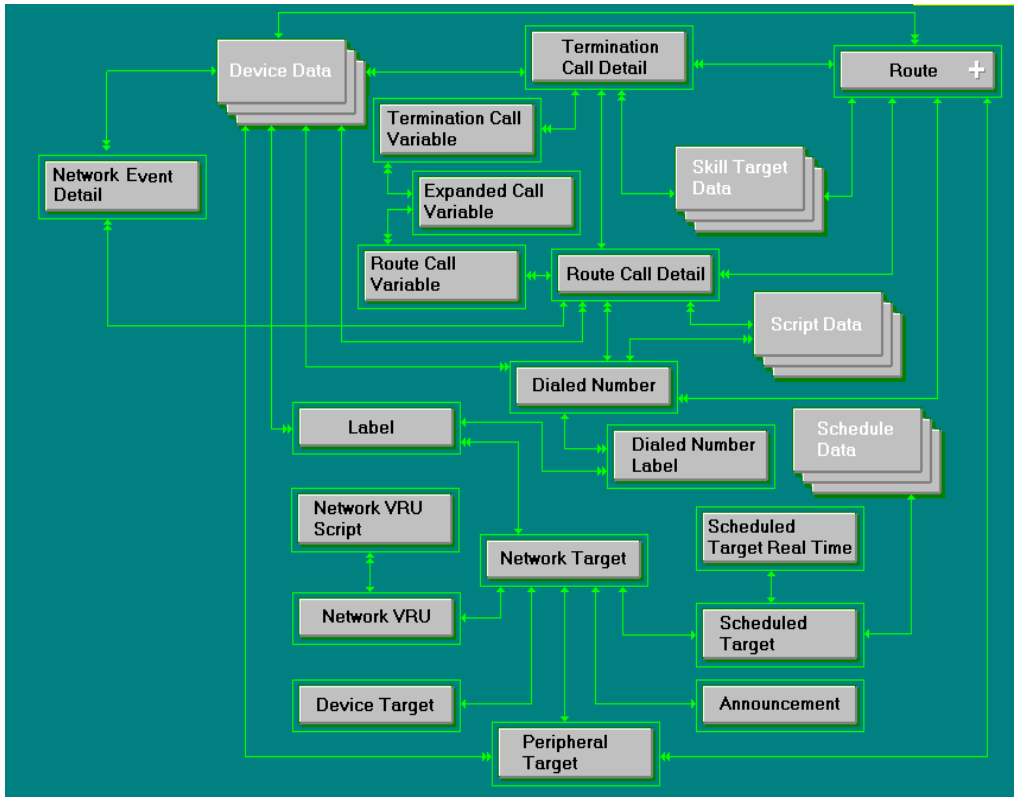
The Script Queue Real Time table maintains the queuing real-time statistics for each script. If a script has a queue node, this table contains an entry for that script with queuing data such as TimeInQueue and TasksQueued. This table also stores the time this data was accumulated.

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.

# Route Data

Figure 1-11 shows the tables in this category.

***Figure 1-11 Route Data***




A *route* is a destination to which a call can be directed. Each route references a target at a peripheral: that is, an agent, skill group, service, or a translation route. ICM software can also direct a call to an announcement to be played to the caller or to a scheduled target.

Each route is represented by a row in the Route table. Each route has one or more associated Peripheral Target rows. Each peripheral target row includes a DNIS (dialed number identification service) value and a reference to a Trunk Group row.

Each Peripheral Target, Announcement, or Device Target, Network VRU, or Scheduled Target row is associated with a Network Target row. Each Network Target is referenced by one or more Labels. Each Label is valid for one or more Routing Clients. Optionally, the Dialed Number Label table indicates which labels are valid for each dialed number. (For each routing client, you can indicate whether or not to use the Dialed Number Label table.)

If a route is associated with a peripheral target, then it is associated with a skill target. Each skill target can be associated with zero, one, or more routes. (Regardless of the type of skill target associated with a route, the route also has a separate association with a Service record. This indicates the type of service to be provided to the caller.)

# 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. The tables and field names are presented in alphabetical order. Another method of locating a specific field is by referring to the 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 Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | MasterScriptID<br>SequenceNumber |
| FK | MasterScriptID |

***Table 2-2 Admin_Script_Schedule_Map Table***

| Field Name | Description | ICM Data Type | Keys and Null Option |
|---|---|---|---|
| DayFlags | A bitmask specifying the days on which the script is executed:<br>**0x01** = Sunday<br>**0x02** = Monday<br>**0x04** = Tuesday<br>**0x08** = Wednesday<br>**0x10** = Thursday<br>**0x20** = Friday<br>**0x40** = Saturday | DBINT | NOT NULL |
| DayOfMonth | Indicates to which day of month the schedule applies:<br>**0** = Applies to every day<br>**1- 31** = Specifies the day of month | DBDBSMALLINT | NOT NULL |

*Table 2-2 Admin_Script_Schedule_Map Table (continued)*

| Field Name | Description | ICM Data Type | Keys and Null Option |
|---|---|---|---|
| DayPosition | In conjunction with DayType, the position of a day within a month:<br>**0** = First day of the type<br>**1** = Second day of the type<br>**2** = Third day of the type<br>**3** = Fourth day of the type<br>**4** = Last day of the type<br>**5** = Every day of the type | DBDBSMALLINT | NOT NULL |
| DayType | Indicates to which day the schedule applies:<br>**0 - 6** = Specifies a day (Sunday through Monday, respectively)<br>**7** = Every day<br>**8** = Every weekday<br>**9** = Every weekend day | DBDBSMALLINT | NOT NULL |
| Description | Additional information about the schedule. | DESCRIPTION | NULL |
| EndDay | The day of the month on which the schedule expires. The value is **0** if the schedule has no end date. | DBDBSMALLINT | NOT NULL |
| EndHour | The hour of the day at which the schedule expires. The value is **0** if the schedule has no end time. | DBDBSMALLINT | NOT NULL |
| EndMinute | The minute of the hour at which the schedule expires. The value is **0** if the schedule has no end time. | DBDBSMALLINT | NOT NULL |
| EndMonth | The month in which the schedule expires. The value is **0** if the schedule has no end date. | DBDBSMALLINT | NOT NULL |
| EndSecond | The second of the minute at which the schedule expires. The value is **0** if the schedule has no end time. | DBDBSMALLINT | NOT NULL |
| EndYear | The year in which the schedule expires. The value is **0** if the schedule has no end date. | DBINT | NOT NULL |
| MasterScriptID | The scheduled administrative script. | DBINT | PK, FK<br>NOT NULL |
| MonthOfYear | Indicates to which month the schedule applies:<br>**0** = Applies to every month<br>**1 - 12** = Specifies the month of year | DBDBSMALLINT | NOT NULL |
| Recurrence | The granularity of the script frequency interval:<br>**0** = hours<br>**1** = minutes<br>**2** = seconds | DBSMALLINT | NOT NULL |
| RecurrenceFreq | Specifies how many recurrence intervals occur between successive executions. | DBINT | NOT NULL |

*Table 2-2 Admin_Script_Schedule_Map Table (continued)*

| Field Name | Description | ICM Data Type | Keys and Null Option |
|---|---|---|---|
| SequenceNumber | Index for schedules associated with a specific master script. | DBINT | PK<br>NOT NULL |
| StartDay | The day of the month on which the schedule goes into effect (**1** through **31**). | DBSMALLINT | NOT NULL |
| StartHour | The hour of the day at which the schedule goes into effect. | DBSMALLINT | NOT NULL |
| StartMinute | The minute of the hour at which the schedule goes into effect. | DBSMALLINT | NOT NULL |
| StartMonth | The month in which the schedule goes into effect (**1** through **12**). | DBSMALLINT | NOT NULL |
| StartSecond | The second of the minute at which the schedule goes into effect. | DBSMALLINT | NOT NULL |
| StartYear | The year in which the schedule goes into effect. | DBINT | NOT NULL |
| Type | The type of schedule. | DBSMALLINT | NOT NULL |

**Related tables:**

Master_Script Table (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 2-3 Agent Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | SkillTargetID |
| AK-1 | PeripheralID<br>PersonID |
| AK-2 | PeripheralID<br>PeripheralNumber |
| FK | AgentDeskSettingID,<br>PeripheralID<br>PersonID,<br>ScheduleID |
| IE-2 | AgentDeskSettingID |
| IE-3 | ScheduleID |
| IE-4 | EnterpriseName |

***Table 2-4 Agent Table***

| Field Name | Description | Data Type | Keys and Null Options |
|---|---|---|---|
| AgentDeskSettingsID | Identifies the agent desk settings associated with the agent. | DBINT | IE-2, FK<br>NULL |
| AgentStateTrace | Indicates whether the ICM software collects agent state trace data for the agent:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ConfigParam | A string of parameters the ICM software sends to the peripheral to initialize the agent. | varchar(255) | NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the agent. | DESCRIPTION | NULL |

*Table 2-4 Agent Table (continued)*

| Field Name | Description | Data Type | Keys and Null Options |
|---|---|---|---|
| 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. | VANME32 | IE-4<br>NOT NULL |
| PeripheralID | Foreign key from the Peripheral table. | DBSMALLINT | AK-1, AK-2, FK<br>NOT NULL |
| PeripheralName | The name of the agent as known to the peripheral. | VANME32 | NULL |
| PeripheralNumber | The agent's login ID assigned at the switch. | varchar(32) | AK-2<br>NOT NULL |
| PersonID | Foreign key from the Person table. | DBINT | AK-1, FK<br>NOT NULL |
| ScheduleID | Identifies an imported schedule associated with the agent. | DBINT | FK, IE-3<br>NULL |
| SkillTargetID | An identifier that is unique among all skill targets in the enterprise. | DBINT | PK, FK<br>NOT NULL |
| SupervisorAgent | Indicates whether an agent is a supervisor.<br>**Y** = Yes, agent is a supervisor<br>**N** = No, agent is not a supervisor | DBCHAR | NULL |
| TemporaryAgent | Indicates whether the agent is a temporary agent created by the CallRouter:<br>**Y** = Yes, created by the CallRouter<br>**N** = No, not created by the CallRouter | DBCHAR | NOT NULL |

**Related tables:**

Agent_Desk_Settings Table (via AgentDeskSettingsID)

Agent_Logout Table (via SkillTargetID)

Agent_Real_Time Table (via SkillTargetID)

Agent_State_Trace Table (via SkillTargetID)

Agent_Team_Member Table (via SkillTargetID)

Peripheral Table (via PeripheralID)

Person Table (via PersonID)

Schedule Table (via ScheduleID)

Skill_Group_Member Table (via SkillTargetID)

Skill_Target Table (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 2-5 Agent_Desk_Settings Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | AgentDeskSettingsID |
| AK-1 | EnterpriseName |

***Table 2-6 Agent_Desk_Settings Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentCanSelectGroup | Indicates whether the agent can select which groups they are logged in to. | DBCHAR | NOT NULL |
| AgentDeskSettingsID | A unique identifier for the agent desk settings. | DBINT | PK<br>NOT NULL |
| AgentToAgentCallsAllowed | Indicates whether calls to other agents are allowed:<br>**Y** = Yes, calls to other agents are allowed.<br>**N** = No, calls to other agents are not allowed. | DBCHAR | NOT NULL |
| AutoAnswerEnabled | Indicates whether calls to the agent are automatically answered:<br>**Y** = Yes, calls automatically answered.<br>**N** = No, calls are not automatically answered. | DBCHAR | NOT ULL |
| AutoRecordOnEmergency | Specifies whether to automatically record or not record when an emergency call request started:<br>**0** = Do not automatically record<br>**1** = Automatically record | DBINT | NULL |
| AvailAfterIncoming | Indicates whether to automatically consider the agent available after handling an incoming call:<br>**Y** = Yes, consider agent available.<br>**N** = No, do not consider agent available. | DBCHAR | NOT NULL |
| AvailAfterOutgoing | Indicates whether to automatically consider the agent available after handling an outbound call:<br>**Y** = Yes, consider agent available.<br>**N** = No, do not consider agent available. | DBCHAR | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| DefaultDevicePortAddress | Optional value to override the default port address for the agent telephony device. | VNAME32 | NULL |

*Table 2-6 Agent_Desk_Settings Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Description | Additional information about the desk settings. | DESCRIPTION | NULL |
| EmergencyCallMethod | Indicates whether **IPCC Enterprise** will create a consultative call or a blind conference call for an emergency call request:<br>**0** = Consultative call<br>**1** = Blind conference call | DBINT | NULL |
| EnterpriseName | An enterprise name for the agent desk settings that is unique within the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| IdleReasonRequired | Indicates whether the agent must enter a reason before entering the Idle state:<br>**Y** = Yes, agent must enter a reason.<br>**N** = No, agent does not need to enter a reason. | DBCHAR | NOT NULL |
| LogoutNonActivityTime | Number of seconds on non-activity at the desktop after which the ICM software automatically logs out the agent. | DBINT | NULL |
| LogoutReasonRequired | Indicates whether the agent must enter a reason before logging out:<br>**Y** = Yes, agent must enter a reason.<br>**N** = No, agent does not need to enter a reason. | DBCHAR | NOT NULL |
| NonACDCallsAllowed | Indicates whether the agent can place or handle non-ACD calls:<br>**Y** = Yes, agent can place or handle non-ACD calls.<br>**N** = No, agent cannot place or handle non-ACD calls. | DBCHAR | NOT NULL |
| OutboundAccessInternational | Indicates whether the agent can initiate international calls:<br>**Y** = Yes, agent can initiate calls.<br>**N** = No, agent cannot initiate calls. | DBCHAR | NOT NULL |
| OutboundAccessOperatorAssisted | Indicates whether the agent can initiate operator assisted calls:<br>**Y** = Yes, agent can initiate calls.<br>**N** = No, agent cannot initiate calls. | DBCHAR | NOT NULL |
| OutboundAccessPBX | Indicates whether the agent can initiate outbound PBX calls:<br>**Y** = Yes, agent can initiate calls.<br>**N** = No, agent cannot initiate calls. | DBCHAR | NOT NULL |
| OutboundAccessPrivateNet | Indicates whether the agent can initiate calls through the private network:<br>**Y** = Yes, agent can initiate calls.<br>**N** = No, agent cannot initiate calls. | DBCHAR | NOT NULL |

*Table 2-6 Agent_Desk_Settings Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| OutboundAccessPublicNet | Indicates whether the agent can initiate calls through the public network:<br>**Y** = Yes, agent can initiate calls.<br>**N** = No, agent cannot initiate calls. | DBCHAR | NOT NULL |
| QualityRecordingRate | Indicates how frequently calls to the agent are recorded. | DBINT | NULL |
| RecordingMode | (***For future use.***) Specifies whether the call requests are routed through the CallManager PIM. The **default** is **0**, which means that call requests do not get routed through the CallManager PIM. | DBINT | NULL |
| RingNoAnswerDialedNumberID | Provides the dialed number identifier for the new re-route destination in case of a ring-no-answer. | DBINT | NULL |
| RingNoAnswerTime | Number of seconds a call may ring at the agent's station before being redirected. | DBINT | NULL |
| SilentMonitorAudibleIndication | Specifies whether an audio click will sound when silent monitoring is started:<br>**1** = An audible click will sound.<br>**0** = An audible click will not sound. | DBINT | NULL |
| SilentMonitorWarningMessage | Specifies whether a warning message box will appear on the agent's desktop when silent monitoring is started:<br>**1** = A warning message box will appear.<br>**0** = A warning message box will not appear. | DBINT | NULL |
| SupervisorAssistCallMethod | Indicates whether **IPCC Enterprise** will create a consultative call or a blind conference call for the supervisor assistance request:<br>**0** = Consultative call<br>**1** = Blind conference call<br>This field is applicable to **IPCC Enterprise only**. | DBINT | NULL |
| SupervisorCallsAllowed | Indicates whether the agent can initiate supervisor assisted calls:<br>**Y** = Yes, agent can initiate calls.<br>**N** = No, agent cannot initiate calls. | DBCHAR | NOT NULL |
| WorkModeTimer | Specifies the auto wrap-up time out. The **default** value is **0** (auto wrap-up is disabled). | DBINT | NULL |

*Table 2-6 Agent_Desk_Settings Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| WrapupDataIncomingMode | Indicates whether the agent is allowed or required to enter wrap-up data after an inbound call:<br>**0** = Required<br>**1** = Optional<br>**2** = Not allowed | DBINT | NOT NULL |
| WrapupDataOutgoingMode | Indicates whether the agent is allowed or required to enter wrap-up data after an outbound call:<br>**0** = Required<br>**1** = Optional<br>**2** = Not allowed | DBINT | NOT NULL |

**Related tables:**

Agent Table (via AgentDeskSettingsID)

Peripheral Table (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 2-7 Agent_Distribution Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | AgentDistributionID |
| AK-1 | PeripheralID<br>DistributorSiteName |
| FK | AgentDistributionID |

*Table 2-8 Agent_Distribution Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentDistributionID | A unique identifier for the agent distribution. | DBINT | PK<br>NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| DistributorSiteName | The name of the Distributor site to which agent data is sent. | VNAME32 | AK-1<br>NOT NULL |

*Table 2-8 Agent_Distribution Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Enabled | Indicates whether to send agent data or not: '<br>**Y** = Yes, an agent can send data.<br>**N** = No, an agent cannot send data. | DBCHAR | NOT NULL |
| PeripheralID | The peripheral from which agent data is sent. | DBSMALLINT | AK-1, FK<br>NOT NULL |

**Related tables:**

Peripheral Table (via PeripheralID)

# Agent_Event_Detail Table

Historical Table.

Each row displays agent LOGIN, LOGOUT, and NOT_READY events.

Security: Global

***Table 2-9 Agent_Event_Detail Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>SkillTargetID<br>MRDomainID<br>TimeZone |
| AK-1 | RecoveryKey |
| IE-1 | DbDateTime |

***Table 2-10 Agent_Event_Detail Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DateTime | The date and time (in Central Controller local time) that the transition for the event occurred. | DBDATETIME | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| Duration | Duration in seconds associated with the EVENT:<br>**LOGIN**: Typically set to zero<br>**LOGOUT**: Number of seconds the agent was logged into the Media Routing Domain.<br>**NOT_READY**: Number of seconds the agent was in the NotReady State with respect to the Media Routing Domain. To compute the time the agent initially went into the NotReady state, subtract the Duration from the DateTime field. | DBINT | NULL |
| Event | Event transition that occurred:<br>**1 = LOGIN** Agent logged in to the Media Routing Domain,<br>**2 = LOGOUT** Agent logged out of the Media Routing Domain,<br>**3 = NOT_READY** Agent transitioned **out** of the NOT_READY state. | DBINT | NOT NULL |
| LoginDateTime | DateTime (in Central Control local time) when the agent initially logged into the Media Routing Domain. | DBDATETIME | NOT NULL |

*Table 2-10 Agent_Event_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| MRDomainID | The ID of the Media Routing Domain with which the event is associated. | DBINT | PK<br>NOT NULL |
| ReasonCode | The ReasonCode associated with the event. Refer to the Reason_Code table. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SkillTargetID | The SkillTargetID of the agent. | DBINT | PK<br>NOT NULL |
| TimeZone | The time zone for the dates and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

# Agent_Half_Hour Table

Central database only.

Each row in the table is for an agent/MRD pair. For example, if the agent was logged into three (3) MRDs in a given half-hour, then the agent will have three (3) rows in the table for that same half-hour.

***Table 2-11 Agent_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>MRDomainID<br>SkillTargetID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | MRDomainID<br>SkillTargetID |
| IE-1 | DbDateTime |

***Table 2-12 Agent_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AvailableInMRDTimeToHalf | The number of seconds in this half-hour interval that this agent was Available with respect to this Media Routing Domain. | DBINT | NULL |
| **Available**<br><br>An agent is Available, or eligible to be assigned a task in this MRD, if the agent meets all of these conditions:<br>• The agent is in any state other than Not Ready state for this MRD.<br>• The agent is not working on a non-interruptible task in another MRD. Only eMail tasks are interruptible, meaning that ICM software can assign the agent another task while s/he is working on an eMail. Voice calls, single-session chat sessions, multi-session chat sessions, and Blended Collaboration chat sessions cannot be interrupted.<br>• The agent has not reached the maximum task limit for this MRD. For Voice, single-session chat, eMail and Blended Collaboration MRDs, the task limit is always one task. For the multi-session chat MRD, the task limit is customized through the Web Collaboration Option administration application. | | | |
| AvailTimeToHalf | Total time, in seconds, the agent was in the NOT ACTIVE state during the half- hour interval. | DBINT | NULL |
| DateTime | The Central Controller date and time at the start of the interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| LoggedOnTimeToHalf | Total time, in seconds, the agent was logged into this Media Routing Domain during the half- hour interval. | DBINT | NULL |

*Table 2-12 Agent_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| MRDomainID | Identifies the Media Routing Domain. | DBINT | PK, FK<br>NOT NULL |
| NotReadyTimeToHalf | Total time, in seconds, the agent was in the Not Ready state (a state in which agents are logged on, but are neither involved in any call handling activity, nor available to handle a call) with respect to this Media Routing Domain during the half-hour interval. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RoutableInMRDTimeToHalf | The number of seconds in this half-hour interval that this agent was routable with respect to this MRD. | DBINT | NULL |
| SkillTargetID | Identifies the agent. | DBINT | PK, FK<br>NOT NULL |
| TalkOtherTimeToHalf | Total time, in seconds, the agent spent talking on internal calls during the half- hour interval.<br>Only defined for **voice** media.<br>For **non-voice** media, this is set to zero. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Agent Table (via SkillTargetID)

Media_Routing_Domain Table (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 2-13 Agent_Logout Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | LogoutDateTime<br>MRDomainID<br>SkillTargetID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | MRDomainID,<br>NetworkTargetID<br>SkillTargetID |

***Table 2-14 Agent_Logout Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| LoginDuration | Number of seconds the agent was logged in. | DBINT | NULL |
| LogoutDateTime | Central Controller date and time when the agent logged out. | DBDATETIME | PK<br>NOT NULL |
| MRDomainID | The identifier for the Media Routing Domain associated with the agent logout. | DBINT | PK<br>NOT NULL |
| NetworkTargetID | The device target the agent was logged on to. This applies to **IPCC** agents only. | DBINT | NULL |
| ReasonCode | Reason code returned by the peripheral for the agent logout. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SkillTargetID | Identifies the agent. | DBINT | PK<br>NOT NULL |
| TimeZone | The time zone for the dates and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Agent Table (via SkillTargetID)

Device_Target Table (via NetworkTargetID)

Media_Routing_Domain Table (via MRDomainID)

# Agent_Real_Time Table

Local database only.

Each row in the table is for an agent/MRD pair currently logged in. For example, if the agent was logged into three (3) MRDs, then the agent will have three (3) rows in the table.

***Table 2-15 Agent_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | MRDomainID<br>SkillTargetID |
| FK | MRDomainID<br>NetworkTargetID<br>SkillTargetID |

***Table 2-16 Agent_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Agent Status | Reserved for future use. | DBINT | NULL |
| AgentState | The current real time state of the agent with respect to this MRD:<br>**0** = Logged On<br>**1** = Logged Out<br>**2** = Not Ready<br>**3** = Ready<br>**4** = Talking<br>**5** = Work Not Ready<br>**6** = Work Ready<br>**7** = Busy Other<br>**8** = Reserved<br>**9** = Unknown<br>**10** = Hold<br>**11** = Active<br>**12** = Paused<br>**14** = Not Active | DBINT | NULL |
| AvailableInMRD | The agent's availability status with respect to the Media Routing Domain:<br>**0** = Not Available<br>**1** = ICM Available<br>**2** = Application Available | DBINT | NULL |
| CallInProgress | The number of tasks associated with this Media Routing Domain on which this agent is currently working. | DBINT | NULL |

*Table 2-16 Agent_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CampaignID | The campaign ID for the campaign associated with this call. This field is populated when the call is answered by an agent.<br>This field is applicable to **Outbound Option only**. | VNAME32 | NULL |
| CustomerAccountNumber | The account number of the caller with whom the agent is speaking. This field is populated when the call is answered by an agent.<br>This field is applicable to **Outbound Option only**. | varchar(32) | NULL |
| CustomerPhoneNumber | The phone number of the caller with whom the agent is speaking. This field is populated when the call is answered by an agent.<br>This field is applicable to **Outbound Option only**. | VTELNO20 | NULL |
| DateTime | The Central Controller date and time at the start of the interval. | DBDATETIME | NOT NULL |
| DateTimeLastModeChange | The date and time of the agent's last ***mode*** change in this MRD.<br>An agent has a ***mode*** with respect to each Media Routing Domain the agent is logged in to. These ***modes*** are either ***routable*** or ***not routable***.<br>If the ***mode*** is ***routable***, the ICM controls the agent and assigns tasks to the agent. When an agent is routable for an MRD, an application instance (for example: E-Mail Manager or Collaboration Server) will not allow the agent to work on a task unless ICM assigns the task.<br>If the ***mode*** is ***not routable***, the application instance (for example: E-Mail Manager) controls the agent and assigns tasks to the agent. The ICM software tracks the agent's task activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task the agent is working on.<br>For E-mail Manager and Collaboration Server, an agent's mode never changes. Each agent is either always routable or always not routable for the E-mail Manager and Collaboration Server MRDs.<br>An agent's mode is always routable with respect to the voice MRD. | DBDATETIME | NULL |
| DateTimeLastStateChange | Date and time of the agent's last state change in this MRD. | DBDATETIME | NULL |

*Table 2-16 Agent_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DateTimeLogin | Date and time the agent logged on to this MRD. | DBDATETIME | NULL |
| DateTimeTaskLevelChange | The date and time of the agent's last *task level* change in this MRD.<br>Chat agents have a maximum number of open slots. The *task level* changes when the number of open slots changes as a result of the number of calls in progress changing (the number of open slots = the maximum number of tasks - calls in progress).<br>This applies to all other agents as well, however, the *task level* is always 0 or 1. | DBDATETIME | NULL |
| Destination | Destination type of outbound call the agent is currently working on:<br>**0** = None<br>**1** = ACD<br>**2** = Direct | DBINT | NULL |
| Direction | Direction of call agent is currently working on:<br>**NULL** = None<br>**1** = In<br>**2** =Out<br>**3** = Other | DBINT | NULL |
| Extension | Extension the agent is currently working on. | varchar(32) | NULL |
| MaxTasks | The maximum number of tasks associated with this Media Routing Domain on which this agent can work simultaneously. | DBINT | NULL |
| MRDomainID | The identifier for the Media Routing Domain associated with this peripheral. | DBINT | PK, FK<br>NOT NULL |
| NetworkTargetID | The device target the agent is logged on to. This applies for **IPCC Enterprise** agents only. | DBINT | FK<br>NULL |
| OnHold | Indicates whether the call is currently on hold:<br>**1** = Yes, the call is on hold.<br>**0** = No, the call is not on hold. | DBINT | NULL |
| QueryRuleID | The query rule belonging to the campaign identified by the CampaignID.<br>This field is applicable to **Outbound Option only**. | DBINT | NULL |
| ReasonCode | Code received from the peripheral indicating the reason for the agent's last state change. | DBINT | NULL |

*Table 2-16 Agent_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| RequestedSupervisorAssist | Indicates whether the agent has requested supervisor assistance:<br>**1** = Yes, the agent requested assistance.<br>**0** = No, the agent did not request assistance.<br>This field is applicable to **IPCC Enterprise only**. | DBINT | NULL |
| Routable | Indicates whether the agent is routable with respect to this Media Routing Domain:<br>**Y** = Yes, the agent is routable.<br>**N** = No, the agent is not routable.<br>An agent has a mode with respect to each Media Routing Domain the agent is logged in to. These modes are either ***routable*** or ***not routable***.<br>If the mode is ***routable***, the ICM controls the agent and assigns tasks to the agent. When an agent is routable for an MRD, an application instance (for example: E-Mail Manager or Collaboration Server) will not allow the agent to work on a task unless ICM assigns the task.<br>If the mode is ***not routable***, the application instance (for example: E-Mail Manager) controls the agent and assigns tasks to the agent. The ICM software tracks the agent's task activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task the agent is working on.<br>For **E-mail Manager and Collaboration Server**, an agent's mode never changes. Each agent is either always ***routable*** or always ***not routable*** for the E-mail Manager and Collaboration Server MRDs.<br>An agent's mode is always ***routable*** with respect to the **voice MRD**. | DBINT | NULL |
| RouterCallsQueueNow | Number of calls currently queued for the agent at the CallRouter. | DBINT | NULL |
| RouterLongestCallQ | The time when the longest call in queue was queued for the agent. | DBDATETIME | NULL |
| ServiceSkillTargetID | Identifies the service for the call the agent is currently working on. | DBINT | NULL |
| SkillGroupSkillTargetID | Identifies the skill group for the call the agent is currently working on. | DBINT | NULL |
| SkillTargetID | Identifies the agent. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Agent Table (via SkillTargetID)

Device_Target Table (via NetworkTargetID)

Media_Routing_Domain Table (via MRDomainID)

Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill_Group Table (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 2-17 Agent_Skill_Group_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>SkillGroupSkillTargetID<br>SkillTargetID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | SkillGroupSkillTargetID<br>SkillTargetID |
| IE-1 | DbDateTime |

***Table 2-18 Agent_Skill_Group_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AbandonRingTimeToHalf | Total ring time associated with ACD calls that were abandoned while alerting an agent's position. RingTime occurs after any DelayTime and LocalQTime. The value is updated in the database at the time the call disconnects.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentOutCallsOnHoldTimeToHalf | Total number of seconds outbound ACD calls were placed on hold by an agent associated with this skill group. This value updated in the database when after-call work associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentOutCallsOnHoldToHalf | The total number of outbound ACD calls an agent associated with this skill group ended during the current half-hour interval that were placed on hold at least once during the life of the call. The value is updated in the database when the after-call work associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentOutCallsTalkTimeToHalf | Total talk time, in seconds, for outbound ACD calls handled by an agent associated with this skill group that ended 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. This 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentOutCallsTimeToHalf | The total handle time, in seconds, for outbound ACD calls handled by an agent associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentOutCallsToHalf | The total number of outbound ACD calls made by an agent associated with this skill group that ended during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentTerminatedCallsToHalf | Not currently supported. | DBINT | NULL |
| AnswerWaitTimeToHalf | The sum of the answer wait times of all tasks an agent associated with this skill group answered during this half-hour interval. It is updated in the database at the time the call is answered.<br>It is the current half-hour interval total of:<br>• In **ICM**, the time in seconds from when the call first arrives at the ACD to when the agent answers the call.<br>AnswerWaitTime is based on the following:<br>- **DelayTime**<br>- **LocalQTime**<br>- **RingTime**<br>• In **IPCC Enterprise**, the number of seconds calls spent between first being queued to the skillgroup through Select (LAA) or Queue to Skillgroup nodes to when they were answered by an agent.<br>AnswerWaitTime is based on the following:<br>- **DelayTime**<br>- **LocalQTime**<br>- **RingTime**<br>- **NetworkQTime**<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsOnHoldTimeToHalf | The total number of seconds that AutoOut (predictive) calls were placed on hold by an agent associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AutoOutCallsOnHoldToHalf | The total number of ended AutoOut (predictive) calls that an agent associated with this 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsTalkTimeToHalf | Total talk time, in seconds, for AutoOut (predictive) calls handled by an agent associated with this skill group that ended 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 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsTimeToHalf | The total handle time, in seconds, for AutoOut (predictive) calls handled by an agent associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsToHalf | The total number of AutoOut (predictive) calls made by an agent associated with this skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AvailTimeToHalf | Total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| BargeInCallsToHalf | The number of calls associated with an agent associated with the skill group barged in on either by the supervisor or by the agent.<br>This field is applicable for **IPCC Enterprise** only. | DBINT | NULL |
| BusyOtherTimeToHalf | Number of seconds an agent spent in the BusyOther state with respect to this skill group during the half-hour interval. BusyOtherTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallbackMessagesTimeToHalf | Number of seconds the agent spent processing callback messages during the half-hour interval.<br>This field applicable only to the **Aspect ACD**. | DBINT | NULL |
| CallbackMessagesToHalf | Number of callback messages processed by the agent during the half-hour interval.<br>This field applicable only to the **Aspect ACD**. | DBINT | NULL |
| CallsAnsweredToHalf | Number of calls answered by an agent associated with this skill group 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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.<br>A **handled call** is:<br>• An incoming **ACD** call that was answered by an agent, and then completed.<br>• A call associated with **Outbound Option** that the agent answered, and then completed.<br>• A **non-voice task** that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.<br>This field is applicable for **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |
| ConferencedInCallsTimeToHalf | The number of seconds an agent associated with this skill group was involved in incoming conference calls. Conferenced in calls include both ACD and non-ACD. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ConferencedOutCallsTimeToHalf | The number of seconds that an agent spent on conference calls that the agent initiated. This includes time spent on both ACD and non-ACD conference calls initiated by the agent. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ConsultativeCallsTimeToHalf | The number of seconds agents spent handling consultative calls with at least one 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ConsultativeCallsToHalf | The number of consultative calls an agent associated with this skill group that ended in this half-hour. The count is updated in the database when the after-call work time associated with the consultative call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| DateTime | The date and time at the start of the half-hour interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| EmergencyAssistsToHalf | The number of emergency assist requests made either by the agent or by the supervisor.<br>This field is applicable for **IPCC Enterprise** only. | DBINT | NULL |
| HandledCallsTalkTimeToHalf | The number of seconds that an agent spent in TalkTime for calls associated with this skill group that ended in this half-hour interval.<br>This field is applicable for **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |
| HandledCallsTimeToHalf | The time in seconds an agent spent on calls that were handled within the half-hour interval.<br>This field is applicable for **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| IncomingCallsOnHoldTimeToHalf | Total number of seconds that inbound ACD calls calls that an agent associated with this skill group placed on hold that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| IncomingCallsOnHoldToHalf | The total number of inbound ACD calls that an agent associated with this skill group 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InterceptCallsToHalf | The number of calls intercepted either by the supervisor or by the agent.<br>Thjis field is applicable for **IPCC Enterprise only**. | DBINT | NULL |
| InternalCallsOnHoldTimeToHalf | The total number of seconds internal calls an agent associated with this skill group ended in this half-hour ever spent on hold. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsOnHoldToHalf | The total number of internal calls that an agent associated with this skill group ended in this half-hour that were ever placed on hold. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| InternalCallsRcvdTimeToHalf | The total number of seconds spent on internal calls associated with this skill group that were received by an agent that ended in this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsRcvdToHalf | Number of internal calls associated with this skill group that were received by an agent and that ended during this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsTimeToHalf | Total number of seconds an agent associated with this skill group spent on internal calls that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsToHalf | Number of internal calls an agent associated with this skill group ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InterruptedTimeToHalf | This field not currently supported. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| LoggedOnTimeToHalf | Total time, in seconds, an agent associated with this skill group was logged on during the half-hour interval. This value is based on the following:<br>• **HoldTimeToHalf**<br>• **TalkInTimeToHalf**<br>• **TalkOutTimeToHalf**<br>• **TalkOtherTimeToHalf**<br>• **AvailTimeToHalf**<br>• **NotReadyTimeToHalf**<br>• **WorkReadyTimeToHalf**<br>• **WorkNotReadyTimeToHalf**<br>• **BusyOtherTimeToHalf**<br>• **ReservedStateTimeToHalf**<br>• **TalkAutoOutTimeToHalf**<br>• **TalkPreviewTime ToHalf**<br>• **TalkReservedTimeToHalf**<br>This field is applicable for **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |
| MonitorCallsToHalf | The number of calls monitored either by the supervisor or by the agent.<br>This field is applicable for **IPCC Enterprise** only. | DBINT | NULL |
| NotReadyTimeToHalf | Total seconds an agent was in the Not Ready state with respect to this skill group during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsOnHoldTimeToHalf | The total number of seconds outbound Preview calls were placed on hold by an agent associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PreviewCallsOnHoldToHalf | The total number of ended outbound Preview calls that an agent associated with this skill group have 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) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsTalkTImeToHalf | Total talk time, in seconds, for outbound Preview calls handled by an agent associated with this skill group that ended 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 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsTimeToHalf | Total handle time, in seconds, for Outbound Preview calls handled by an agent associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsToHalf | Total number of outbound Preview calls made by an agent associated with this skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBFLT8 | AK-1<br>NOT NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsOnHoldTimeToHalf | The total number of seconds agent reservation calls were placed on hold by an agent associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsOnHoldToHalf | The total number of ended agent reservation calls that an agent associated with this skill group have 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) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsTalkTimeToHalf | Total talk time, in seconds, for agent reservation calls handled by an agent associated with this skill group that ended 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 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReserveCallsTimeToHalf | Total handle time, in seconds, for agent reservation calls handled by an agent associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsToHalf | Total number of agent reservation calls made by an agent associated with this skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReservedStateTimeToHalf | Time, in seconds, an agent spent in the Reserved state with respect to this skill group during the half-hour interval.<br>ReservedStateTime includes the time an agent's phone is ringing (for IPCC Enterprise - the ReserveStateTime also includes the time from when the IPCC Enterprise Router assigns a call to an agent to the time the call arrives at an agents device) and is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ShortCallsToHalf | The number of calls answered by an agent associated with this skill group where the duration of the calls falls short of the AnsweredShortCalls threshold. You might choose to factor these calls out of handle time statistics. Short calls are considered handled, not abandoned.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| SkillGroupSkillTargetID | Together with SkillTargetID identifies the skill group member.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | PK, FK<br>NOT NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SkillTargetID | The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | PK, FK<br>NOT NULL |
| SupervAssistCallsTimeToHalf | Number of seconds an agent associated with this skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.<br>This field is applicable for **IPCC Enterprise** only. | DBINT | NULL |
| SupervAssistCallsToHalf | Number of calls for which an agent received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.<br>This field is applicable for **IPCC Enterprise** only. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TalkInTimeToHalf | Number of seconds an agent associated with this skill group spent talking on inbound ACD calls (neither internal nor outbound) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TalkOtherTimeToHalf | Number of seconds that an agent in the skill group spent talking on other calls (neither inbound or outbound) during the half-hour interval.<br>Examples: agent-to-agent transfers and supervisor calls.<br>TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TalkOutTimeToHalf | Number of seconds an agent associated with this skill group spent talking on external outbound or consultive transfer calls during the half-hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | PK<br>NOT NULL |
| TransferredInCallsTimeToHalf | Number of seconds an agent associated with this skill group spent handling transferred in calls that ended during this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TransferredInCallsToHalf | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-18 Agent_Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| WhisperCallsToHalf | The number of calls coached either by the supervisor or by the agent.<br>This field is applicable for **IPCC Enterprise** only. | DBINT | NULL |
| WorkNotReadyTimeToHalf | Total time in seconds an agent associated with this skill group was in the Work Not Ready state during the half-hour interval. WorkNotReadyTime is included as in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| WorkReadyTimeToHalf | Total seconds an agent in the skill group was in the Work Ready state for tasks associated with this skill group that ended during this half-hour interval. WorkReadyTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

**Related tables:**

Skill_Group_Member Table (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 2-19 Agent_Skill_Group_Logout Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | LogoutDateTime<br>SkillGroupSkillTargetID<br>SkillTargetID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | SkillGroupSkillTargetID<br>SkillTargetID |
| IE-1 | DBDateTime |

*Table 2-20 Agent_Skill_Group_Logout Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| LoginDuration | Number of seconds the agent was logged in to the skill group. | DBINT | NULL |
| LogoutDateTime | Date and time when the agent logged out of the skill group. | DBDATETIME | PK<br>NOT NULL |
| ReasonCode | Reason code returned by the peripheral for the agent logout. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SkillGroupSkillTargetID | Together with SkillTargetID identifies the skill group member. | DBINT | PK, FK<br>NOT NULL |
| SkillTargetID | The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member. | DBINT | PK, FK<br>NOT NULL |
| TimeZone | The time zone for the dates and times. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Skill_Group_Member Table (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 2-21 Agent_Skill_Group_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | SkillGroupSkillTargetID<br>SkillTargetID |
| FK | SkillGroupSkillTargetID<br>SkillTargetID |

***Table 2-22 Agent_Skill_Group_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentState | The current real time state of the agent:<br>**0** = Logged Off<br>**1** = Logged On<br>**2** = Not Ready<br>**3** = Ready<br>**4** = Talking<br>**5** = Work Not Ready<br>**6** = Work Ready<br>**7** = Busy Other<br>**8** = Reserved<br>**9** = Unknown<br>**10** = Call On Hold<br>**11** = Active<br>**12** = Paused<br>**14** = Not Active | DBINT | NULL |
| CallsInProgress | The number of tasks currently associated with this skill group. | DBINT | NULL |
| DateTime | The Central Controller date and time at the start of the interval. | DBDATETIME | NOT NULL |
| DateTimeLastStateChange | Date and time of the agent's last state change. | DBDATETIME | NULL |
| DateTimeLogin | Date and time the agent logged into the skill group. | DBDATETIME | NULL |
| Priority | Agent's priority in the skill group. | DBINT | NULL |
| ReasonCode | Code received from the peripheral indicating the reason for the agent's last state change. | DBINT | NULL |

*Table 2-22 Agent_Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SkillGroupSkillTargetID | Together with SkillTargetID identifies the skill group member. | DBINT | PK, FK<br>NOT NULL |
| SkillTargetID | The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Skill_Group_Member Table (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 2-23 Agent_State_Trace Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>MRDomain<br>SkillTargetID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | AgentState<br>MRDomain<br>SkillGroupSkillTargetID<br>SkillTargetID |

***Table 2-24 Agent_State_Trace Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentState | The new agent state:<br>**0** = Logged Off<br>**1** = Logged On<br>**2** = Not Ready<br>**3** = Ready<br>**4** = Talking<br>**5** = Work Not Ready<br>**6** = Work Ready<br>**7** = Busy Other<br>**8** = Reserved<br>**9** = Call Initiated<br>**10** = Call Held<br>**11** = Call Retrieved<br>**12** = Call Transferred<br>**13** = Call Conferenced<br>**14** = Unknown. | DBINT | FK<br>NULL |
| DateTime | The date and time at which the state change occurred. | DBSMALLDATE | PK<br>NOT NULL |
| Direction | The direction for talking states. | DBINT | NULL |

*Table 2-24 Agent_State_Trace Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| EventName | A code indicating the event that has occurred.<br><br>**0** = LOGGED_OFF<br>**1** = LOGGED_ON<br>**2** = NOT_READY<br>**3** = READY<br>**4** = TALKING<br>**5** = WORK_NOT_READY<br>**6** = WORK_READY<br>**7** = BUSY_OTHER<br>**8** = RESERVED<br>**9** = CALL_INITIATED<br>**10** = CALL_HELD<br>**11** = CALL_RETRIEVED<br>**12** = CALL_TRANSFERRED<br>**13** = CALL_CONFERENCED<br>**14** = UNKNOWN<br>**15** = OFFER_TASK<br>**16** = OFFER_APPLICATION_TASK<br>**17** = START_TASK<br>**18** = START_APPLICATION_TASK<br>**19** = PAUSE_TASK<br>**20** = RESUME_TASK<br>**21** = WRAPUP_TASK<br>**22** = END_TASK<br>**26** = MAKE_AGENT_READY<br>**27** = MAKE_AGENT_NOT_READY<br>**28** = TASK_INIT_REQ<br>**29** = TASK_INIT_IND<br>**30** = ROUTER_ASSIGNED_TASK<br>**31** = PRE_CALL_TIMEOUT | DBINT | NOT NULL |
| ICRCallKey | A unique number generated at the PG. Values are reused after about 250 million calls. | DBINT | NULL |
| MRDomainID | The identifier for the Media Routing Domain associated with the agent state change. | DBINT | PK, FK<br>NOT NULL |
| PeripheralCallKey | Key assigned by the peripheral to the call associated with the event. | DBINT | NULL |
| ReasonCode | Code received from the peripheral indicating the reason for the state change. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RouterCallKey | These fields are not set for calls.<br><br>For non-voice tasks, these three fields together identify the task (if any) that caused the agent's state to change. | DBINT | NULL |
| RouterCallKeyDay | | | |
| RouterCallKeySequenceNumber | | | |

*Table 2-24 Agent_State_Trace Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SkillGroupSkillTargetID | Identifies the skill group the event is associated with. | DBINT | NULL |
| SkillTargetID | Identifies the agent. | DBINT | PK, FK<br>NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Agent Table (via SkillTargetID)

Media_Routing_Domain Table (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 2-25 Agent_Team Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | AgentTeamID |
| AK-1 | EnterpriseName |
| FK | PeripheralID |

***Table 2-26 Agent_Team Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentTeamID | A unique identifier for the agent team. | DBINT | PK<br>NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the agent team. | DESCRIPTION | NULL |
| DialedNumberID | The dialed number identifier for the agent team. | DBINT | NULL |
| EnterpriseName | An enterprise name for the agent team that is unique among all agent teams in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| PeripheralID | Identifies the peripheral the team is associated with. | DBSMALLINT | FK<br>NOT NULL |
| PriSupervisorSkillTargetID | The agent who is the primary supervisor for the team. | DBINT | NULL |

**Related tables:**

Agent Table (via PriSupervisorSkillTargetID)

Agent_Team_Member Table (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 2-27 Agent_Team_Member Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | AgentTeamID<br>SkillTargetID |
| AK-1 | SkillTargetID |
| FK | AgentTeamID |
| IE-1 | AgentTeamID |

*Table 2-28 Agent_Team_Member Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentTeamID | Identifies the agent team. | DBINT | PK, FK, IE-1<br>NOT NULL |
| SkillTargetID | Identifies the agent. | DBINT | FK, AK-1<br>NOT NULL |

**Related tables:**

Agent_Team Table (via SkillTargetID)

Agent_Team_Member Table (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 2-29 Agent_Team_Supervisor Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | AgentTeamID<br>SupervisorSkillTargetID |

***Table 2-30 Agent_Team_Supervisor***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentTeamID | Identifies the agent team. | DBINT | PK<br>NOT NULL |
| SupervisorSkillTargetID | Identifies the SkillTargetID of the supervisor. | DBINT | PK<br>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 2-31 Announcement Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTargetID |
| AK-1 | EnterpriseName |
| FK | NetworkTargetID |

*Table 2-32 Announcement Table*

| Field Name | Description | Data Type | Keysand Null Option |
|---|---|---|---|
| AnnouncementType | An integer value indicating the type of the announcement. | DBSMALLINT | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the announcement. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for this announcement. This name must be unique among all announcements in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| NetworkTargetID | Foreign key from the Network Target table. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Network_Target Table (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 2-33 Application_Event Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| AK-1 | RecoveryKey |
| IE-1 | CentralControllerFileTime |

***Table 2-34 Application_Event Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BinData | Optional event binary data. | image | NULL |
| Category | The type of message. | VNAME32 | NULL |
| CentralControllerFileTime | File Time event was processed at the Central Controller. | DBDATETIME | IE-1<br>NOT NULL |
| CentralControllerTimeZone | Time zone at the Central Controller. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| CentralControllerVirtualTime | Virtual Time event was processed at the Central Controller. | DBINT | NOT NULL |
| CustomerId | The customer ID. | DBINT | NOT NULL |
| Dword1 | Optional event DWORD. | DBINT | NULL |
| Dword2 | Optional event DWORD. | DBINT | NULL |
| Dword3 | Optional event DWORD. | DBINT | NULL |
| Dword4 | Optional event DWORD. | DBINT | NULL |
| Dword5 | Optional event DWORD. | DBINT | NULL |
| MessageId | Message ID from message compiler. | DBINT | NOT NULL |
| MessageString | Contents of message. | DESCRIPTION | NULL |
| ProcName | Name of the process that originated the event. | VNAME32 | NOT NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| Severity | The level of the message. | varchar(16) | NULL |
| Side | Side of event originator:<br>**A** or **B** = paired processes<br>**\0** = a non-paired process | DBCHAR | NOT NULL |
| SourceFileTime | File time event was generated (originator's time). | DBDATETIME | NOT NULL |

*Table 2-34 Application_Event Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SourceSystemName | Name of the node that generated the event. | VNAME32 | NULL |
| SourceVirtualTime | Virtual time event was generated (originator's time). | DBINT | NOT NULL |
| StatusCode | Status code value. | DBINT | NOT NULL |
| StatusCodeString | String associated with the status code. | DESCRIPTION | NULL |
| StatusCodeType | Classification of the value in StatusCode field. | DBSMALLINT | NOT 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 |
| SystemId | DMP system ID of the event originator. For a CallRouter or Logger, this value is always 0. | DBSMALLINT | NOT NULL |
| SystemType | The type of system that generated the event:<br>**0** = Unknown<br>**1** = CallRouter<br>**2** = Peripheral Gateway<br>**3** = Network Interface Controller<br>**4** = Admin Workstation<br>**5** = Logger<br>**6** = Listener<br>**7** = CTI Gateway | DBSMALLINT | NOT NULL |
| VersionNum | EMS version number. | DBSMALLINT | 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 2-35 Application_Gateway Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ApplicationGatewayID |
| AK-1 | EnterpriseName |
| FK | ICRInstanceID |
| IE-1 | ICRInstanceID |

***Table 2-36 Application_Gateway Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ApplicationGatewayID | A unique identifier for the application gateway. | DBINT | PK<br>NOT NULL |
| ApplicationGatewayType | The type of gateway:<br>0 = custom gateway<br>1 = remote ICM | DBINT | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the application gateway. | DESCRIPTION | NULL |
| Encryption | The encryption method used by the application gateway:<br>0 = none<br>1 = private key | DBINT | NOT NULL |
| EnterpriseName | An enterprise name for the application gateway. This name must be unique among all application gateways in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| FaultTolerance | The fault-tolerance strategy used by the application gateway. | DBINT | NOT NULL |
| ICRInstanceID | Identifies the ICM instance associated with the application gateway. | DBINT | FK, IE-1<br>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 |

**Related tables:**

Application_Gateway_Connection Table (via ApplicationGatewayID)

Application_Gateway_Half_Hour Table (via ApplicationGatewayID)

ICR_Instance Table (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 2-37 Application_Gateway_Connection Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ApplicationGatewayID<br>Side |
| FK | ApplicationGatewayID |

***Table 2-38 Application_Gateway_Connection Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonTimeout | An internal timeout used by the CallRouter to determine a failure in the application gateway interface process. The default value is 5000. | DBINT | NULL |
| Address | A string that describes the connection to the host. The format depends on the protocol. For TCP, the format is *hostname*:*port* or *IPAddress*:*port*. | varchar(255) | NULL |
| ApplicationGatewayID | Identifies the Application Gateway associated with the connection. | DBINT | PK, FK<br>NOT 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. | DBINT | NULL |
| CommandParam | A parameter to be sent with the command. | DBINT | 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. | DESCRIPTION | NULL |
| ErrorThreshold | Number of consecutive errors that cause the ICM software to declare the host unavailable. The ICM software then initiates a reconnect. | DBINT | 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.) | DBINT | 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. | DBINT | NULL |

*Table 2-38 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. | DBINT | NULL |
| HeatbeatInterval | Number of milliseconds between heartbeats. The idle timeout for each host is 4 times this value. | DBINT | NULL |
| InService | Indicates whether the connection is currently available: 'Y' (yes) or 'N' (no). | DBCHAR | 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. | DBINT | NULL |
| LinkTestThreshold | Currently not used. | DBINT | NULL |
| OpenTimeout | Number of milliseconds the CallRouter waits for a response to an open or close connection request. The default is 15000. | DBINT | NULL |
| Protocol | The communications protocol used for the connection. 1 = TCP (the only value currently supported). | DBINT | NOT NULL |
| RequestTimeout | Number of milliseconds the CallRouter waits for a response before timing out a request. The default value is 300. | DBINT | 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. | DBINT | 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. | DBINT | NULL |
| Side | Indicates which side of the CallRouter uses the connection. Valid values are 'A' and 'B'. | char(1) | PK<br>NOT NULL |

**Related tables:**

Application_Gateway Table (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 2-39 Application_Gateway_Globals Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ID |

***Table 2-40 Applications_Gateway_Globals Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonTimeout | An internal timeout used by the CallRouter to determine a failure in the application gateway interface process. The default is 5000. | DBINT | NOT NULL |
| ApplicationGatewayType | The type of gateway:<br>0 = custom gateway<br>1 = remote ICM<br>**Note** You can define a separate set of defaults for each type. | DBINT | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ErrorThreshold | Number of consecutive errors that cause the ICM software to declare the host unavailable. The software then initiates a reconnect. | DBINT | 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.) | DBINT | 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. | DBINT | NOT NULL |
| HeartbeatTimeout | Number of milliseconds the CallRouter waits for a host to respond to a heartbeat request. The default is 300. | DBINT | NOT NULL |
| HeatbeatInterval | Number of milliseconds between heartbeats. The idle timeout for each host is 4 times this value. | DBINT | NOT NULL |
| ID | A unique identifier for the row. | DBINT | PK<br>NOT NULL |

*Table 2-40 Applications_Gateway_Globals Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | NOT NULL |
| LinkTestThreshold | Currently not used. | DBINT | NOT NULL |
| OpenTimeout | Number of milliseconds the CallRouter waits for a response to an open or close connection request. The default is 15000. | DBINT | NOT NULL |
| RequestTimeout | Number of milliseconds the CallRouter waits for a response before timing out a request. The default value is 300. | DBINT | 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. | DBINT | 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. | DBINT | 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 2-41 Application_Gateway_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ApplicationGatewayID<br>DateTime<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | ApplicationGatewayID |

***Table 2-42 Application_Gateway_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ApplicationGatewayID | Identifies the Application Gateway. | DBINT | PK, FK<br>NOT NULL |
| AvgDelayToHalf | The average response time, in milliseconds, for all requests to the Application Gateway during the half-hour interval. | DBINT | NULL |
| DateTime | The Central Controller date and time at the start of the interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| ErrorsToHalf | Number of errors that occurred for Application Gateway requests during the half-hour interval. Consult EMS logs for specific error information. | DBINT | NULL |
| LatesToHalf | Number of responses that exceeded the LateTimeout value for the connection during the half-hour interval. | DBINT | NULL |
| MaxDelayToHalf | The longest response time, in milliseconds, for any request to the Application Gateway during the half-hour interval. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RejectsToHalf | The number of requests rejected by the Application Gateway during the half-hour interval. | DBINT | NULL |

*Table 2-42 Application_Gateway_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| RequestsToHalf | The number of request sent to the Application Gateway during the half-hour interval. | DBINT | NULL |
| TimeoutsToHalf | The number of requests to the Application Gateway that timed out during the half-hour interval. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| UnavailableToHalf | Number of requests attempted while no Application Gateway was available during the half-hour interval. | DBINT | NULL |

**Related tables:**

Application_Gateway Table (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 2-43 Application_Instance Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ApplicationInstanceID |
| AK-1 | EnterpriseName |

***Table 2-44 Application_Instance Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ApplicationInstanceID | Identifies the Application Instance.. | DBINT | PK<br>NOT NULL |
| ApplicationKey | A key supplied by the application which allows the application instance entry to CMS services. | varchar(32) | NOT NULL |
| ApplicationType | Provides a key to the characteristics of certain applications. | DBINT | NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | DBINT | NOT NULL |
| Description | Additional information about this application instance. | CHANGESTAMP | NULL |
| EnterpriseName | The unique name of the application instance. | VNAME32 | AK-1<br>NOT NULL |
| PermissionLevel | Determines the permissions given to the application:<br>**0** = Full read/write permission to all configuration tables.<br>**1** = Read-only permission to all configuration tables (the application may not change any data).<br>**3** = Authentication only (only the ConAPI authentication API's will function). | DBINT | NOT NULL |

**Related tables:**

Application_Path Table (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 2-45 Application_Path Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ApplicationPathID |
| AK-1 | EnterpriseName |
| FK | ApplicationInstanceID<br>LogicalControllerID |

***Table 2-46 Application_Path Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ApplicationInstanceID | Defines the application instance that uses this application path. | DBINT | FK<br>NOT NULL |
| ApplicationPathID | A unique identifier for the application path. | DBINT | PK<br>NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about this application path. | DESCRIPTION | NULL |
| EnterpriseName | The unique name of the application instance. | VNAME32 | AK-1<br>NOT NULL |
| LogicalControllerID | Foreign key to the Logical_Interface_Controller table. | DBSMALLINT | FK<br>NOT NULL |

**Related tables:**

Application_Instance Table (via ApplicationInstanceID)

Application_Path_Member Table (via ApplicationPathID)

Application_Path_Real_Time Table (via ApplicationPathID)

Logical_Interface_Controller Table (via LogicalControllerID)

# Application_Path_Member Table

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

*Table 2-47 Application_Path_Member Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | MRDomainID<br>PeripheralID |
| FK | ApplicationPathID<br>MRDomainID<br>PeripheralID |
| IE-1 | ApplicationPathID |

*Table 2-48 Application_Path_Member Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ApplicationPathID | The application path identifier for this application path member. | DBINT | FK, IE-1<br>NOT NULL |
| MRDomainID | The MRD identifier for this application path member. | DBINT | PK, FK<br>NOT NULL |
| PeripheralID | Link to the Peripheral table. | DBSMALLINT | PK, FK<br>NOT NULL |

**Related tables:**

Application_Path Table (via ApplicationPathID)

Media_Routing_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

# Application_Path_Real_Time Table

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

*Table 2-49 Application_Path_Real_Time Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ApplicationPathID |
| FK | ApplicationPathID |

*Table 2-50 Application_Path_Real_Time Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ApplicationPathID | The application path identifier for this application path member. | DBINT | PK, FK<br>NOT NULL |
| DateTime | The date and time when the data in this table was last updated. | DBDATETIME | NOT NULL |
| OnLine | Indicates whether or not the application path is currently on-line:<br>**Y** = yes, on-line<br>**N** = no, not on-line. | DBCHAR | NULL |
| OnLineDateTime | The date and time at which the application instance associated with this application path established connection to the CTI Server. | DBDATETIME | 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 |
| 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 Table (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 2-51 AWControl Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AWType | The AW type:<br>**0** = Standard<br>**1** = NAM<br>**2** = CICM<br>**3** = Limited AW. | DBINT | NOT 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. | VNAME32 | 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. | VNAME32 | 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. | DBFLT8 | NOT 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 |
| HDSPropertyEnabled | Indicates whether the Historical Data Server property is enabled:<br>**Y** = Yes (enabled)<br>**N** = No (not enabled) | DBCHAR | NOT NULL |
| LastRetrievalKey | The recovery key value copied from the Config Message Log table when the local database was last updated from the central database. | DBFLT8 | NOT NULL |
| LastRetrievalTime | The time that the local AW database was last updated from the central database. | DBDATETIME | NULL |

# Blended_Agent_Options Table

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

Use the Outbound Option Configuration option within ICM Configuration Manager to modify the Outbound Option Options records.

***Table 2-52 Blen d_Agent_Options Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | 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. | DBINT | NOT NULL |
| DialEndMinutes | The latest valid minute to call a contact. The minutes value is based on the contact’s local time. | DBINT | NOT NULL |
| DialStartHours | The earliest valid hour to call a contact (in 24-hour format). The hour value is based on the contact's local time. | DBINT | NOT NULL |
| DialStartMinutes | The earliest valid minute to call a contact. The minutes value is based on the contact's local time. | DBINT | NOT NULL |
| IPDirectDialPreview | A Boolean value that indicates that all preview and personal callback modes should be direct dialed from the agent desktop rather than transferred from the dialer.<br>A **Y** indicates enabled, **N** indicates disabled. The default is **N**. | DBCHAR | NOT NULL |

# Bucket_Intervals Table

This configuration table holds the definition for Bucket Intervals that are used for Call type reporting. The Intervals are in sequentially increasing order, with the unused intervals having a NULL value.

Use the Configuration Manager Bucket Interval List Tool to modify Bucket intervals.

***Table 2-53 Bucket_Intervals Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | BucketIntervalID |
| AK-1 | EnterpriseName |

***Table 2-54 Bucket_Intervals Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BucketIntervalID | The primary key for this table. | DBINT | PK<br>NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Deleted | The default is **N**. | DBCHAR | NOT NULL |
| EnterpriseName | The enterprise name for this table. | VNAME32 | AK-1<br>NOT NULL |
| IntervalUpperBound1 | Upper bound in seconds of interval 1 | DBINT | NULL |
| IntervalUpperBound2 | Upper bound in seconds of interval 2 | DBINT | NULL |
| IntervalUpperBound3 | Upper bound in seconds of interval 3 | DBINT | NULL |
| IntervalUpperBound4 | Upper bound in seconds of interval 4 | DBINT | NULL |
| IntervalUpperBound5 | Upper bound in seconds of interval 5 | DBINT | NULL |
| IntervalUpperBound6 | Upper bound in seconds of interval 6 | DBINT | NULL |
| IntervalUpperBound7 | Upper bound in seconds of interval 7 | DBINT | NULL |
| IntervalUpperBound8 | Upper bound in seconds of interval 8 | DBINT | NULL |
| IntervalUpperBound9 | Upper bound in seconds of interval 9 | DBINT | NULL |

A default record is createdcontaining the following initial data for the Bucket_Intervals table.

***Table 2-55 Bucket_Intervals Table - Initial Data***

| | |
|---|---|
| BucketIntervalID | 1 |
| EnterpriseName | Default_Bucket_Interval |
| IntervalUpperBound1 | 8 |
| IntervalUpperBound2 | 30 |
| IntervalUpperBound3 | 60 |

*Table 2-55 Bucket_Intervals Table - Initial Data (continued)*

| | |
|---|---|
| IntervalUpperBound4 | 90 |
| IntervalUpperBound5 | 120 |
| IntervalUpperBound6 | 180 |
| IntervalUpperBound7 | 300 |
| IntervalUpperBound8 | 600 |
| IntervalUpperBound9 | 1200 |

# Business_Entity Table

Lists the business entities within the enterprise.

*Table 2-56 Business_Entity Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | EntityID |
| AK-1 | EntityName |

*Table 2-57 Business_Entity Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the business entity. | DESCRIPTION | NULL |
| EntityID | A unique identifier for the business entity. | DBINT | PK<br>NOT NULL |
| EntityName | The name of the business entity. | varchar(30) | AK-1<br>NOT NULL |

**Related tables:**

Enterprise_Service Table (via EntityID)

Enterprise_Skill_Group Table (via EntityID)

Master_Script Table (via Entity ID)

Schedule Table (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 2-58 Call_Type Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CallTypeID |
| AK-1 | EnterpriseName |
| FK | BucketIntervalID |
| IE-1 | CustomerDefinitionID |

***Table 2-59 Call_Type Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BucketIntervalID | The ID for the entry in the Bucket_Interval Table used for this CallType. The default value is NULL.<br>NULL means that the bucket interval from ICR_Globals will be used for this calltype | DBINT | FK<br>NULL |
| CallTypeID | A unique identifier for this call type. | DBINT | PK<br>NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CustomerDefinitionID | Identifies the customer definition, if any, associated with the call type. | DBINT | IE-1<br>NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the call type. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for this call type. This name must be unique among all call types in the enterprise. | VNAME32 | AK-1<br>NOT NULL |

*Table 2-59 Call_Type Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ServiceLevelThreshold | The time in seconds to be used as the service level threshold. | DBSMALLINT | 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. | DBSMALLINT | NULL |

**Related tables:**

Call_Type_Half_Hour Table (via CallTypeID)

Call_Type_Map Table (via CallTypeID)

Call_Type_Real_Time Table (via CallTypeID)

Customer_Definition Table (via CustomerDefinitionID)

Default_Call_Type Table (via CallTypeID)

Dialed_Number_Map Table (via CallTypeID)

ICR_Globals Table (Call_Type.CallTypeID maps to ICR_Globals.DefaultCallType)

Route_Call_Detail Table (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.

**Note** For fields applicable to **IPCC Enterprise** and **ACDs** with translation routing; if the call is not transferred through the ICM, the subsequent call legs are not tracked by the ICM unless the call is transferred back to the ICM at some point.

*Table 2-60 Call_Type_Half_Hour Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | CallTypeID<br>DateTime<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | CallTypeID |
| IE-1 | DbDateTime |

*Table 2-61 Call_Type_Half_Hour Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandInterval1 | Number of calls abandoned within interval 1.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| AbandInterval2 | Number of calls abandoned within interval 2.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| AbandInterval3 | Number of calls abandoned within interval 3.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandInterval4 | Number of calls abandoned within interval 4.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| AbandInterval5 | Number of calls abandoned within interval 5.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| AbandInterval6 | Number of calls abandoned within interval 6.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| AbandInterval7 | Number of calls abandoned within interval 7.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| AbandInterval8 | Number of calls abandoned within interval 8.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| AbandInterval9 | Number of calls abandoned within interval 9.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| AbandInterval10 | Number of calls abandoned within interval 10.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnsInterval1 | Number of calls answered within interval 1.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnsInterval2 | Number of calls answered within interval 2.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnsInterval3 | Number of calls answered within interval 3.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnsInterval4 | Number of calls answered within interval 4.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.. | DBINT | NULL |
| AnsInterval5 | Number of calls answered within interval 5.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnsInterval6 | Number of calls answered within interval 6.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnsInterval7 | Number of calls answered within interval 7.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnsInterval8 | Number of calls answered within interval 8.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnsInterval9 | Number of calls answered within interval 9.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnsInterval10 | Number of calls answered within interval 10.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnswerWaitTimeHalf | The sum of answer wait time in seconds for all calls that were handled for the call type during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AvgRouterDelayQToHalf | Average delay in queue (in seconds) for calls removed from the Router queue during the half-hour interval.<br>**RouterQueueDelayQToHalf / RouterQueueCallsToHalf**<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| BucketIntervalID | The ID of Bucket Intervals from the Bucket_Interval table used to generate the following *AnsInterval* and *AbandInterval* fields in this record. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsAnsweredToHalf | The total number of calls of this call type answered by agents in the current half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| CallsHandledHalf | The total number of calls of this call type handled in the current half-hour.<br>Termination_Call_Detail records with a CallDisposition of 6, 13, 14, 28, 29, 30, or 34 are counted as CallHandled.<br>**handled**<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| CallsOfferedHalf | The total number of calls of this call type offered during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallsQHandledToHalf | Number of calles handled in the half-hour interval that were queued in the Router at any time during their life.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsRONAToHalf | Number of calls that have been Redirected On No Answer in the half-hour interval. This does not include calls that are rerouted using the router requery feature. This is for calls with a call disposition of 19.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| CallsRoutedNonAgentToHalf | For **IPCC Express**, the number of calls that executed a Label node or a Divert Label node in their routing script in the half-hour interval.<br>For **ICM**, the number of calls that executed a Label node or a Divert Label node in their routing script; or were routed to a standard ACD without using a translation route in the half-hour interval. | DBINT | NULL |
| CallsRoutedToHalf | Number of calls of this type that have been routed during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallTypeID | Identifies the call type. | DBINT | PK, FK<br>NOT NULL |
| DateTime | The Central Controller date and time at the start of the interval when the row was generated. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | NULL |
| DelayQAbandTimeHalf | The total delay time of abandoned calls for this call type during the current half-hour interval.<br>This field is applicable to both ***ICM*** and **IPCC Enterprise** with the following exception: it does not include the delay time for a call that was abandoned after it was routed to a standard ACD unless the call was translation routed. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ErrorCountToHalf | The number of calls that resulted in an error condition, such as when a routing script fails to find a target and there is no default route defined.<br>Refer to the Route_Call_Detail record, RouterErrorCode field or the Terminal_Call_Detail record for additional information.<br>**Examples:**<br>• Translation-routed calls are abandoned while on route to destination target .<br>• Calls with mis-configured labels do not use default routing (for instance, when a default route has not been defined).<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| HandleTimeHalf | The total handle time in seconds for handled calls of this call type ending during the half-hour interval.<br>HandleTimeToHalf is the sum of the fields TalkTime, HoldTime and WorkTime from the Termination_Call_Detail record.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| HoldTimeToHalf | The total hold time in seconds for calls of this call type ending during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| ICRDefaultRoutedToHalf | Number of calls of this type that were routed to the default label during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| IncompleteCallsHalf | An IncompleteCall is a call that was routed to an agent, but failed to arrive.<br>An IncompleteCall can also be identified in the Termination_Call_Detail record, as can any call with a CallDisposition of 1. This can occur under several conditions:<br>1. Just as the CallRouter is about to send the agent a call, the agent, while in the AVAILABLE state, pushes the head set button to enable it.<br>2. Just as the CallRouter is about to send the agent a call, the agent otherwise attempts to make a call from the hard phone.<br>3. Just as the CallRouter is about to send the agent a call, the agent, while in the AVAILABLE state, is direct dialed.<br>4. Network issues (congestion, glitches, etc).<br>5. A caller disconnects in route to the agent.<br>**Note** As IP transfers are so quick, this is an unlikely condition.<br>6. An incorrect label is configured for a device target. The call is sent to the wrong number, so the agent never receives the call. This is a common new installation problem.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| NetworkAnnouncementToHalf | Number of calls routed with an announcement node during the half-hour period. This node returns a label to the network that specifies the announcement to be played.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| NetworkDefaultRoutedToHalf | Number of calls of this type that were routed to a Termination node that specifies "*use network default*" during the half-hour interval. This node returns a label to the network that tells it to apply its default treatment to the call.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-61 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.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| ReturnBusyToHalf | Number of calls of this type that were routed to the Busy target during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReturnReleaseToHalf | Count of calls that executed a Release node in their routing script in the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReturnRingToHalf | Number of calls of this type that were routed to the Ring target during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterCallsAbandQToHalf | The number of calls abandoned in the half-hour that were abandoned while in the Router queue, at the agent desktop, or in any node in the script.<br>You can count these calls by looking the Termination_Call_Detail records with call dispostions of 2, 3, 4, or 5; and Route_Call_Detail records with a RouterErrorCode of 448.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| RouterQueueCallsToHalf | Number of calls that left the Router queue during the half- hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterQueueCallTypeLimitToHalf | Number of Router queue attempts that failed because the limit for the call type was reached.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| RouterQueueGlobalLimitToHalf | Number of Router queue attempts that failed because the global system limit was reached.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterQueueWaitTimeToHalf | Number of seconds calls of this type spent in the Call Router queue during the half- hour interval.<br>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.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ServiceLevelAbandHalf | The total number of calls of this call type abandoned within the service level threshold during the half-hour interval.<br>Valid for both **IPCC Enterprise** and **standard ACD** targets that use translation routes. | DBINT | NULL |
| ServiceLevelCallsHalf | The total number of calls of this call type answered within the ICM service level threshold during the half-hour interval.<br>This field is incremented when the PG sends the answered event to the router within the service level threshold.<br>Valid for both **IPCC Enterprise** and **standard ACD** targets that use translation routes. | DBINT | NULL |
| ServiceLevelCallsOfferedHalf | The number of calls of this call type that had service level events during the half-hour interval.<br>Calls are counted for service level purposes as soon as it is determined how the call contributes to the service level calculation. This determination is made when either the service level timer passes, the call is answered, or the caller abandons - whichever occurs first.<br>Valid for both **IPCC Enterprise** and **standard ACD** targets that use translation routes. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| **service level event**<br><br>A ***service level event*** occurs when one of the following happens to the call:<br>– **The call is answered by an agent before the service level threshold expires.** In this case, the *ServiceLevelCalls* and *ServiceLevelsCallsOffered* database fields are incremented.<br>– **The call abandons before the service level threshold expires.** In this case, the *ServiceLevelAband* and *ServiceLevelCallsOffered* database fields are incremented.<br>– **The call is Redirected on No Answer (RONAs) before the service level threshold expires.** In this case, only the *ServiceLevelCallsOffered* database field is incremented.<br>– **The call reaches the service level threshold without being answered by an agent or abandoned.** In this case, the *ServiceLevelCallsOffered* database field is incremented.<br><br>Tasks that abandon before the short calls timer (as defined in the ICM configuration) do not count towards the *ServiceLevelCallsOffered* or *ServiceLevelAband* call counters. In addition, calls encountering an error condition or sent to non-monitored devices (using the label node) within the service-level threshold do not affect the service level. | | | |
| ServiceLevelHalf | The ICM service level for the call type during the half-hour interval.<br><br>Service Level Type is configured in the ICM Configuration Manager using the Call Type list tool and the System Information tool. ServiceLevel is calculated as follows depending on the service level type:<br>• Ignore Abandoned Calls: ServiceLevelCalls/( ServiceLevelCallsOffered - ServiceLevelAband)<br>• Abandoned Calls have Negative Impact: ServiceLevelCalls/ServiceLevelCallsOffered<br>• Abandoned Calls have Positive Impact: (ServiceLevelCalls + ServiceLevelAband)/ServiceLevelCallsOffered<br><br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBFLT4 | NULL |
| ServiceLevelType | Service Level Type used to calculate Service level for this interval. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ShortCallsHalf | 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.<br>This field is applicable to **ICM, IPCC Enterprise,** and **Outbound Option**. | DBINT | NULL |
| TalkTimeHalf | The total talk time in seconds for calls of this call type that were handled during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| VRUAssistedCallsToHalf | Count of the VRU handled calls marked as routed to agents in the half-hour interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| VRUForcedXferredCallsToHalf | Count of the VRU calls marked as routed to agents as a result of caller difficulties in the half-hour period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| VRUHandledCallsToHalf | Count of the VRU calls marked as handled at VRU in the half-hour interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-61 Call_Type_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| VRUOptOutUnhandledCallsToHalf | Count of the VRU unhandled calls that were marked as routed to agents by caller request in the half-hour interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| VRUOtherCallsToHalf | Count of VRU calls marked with any VRUProgress value other than the ToHalf in the half-hour period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| VRUScriptedXferredCallsToHalf | Count of the VRU calls marked as routed to agents as a result of normal script procedure in the half-hour period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| VRUUnhandledCallsToHalf | Count of calls marked as Offered to VRU but not handled in the half-hour interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

## Related tables

Call_Type Table (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 2-62 Call_Type_Map Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CallTypeID<br>Item |
| FK | CallTypeID<br>MasterScriptID |
| IE-1 | MasterScriptID |

***Table 2-63 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. | DBINT | PK, FK<br>NOT NULL |
| Description | Additional information about the association of this script to this call type. | DESCRIPTION | NULL |
| Item | The position of this schedule entry within the list of entries for this call type. | DBINT | PK<br>NOT NULL |
| MasterScriptID | Foreign key from the Master Script table. | DBINT | FK, IE-1<br>NOT NULL |
| ScriptSchedule | A script schedule entry in an internal format used by the Script Editor. | varchar(64) | NOT NULL |

**Related tables:**

Call_Type Table (via CallTypeID)

Master_Script Table (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 2-64 Call_Type_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CallTypeID |
| FK | CallTypeID |

***Table 2-65 Call_Type_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnswerWaitTimeHalf | The sum of answer wait time in seconds for all calls of this call type that were answered during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| AnswerWaitTimeTo5 | The sum of answer wait time in seconds for all calls answered for this call type during the five-minute interval. | DBINT | NULL |
| AnswerWaitTimeToday | The sum of answer wait time in seconds for all calls of this call type answered since midnight | DBINT | NULL |
| AvgRouterDelayQHalf | Average number of seconds spent in the CallRouter queue for calls of this type that have been removed from the queue so far during the current half- hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AvgRouterDelayQNow | Average number of seconds spent in the CallRouter queue for calls of this type that are currently in queue. | DBINT | NULL |
| AvgRouterDelayQTo5 | Average number of seconds spent in the CallRouter queue for calls of this type that were removed from the queue during the rolling five-minute interval. | DBINT | NULL |
| AvgRouterDelayQToday | Average number of seconds spent in the CallRouter queue for calls of this type that were removed from the queue since midnight. | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsAnsweredHalf | Count of calls answered by an agent in this half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| CallsAnsweredTo5 | Count of calls answered by an agent during the five-minute interval. | DBINT | NULL |
| CallsAnsweredToday | Count of calls answered by an agent since midnight. | DBINT | NULL |
| CallsHandledHalf | The total number of calls of this call type handled in the half-hour interval.<br>Termination_Call_Detail records with a CallDisposition of 6, 13, 14, 28, 29, 30, or 34 are counted as CallHandled.<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| CallsHandledTo5 | The total number of calls of this call type handled during the five-minute interval. | DBINT | NULL |
| CallsHandledToday | The total number of calls of this call type handled since midnight. | DBINT | NULL |
| CallsLeftQTo5 | The total number of calls of this call type that left the CallRouter queue during the five-minute interval. | DBINT | NULL |
| CallsOfferedHalf | The total number of calls of this call type offered during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsOfferedTo5 | The number of calls of this call type offered during the five-minute interval. | DBINT | NULL |
| CallsOfferedToday | A total number of calls of this call type offered to this service since midnight. | DBINT | NULL |
| CallsRONAHalf | The number of calls that have been Redirected On No Answer in this half-hour interval. This does not include calls rerouted using the router requery feature.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| CallsRONATo5 | The number of calls that have been Redirected On No Answer in this in this five-minute interval. This does not include calls rerouted using the router requery feature. | DBINT | NULL |
| CallsRONAToday | The number of calls that have been Redirected On No Answer since midnight. This does not include calls rerouted using the router requery feature. | DBINT | NULL |
| CallsRoutedNonAgentHalf | For **IPCC Express**, the number of calls that executed a Label node or a Divert Label node in their routing script in the half-hour interval.<br>For **ICM**, the number of calls that executed a Label node or a Divert Label node in their routing script; or were routed to a standard ACD without using a translation route in the half-hour interval. | DBINT | NULL |
| CallsRoutedNonAgentTo5 | For **IPCC Express**, the number of calls that executed a Label node or a Divert Label node in their routing script in this five-minute interval.<br>For **ICM**, the number of calls that executed a Label node or a Divert Label node in their routing script; or were routed to a standard ACD without using a translation route in this five-minute interval. | DBINT | NULL |
| CallsRoutedNonAgentToday | For **IPCC Express**, the number of calls that executed a Label node or a Divert Label node in their routing script in the half-hour interval.<br>For **ICM**, the number of calls that executed a Label node or a Divert Label node in their routing script; or were routed to a standard ACD without using a translation route since midnight. | DBINT | NULL |
| CallsRoutedToday | Number of calls of this type that have been routed since midnight. | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsRoutedToHalf | Number of calls of this type that have been routed during the current half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallTypeID | Identifies the call type. | DBINT | PK, FK<br>NOT NULL |
| DateTime | The Central Controller date and time at the start of the interval when the row was generated. | DBDATETIME | NOT NULL |
| DelayQAbandTimeHalf | The total delay time of abandoned calls for this call type during the current half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: it does not include the delay time for a call that was abandoned after it was routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| DelayQAbandTimeTo5 | The total delay time of abandoned calls for this call type during the five-minute interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: it does not include the delay time for a call that was abandoned after it was routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| DelayQAbandTimeToday | The total delay time of abandoned calls for this call type since midnight.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: it does not include the delay time for a call that was abandoned after it was routed to a standard ACD unless the call was translation routed. | DBINT | NULL |
| ErrorCountToday | Number of calls since midnight that resulted an error condition , such as when a routing scriptfailed to find a target and there are no default routes defined. This field increments when:<br>• Translation-routed calls are abandoned while on route to destination target.<br>• Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.)<br>• Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined). | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ErrorCountToHalf | The number of calls that resulted in an error condition, such as when a routing script fails to find a target and there is no default route defined. This field increments when:<br>• Translation-routed calls are abandoned while on route to destination target.<br>• Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.)<br>• Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined).<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| HandleTimeHalf | The total handle time in seconds for all calls of this call type ending during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| HandleTimeTo5 | The total handle time in seconds for all calls of this call type ending during the five-minute interval. | DBINT | NULL |
| HandleTimeToday | The total handle time in seconds for all calls of this call type ending since midnight. | DBINT | NULL |
| HoldTimeHalf | The total hold time in seconds for calls of this call type ending during the current half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| HoldTimeTo5 | The total hold time in seconds for calls of this call type ending during the current five-minute interval. | DBINT | NULL |
| HoldTimeToday | The total hold time in seconds for calls of this call type ending since midnight. | DBINT | NULL |
| ICRDefaultRoutedToday | Number of calls that were routed to the default label since midnight. | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ICRDefaultRoutedToHalf | Number of calls that were routed to the default label during the current half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| MasterScriptID | The master script currently scheduled for the call type. | DBINT | NULL |
| NetworkAnnouncementToday | The number of calls routed with an announcement node today. This node returns a label to the network that specifies the announcement to be played. | DBINT | NULL |
| NetworkAnnouncementToHalf | The number of calls routed with an announcement node during the half-hour period. This node returns a label to the network that specifies the announcement to be played.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| NetworkDefaultRoutedToday | Number of calls that were routed to a Termination node that specifies Use network default since midnight. This node returns a label to the network telling it to apply its default treatment to the call. | DBINT | NULL |
| NetworkDefaultRoutedToHalf | Number of calls of this type for which the IXC used default routing during the current half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| OverflowOutTo5 | The number of calls that overflowed to another call type during the current five-minute interval.<br>This field increments when a requalify or call type node is executed in the script.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReturnBusyToday | Number of calls of this type that were routed to the Busy target since midnight. | DBINT | NULL |
| ReturnBusyToHalf | Number of calls of this type that were routed to the Busy target during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReturnReleaseHalf | Count of calls that executed a Release node in their routing script in the current half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReturnReleaseToday | Count of calls that executed a Release node in their routing script since midnight. | DBINT | NULL |
| ReturnRingToday | Number of calls of this type that were routed to the Ring target since midnight. | DBINT | NULL |
| ReturnRingToHalf | Number of calls of this type that the ICM software routed to the Ring target during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterCallsAbandQHalf | Number of calls of this type abandoned during the current half- hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| RouterCallsAbandQTo5 | Number of calls of this type abandoned during the five- minute interval. | DBINT | NULL |
| RouterCallsAbandQToday | Number of calls of this type abandoned since midnight. | DBINT | NULL |
| RouterCallsQNow | Number of calls of this type currently in the CallRouter queue. This metric does not show calls in queue at the local ACD. | DBINT | NULL |
| RouterCallsQNowTime | Total number of seconds spent in queue for all calls of this type currently in the CallRouter queue. This metric does not show calls in queue at the local ACD. | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| RouterLongestCallQ | The time that the longest currently queued call for this call type entered the CallRouter queue.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBDATETIME | NULL |
| RouterQueueCallsHalf | Number of calls of this type that left the CallRouter queue to be routed during the current half- hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterQueueCallsTo5 | Number of calls of this type that left the CallRouter queue to be routed during the five-minute interval. | DBINT | NULL |
| RouterQueueCallsToday | Number of calls of this type that left the CallRouter queue to be routed since midnight. | DBINT | NULL |
| RouterQueueWaitTimeHalf | Number of seconds calls of this type spent in the CallRouter queue during the half-hour interval.<br>**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.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterQueueWaitTimeTo5 | Number of seconds calls of this type spent in the CallRouter queue during the five-minute interval.<br>**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.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterQueueWaitTimeToday | Number of seconds calls of this type spent in the CallRouter queue since midnight.<br>**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.<br>This field is applicable to both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ScriptID | The script currently scheduled for the call type. | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ServiceLevelAbandHalf | The total number of calls of this call type abandoned within the service level threshold during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| ServiceLevelAbandTo5 | The number of calls of this call type abandoned within the service level during the five-minute interval. | DBINT | NULL |
| ServiceLevelAbandToday | The number of calls of this call type abandoned within the service level since midnight. | DBINT | NULL |
| ServiceLevelCallsHalf | The total number of calls of this call type answered within the ICM service level threshold during the half-hour interval.<br>This field is incremented when the PG sends the answered event to the router within the service level threshold.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| ServiceLevelCallsOfferedHalf | The number of calls of this call type that had a service level event during the half-hour interval.<br>Calls are counted for service level purposes as soon as it is determined how the call contributes to the service level calculation. This determination is made when either the service level timer passes, the call is answered, or the caller abandons - whichever occurs first.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ServiceLevelCallsOfferedTo5 | The number of calls of this call type that had service level events during the five-minute interval.<br>Calls are counted for service level purposes as soon as it is determined how the call contributes to the service level calculation. This determination is made when either the service level timer passes, the call is answered, or the caller abandons - whichever occurs first. | DBINT | NULL |
| ServiceLevelCallsOfferedToday | The number of calls of this call type that had service level events since midnight.<br>Calls are counted for service level purposes as soon as it is determined how the call contributes to the service level calculation. This determination is made when either the service level timer passes, the call is answered, or the caller abandons - whichever occurs first. | DBINT | NULL |
| ServiceLevelCallsQHeld | The number of calls of this call type that had been in queue longer than the service level threshold since midnight. | DBINT | NULL |
| ServiceLevelCallsTo5 | The total number of calls of the call type handled within the service level during the five-minute interval. | DBINT | NULL |
| ServiceLevelCallsToday | The total number of calls of the call type handled within the service level since midnight. | DBINT | NULL |
| ServiceLevelHalf | The ICM service level for this call type during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBFLT4 | NULL |
| ServiceLevelTo5 | The ICM service level for this call type during the five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsHandledTo5. | DBFLT4 | NULL |
| ServiceLevelToday | The ICM service level for this call type since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday. | DBFLT4 | NULL |

*Table 2-65 Call_Type_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TalkTimeHalf | The total talk time in seconds for calls of this call type ending during the half-hour interval.<br>This field is applicable to both **ICM** and **IPCC Enterprise** with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. | DBINT | NULL |
| TalkTimeTo5 | The total talk time in seconds for calls of this call type ending during the five-minute interval. | DBINT | NULL |
| TalkTimeToday | A total of talk time in seconds for calls of this call type ending since midnight. | DBINT | NULL |

**Related tables:**

Call_Type Table (via CallTypeID)

Master_Script Table (via MasterScriptID)

Script Table (via ScriptID)

# Campaign Table

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

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Campaign table rcords.

***Table 2-66 Campaign Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CampaignID |
| AK-1 | CampaignName |

***Table 2-67 Campaign Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonEnabled | Indicates whether the predictive algorithm should use AbandonPercent:<br>**Y** = Use abandon percent algorithm.<br>**N** = Do not take abandoned calls into consideration while calculating the predictive algorithm. | DBCHAR | 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. | DBINT | NOT NULL |
| AMDTreatmentMode | When AMD is enabled for "agent" campaigns:<br>1. Abandon Call<br>2. Transfer to Agent<br>3. Transfer to IVR Route Point | DBINT | NOT NULL |
| AnswerDetectEnabled | Valid options are:<br>**Y** = Answering machine detection is enabled.<br>**N** = Answering machine detection is disabled. | DBCHAR | NOT NULL |
| BusyCallback | The number of minutes to wait before attempting a callback to a number that was busy. | DBINT | NOT NULL |
| BusyRetryEnabled | Valid options are:<br>**Y** = A busy number should be retried.<br>**N** = The next number in the list should be tried. | DBCHAR | NOT NULL |
| CallbackTimeLimit | Maximum amount of time, in minutes, after a scheduled callback before giving up the callback attempt. | DBSMALLINT | NOT NULL |

*Table 2-67 Campaign Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CampaignID | A unique identifier for this campaign. This is the primary key for this table.<br>This field is applicable to **Outbound Option only**. | DBINT | PK<br>NOT NULL |
| CampaignName | A customer-entered name for this campaign. | VNAME32 | AK-1<br>NOT NULL |
| CampaignPurposeType | Can be set to **Agent Campaign** or **Xfer to IVR Campaign**. | DBINT | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ConfigParam | Additional configuration parameters. | DESCRIPTION | NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | A description of the campaign. | varchar(255) | NULL |
| EdgeDetectEnabled | Valid options are:<br>**Y** = Voice detection should be done at the beginning of the initial greeting sound.<br>**N** = Enables a faster but less accurate voice/answering machine detection. | DBCHAR | NOT NULL |
| Enabled | Indicates whether a campaign is currently active (**Y**) or not (**N**). | DBCHAR | NOT NULL |
| ExhaustedCallsEnabled | Valid options are:<br>**Y** = Allow resetting the records that have reached the maximum number of attempts.<br>**N** = Do not allow the resetting of these records. | DBCHAR | NOT NULL |
| HomeEnabled | Valid options are:<br>**Y** = Allow dialing to home numbers.<br>**N** = Do not allow dialing to home numbers. | DBCHAR | NOT NULL |
| HomeEndHours | Home telephone numbers will not be dialed later than HomeEndHours:HomeEndMinutes. Hours are in 24-hour format. | DBINT | NOT NULL |
| HomeEndMinutes | Home telephone numbers will not be dialed later than HomeEndHours:HomeEndMinutes. | DBINT | NOT NULL |
| HomeStartHours | Home telephone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes. Hours are in 24-hour format. | DBINT | NOT NULL |
| HomeStartMinutes | Home telephone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes. | DBINT | NOT NULL |

*Table 2-67 Campaign Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| IPAMDEnabled | Boolean to indicate that AMD is enabled on IP Dialers. A **Y** indicates enabled, an **N** is disabled. | DBCHAR | NOT NULL |
| IPTerminatingBeepDetect | Boolean to indicate that Terminating Tone Detection is enabled on IP Dialers. Can be used for Transfer to IVR campaigns as well as Agent campaigns.<br>A **Y** indicates enabled, an **N** indicates disabled. The default value is **N**. | DBCHAR | NOT NULL |
| LeaveMessageEnabled | Indicates whether the ICM should leave automated messages on answering machines:<br>**Y** = Yes, leave automated messages on answering machines.<br>**N** = No, do not leave automated messages on answering machines. | DBCHAR | NOT NULL |
| LinesPerAgent | The fixed number of lines to use per agent. Note that this number need not be an integer. | DBFLT8 | NOT NULL |
| MaxAttempts | The maximum number of attempts permitted per contact within the current campaign. | DBINT | NOT NULL |
| MaxBusyAttempts | The maximum number of times to retry a busy number before trying the next number in the list. | DBSMALLINT | NOT NULL |
| MaximumLineAgent | The maximum number of lines dialed per agent. Note that this number need not be an integer. | DBFLT8 | 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. | DBSMALLINT | NOT NULL |
| NoAnswerCallback | The number of minutes to wait before attempting a callback to a number that was not answered. | DBINT | NOT NULL |
| NoAnswerRingLimit | The number of rings before considering a call as not answered. | DBINT | NOT NULL |
| PersonalizedCallback Enabled | Valid options are:<br>**Y** = Personalized callback is enabled.<br>**N** = Personalized callback is not enabled. | DBCHAR | NOT NULL |
| QuickDetectEnabled | Valid options are:<br>**Y** = Voice/answering machine detection should be done quickly rather than accurately.<br>**N** = Voice/answering should be done accurately, but not as quickly as with the quick detect feature. | DBCHAR | NOT NULL |

*Table 2-67 Campaign Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReleaseCallback Enabled | Valid options are:<br>**Y** = A personalized callback should be sent to another agent if the original agent is not available.<br>**N** = A personalized callbach should not be sent to another agent. | DBCHAR | NOT NULL |
| Reschedule CallbackMode | Valid options include:<br>**1** = If a callback should be rescheduled for the same time period the next day.<br>**2** = If the callback will be rescheduled for tthe next valid dialing period.<br>**3** = If the callback will be abandoned (not attempted again). | DBSMALLINT | NOT NULL |
| SPClosedRecordCount | The number of customer close record requests to queue before calling a stored procedure for third-party processing. | DBSMALLINT | NOT NULL |
| SPClosedRecordEnabled | Valid options are:<br>**Y** = Indicates that a stored procedure should be called after a customer record has been closed. This stored procedure resides in the Outbound Option private database.<br>**N** = This stored procedure should not be called. | DBCHAR | NOT NULL |
| UseGMTFromRegionPrefix | Boolean to indicate that customer GMT should be obtained from the Region Prefix table. Replaces the *ImportAreaProcDisable* registry setting. The default is **Y**. | DBCHAR | NOT NULL |
| WorkEnabled | Valid options are:<br>**Y** = Allow dialing to work numbers.<br>**N** = Do not allow dialing to work numbers. | DBCHAR | NOT NULL |
| WorkEndHours | Work telephone numbers will not be dialed later than WorkEndHours:WorkEndMinutes. Hours are in 24-hour format. | DBINT | NOT NULL |
| WorkEndMinutes | Work telephone numbers will not be dialed later than WorkEndHours:WorkEndMinutes. | DBINT | NOT NULL |
| WorkStartHours | Work telephone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes. Hours are in 24-hour format. | DBINT | NOT NULL |
| WorkStartMinutes | Work telephone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes. | DBINT | NOT NULL |

**Related tables:**

Campaign_Query_Rule Table (via CampaignID)

Campaign_Query_Rule_Real_Time Table (via CampaignID)

# Campaign_Query_Rule Table

Contains a set of associations between query rules and campaigns.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Campaign_Query_Rule records.

***Table 2-68 CAmpaign_Query_RuleTable Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CampaignID<br>QueryRuleID |
| FK | CampaignID<br>QueryRuleID |

***Table 2-69 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.<br>This field is applicable to **Outbound Option only**. | DBINT | PK, FK<br>NOT NULL |
| Duration | The amount of time (in minutes) to use the current query rule before going on to the next. | DBINT | NOT NULL |
| DurationEnabled | Indicates whether or not to use duration rate to move between query rules within this campaign:<br>**Y** = Use duration (time spent within a query rule)<br>**N** = Do not use duration | DBCHAR | 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. | DBINT | NOT NULL |
| EndMinutes | The contact will not be dialed past the EndHours:EndMinutes. Time is based on the ICM Central Controller time. | DBINT | 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. | DBINT | NOT NULL |
| HitRateEnabled | Indicates whether or not to use hit rate to move between query rules within this campaign:<br>**Y** = Use hit rate<br>**N** = Do not use hit rate | DBCHAR | NOT NULL |
| ListOrder | The order in which the query rules are to be used. | DBINT | NOT NULL |

*Table 2-69 Campaign_Query_Rule Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | NOT NULL |
| PenetrationEnabled | Indicates whether or not to use penetration rate to move between query rules within this campaign:<br>**Y** = Use penetration rate<br>**N** = Do not use penetration rate | DBCHAR | NOT NULL |
| QueryRuleEnabled | Indicates whether the query rule is enabled or disabled within this campaign:<br>**Y** = Enabled<br>**N** = Disabled | DBCHAR | 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.<br>This field is applicable to **Outbound Option only**. | DBINT | PK, FK<br>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. | DBINT | NOT NULL |
| StartMinutes | The contact will not be dialed earlier than the StartHours:StartMinutes. Time is based on the ICM Central Controller time. | DBINT | NOT NULL |

**Related tables:**

Campaign Table (via CampaignID)

Query_Rule Table (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 Outbound Option predictive dialing algorithm.

***Table 2-70 Campaign_Query_Rule_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CampaignID<br>DateTime<br>QueryRuleID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | CampaignID<br>QueryRuleID |
| IE-1 | DbDateTime |

***Table 2-71 Campaign_Query_Rule_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonDetectToHalf | The number of calls in a half-hour period where the dialer abandoned a customer call. | DBINT | NOT NULL |
| AbandonToIVRToHalf | The number of calls in a half-hour period that had to be abandoned. However, instead of hanging-up on a customer, the call was transferred to an IVR which played a message to the customer. | DBINT | NOT NULL |
| AgentClosedDetectToHalf | The number of preview/callback calls in a half-hour period that were closeded by the agent (these customers will not be dialed). | DBINT | NOT NULL |
| AgentRejectedDetectToHalf | The number of preview/callback calls in a half-hour period that were rejected by the agant. | DBINT | NOT NULL |
| AnsweringMachineDetectToHalf | The number of calls in a half-hour period that detected an answering machine. | DBINT | NOT NULL |
| BusyDetectToHalf | The number of calls in a half-hour period that detected a busy signal. | DBINT | NOT NULL |
| CampaignID | The campaign to which this query rule belongs.<br>This field is applicable to **Outbound Option only**. | DBINT | PK, FK<br>NOT NULL |
| CancelledDetectToHalf | The number of calls in a half-hour period where the dialer canceled a ringing customer call. | DBINT | NOT NULL |
| ContactsAttemptedToHalf | The number of attemted calls within a half-hour period. | DBINT | NULL |

*Table 2-71 Campaign_Query_Rule_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CustomerAbandonDetectToHalf | The number of calls in a half-hour period that were abandoned by the customer after they picked up the telephone. | DBINT | NOT NULL |
| DateTime | The Central Controller date and time at the start of the interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| FaxDetectToHalf | The number of calls in a half-hour period that detected a FAX machine. | DBINT | NOT NULL |
| NetworkAnsMachineDetectToHalf | The number of calls in a half-hour period that detected a network answering machine. A network answering machine can be a network based IVR, or a network based answering service. | DBINT | NOT NULL |
| NoAnswerDetectToHalf | The number of calls in a half-hour period that were not answered. | DBINT | NOT NULL |
| NoDialToneDetectToHalf | The number of calls in a half-hour period that did not receive a dial tone. | DBINT | NOT NULL |
| NoRingBackDetectToHalf | The number of calls in a half-hour period that did not receive a ring back tone. | DBINT | NOT NULL |
| QueryRuleID | The query rule belonging to the campaign identified by the CampaignID.<br>This field is applicable to **Outbound Option only**. | DBINT | PK, FK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SITToneDetectToHalf | The number of calls in a half-hour period that detected a network SIT tone. | DBINT | NOT NULL |
| TalkTimeToHalf | The total number of seconds agents spent talking on the phone during the last half-hour. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| VoiceDetectToHalf | The total number of calls ending in an agent answering the call during the last half-hour.<br>**Outbound Option**: The number of calls in a half-hour period that detected a live person. | DBINT | NULL |
| WrapupTimeToHalf | The total number of seconds agents spent in wrap-up mode during the last half-hour. | DBINT | NULL |

**Related tables:**

Campaign Table (via CampaignID)

Query_Rule Table (via QueryRuleID)

# Campaign_Query_Rule_Real_Time Table

Local database only.

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

***Table 2-72 Campaign_Query_Rule_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CampaignID<br>QueryRuleID |
| FK | CampaignID<br>QueryRuleID |

***Table 2-73 Campaign_Query_Rule_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonDetectCount | The number of calls abandoned by the dialer. | DBINT | NOT NULL |
| AbandonToIVRCount | The number of calls that detected an answering machine. | DBINT | NOT NULL |
| AgentClosedCount | The number of preview/callback calls that were closed by the agent (these customers will not be dialed). | DBINT | NOT NULL |
| AgentRejectedCount | The number of preview/callback calls that were rejected by the agent. | DBINT | NOT NULL |
| AnsweringMachineCount | The number of calls that were abandoned by the dialer. However, instead of hanging-up on the customer, the call was transferred to an IVR which played a message to the customer. | DBINT | NOT NULL |
| AttemptedCount | The number of attempted calls so far today. | DBINT | NULL |
| BusyCount | The number of calls that detected a busy signal. | DBINT | NOT NULL |
| CallBackCount | The total number of records scheduled for a callback today. | DBINT | NULL |
| CampaignID | The campaign to which this query rule belongs.<br>This field is applicable to **Outbound Option only**. | DBINT | PK, FK<br>NOT NULL |
| CancelledDetectCount | The number of calls where the dialer cancelled a ringing customer call. | DBINT | NOT NULL |
| ClosedCount | Records customer calls closed for any reason other than reaching a live customer. | DBINT | NULL |
| CustomerAbandonDetectCount | The number of calls where the customer hung-up immediately after picking up the telephone. | DBINT | NOT NULL |
| DateTime | The Central Controller date and time when this data was last updated. | DBDATETIME | NOT NULL |

*Table 2-73 Campaign_Query_Rule_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| FaxDetectCount | The number of calls that detected a FAX. | DBINT | NOT NULL |
| NetworkAnsMachineCount | The number of calls that detected a network answering machine. A network answering machine can be a network based IVR, or a network based answering service. | DBINT | NOT NULL |
| NoAnswerDetectCount | The number of calls that were not answered. | DBINT | NOT NULL |
| NoDialToneDetectCount | The number of calls that did not detect a dial tone. | DBINT | NOT NULL |
| NoRingBackDetectCount | The number of calls that did not detect a ring back. | DBINT | NOT NULL |
| QueryRuleID | The query rule belonging to the campaign identified by the CampaignID.<br>This field is applicable to **Outbound Option only**. | DBINT | PK, FK<br>NOT NULL |
| SITToneDetectCount | The number of calls that detected a Special Information Tone (SIT). | DBINT | NOT NULL |
| TalkTimeCount | The total number of seconds agents spent talking on the telephone today. | DBINT | NULL |
| TotalCount | The total number of records available to dial for the current campaign query rule. | DBINT | NULL |
| VoiceCount | The number of calls for the day that ended in successful customer contact.<br>**Outbound Option:** The number of calls that detected a live person. | DBINT | NULL |
| WrapupTimeCount | The number of seconds agents spent in wrap-up mode today. | DBINT | NULL |

**Related tables:**

Campaign Table (via CampaignID)

Query_Rule Table (via QueryRuleID)

# Campaign_Skill_Group Table

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

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Campaign_Skill_Group records.

***Table 2-74 Campaign_Skill_Group Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CampaignID<br>SkillTargetID |
| FK | CampaignID<br>SkillTargetID |

***Table 2-75 Campaign_Skill_Group Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonedRoutePoint | Abandoned Contacts are transferred to this route point, which points to an IVR. | varchar(50) | 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:<br>**1** = Auto answer on.<br>**2** = Auto-answer off. | DBINT | NULL |
| CampaignID | The campaign to which this target group belongs. Foreign key from the Campaign table.<br>This field is applicable to **Outbound Option only**. | DBINT | PK, FK<br>NOT NULL |
| ConfigParam | Additional configuration parameters. | varchar(255) | NULL |
| IVRPorts | Number of ports supported by the IVR for the current skill group (3 digits). | DBINT | NOT NULL |
| IVRRoutePoint | Contacts are transferred to this route point, which points to an IVR. | varchar(50) | NULL |
| OverflowAgents | The number of agents per skill group to ignore during predictive dialer calculations. | DBINT | NOT NULL |
| PredictiveDN | The Dialed Number to dial for predictive numbers. | varchar(32) | NULL |
| PreviewDN | The Dialed Number to dial for preview numbers. | varchar(32) | NULL |
| RecordsToCache | The number of records that should be cached by the dialer for a specific campaign-skill group combination. | DBINT | NOT NULL |

*Table 2-75 Campaign_Skill_Group Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | NULL |
| SkillTargetID | A unique key indicating the skill group with which this target group is associated. Foreign key to the Skill Group table. | DBINT | PK, FK<br>NOT NULL |
| SkillTargetIDPredictive | The skill group that will be used to reserve predictive agents. | DBINT | NOT NULL |
| SkillTargetIDPreview | The skill group that will be used to reserve preview agents. | DBINT | NOT NULL |

**Related tables:**

Campaign Table (via CampaignID)

Skill_Group Table (SkillGroupID maps to Skill_Group.SkillTargetID)

# Campaign_Target_Sequence Table

Not currently used by the ICM software.

*Table 2-76 Campaign_Target_Sequence Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | CampaignID<br>RangeType<br>SequenceNumber |
| FK | CampaignID |

*Table 2-77 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.<br>This field is applicable to **Outbound Option only**. | DBINT | PK, FK<br>NOT NULL |
| ConfigParam | Additional configuration parameters. | varchar(255) | NULL |
| RangeType | Part of the primary key:<br>**H** = Home range.<br>**W** = Work range. | char(1) | PK<br>NOT NULL |
| SequenceNumber | Part of the primary key. Indicates the sequence of the number to dial within a campaign. | DBINT | PK<br>NOT NULL |
| TargetType | The type of target number:<br>**H1..H*n*** = Home phone 1 through home phone *n*.<br>**W1..W*n*** = Work phone 1 through work phone *n*. | varchar(2) | NOT NULL |

**Related tables:**

Campaign Table (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 2-78 Cfg_Mngr_App_Snapshot_State Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ApplicationID<br>DesktopSnapShotID |
| FK | DesktopSnapShotID |

***Table 2-79 Cfg_Mngr_App_Snapshot_State Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ApplicationID | Identifies the application. | DBINT | PK<br>NOT NULL |
| ApplicationOpen | Valid options include:<br>**Y** = Indicates that the application was open when Configuration Manager was closed.<br>**N** = The application was not open when Configuration Manager was closed. | DBCHAR | NOT NULL |
| DesktopSnapShotID | A unique identifier for the desktop snapshot. | DBINT | PK, FK<br>NOT NULL |
| Filter1 | ID for the first filter key of the application. | DBINT | NULL |
| Filter2 | ID for the second filter key of the application. | DBINT | NULL |
| Filter3FieldName | A field name used for the third filter criteria. | VNAME32 | NULL |
| Filter3FieldType | A field type identifier used for text/numeric lookup. | DBSMALLINT | NULL |
| Filter3OptionSelection | The selection type. | DBSMALLINT | NULL |
| Filter3Selection | The selection value. | varchar(255) | NULL |
| POSX | The application's X position on the desktop. | DBSMALLINT | NULL |
| POSY | The application's Y position on the desktop. | DBSMALLINT | NULL |

**Related tables:**

Cfg_Mngr_User_Desktop_Snap Table (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 2-80 Cfg_Mngr_Globals Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | VersionID |

***Table 2-81 Cfg_Mngr_Globals Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Version | Stores version information about the menu system the ICM Configuration Manager is currenlty using. | DBINT | NOT NULL |
| VersionID | A unique identifier for the version. | DBINT | PK<br>NOT NULL |

# Cfg_Mngr_User_Desktop_Snap Table

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

*Table 2-82 Cfg_Mngr_User_Desktop_Snap Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | DesktopSnapShotID |
| FK | MenuID<br>UserSettingsID |

*Table 2-83 Cfg_Mngr_User_Desktop_Snap Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AllowMultipleApp Instances | Determines whether multiple executing instances of a tool should be allowed:<br>**Y** = (Default) Yes, allow multiple instances to run at once.<br>**N** = No, do not allow multiple instances. | DBCHAR | NOT NULL |
| AutoRetrieve | Indicates whether or not the tools should automatically retrieve data when they start:<br>**Y** = Yes, automatically retrieve data at startup.<br>**N** = (Default) No, do not automatically retrieve data. | DBCHAR | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| DesktopSnapShotID | A unique identifier for the desktop snapshot. | DBINT | PK<br>NOT NULL |
| DesktopSnapShotName | A name for the desktop snapshot. | VNAME32 | NOT NULL |
| MenuID | A unique identifier for the menu. | DBINT | FK<br>NULL |
| OpenAppsOnLoad | Determines whether tools should be reopened when a snapshot is loaded:<br>**Y** = Yes, reopen tool when snapshot is loaded.<br>**N** = (Default) No, do not reopen tool. | DBCHAR | NOT NULL |
| 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:<br>**Y** = Yes, start application is same position.<br>**N** = (Default) No, start it in application's default position. | DBCHAR | NOT NULL |

*Table 2-83 Cfg_Mngr_User_Desktop_Snap Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SaveFilterData | Determines whether or not filter settings should be saved for all tools:<br>**Y** = (Default) Yes, save filter settings.<br>**N** = No, do not save filter settings. | DBCHAR | NOT NULL |
| UserSettingsID | A foreign key to the Cfg_Mngr_User_Settings table. | DBINT | FK<br>NOT NULL |

**Related tables:**

Cfg_Mngr_App_Snapshot_State Table (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 2-84 Cfg_Mngr_User_Menu Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | MenuID |

*Table 2-85 Cfg_Mngr_User_Menu Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| DesktopSnapShotID | Identifies the last desktop snapshot. | DBINT | NULL |
| MenuID | A unique identifier for the menu. | DBINT | PK<br>NOT NULL |
| MenuName | A name for the menu. | VNAME32 | NOT NULL |

**Related tables:**

Cfg_Mngr_View Table (via MenuID)

# Cfg_Mngr_User_Settings Table

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

***Table 2-86 Cfg_Mngr_User_Settings Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | UserSettingsID |
| AK-1 | LoginName |

***Table 2-87 Cfg_Mngr_User_Settings Table***

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

**Related tables:**

Cfg_Mngr_User_Desktop_Snap Table (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 2-88 Cfg_Mngr_View Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | MenuID<br>NodeID |
| FK | MenuID |
| IE-1 | PeerNodeID |
| IE-2 | ChildNodeID |

***Table 2-89 Cfg_Mngr_View Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ApplicationID | Identifies the application. | DBINT | NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ChildNodeID | Identifies the child node in the tree view. | DBINT | IE-2<br>NULL |
| MenuID | A unique identifier for the menu. | DBINT | PK, FK<br>NOT NULL |
| NodeID | A unique identifier for the node in the tree view. | DBINT | PK<br>NOT NULL |
| PeerNodeID | Identifies the peer node in the tree view. | DBINT | IE-1<br>NULL |

**Related tables:**

Cfg_Mngr_User_Menu Table (via MenuID)

# Class_Access_Xref Table

Lists the access levels available for each class.

***Table 2-90 Class_Access_Xref Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ClassAccessXrefID |
| AK-1 | AccessLevel<br>ClassID |

***Table 2-91 Class_Access_Xref Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AccessLevel | A supported access level for the class. | DBINT | AK-1<br>NOT NULL |
| ClassAccessXrefID | A unique identifier for the record. | DBINT | PK<br>NOT NULL |
| ClassID | Identifies the class from the Class_List table. | DBINT | AK-1<br>NOT NULL |

**Related tables:**

Class_List Table (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 2-92 Class_List Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ClassID |
| AK-1 | Name |

***Table 2-93 Class_List Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ClassID | A unique identifier for the class. | DBINT | PK<br>NOT NULL |
| Description | Additional information about the class. | DESCRIPTION | NULL |
| Name | The name of the class. | varchar(30) | AK-1<br>NOT NULL |

**Related tables:**

Class_Security Table (via ClassID)

ClassID_To_ObjectType Table (via ClassID)

# Class_Security Table

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

***Table 2-94 Class_Security Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ClassSecurityID |

***Table 2-95 Class_Security Table***

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

**Related tables:**

Class_List Table (via ClassID)

User_Group Table (via UserGroupName)

# ClassID_To_ObjectType Table

Maps each class to its component object types.

*Table 2-96 ClassID_To_Object Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ClassID<br>ObjectType |
| FK | ClassID<br>ObjectType |
| IE-1 | ObjectType |

*Table 2-97 ClassID_To_Object Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ClassID | Identifies the class from the Class_List table. | DBINT | PK, FK<br>NOT NULL |
| ObjectID | For Logical Interface Controller objects:<br>**2** = PG<br>**3** = NIC<br>**Note** For all other object types, this field is 0. | DBINT | NOT NULL |
| ObjectType | Identifies the type of the object. | DBINT | PK, FK, IE-1<br>NOT NULL |

**Related tables:**

Class_List Table (via ClassID)

Object_List Table (via ObjectType + ObjectID)

# Config_Message_Log Table

Central database only.

A database system table used to store configuration messages.

*Table 2-98 Config_Message_Log Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | RecoveryKey |

*Table 2-99 Config_Message_Log Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ConfigMessage | All configuration messages in a transaction. | image | NULL |
| DateTime | The date and time when a set of messages was logged. | DBDATETIME | NOT NULL |
| LogOperation | The type of configuration change. Examples include "Add" and "Update". | VNAME32 | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | PK<br>NOT NULL |
| TableName | The name of the table affected by the configuration change. | VNAME32 | NULL |

# Controller_Time Table

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

*Table 2-100 Controller_Time Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| NowTime | The most recently reported time from the Central Controller. | DBDATETIME | NULL |
| TimeZone | The time zone for the device. The value is the offset in minutes from GMT. | DBINT | NULL |
| TimeZoneName | The name of the time zone. | DESCRIPTION | 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 2-101 Customer Definition Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CustomerDefinitionID |
| AK-1 | EnterpriseName |
| FK | FeatureSetID<br>ICRInstanceID<br>NetworkTargetID |
| IE-1 | ICRInstanceID |

***Table 2-102 Customer Definition Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CustomerDefinitionID | A unique identifier for the customer definition. | DBINT | PK<br>NOT NULL |
| Description | Additional information about the customer definition. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the customer. This name must be unique among all customer definitions in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| FeatureSetID | Identifies a feature set from the Feature_Control_Set Table. | DBINT | FK<br>NULL |
| ICRInstanceID | Identifies the ICM instance associated with the customer. | DBINT | FK, IE-1<br>NOT NULL |
| NetworkTargetID | Identifies the Network VRU, if any, associated with the customer. | DBINT | FK, NULL |

**Related tables:**

Customer_Options Table (via CustomerDefinitionID)

ICR_Instance Table (via ICRInstanceID)

Network_Vru Table (via NetworkTargetID)

# Customer_Options Table

Each row identifies options installed for a specific customer.

*Table 2-103 Customer_Options Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | CustomerDefinitionID<br>Type |
| FK | CustomerDefinitionID |

*Table 2-104 Customer_Options Table*

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

**Related tables:**

Customer_Definition Table (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 2-105 Default_Call_Type Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | RoutingClientID |
| FK | CallTypeID<br>RoutingClientID |

*Table 2-106 Default_Call_Type Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallTypeID | The call type. | DBINT | FK<br>NOT NULL |
| RoutingClientID | The routing client. | DBSMALLINT | PK, FK<br>NOT NULL |

**Related tables:**

Call_Type Table (via CallTypeID)

Routing_Client Table (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 2-107 Device_Target Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTargetID) |
| AK-1 | EnterpriseName |
| AK-2 | DeviceAddressType<br>GlobalAddress |
| FK | NetworkTargetID |

***Table 2-108 Device_Target Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | DCHANGESTAMP | NOT NULL |
| ConfigParam | An optional string to be sent to the device during initialization. | varchar(255) | NULL |
| Description | Additional information about the device target. | DESCRIPTION | NULL |
| DeviceAddressType | Type of address defined in the GlobalAddressfield:<br>1 = Internet Protocol (IP). | DBINT | AK-2<br>NOT NULL |
| DeviceTargetType | The type of the target:<br>1 = Voice<br>2 = FAX<br>3 = E- mail<br>**Note** Currently only Voice is supported. | DBINT | NOT NULL |
| EnterpriseName | An enterprise name for the target. This name must be unique among all device targets in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| 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) | AK-2<br>NOT NULL |
| NetworkTargetID | Unique identifier for the target. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Agent_Logout Table (via NetworkTargetID)

Agent_Real_Time Table (via NetworkTargetID)

Network_Target Table (via NetworkTargetID)

# 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 2-109 Dialed Number Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DialedNumberID |
| AK-1 | EnterpriseName |
| AK-2 | DialedNumberString<br>RoutingClientID |
| FK | CustomerDefinitionID<br>LabelID<br>MRDomainID<br>RoutingClientID |
| IE-1 | LabelID |
| IE-2 | CustomerDefinitionID |

***Table 2-110 Dialed Number Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CustomerDefinitionID | Identifies the customer definition associated with the dialed number. | DBINT | IE-2, FK<br>NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the dialed number. | DESCRIPTION | NULL |
| DialedNumberID | A unique identifier for this dialed number. | DBINT | PK<br>NOT NULL |
| DialedNumberString | The string the routing client passes to the ICM software to represent this dialed number. | VNAME32 | AK-2<br>NOT NULL |
| EnterpriseName | An enterprise name for the number. This name must be unique among all dialed numbers in the database. | VNAME32 | AK-1<br>NOT NULL |
| LabelID | References the default label for this dialed number. | DBINT | IE-1, FK<br>NULL |

*Table 2-110 Dialed Number Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| MRDomainID | The Media Routing Domain associated with this dialed number. | DBINT | FK<br>NOT NULL |
| RoutingClientID | References the routing client that services this dialed number. | DBSMALLINT | AK-2, FK<br>NOT NULL |

**Related tables:**

Customer_Definition Table (via CustomerDefinitionID)

Dialed_Number_Label Table (via DialedNumberID)

Dialed_Number_Map Table (via DialedNumberID)

Label Table (via LabelID)

Media_Routing_Domain Table (via MRDomainID)

Route_Call_Detail Table (via DialedNumberID)

Routing_Client Table (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 2-111 Dialed_Number_Label Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | DialedNumberID<br>LabelID |
| FK | DialedNumberID<br>LabelID |
| IE-1 | LabelID |

*Table 2-112 Dialer_Number_Label Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DialedNumberID | Foreign key from the Dialed Number table. | DBINT | PK, FK<br>NOT NULL |
| LabelID | Foreign key from the Label table. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Dialed_Number Table (via DialedNumberID)

Label Table (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 2-113 Dialed_Number_Map Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DialedNumberID<br>Item |
| FK | CallTypeID<br>DialedNumberID<br>RegionID |
| IE-1 | CallTypeID<br>RegionID |

***Table 2-114 Dialed_Number_Map Table***

| 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:<br>**0** = Unknown<br>**1** = NPA<br>**2** = NPANXX<br>**3** = 10-digit telephone number<br>**4** = Region<br>**5** = Match all<br>**6** = Prefix | DBSMALLINT | NOT NULL |
| CallTypeID | Foreign key from Call Type table. | DBINT | FK<br>NOT NULL |
| CEDWildCard | Value to match against CED:<br>'_A' = All<br>'_NR' = None Required<br>'_NE' = None Entered<br>'_N' = None Required or Entered | varchar(30) | NULL |
| Description | Additional information about the mapping of these call qualifiers to this call type. | DESCRIPTION | NULL |

*Table 2-114 Dialed_Number_Map Table (continued)*

| 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. | DBINT | PK, FK<br>NOT NULL |
| Item | The order in which the rows for a dialed number are tested against the call qualifiers. | DBINT | PK<br>NOT NULL |
| RegionID | If ANIWildCardType is 4 (Region), this is the foreign key of the region from the Region table. | DBINT | FK<br>NULL |

**Related tables:**

Call_Type_Map Table (via CallTypeID)

Dialed_Number Table (via DialedNumberID)

Region Table (via RegionID)

# 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 2-115 Dial_Number_Plan Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DialNumberPlanID |
| AK-1 | RoutingClientID<br>WildcardPattern |
| FK | DialedNumberID<br>RoutingClientID |

***Table 2-116 Dial_Number_Plan Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the dial number plan. | DESCRIPTION | 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. | DBINT | FK<br>NULL |
| DialNumberPlanID | A unique identifier for the plan. | DBINT | PK<br>NOT NULL |
| DialNumberPlanType | The type of the plan. | DBINT | NULL |
| DialString | The dial string if PostRoute setting is N. | VNAME32 | NULL |
| PostRoute | Indicates whether to issue a Post-Routing request if the dialed number supplied by the agent matches the WildcardPattern:<br>**Y** = Yes, issue a Post-Routing request.<br>**N** = No, do not issue a Post-Routing request. | DBCHAR | NOT NULL |
| RoutingClientID | Identifies the routing client associated with the dial number plan. | DBSMALLINT | AK-1, FK<br>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. | VNAME32 | AK-1<br>NOT NULL |

**Related tables:**

Dialed_Number Table (via DialedNumberID)

Routing_Client Table (via RoutingClientID)

# Dialer Table

Contains configuration information for each dialer.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Dialer records.

***Table 2-117 Dialer Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DialerID |
| AK-1 | DialerName |
| AK-2 | ComputerName |
| FK | PeripheralID |

***Table 2-118 Dialer Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ComputerName | The network name of the computer hosting the dialer component. | varchar(64) | AK-2<br>NOT NULL |
| ConfigParam | Additional configuration parameters. | varchar(255) | NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the dialer, such as its location. | DESCRIPTION | NULL |
| DialerID | A unique identifier for this dialer. | DBINT | PK<br>NOT NULL |
| DialerName | A name give to a particular dialer during configuration. | VNAME32 | AK-1<br>NOT NULL |
| DialToneDetectEnabled | Valid options are:<br>**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.)<br>**N** = Do not attempt dial tone detection before calling a contact. | DBCHAR | NOT NULL |
| Enabled | Valid options include:<br>**Y** = The dialer is available for calling contacts.<br>**N** = The dialer is not available for calling contacts. | DBCHAR | NOT NULL |

*Table 2-118 Dialer Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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.) | DBINT | NOT 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(100) | NULL |
| LongDistancePrefix | Long distance prefix - previously set in the Dialer registry. | varchar(32) | NULL |
| PeripheralID | The peripheral ID for the ACD. | DBSMALLINT | FK<br>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 |
| TenDigitDialEnabled | Valid options are:<br>**Y** = Aways dial the area code instead of stripping it out for local numbers.<br>**N** = Strip out the area code for local numbers. | DBCHAR | NOT NULL |

**Related tables:**

Peripheral Table (via PeripheralID)

Dialer_Real_Time Table (via DialerID)

Dialer_Half_Hour Table (via DialerID)

Dialer_Port_Map Table (via DialerID)

Dialer_Port_Real_Time Table (via DialerID)

# Dialer_Half_Hour Table

Central database only.

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

***Table 2-119 Dialer_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>DialerID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | DialerID |
| IE-1 | DbDateTime |

***Table 2-120 Dialer_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonDetectToHalf | The number of calls made during the half-hour interval that were abandoned. | DBINT | NULL |
| AbandonToIVRToHalf | The number of calls in a half-hour period that had to be abandoned. However, instead of hanging-up on a customer, the call was transferred to an IVR which played a message to the customer. | DBINT | NOT NULL |
| AgentClosedDetectToHalf | The number of preview/callback calls in a half-hour period that were rejected by the agent (these customers will not be dialed). | DBINT | NULL |
| AgentRejectedDetectToHalf | The number of preview/callback calls in a half-hour period that were rejected by the agent. | DBINT | NOT NULL |
| AnsweringMachineDetectToHalf | The number of calls made during the half-hour interval in which an answering machine was detected. | DBINT | NULL |
| BusyDetectToHalf | The number of calls made during the half-hour interval in which a busy signal was detected. | DBINT | NULL |
| CancelledDetectToHalf | The number of calls in a half-hour period that were dropped while ringing the customer's telephone. | DBINT | NULL |
| ContactsDialedToHalf | The number of contacts dialed during the half-hour interval. | DBINT | NULL |
| CustomerAbandonDetectToHalf | The number of calls in a half-hour period that were abandoned by the customer after they picked up the telephone. | DBINT | NOT NULL |
| DateTime | The ICM Central Controller date and time at the start of the half-hour interval. | DBSMALLDATE | PK<br>NOT NULL |

*Table 2-120 Dialer_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| DialerID | The dialer to which these statistics refer. | DBINT | PK, FK<br>NOT NULL |
| FaxDetectToHalf | The number of calls in a half-hour period that detected a FAX machine. | DBINT | NOT NULL |
| NetworkAnsMachineDetectToHalf | The number of calls in a half-hour period that detected a network answering machine. | DBINT | NOT NULL |
| NoAnswerDetectToHalf | The number of calls made during the half-hour interval that were not answered. | DBINT | NULL |
| NoDialToneDetectToHalf | The number of calls in a half-hour period not receiving dial tone. | DBINT | NOT NULL |
| NoRingBackDetectToHalf | The number of calls in a half-hour period not receiving a ring back tone. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SITToneDetectToHalf | The number of calls made during the half-hour interval in which SIT tones were detected. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| VoiceDetectToHalf | The number of calls made during the half-hour interval in which a voice was detected. | DBINT | NULL |

**Related tables:**

Dialer Table (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 Outbound Option Configuration option within ICM Configuration Manager to modify Dialer_Port_Map records.

*Table 2-121 Dialer_Port_Map Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | DialerID<br>PortNumber |
| FK | DialerID |

*Table 2-122 Dialer_Port_Map Table*

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

**Related tables:**

Dialer Table (via DialerID)

# Dialer_Port_Real_Time Table

Local database only.

Contains the real time status of every telephony port for each Outbound Option Dialer.

***Table 2-123 Dialer_Port_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DialerID<br>PortNumber |
| FK | CampaignID<br>DialerID<br>QueryRuleID |

***Table 2-124 Dialer_Port_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AccountNumber | If the port is dialing, this value is the account number (if available) of the contact being dialed. | VNAME32 | NULL |
| CampaignID | If the port is dialing, this value indicates the campaign from which the contact being dialed was retrieved.<br>This field is applicable to **Outbound Option only**. | DBINT | FK<br>NULL |
| DateTime | The Central Controller date and time at which each row was saved. | DBDATETIME | NOT NULL |
| DialerID | The dialer to which these statistics refer. | DBINT | PK, FK<br>NOT NULL |
| PhoneNumber | If the port is dialing, this value is the phone number being dialed. | varchar(32) | NULL |
| PortNumber | The dialer port (line) number within the current dialer. | DBINT | PK<br>NOT NULL |
| PortStatus | The current line status (for example, dialing, on-hook, off-hook).<br>The following values are possible for this field:<br>**290** = port allocated for future dial<br>**300** = port released<br>**310** = reservation call started<br>**320** = agent reserved<br>**330** = customer call started<br>**340** = customer has been contacted<br>**350** = call transferred too agent<br>**360** = customer conversation complete<br>**370** = agent completed with call | DBINT | NOT NULL |
| QueryRuleID | If the port is dialing, this value identifies the query rule from which the contact being dialed was retrieved. | DBINT | FK<br>NULL |

**Related tables:**

Dialer Table (via DialerID)

Campaign Table (via CampaignID)

Query_Rule Table (via QueryRuleID)

# Dialer_Real_Time Table

Local database only.

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

***Table 2-125 Dialer_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DialerID |
| FK | DialerID |

***Table 2-126 Dialer_Real_Time Table***

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

**Related tables:**

Dialer Table (via DialerID)

# 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 2-127 Enterprise_Agent_Group Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | EnterpriseAgentGroupID |
| AK-1 | EnterpriseName |
| FK | EntityID |

*Table 2-128 Enterprise_Agent_Group Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the enterprise agent group. | DESCRIPTION | NULL |
| EnterpriseAgentGroupID | A unique identifier for the enterprise agent group. | DBINT | PK<br>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. | VNAME32 | AK-1<br>NOT NULL |
| EntityID | If partitioning is enabled, The business entity to which the enterprise agent group belongs. | DBINT | FK<br>NULL |

**Related tables:**

Business_Entity Table (via EntityID)

Enterprise_Agent_Group_Member Table (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 2-129 Enterprise_Agent_Group_Member Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | EnterpriseAgentGroupID<br>SkillTargetID |
| FK | EnterpriseAgentGroupID<br>SkillTargetID |

*Table 2-130 Enterprise_Agent_Group_Member Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| EnterpriseAgentGroupID | Identifies the enterprise agent group. | DBINT | PK, FK<br>NOT NULL |
| SkillTargetID | Identifies an Agent that is a member of the enterprise agent group. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Agent Table (via SkillTargetID)

Enterprise_Agent_Group Table (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 2-131 Enterprise_Route Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | EnterpriseRouteID |
| AK-1 | EnterpriseName<br>EntityID |
| FK | EntityID |

*Table 2-132 Enterprise_Route Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the enterprise route. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for this enterprise route. This name must be unique among all enterprise routes within the business entity. | VNAME32 | AK-1<br>NOT NULL |
| EnterpriseRouteID | Unique identifier for this enterprise route. | DBINT | PK<br>NOT NULL |
| EntityID | If partitioning is enabled, indicates the business entity to which this enterprise route belongs. | DBINT | AK-1, FK<br>NOT NULL |

**Related tables:**

Business_Entity Table (via EntityID)

Enterprise_Route_Member Table (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 2-133 Enterprise_Route_Member Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | EnterpriseRouteID<br>RouteID |
| FK | EnterpriseRouteID<br>RouteID |

***Table 2-134 Enterprise_Route_Member Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| EnterpriseRouteID | Foreign key from the Enterprise_Route table. | DBINT | PK, FK<br>NOT NULL |
| RouteID | Foreign key from the Route table. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Enterprise_Route Table (via EnterpriseRouteID)

Route Table (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 2-135 Enterprise_Service Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | EnterpriseServiceID |
| AK-1 | EnterpriseName<br>EntityID |
| FK | EntityID |

*Table 2-136 Enterprise_Service Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the enterprise service. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for this enterprise service. This name must be unique among all enterprise services within the business entity. | VNAME32 | AK-1<br>NOT NULL |
| EnterpriseServiceID | Unique identifier for this enterprise service. | DBINT | PK<br>NOT NULL |
| EntityID | If partitioning is enabled, indicates the business entity to which the enterprise service belongs. | DBINT | AK-1, FK<br>NOT NULL |

**Related tables:**

Business_Entity Table (via EntityID)

Enterprise_Service_Member Table (via EnterpriseServiceID)

# Enterprise_Service_Member Table

Maps services to enterprise services.

Use ICM Configuration Manager to add or delete Enterprise_Service_Member records.

***Table 2-137 Enterprise_Service_Member Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | EnterpriseServiceID<br>SkillTargetID |
| FK | EnterpriseServiceID<br>SkillTargetID |
| IE-1 | SkillTargetID |

***Table 2-138 Enterprise_Service_Member Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| EnterpriseServiceID | Foreign key from the Enterprise Service table. | DBINT | PK, FK<br>NOT NULL |
| SkillTargetID | Foreign Key from the Service table. | DBINT | PK, FK, IE-1<br>NOT NULL |

**Related tables:**

Enterprise_Service Table (via EnterpriseServiceID)

Service Table (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 2-139 Enterprise_Skill_Group Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | EnterpriseSkillGroupID |
| AK-1 | EnterpriseName<br>EntityID |
| FK | EntityID |

*Table 2-140 Enterprise_Skill_Group Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the enterprise skill group. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for this enterprise skill group. This name must be unique among all enterprise skill groups within the business entity. | VNAME32 | AK-1<br>NOT NULL |
| EnterpriseSkillGroupID | Unique identifier for this enterprise skill group. | DBINT | PK<br>NOT NULL |
| EntityID | If partitioning is enabled, indicates the business entity to which the enterprise skill group belongs. | DBINT | AK-1, FK<br>NOT NULL |

**Related tables:**

Business_Entity Table (via EntityID)

Enterprise_Skill_Group_Member Table (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 2-141 Enterprise_Skill_Group_Member Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | EnterpriseSkillGroupID<br>SkillTargetID |
| FK | EnterpriseSkillGroupID<br>SkillTargetID |
| IE-1 | SkillTargetID |

***Table 2-142 Enterprise_Skill_Group_Member Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| EnterpriseSkillGroupID | Foreign Key from the Enterprise Skill Group table. | DBINT | PK, FK<br>NOT NULL |
| SkillTargetID | Foreign Key from the Skill Group table. | DBINT | PK, FK, IE-1<br>NOT NULL |

**Related tables:**

Enterprise_Skill_Group Table (via EnterpriseSkillGroupID)

Skill_Group Table (via SkillTargetID)

# Event Table

Central database only.

Contains system events generated by the ICM software.

***Table 2-143 Event Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| AK-1 | RecoveryKey |
| IE-1 | CentralControllerFileTime |

***Table 2-144 Event Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BinData | Optional event binary data. | image | NULL |
| Category | The type of message. | VNAME32 | NULL |
| CentralControllerFileTime | File Time event was processed at the Central Controller. | DBDATETIME | IE-1<br>NOT NULL |
| CentralControllerTimeZone | Time zone at the Central Controller. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| CentralControllerVirtualTime | Virtual Time event was processed at the Central Controller. | DBINT | NOT NULL |
| CustomerId | The customer ID. | DBINT | NOT NULL |
| Dword1 | Optional event DWORD. | DBINT | NULL |
| Dword2 | Optional event DWORD. | DBINT | NULL |
| Dword3 | Optional event DWORD. | DBINT | NULL |
| Dword4 | Optional event DWORD. | DBINT | NULL |
| Dword5 | Optional event DWORD. | DBINT | NULL |
| MessageId | Message ID from message compiler. | DBINT | NOT NULL |
| MessageString | Contents of message. | DESCRIPTION | NULL |
| ProcName | Name of the process that originated the event. | VNAME32 | NOT NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| Severity | The level of the message. | varchar(16) | NULL |
| Side | Side of event originator:<br>**A** or **B** = Paired processes<br>**\0** = A non-paired process | DBCHAR | NOT NULL |
| SourceFileTime | File time event was generated (originator's time). | DBDATETIME | NOT NULL |
| SourceSystemName | Name of the node that generated the event. | VNAME32 | NULL |

*Table 2-144 Event Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SourceVirtualTime | Virtual time event was generated (originator's time). | DBINT | NOT NULL |
| StatusCode | Status code value. | DBINT | NOT NULL |
| StatusCodeString | String associated with the status code. | DESCRIPTION | NULL |
| StatusCodeType | Classification of the value in StatusCode field. | DBSMALLINT | NOT 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 |
| SystemId | DMP system ID of the event originator. For a CallRouter or Logger, this value is always 0. | DBSMALLINT | NOT NULL |
| SystemType | The type of system that generated the event:<br>**0** = Unknown<br>**1** = CallRouter<br>**2** = Peripheral Gateway<br>**3** = Network Interface Controller<br>**4** = Admin Workstation<br>**5** = Logger<br>**6** = Listener<br>**7** = CTI Gateway<br>**8** = Outbound Option Dialer | DBSMALLINT | NOT NULL |
| VersionNum | EMS version number. | DBSMALLINT | 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 2-145 Expanded_Call_Variable Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ExpandedCallVariableID |
| AK-1 | EnterpriseName |

***Table 2-146 Expanded_Call_Variable Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the call variable. | DESCRIPTION | NULL |
| ECCArray | Indicates whether the call variable is an array:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Enabled | Indicates whether the call variable is currently enabled:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| EnterpriseName | An enterprise name for this call variable. This name must be unique among all expanded call variables within the business entity. | VNAME32 | AK-1<br>NOT NULL |
| ExpandedCallVariableID | A unique identifier for the call variable. | DBSMALLINT | PK<br>NOT NULL |
| GeoTelProvided | Indicates whether the call variable is provided by Cisco:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| MaximumArraySize | If the call variable is an array, the maximum number of elements in the array: 1 to 255. | DBINT | NULL |
| MaximumLength | The maximum length of the call variable value: **1** to **210**. | DBINT | NOT NULL |

**Related tables:**

Route_Call_Variable Table (via ExpandedCallVariableID)

Termination_Call_Variable Table (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 2-147 Feature_Control_Set Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | FeatureSetID |
| AK-1 | EnterpriseName |

*Table 2-148 Feature_Control_Set Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | This value is incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | A description of the feature set. | DESCRIPTION | NULL |
| EnterpriseName | A unique name among all feature sets in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| FeatureSetData | Contains all the information about the feature set. | image | NULL |
| FeatureSetID | A unique identifier for this feature set. | DBINT | PK<br>NOT NULL |

**Related tables:**

User_Group Table (via) FeatureSetID

Customer_Definition Table (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 2-149 Galaxy_Agent_Call_Control Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>PeripheralID<br>PortID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID |

***Table 2-150 Galaxy_Agent_Call_Control Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentIGroup | The Galaxy identifier for the I-Group of the agent. | DBSMALLINT | NOT NULL |
| CallCount | The number of calls handled by the agent. | DBSMALLINT | NOT NULL |
| DateTime | The date and time at the end of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone in which the ACD is located. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| PhoneNumber | Agent's phone number. Invalid if TerminationType is Voice Operated Relay. | DBSMALLINT | NOT NULL |
| PortID | The identifier of the Galaxy port associated with the agent. | DBSMALLINT | PK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |

*Table 2-150 Galaxy_Agent_Call_Control Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TerminationType | Valid options include:<br>**1** = Agent<br>**2** = Digital Agent<br>**4** = Audio Response Unit (ARU)<br>**32** = Enhanced Agent<br>**33** = Digital Enhanced Agent<br>**42** = Tone PBX<br>**45** = Voice Operated Relay (VOR)<br>**48** = Voice Response Unit (VRU)<br>**49** = Gate PBX<br>**55** = Directory Assistance Billing Agen<br>**56** = Directory Assistance Digital Billing Agent<br>**57** = Enhanced D.A. Billing Agent<br>**58** = Enhanced Directory Assistance Digital Billing Agent<br>**60** = Directory Assistance Audio Response Unit (DAARU) | DBSMALLINT | NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Peripheral Table (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 2-151 Galaxy_Agent_Igroup Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>IGroupID<br>PeripheralID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID |

***Table 2-152 Galaxy_Agent_Igroup Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AssignedTime | Total time, in seconds, that agents were assigned to this I-group. | DBINT | NOT NULL |
| AvailableTime | Total time, in seconds, that agents were in the Available state for the I-group. | DBINT | NOT NULL |
| BreakTime | Total time, in seconds, that agents spent in the Break state | DBINT | NOT NULL |
| CallsTransferredOut | Number of calls handled by this I-group and then transferred. | DBSMALLINT | NOT NULL |
| DateTime | The date and time at the end of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| IGroupID | The Galaxy identifier for the group. | DBSMALLINT | PK<br>NOT NULL |
| OutCalls | Number of out calls made by an agent position on an outbound trunk or dial tandem tie-line. | DBSMALLINT | NOT NULL |
| OutCallTalkTime | Total time, in seconds, that agents were connected to an outbound trunk or tie-line with no inbound call in progress. | DBINT | NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone in which the ACD is located. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| PlugInTime | Total time, in seconds, that agents were plugged-in to this I-group. | DBINT | NOT NULL |

*Table 2-152 Galaxy_Agent_Igroup Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PrimaryCallsHandled | Number of external calls, internal gate transfer calls, and internal gate calls connected to a primary agent position during the interval. | DBSMALLINT | NOT NULL |
| PrimaryCallworkTime | Total time, in seconds, that primary agents spent in wrap-up for external, internal gate transfer, and internal gate transfer calls. | DBINT | NOT NULL |
| PrimaryODCallsHandled | Number of overflow/diversion-in calls connected to a primary agent position during the interval. | DBSMALLINT | NOT NULL |
| PrimaryODCallworkTime | Total time, in seconds, that primary agents spent in wrap-up for overflow/diversion-in calls. | DBINT | NOT NULL |
| PrimaryODTalkTime | Total time, in seconds, that primary agents were connected to overflow/diversion-in calls. | DBINT | NOT NULL |
| PrimaryTalkTime | Total time, in seconds, that primary agents were connected to external calls, internal gate transfer calls, or internal gate calls. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SecondaryCallsHandled | Number of external calls, internal gate transfer calls, and internal gate calls connected to a secondary agent position during the interval. | DBSMALLINT | NOT NULL |
| SecondaryCallworkTime | Total time, in seconds, that secondary agents spent in wrap-up for external, internal gate transfer, and internal gate transfer calls. | DBINT | NOT NULL |
| SecondaryODCallsHandled | Number of overflow/diversion-in calls connected to a secondary agent position during the interval. | DBSMALLINT | NOT NULL |
| SecondaryODCallworkTime | Total time, in seconds, that secondary agents spent in wrap-up for overflow/diversion-in calls. | DBINT | NOT NULL |
| SecondaryODTalkTime | Total time, in seconds, that secondary agents were connected to overflow/diversion-in calls. | DBINT | NOT NULL |
| SecondaryTalkTime | Total time, in seconds, that secondary agents were connected to external calls, internal gate transfer calls, or internal gate calls. | DBINT | NOT NULL |
| SecondsInPeriod | Total time, in seconds, that I-group data was being accumulated during the reporting interval. | DBSMALLINT | NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Peripheral Table (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 2-153 Galaxy_Agent_PerformanceTable Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | AgentID<br>PeripheralID<br>SignInTime<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID<br>SkillTargetID |

***Table 2-154 Galaxy_Agent_Performance Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ActivityIndicator | A yes/no indicator. | DBTINYINT | NOT NULL |
| AgentID | The Galaxy identifier for the agent. | DBINT | PK<br>NOT NULL |
| AgentName | The agent's name, as known to the ACD. | varchar(32) | NULL |
| AgentPhoneNumber | Four-digit extension number. | DBSMALLINT | NOT NULL |
| AssistQueueCount | Number of times the agent used the Supervisor key to request assistance. | DBSMALLINT | NOT NULL |
| AvailTime | Total time, in seconds, the agent was in the Available state. | DBSMALLINT | NOT NULL |
| BreakTime | Total time, in seconds, the agent spent in the Break state. | DBSMALLINT | NOT NULL |
| OutCalls | Number of out calls by this agent on an outbound trunk or dial tandem tie-line. | DBSMALLINT | NOT NULL |
| OutCallTime | Total time, in seconds, the agent spent connected to an outbound trunk or tie-line with no inbound call in progress. | DBSMALLINT | NOT NULL |
| PeripheralID | An ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone for the ACD. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| PortID | The ACD port to which the agent is connected. | DBSMALLINT | NOT NULL |

*Table 2-154 Galaxy_Agent_Performance Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBSMALLINT | 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. | DBSMALLINT | NOT NULL |
| PriGate | Gate number of the agent's primary assignment. | DBTINYINT | NOT NULL |
| 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. | DBSMALLINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>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. | DBSMALLINT | 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. | DBSMALLINT | NOT NULL |
| SecGate | Gate number of the agent's secondary assignment. | DBTINYINT | 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. | DBSMALLINT | NOT NULL |
| SerialNumber | A sequential counter maintained by the ACD. | DBSMALLINT | NOT NULL |
| SignedInSeconds | Number of seconds elapsed since the agent signed in. | DBINT | NOT NULL |
| SignInTime | The Central Controller date and time when the agent signed in. | DBDATETIME | PK<br>NOT NULL |
| SkillTargetID | The ICM software identifier for the agent. | DBINT | FK<br>NULL |

*Table 2-154 Galaxy_Agent_Performance Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TerType | Termination type:<br>**1** = agent<br>**2** = digital agent<br>**6** = station master agent<br>**32** = enhanced agent<br>**33** = digital enhanced agent<br>**55** = directory assistance billing agent<br>**56** = directory assistance digital billing agent<br>**57** = enhanced directory assistance billing agent<br>**58** = enhanced directory assistance digital billing agent | DBTINYINT | NOT NULL |
| TimeZone | The time zone for the Central Controller. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Agent Table (via SkillTargetID)

Peripheral Table (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 2-155 Galaxy_Alarm Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>PeripheralID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID |

***Table 2-156 Galaxy_Alarm Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AlarmCode | Three-digit alarm code. | DBSMALLINT | NOT NULL |
| AlarmData1 | Additional data the Galaxy provided in the alarm message. | VNAME32 | NULL |
| AlarmData2 | Additional data the Galaxy provided in the alarm. | VNAME32 | NULL |
| AlarmProcessor | Processor that output the alarm: Call or Reports. | VNAME32 | NULL |
| AlarmSubcode | A subcode, if any, the Galaxy provided for the alarm. | VNAME32 | NULL |
| AlarmTime | Galaxy time that the alarm occurred. | DBSMALLINT | NOT NULL |
| DateTime | The date and time at the end of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone in which the ACD is located. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Peripheral Table (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 2-157 Galaxy_DNIS Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>DNIS<br>PeripheralID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID |

***Table 2-158 Galaxy_DNIS Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallDuration | Total call time, in seconds, for calls to this DNIS. | DBINT | NOT NULL |
| DateTime | The Central Controller date and time at the beginning of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| DNIS | The DNIS value (**0000** through **9999**). | VNAME32 | PK<br>NOT NULL |
| NumberCallsAbandoned | Number of calls with this DNIS that were abandoned. | DBSMALLINT | NOT NULL |
| NumberCallsAnswered | Number of calls with this DNIS that were answered. | DBSMALLINT | NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone for the ACD. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SecondsInPeriod | Number of seconds in the reporting period. | DBSMALLINT | NOT NULL |
| TimeToAnswer | Total answer time, in seconds, for calls with this DNIS. | DBINT | NOT NULL |

*Table 2-158 Galaxy_DNIS 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. | DBINT | PK<br>NOT NULL |
| ValidType | Valid options include:<br>**0** = Valid DNIS number<br>**1** = Invalid DNIS number | DBSMALLINT | NOT NULL |

**Related tables:**

Peripheral Table (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 2-159 Galaxy_Gate Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>GateID<br>PeripheralID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID<br>SkillTargetID |

***Table 2-160 Galaxy_Gate Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsAbandoned | Number of external, internal gate transfer, and internal gate calls for the gate that were lost before being connected to an agent position. | DBSMALLINT | 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. | DBSMALLINT | NOT NULL |
| CallsTransferredIn | Number of calls directly transferred to primary agents for this gate. | DBINT | 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. | DBSMALLINT | NOT NULL |
| DateTime | The Central Controller date and time at the beginning of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| DelayTimeToAbandoned | Total time, in seconds, that external, internal gate, internal gate transfer, and overflow/diversion-in calls waited before being lost. | DBINT | 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. | DBINT | NOT NULL |
| GateID | The Galaxy identifier for the gate. | DBSMALLINT | PK<br>NOT NULL |
| LoadTransferOutCalls | This field applies to Galaxy-8 ACDs only. | DBSMALLINT | NOT NULL |

*Table 2-160 Galaxy_Gate Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ODAbandoned | Number of overflow/diversion-in calls accepted from another node, but lost before being connected to an agent position. | DBSMALLINT | NOT NULL |
| ODInRejected | Number of overflow/diversion-in calls rejected by this gate. | DBSMALLINT | NOT NULL |
| OutCalls | Number of out calls made by primary agents for this gate on outbound trunks or dial tandem tie-lines. | DBSMALLINT | 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. | DBINT | NOT NULL |
| 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. | DBINT | 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. | DBSMALLINT | 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. | DBINT | NOT NULL |
| OverflowODHandled | Number of overflow/diversion calls for other gates that were handled by agents in this gate because of their secondary assignments. | DBSMALLINT | NOT NULL |
| OverflowODTalkTime | Total time, in seconds, that primary agents for this gate were connected to overflow/diversion-in calls as a secondary assignment. | DBINT | 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. | DBINT | NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone for the ACD. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| PrimaryAssignedTime | Total time, in seconds, that agents had a primary assignment for this gate. | DBINT | NOT NULL |
| PrimaryAvailableTime | Total time, in seconds that primary agents were in the Available state for this gate. | DBINT | 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. | DBINT | NOT NULL |

*Table 2-160 Galaxy_Gate Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PrimaryHandled | Number of external, internal gate transfer, and internal gate calls connected to primary agents for the gate during the interval. | DBSMALLINT | 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. | DBINT | NOT NULL |
| PrimaryODHandled | Number of overflow/diversion in calls connected to primary agents for this gate. | DBSMALLINT | NOT NULL |
| PrimaryODTalkTime | Total time, in seconds, that primary agents for this gate were connected to overflow/diversion-in calls. | DBINT | NOT NULL |
| PrimaryPluggedTime | Total time, in seconds, that primary agents were plugged into this gate. | DBINT | NOT NULL |
| PrimaryTalkTime | Total time, in seconds, that primary agents were connected to external, internal gate transfer, or internal gate calls for the gate. | DBINT | NOT NULL |
| QueueLimitingRejectCount | Number of external, internal gate transfer, and internal gate calls that were rejected | DBSMALLINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SecondaryAssignedTime | Total time, in seconds, that agents had a secondary assignment for this gate. | DBINT | 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. | DBINT | NOT NULL |
| SecondaryHandled | Number of external, internal gate transfer, and internal gate calls connected to secondary agents for the gate during the interval. | DBSMALLINT | 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. | DBINT | 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. | DBSMALLINT | NOT NULL |
| SecondaryODTalkTime | Total time, in seconds, that secondary agents for this gate were connected to overflow/diversion-in calls. | DBINT | NOT NULL |
| SecondaryPluggedTime | Total time, in seconds, that secondary agents were plugged into this gate. | DBINT | NOT NULL |
| SecondaryTalkTime | Total time, in seconds, that secondary agents were connected to external, internal gate transfer, or internal gate calls for the gate. | DBINT | NOT NULL |

*Table 2-160 Galaxy_Gate Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SecondsInPeriod | Number of seconds in the reporting period. | DBSMALLINT | NOT NULL |
| SkillTargetID | The ICM software identifier for the service. | DBINT | FK<br>NULL |
| TimeZone | The time zone for the Central Controller. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Peripheral Table (via PeripheralID)

Service Table (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 2-161 Galaxy_Gate_Delayed_Call Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>GateID<br>PeripheralID,<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID<br>SkillTargetID |

***Table 2-162 Galaxy_Gate_Delayed_Call Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Abandoned0 | Number of abandoned calls were abandoned time was less than 1 second. | DBSMALLINT | NOT NULL |
| Abandoned5 | Number of abandoned calls were abandon time was greater than or equal to 1 second, but less than 5 seconds. | DBSMALLINT | NOT NULL |
| Abandoned10 | Number of abandoned calls were abandon time was greater than or equal to 5 seconds, but less than 10 seconds. | DBSMALLINT | NOT NULL |
| Abandoned15 | Number of abandoned calls were abandon time was greater than or equal to 10 seconds, but less than 15 seconds. | DBSMALLINT | NOT NULL |
| Abandoned20 | Number of abandoned calls were abandon time was greater than or equal to 15 seconds, but less than 20 seconds. | DBSMALLINT | NOT NULL |
| Abandoned25 | Number of abandoned calls were abandon time was greater than or equal to 20 seconds, but less than 25 seconds. | DBSMALLINT | NOT NULL |
| Abandoned30 | Number of abandoned calls were abandon time was greater than or equal to 25 seconds, but less than 30 seconds. | DBSMALLINT | NOT NULL |
| Abandoned40 | Number of abandoned calls were abandon time was greater than or equal to 30 seconds, but less than 40 seconds. | DBSMALLINT | NOT NULL |

*Table 2-162 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. | DBSMALLINT | NOT NULL |
| Abandoned60 | Number of abandoned calls were abandon time was greater than or equal to 50 seconds, but less than 60 seconds. | DBSMALLINT | NOT NULL |
| Abandoned90 | Number of abandoned calls were abandon time was greater than or equal to 60 seconds, but less than 60 seconds. | DBSMALLINT | NOT NULL |
| Abandoned120 | Number of abandoned calls were abandon time was greater than or equal to 90 seconds, but less than 120 seconds. | DBSMALLINT | NOT NULL |
| Abandoned180 | Number of abandoned calls were abandon time was greater than or equal to 120 seconds, but less than 180 seconds. | DBSMALLINT | NOT NULL |
| AbandonedOver180 | Number of abandoned calls were abandon time was greater than or equal to 180 seconds. | DBSMALLINT | NOT NULL |
| DateTime | The Central Controller date and time at the beginning of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| GateID | The Galaxy identifier for the gate. | DBSMALLINT | PK<br>NOT NULL |
| Handled0 | Number of handled calls were wait time was less than 1 second. | DBSMALLINT | NOT NULL |
| Handled5 | Number of handled calls were wait time was greater than or equal to 1 second, but less than 5 seconds. | DBSMALLINT | NOT NULL |
| Handled10 | Number of handled calls were wait time was greater than or equal to 5 seconds, but less than 10 seconds. | DBSMALLINT | NOT NULL |
| Handled15 | Number of handled calls were wait time was greater than or equal to 10 seconds, but less than 15 seconds. | DBSMALLINT | NOT NULL |
| Handled20 | Number of handled calls were wait time was greater than or equal to 15 seconds, but less than 20 seconds. | DBSMALLINT | NOT NULL |
| Handled25 | Number of handled calls were wait time was greater than or equal to 20 seconds, but less than 25 seconds. | DBSMALLINT | NOT NULL |
| Handled30 | Number of handled calls were wait time was greater than or equal to 25 seconds, but less than 30 seconds. | DBSMALLINT | NOT NULL |

*Table 2-162 Galaxy_Gate_Delayed_Call Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Handled40 | Number of handled calls were wait time was greater than or equal to 30 seconds, but less than 40 seconds. | DBSMALLINT | NOT NULL |
| Handled50 | Number of handled calls were wait time was greater than or equal to 40 seconds, but less than 50 seconds. | DBSMALLINT | NOT NULL |
| Handled60 | Number of handled calls were wait time was greater than or equal to 50 seconds, but less than 60 seconds. | DBSMALLINT | NOT NULL |
| Handled90 | Number of handled calls were wait time was greater than or equal to 60 seconds, but less than 90 seconds. | DBSMALLINT | NOT NULL |
| Handled120 | Number of handled calls were wait time was greater than or equal to 90 seconds, but less than 120 seconds. | DBSMALLINT | NOT NULL |
| Handled180 | Number of handled calls were wait time was greater than or equal to 120 seconds, but less than 180 seconds. | DBSMALLINT | NOT NULL |
| HandledOver180 | Number of handled calls were wait time was greater than or equal to 180 seconds. | DBSMALLINT | NOT NULL |
| LongestDelay | Maximum number of seconds that any call waited before being either answered or abandoned. | DBSMALLINT | NOT NULL |
| MaximumDelayQueueLength | Maximum number of calls in any agent's queue. | DBSMALLINT | NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone for the ACD. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SecondsInPeriod | Number of seconds in the reporting period. | DBSMALLINT | NOT NULL |
| SkillTargetID | The ICM software identifier for the service. | DBINT | FK<br>NULL |
| TimeZone | The time zone for the Central Controller. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Peripheral Table (via PeripheralID)

Service Table (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 2-163 Galaxy_Overflow Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>GateID<br>PeripheralID,<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID<br>SkillTargetID |

*Table 2-164 Galaxy_Overflow Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AcceptedOnRoute1 | Number of internal overflow/diversion-out calls from the gate accepted on route number 1. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute2 | Number of internal overflow/diversion-out calls from the gate accepted on route number 2. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute3 | Number of internal overflow/diversion-out calls from the gate accepted on route number 3. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute4 | Number of internal overflow/diversion-out calls from the gate accepted on route number 4. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute5 | Number of internal overflow/diversion-out calls from the gate accepted on route number 5. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute6 | Number of internal overflow/diversion-out calls from the gate accepted on route number 6. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute7 | Number of internal overflow/diversion-out calls from the gate accepted on route number 7. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute8 | Number of internal overflow/diversion-out calls from the gate accepted on route number 8. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute9 | Number of internal overflow/diversion-out calls from the gate accepted on route number 9. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute10 | Number of internal overflow/diversion-out calls from the gate accepted on route number 10. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute11 | Number of internal overflow/diversion-out calls from the gate accepted on route number 11. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute12 | Number of internal overflow/diversion-out calls from the gate accepted on route number 12. | DBSMALLINT | NOT NULL |

*Table 2-164 Galaxy_Overflow Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AcceptedOnRoute13 | Number of internal overflow/diversion-out calls from the gate accepted on route number 13. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute14 | Number of internal overflow/diversion-out calls from the gate accepted on route number 14. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute15 | Number of internal overflow/diversion-out calls from the gate accepted on route number 15. | DBSMALLINT | NOT NULL |
| AcceptedOnRoute16 | Number of internal overflow/diversion-out calls from the gate accepted on route number 16. | DBSMALLINT | NOT NULL |
| DateTime | The Central Controller date and time at the beginning of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| GateID | The Galaxy identifier for the gate. | DBSMALLINT | PK<br>NOT NULL |
| NetworkOnRoute1 | Number of network overflow/diversion-out calls from the gate sent to route number 1. | DBSMALLINT | NOT NULL |
| NetworkOnRoute2 | Number of network overflow/diversion-out calls from the gate sent to route number 2. | DBSMALLINT | NOT NULL |
| NetworkOnRoute3 | Number of network overflow/diversion-out calls from the gate sent to route number 3. | DBSMALLINT | NOT NULL |
| NetworkOnRoute4 | Number of network overflow/diversion-out calls from the gate sent to route number 4. | DBSMALLINT | NOT NULL |
| NetworkOnRoute5 | Number of network overflow/diversion-out calls from the gate sent to route number 5. | DBSMALLINT | NOT NULL |
| NetworkOnRoute6 | Number of network overflow/diversion-out calls from the gate sent to route number 6. | DBSMALLINT | NOT NULL |
| NetworkOnRoute7 | Number of network overflow/diversion-out calls from the gate sent to route number 7. | DBSMALLINT | NOT NULL |
| NetworkOnRoute8 | Number of network overflow/diversion-out calls from the gate sent to route number 8. | DBSMALLINT | NOT NULL |
| NetworkOnRoute9 | Number of network overflow/diversion-out calls from the gate sent to route number 9. | DBSMALLINT | NOT NULL |
| NetworkOnRoute10 | Number of network overflow/diversion-out calls from the gate sent to route number 10. | DBSMALLINT | NOT NULL |
| NetworkOnRoute11 | Number of network overflow/diversion-out calls from the gate sent to route number 11. | DBSMALLINT | NOT NULL |
| NetworkOnRoute12 | Number of network overflow/diversion-out calls from the gate sent to route number 12. | DBSMALLINT | NOT NULL |
| NetworkOnRoute13 | Number of network overflow/diversion-out calls from the gate sent to route number 13. | DBSMALLINT | NOT NULL |
| NetworkOnRoute14 | Number of network overflow/diversion-out calls from the gate sent to route number 14. | DBSMALLINT | NOT NULL |

*Table 2-164 Galaxy_Overflow Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| NetworkOnRoute15 | Number of network overflow/diversion-out calls from the gate sent to route number 15. | DBSMALLINT | NOT NULL |
| NetworkOnRoute16 | Number of network overflow/diversion-out calls from the gate sent to route number 16. | DBSMALLINT | NOT NULL |
| ODOutCallsHandled | Total number of overflow/diversion-out calls from the gate. | DBINT | NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone for the ACD. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RejectedOnRoute1 | Number of internal overflow/diversion-out calls from the gate rejected on route number 1. | DBSMALLINT | NOT NULL |
| RejectedOnRoute2 | Number of internal overflow/diversion-out calls from the gate rejected on route number 2. | DBSMALLINT | NOT NULL |
| RejectedOnRoute3 | Number of internal overflow/diversion-out calls from the gate rejected on route number 3. | DBSMALLINT | NOT NULL |
| RejectedOnRoute4 | Number of internal overflow/diversion-out calls from the gate rejected on route number 4. | DBSMALLINT | NOT NULL |
| RejectedOnRoute5 | Number of internal overflow/diversion-out calls from the gate rejected on route number 5. | DBSMALLINT | NOT NULL |
| RejectedOnRoute6 | Number of internal overflow/diversion-out calls from the gate rejected on route number 6. | DBSMALLINT | NOT NULL |
| RejectedOnRoute7 | Number of internal overflow/diversion-out calls from the gate rejected on route number 7. | DBSMALLINT | NOT NULL |
| RejectedOnRoute8 | Number of internal overflow/diversion-out calls from the gate rejected on route number 8. | DBSMALLINT | NOT NULL |
| RejectedOnRoute9 | Number of internal overflow/diversion-out calls from the gate rejected on route number 9. | DBSMALLINT | NOT NULL |
| RejectedOnRoute10 | Number of internal overflow/diversion-out calls from the gate rejected on route number 10. | DBSMALLINT | NOT NULL |
| RejectedOnRoute11 | Number of internal overflow/diversion-out calls from the gate rejected on route number 11. | DBSMALLINT | NOT NULL |
| RejectedOnRoute12 | Number of internal overflow/diversion-out calls from the gate rejected on route number 12. | DBSMALLINT | NOT NULL |
| RejectedOnRoute13 | Number of internal overflow/diversion-out calls from the gate rejected on route number 13. | DBSMALLINT | NOT NULL |
| RejectedOnRoute14 | Number of internal overflow/diversion-out calls from the gate rejected on route number 14. | DBSMALLINT | NOT NULL |

*Table 2-164 Galaxy_Overflow Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| RejectedOnRoute15 | Number of internal overflow/diversion-out calls from the gate rejected on route number 15. | DBSMALLINT | NOT NULL |
| RejectedOnRoute16 | Number of internal overflow/diversion-out calls from the gate rejected on route number 16. | DBSMALLINT | NOT NULL |
| SecondsInPeriod | Number of seconds in the reporting period. | DBSMALLINT | NOT NULL |
| SkillTargetID | The ICM software identifier for the service. | DBINT | FK<br>NULL |
| TimeZone | The time zone for the Central Controller. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Peripheral Table (via PeripheralID)

Service Table (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 2-165 Galaxy_PBX Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>PeripheralID<br>PortID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID |

***Table 2-166 Galaxy_PBX Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonedNoAnswer | Number of calls to the destination that were abandoned. | DBSMALLINT | NULL |
| CallDuration | Total number of seconds for all incoming calls (counted from time of answer or end of dialing until disconnect. | DBINT | NOT NULL |
| DateTime | The date and time at the end of the reporting DBINTerval. | DBDATETIME | PK<br>NOT NULL |
| DepartmentNumber | Identifier for the customer-defined group of PBX extensions. | DBSMALLINT | NOT NULL |
| ExtensionNumber | Termination phone number. | DBSMALLINT | 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. | DBSMALLINT | NOT NULL |
| HuntGroupInformation | Valid options include:<br>**0** = Phone not in hunt group<br>**1** = First phone in hunt group<br>**2** = Intermediate phone in hunt group<br>**4** = Last phone in hunt group<br>**8** = Common last phone in hunt group<br>**128** = Phone's position in hunt group has changed. | DBSMALLINT | NOT NULL |
| InCalls | Number of calls answered by this termination. | DBSMALLINT | NOT NULL |
| NextHuntGroupPhone | If in the termination is in a hunt group, the phone number of the next extension in the group. | DBSMALLINT | NOT NULL |

*Table 2-166 Galaxy_PBX Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| OutCalls | Number of calls dialed from this termination. | DBSMALLINT | NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone in which the ACD is located. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| PickedUpCalls | Number of calls that rang at this termination but were intercepted by another phone. | DBSMALLINT | NOT NULL |
| PortID | Galaxy identifier for the phone's port. | DBSMALLINT | PK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SecondCallDuration | Total number of seconds that second calls were on the phone. | DBINT | 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. | DBSMALLINT | NOT NULL |
| SubscriberNumber | In a multiple subscriber system, indicates which subscriber has control of the termination. | DBSMALLINT | NOT NULL |
| TerminationType | 42 = Tone PBX | DBSMALLINT | NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| TollCalls | Number of toll calls placed from the extension. | DBSMALLINT | NOT NULL |

**Related tables:**

Peripheral Table (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 2-167 Galaxy_Single_Trunk Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>PeripheralID<br>PortID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID |

***Table 2-168 Galaxy_Single_Trunk Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BusyTimer | Time the trunk became busy (used to calculate busy times). | DBSMALLINT | NOT NULL |
| DateTime | The Central Controller date and time at the beginning of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| ISDNCallByCallLimitRejects | Number of ISDN trunk rejections. | DBSMALLINT | NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone in which the ACD is located. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| PortID | Galaxy port assignment for the trunk. | DBSMALLINT | PK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SeizureCount | Total number of calls on inbound, outbound, and combination trunks (whether connected to an ACD gate or not). | DBSMALLINT | NOT NULL |

*Table 2-168 Galaxy_Single_Trunk Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TerminationType | Valid options include:<br>**8** = Direct Inward Dial (DID)<br>**14** = Inter-tandem<br>**26** = Off-Network Access Line<br>**41** = Tie Line<br>**47** = Operator Service<br>**50** = Operator Service Feature Group D<br>**51** = Australian Off-Network Access Line<br>**52** = Australian Tie Line<br>**53** = Australian Direct Gate Dial<br>**54** = DNIS<br>**64** = Directory Assistance Intercept<br>**65** = ISDN | DBSMALLINT | NOT NULL |
| TimeZone | The time zone for the Central Controller. The value is the offset in minutes from GMT. | DBINT | PK<br>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. | DBINT | NOT NULL |
| TrunkGroup | The ICM software identifier of the trunk group containing the trunk. | DBSMALLINT | NOT NULL |
| TrunkIGroup | Galaxy Trunk Information Group identifier. | DBSMALLINT | NOT NULL |

**Related tables:**

Peripheral Table (via PeripheralID)

Trunk Table (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 2-169 Galaxy_Transaction_Code Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>PeripheralID<br>TransactionCodeNumber<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID |

***Table 2-170 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. | DBDATETIME | PK<br>NOT NULL |
| Description | A description of the transaction type. | VNAME32 | NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone in which the ACD is located. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SecondsInPeriod | Number of seconds in the reporting period. | DBSMALLINT | NOT NULL |
| TimeZone | The time zone for the Central Controller. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| TransactionCodeNumber | Identifier for the transaction. | DBINT | PK<br>NOT NULL |
| TransactionCount | Number of transactions that occurred. | DBSMALLINT | NOT NULL |

**Related tables:**

Peripheral Table (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 2-171 Galaxy_Trunk_Call_Count Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>PeripheralID<br>PortID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID |

***Table 2-172 Galaxy_Trunk_Call_Count Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallCount | Number of calls counted on the trunk. | DBSMALLINT | NOT NULL |
| DateTime | The Central Controller date and time at the beginning of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone in which the ACD is located. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| PortID | Galaxy port assignment for the trunk. | DBSMALLINT | PK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| TerminationType | Valid options include:<br>**8** = Direct Inward Dial (DID)<br>**14** = Inter-tandem<br>**26** = Off-Network Access Line<br>**41** = Tie Line<br>**47** = Operator Service<br>**50** = Operator Service Feature Group D<br>**51** = Australian Off-Network Access Line<br>**52** = Australian Tie Line<br>**53** = Australian Direct Gate Dial<br>**54** = DNIS<br>**64** = Directory Assistance Intercept<br>**65** = ISDN | DBSMALLINT | NOT NULL |

*Table 2-172 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. | DBINT | PK<br>NOT NULL |
| TrunkIGroup | Galaxy identifier for the Trunk Information Group that contains this trunk. | DBSMALLINT | NOT NULL |

**Related tables:**

Peripheral Table (via PeripheralID)

Trunk Table (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 2-173 Galaxy_Trunk_IGroup Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>IGroupID<br>PeripheralID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PeripheralID<br>TrunkGroupID |

*Table 2-174 Galaxy_Trunk_IGroup Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AllTrunksBusyTime | Total time, in seconds, that all trunks in the I-group were busy. | DBINT | NOT NULL |
| CallsAbandoned | Number of external calls on this trunk group that were lost before being answered. | DBSMALLINT | NOT NULL |
| CallsHandled | Number of external calls on this trunk group that were answered. | DBSMALLINT | NOT NULL |
| CallsHeld | Number of external calls that exceed a specified system threshold before being answered or abandoned. | DBSMALLINT | NOT NULL |
| DateTime | The Central Controller date and time at the beginning of the reporting interval. | DBDATETIME | PK<br>NOT NULL |
| GateAssignment | The Galaxy identifier of the gate to which the I-group is assigned. | DBTINYINT | NOT NULL |
| GateValid | Indicates whether all trunks in the I-group remained assigned to the gate for the entire reporting interval. | DBTINYINT | NOT NULL |
| IGroupID | The Galaxy identifier for the trunk I-group. | DBSMALLINT | PK<br>NOT NULL |
| InODCallsAbandoned | Number of overflow/diversion-in calls accepted on tie-lines in this group, but lost before being answered. | DBSMALLINT | NOT NULL |
| InODCallsHandled | Number of overflow/diversion-in calls accepted on tie-lines in this group and eventually answered. | DBSMALLINT | NOT NULL |

*Table 2-174 Galaxy_Trunk_IGroup Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| InODCallsRejected | Number of overflow/diversion-in calls offered on tie-lines in this group, but rejected. | DBSMALLINT | NOT NULL |
| ISDNCallByCallRejects | Number of ISDN calls rejected by this I-group because of call-by-call service limitations. | DBSMALLINT | NOT NULL |
| ISDNCallsWithAniSid | Number of ISDN calls on this I-group for which ANI was received. | DBSMALLINT | 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. | DBINT | NOT NULL |
| LoadTransferOut | This field applies to Galaxy-8 ACDs only. | DBSMALLINT | NOT NULL |
| OutCalls | Number of calls made on outbound trunks. | DBSMALLINT | NOT NULL |
| OutCallTalkTime | Total time, in seconds, that trunks in this I-group were used for outbound calls. | DBINT | NOT NULL |
| OutODCallsAccepted | Number of overflow/diversion-out calls made on tie-lines in this group and accepted by the receiving node. | DBSMALLINT | NOT NULL |
| OutODCallsRejected | Number of overflow/diversion-out calls made on tie-lines in this group and rejected by the receiving node. | DBSMALLINT | NOT NULL |
| PeripheralID | The ICM software identifier for the ACD. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeZone | The time zone for the ACD. The value is the offset in minutes from GMT. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| SecondsInPeriod | Number of seconds in the reporting period. | DBSMALLINT | NOT NULL |
| TimeZone | The time zone for the Central Controller. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| TrunkAssignedTime | Total time, in seconds, that trunks were assigned to this I-group. | DBINT | NOT NULL |
| TrunkGroupID | The ICM software identifier for the trunk group associated with this I-group. | DBINT | FK<br>NULL |
| TrunkIdleTime | Total time, in seconds, that trunks in the I-group were not busy with in or out calls. | DBINT | NOT NULL |

**Related tables:**

Peripheral Table (via PeripheralID)

Trunk Table 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 2-175 Group_Security_Control Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| IE-1 | ObjectID<br>ObjectType<br>UserGroupName |
| IE-2 | UserGroupID |

***Table 2-176 Group_Security_Control Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AccessLevel | Identifies the level of access group members have to the object. | DBINT | NOT NULL |
| ObjectID | Together with ObjectType, identifies the object. | DBINT | IE-1<br>NOT NULL |
| ObjectType | Together with ObjectID, identifies the object. | DBINT | IE-1<br>NOT NULL |
| OriginClassID | If the access to the object was inherited from a class, this field identifies that class. Otherwise, it is 0. | DBINT | NOT NULL |
| OriginObjectID | If the access to the object was inherited from another object, this field identifies that object. Otherwise, it is 0. | DBINT | NOT NULL |
| UserGroupID | Identifies the user group. | DBINT | IE-2<br>NOT NULL |
| UserGroupName | Identifies the user group. Only groups of type ‘G’ are referenced. | varchar(30) | IE-1<br>NOT NULL |

**Related tables:**

User_Group Table (via UserGroupName and UserGroupID)

# 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 2-177 ICR_Globals Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| FK | BucketIntervalID<br>DefaultCallTypeID<br>DefaultNetworkTargetID |

***Table 2-178 ICR_Globals Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BucketIntervalID | The ID for the entry in the Bucket_Interval Table used for all CallTypes as the default Bucket Intervals. The **default** value is **1**. | DBINT | FK<br>NOT NULL |
| CompanyName | Name of the customer. | varchar(32) | NULL |
| CallTypeAbandonCallWaitTime | The minimum time in seconds an incoming call must be queued before being considered an abandoned call if the caller hangs up. The **default** value is **5**. | DBSMALLINT | NULL |
| CallTypeServiceLevelThreshold | The time in seconds to be used as the service level threshold. The **default** value is **20**. | DBSMALLINT | 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 CallType. The **default** value is **1**. | DBSMALLINT | NULL |
| CCDomainName | The name of the NT domain that contains the ICM Central Controller. | VNAME32 | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CLIDMaskingDigitsToMask | The number of digits of CLID to mask. | DBINT | NULL |
| CLIDMaskingEnable | Valid options are:<br>**Y** = CLID masking is enabled.<br>**N** = CLID masking is not enabled. | DBCHAR | NOT NULL |
| CLIDMaskingMaskCharacter | The character to use when masking digits. | varchar(1) | NULL |
| CLIDMaskingRemoveDigits | Valid options are:<br>**Y** = Remove digits.<br>**N** = Mask digits. | DBCHAR | NULL |

*Table 2-178 ICR_Globals Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | FK<br>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. | DBINT | FK<br>NULL |
| EnableExpandedCallContext | Indicates whether expanded call context is enabled for the ICM. Valid options are:<br>**Y** = ECC is enabled.<br>**N** = (Default) ECC is not enabled. | DBCHAR | NOT 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:<br>**Y** = External authenticator enabled.<br>**N** = External authenticator not enabled. | DBCHAR | NOT NULL |
| ICRType | Valid options include:<br>**0** = Standard<br>**1** = NAM<br>**2** = CICM | DBINT | NOT NULL |
| KeepNScriptVersions | Maximum number of script versions to retain for each master script. If the value is 0, all versions are retained. | DBSMALLINT | NOT NULL |
| LoginCaseUnique | Specifies whether or not LoginNames in the Person table are case-sensitive. Valid options are:<br>**Y** = Indicates that LoginNames in the Person table are case sensitive.<br>**N** = Indicates that the case of LoginNames in the Person table does not matter.<br>**Notes:** (1) Changing this property will cause ALL person login names in the database to be changed appropriately.<br>(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. | DBCHAR | NOT NULL |
| MaxCorrelationNumber | The maximum value to be used as a correlation value for calls sent to a network VRU. | DBINT | NULL |

*Table 2-178 ICR_Globals Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| MaxPartitions | The maximum number of partitions that can be configured for the system if partitioning is enabled. | DBINT | NOT NULL |
| MinCorrelationNumber | The minimum value to be used as a correlation value for calls sent to a network VRU. | DBINT | NULL |
| MinPasswordLength | Specifies a minimum password length for a Person. | DBINT | NOT NULL |
| MinScriptSchedTime | The shortest interval, in seconds, at which an administrative script can be scheduled. | DBINT | NOT NULL |
| PartitioningIndicator | Indicates whether or not partitioning is enabled. Valid options are:<br>**Y** = Partitioning is enabled.<br>**N** = Partitioning is not enabled. | DBCHAR | NULL |

**Related tables:**

Call_Type Table (DefaultCallTypeID maps to Call_Type.CallTypeID)

Network_Vru Table (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.

*Table 2-179 ICR_Instance Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ICRInstanceID |
| AK-1 | EnterpriseName |
| FK | NetworkICRInstanceID |
| IE-1 | NetworkICRInstanceID |

*Table 2-180 ICR_Instance Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Any additional information about the instance. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the instance. This name must be unique for all ICM instances in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| ICRInstanceID | A unique identifier for the instance. | DBINT | PK<br>NOT NULL |
| LastUpdateKey | Key value this instance received from the NAM with the last configuration update. | DBFLT8 | NULL |
| NetworkICRInstanceID | The Network ICM instance, if any, associated with the instance. | DBINT | FK, IE-1<br>NULL |
| Number | The number the identifies the instance in ICM Setup. | DBINT | NOT NULL |
| Type | Indicates whether the instance is Network ICM or a Customer ICM. | DBSMALLINT | NOT NULL |

**Related tables:**

Application_Gateway Table (via ICRInstanceID)

Customer_Definition Table (via ICRInstanceID)

ICR_Node Table (via ICRInstanceID)

# ICR_Locks Table

Contains information about system locks currently held by users.

***Table 2-181 ICR_Locks Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | LockID<br>LockType |

***Table 2-182 ICR_Locks Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| DataFld | Additional information the ICM software maintains for the lock. | varchar(255) | NULL |
| DateTime | The date and time at which the lock was obtained. | DBDATETIME | NOT NULL |
| LockID | Identifies the object that is locked. For example, for a Script lock, LockID holds the ScriptID value. | DBINT | PK<br>NOT NULL |
| LockName | The name of the object that is locked. For example, for a Script lock, LockName holds the name of the script. | DESCRIPTION | NOT NULL |
| LockType | The type of the lock. | DBINT | PK<br>NOT NULL |
| ReleaseOnSend | Indicates whether the ICM software should automatically release the lock when the associated data are saved to the ICM database. | DBINT | NOT NULL |
| SystemName | The system from which the user obtained the lock. | VNAME32 | NOT NULL |
| UserName | The name of the user who holds the lock. | VNAME32 | 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 2-183 ICR_Node Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ICRNodeID |
| AK-1 | EnterpriseName |
| FK | ICRInstanceID |
| IE-1 | ICRInstanceID |

*Table 2-184 ICR_Node Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ConfigParam | Parameters to be passed to the node at initialization. | varchar(255) | NULL |
| Description | Additional information about the node. | DESCRIPTION | NULL |
| DomainName | The name of the NT domain that contains the node. | VNAME32 | NOT NULL |
| EnterpriseName | An enterprise name for the node. This name must be unique for all nodes in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| ICRInstanceID | The ICM instance associated with the node. | DBINT | FK, IE-1<br>NOT NULL |
| ICRNodeID | A unique identifier for the node. | DBINT | PK<br>NOT NULL |
| SystemName | The host name of the machine on which the node runs. | VNAME32 | NOT NULL |
| Type | The type of node:<br>1 = Primary Distributor<br>2 = Backup Distributor | DBSMALLINT | NOT NULL |

**Related tables:**

ICR_Instance Table (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 2-185 ICR_View Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ICRViewID |
| AK-1 | EnterpriseName |

***Table 2-186 ICR_View Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BaseTableName | The name of the table in the system from which it is imported. | VNAME32 | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the view. | DESCRIPTION | NULL |
| EnterpriseName | A unique name for the view. | VNAME32 | AK-1<br>NOT NULL |
| ICRViewID | A unique identifier for the view. | DBINT | PK<br>NOT NULL |
| ReadBaseTable | Indicates whether fields in the Schedule Import table can be read directly rather than through a view. Valid options are:<br>Y = Yes<br>N = No | DBCHAR | NOT NULL |
| ViewName | The name of the view. | VNAME32 | NOT NULL |
| ViewType | The type of view. | DBINT | NOT NULL |

**Related tables:**

Schedule Table (via ICRViewID)

View_Column Table (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 2-187 Ids Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ObjectID<br>ObjectType |
| FK | ObjectType |

***Table 2-188 Ids Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | PK<br>NOT NULL |
| ObjectType | Identifies the object type. | DBINT | PK, FK<br>NOT NULL |
| ParentObjectID | Identifies the object's parent. A value of 0 indicates that the object has no parent. | DBINT | 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. | DBINT | NOT NULL |

**Related tables:**

Object_List Table (via ObjectType)

Object_Security Table (via ObjectType + ObjectID)

User_Security_Control Table (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 2-189 Import_Log Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>ScheduleID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | ScheduleID |

***Table 2-190 Import_Log Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DateTime | The date and time when the row was generated. | DBDATETIME | PK<br>NOT NULL |
| LogOperation | The operation that was logged; for example Import or Edit. | VNAME32 | NOT NULL |
| Message | Indicates ‘Success’ or describes an error. | DESCRIPTION | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RowsCopied | The number of rows imported or modified. | DBINT | NOT NULL |
| ScheduleID | Identifies the schedule affected. | DBINT | PK, FK<br>NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| WorkstationName | The workstation from which data was imported. | VNAME32 | NOT NULL |

**Related tables:**

Schedule Table (via ScheduleID)

# Import_Rule Table

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

Use the Outbound OptionConfiguration option within ICM Configuration Manager to modify Import_Rule records.

***Table 2-191 Import_Rule Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ImportRuleID |
| AK-1 | ImportRuleName |

***Table 2-192 Import_Rule Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ContactTableName | The name of the contact table into which this file is to be imported. | varchar(64) | NOT NULL |
| DayOfMonth | The day of the month to run this import. Only used when MonthlyEnabled is set to Y. | DBINT | NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Enabled | A flag that indicates whether this import should be run at the scheduled time:<br>**Y** = Run at scheduled time.<br>**N** = Do not run at scheduled time. | DBCHAR | NOT NULL |
| FilePath | The directory where the file to be imported is stored. UNC naming convention. | varchar(255) | NULL |
| FilePollingEnabled | Valid options include:<br>**Y** = Import files are imported as soon as they are created. After the import is complete, the import file is renamed or deleted.<br>**N** = Import files are not imported as soon as they are created. | DBCHAR | NOT NULL |
| FixedFormatEnabled | Indicates whether file is fixed format:<br>**Y** = Yes, fixed format<br>**N** = Not fixed format (comma-delimited). | DBCHAR | NOT NULL |
| FridayEnabled | Flag that indicates if this import should be performed every Friday:<br>**Y** = Perform import every Friday.<br>**N** = Do not perform import every Friday. | DBCHAR | NOT NULL |

*Table 2-192 Import_Rule Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ImportRuleID | A unique identifier for this import rule. | DBINT | PK<br>NOT NULL |
| ImportRuleName | The customer-entered name for this import rule. | VNAME32 | AK-1<br>NOT NULL |
| ImportType | Indicates if this is a Contact Import or a Do-Not-Call import:<br>**1** = The import type is Contact Import.<br>**2** = The import type is Do-Not-Call. | DBINT | NOT NULL |
| MondayEnabled | Flag that indicates if this import should be performed every Monday:<br>**Y** = Perform import every Monday.<br>**N** = Do not perform import every Monday. | DBCHAR | NOT NULL |
| MonthlyEnabled | If enabled, this import schedule will run based on the day of the month instead of the current week day:<br>**Y** = Import will occur one day per month.<br>**N** = Import will occur on a daily/weekly basis. | DBCHAR | NOT NULL |
| OverwriteEnabled | Indicates whether a contact table that already exists should be overwritten:<br>**Y** = Yes, overwrite<br>**N** = No, append to. | DBCHAR | NOT NULL |
| RenameEnabled | Valid options include:<br>**Y** = The import file must be renamed after it is imported; otherwise, it will be deleted.<br>**N** = The import file need not be renamed. | DBCHAR | 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. | DBSMALLINT | NOT NULL |
| SaturdayEnabled | Flag that indicates if this import should be performed every Saturday:<br>**Y** = Perform import every Saturday.<br>**N** = Do not perform import every Saturday. | DBCHAR | 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. | DBINT | NOT NULL |
| ScheduleStartMinutes | The minute at which the import should start, based on ICM Central Controller time. | DBINT | NOT NULL |
| SPPostImportEnabled | Valid options include:<br>**Y** = A stored procedure is executed after the build process has been completed.<br>**N** = A stored procedure is not executed. | DBCHAR | NOT NULL |

*Table 2-192 Import_Rule Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SPPreImportEnabled | Valid options include:<br>**Y** = A stored procedure is executed prior to reading the import file but after the customer table has been created.<br>**N** = The stored procedure is not executed. | DBCHAR | NOT NULL |
| SundayEnabled | Flag that indicates if this import should be performed every Sunday:<br>**Y** = Perform import every Sunday.<br>**N** = Do not perform import every Sunday. | DBCHAR | NOT NULL |
| ThursdayEnabled | Flag that indicates if this import should be performed every Thursday:<br>**Y** = Perform import every Thursday.<br>**N** = Do not perform import every Thursday. | DBCHAR | NOT NULL |
| TuesdayEnabled | Flag that indicates if this import should be performed every Tuesday:<br>**Y** = Perform import every Tuesday.<br>**N** = Do not perform import every Tuesday. | DBCHAR | NOT NULL |
| WednesdayEnabled | Flag that indicates if this import should be performed every Wednesday:<br>**Y** = Perform import every Wednesday.<br>**N** = Do not perform import every Wednesday. | DBCHAR | NOT NULL |

**Related tables:**

Query_Rule Table (via ImportRuleID)

Import_Rule_Clause Table (via ImportRuleID)

Import_Rule_History Table (via ImportRuleID)

Import_Rule_Real_Time Table (via ImportRuleID)

# Import_Rule_Clause Table

Defines the portions of an import list to be imported by the Outbound Option Import Rule process.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Import_Rule_Clause records.

***Table 2-193 Import_Rule_Clause Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ImportRuleID<br>SequenceNumber |
| FK | ImportRuleID |

***Table 2-194 Import_Rule_Clause Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DecimalPlaces | Indicates how many positions after the decimal point. | DBINT | 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 |
| ImportRuleID | The import rule to which this clause belongs. | DBINT | PK, FK<br>NOT NULL |
| IndexColumnEnabled | Valid options include:<br>**Y** = Index will be created on this column.<br>**N** = Index will not be created on this column. | DBCHAR | NOT NULL |
| Length | The length of the column. | DBINT | NOT NULL |
| NullEnabled | Valid options include:<br>**Y** = Column allows a NULL entry.<br>**N** = Column does not allow NULL values. | DBCHAR | NOT NULL |
| SequenceNumber | The index for clauses within a given import rule. | DBINT | PK<br>NOT NULL |
| StandardColumnType | The name of a Outbound Option standard column to which this field will default. | DBINT | NULL |
| Type | The data type of the column. | DBINT | NOT NULL |

**Related tables:**

Import_Rule Table (via ImportRuleID)

# Import_Rule_History Table

Central database only.

Contains the history of every Outbound Option import and shows how many records succeeded and failed.

*Table 2-195 Import_Rule_History Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ImportRuleID<br>StartDateTime<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | ImportRuleID |

*Table 2-196 Import_Rule_History Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BadRecords | The number of records that had errors while importing. | DBINT | NOT NULL |
| EndDateTime | The date and time when the import was finished. | DBDATETIME | NOT NULL |
| GoodRecords | The number of records successfully imported so far. | DBINT | NOT NULL |
| ImportRuleID | The current active import. | DBINT | PK, FK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| StartDateTime | The date and time when the import was started. | DBDATETIME | PK<br>NOT NULL |
| TimeZone | The time zone for the server where the import process resides. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| TotalRecords | The total number of records contained in the import file. | DBINT | NOT NULL |

**Related tables:**

Import_Rule Table (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 Outbound Option Import Rule process.

***Table 2-197 Import_Rule_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ImportRuleID |
| FK | ImportRuleID |

***Table 2-198 Import_Rule_Real_Time Table***

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

**Related tables:**

Import_Rule Table (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 2-199 Import_Schedule Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ImportScheduleID |
| FK | ScheduleID |
| IE-1 | ScheduleID |

*Table 2-200 Import_Schedule Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AtCommand | The command the ICM software executes to import the data. | varchar(255) | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the schedule import. | DESCRIPTION | NULL |
| ImportScheduleID | A unique identifier for the Import Schedule record. | DBINT | PK<br>NOT NULL |
| ScheduleID | Identifies the Schedule for which the data is imported. | DBINT | FK, IE-1<br>NOT NULL |
| WorkstationName | The host name of the workstation from which the ICM software imports schedule data. | VNAME32 | NOT NULL |

**Related tables:**

Schedule Table (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 2-201 Label Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | LabelID |
| AK-1 | Label<br>RoutingClientID |
| FK | CustomerDefinitionID<br>ICRInstanceID<br>NetworkTargetID<br>RoutingClientID |
| IE-1 | CustomerDefinitionID |

***Table 2-202 Label Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CustomerDefinitionID | Identifies the customer associated with the label. | DBINT | FK, IE-1<br>NULL |
| Description | Additional information about the label. | DESCRIPTION | 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. | DBINT | FK<br>NULL |
| Label | The label to be returned to the routing client. | VNAME32 | AK-1<br>NOT NULL |
| LabelID | Unique identifier for this label. | DBINT | PK<br>NOT NULL |
| LabelType | The type of the label:<br>**0** = Normal<br>**1** = DNIS Override (for MCI routing clients only)<br>**2** = Busy<br>**3** = Ring (for AT&T GTN only)<br>**4** = Post-Query<br>**5** = Resource | DBSMALLINT | NOT NULL |

*Table 2-202 Label Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| NetworkTargetID | Foreign key from the Network Target table. Each label maps to one and only one network target. | DBINT | FK<br>NULL |
| RoutingClientID | Identifies the routing client that can receive this label. | DBSMALLINT | AK-1, FK<br>NOT NULL |

**Related tables:**

Customer_Definition Table (via CustomerDefinitionID)

Dialed_Number Table (via LabelID)

Dialed_Number_Label Table (via LabelID)

Network_Target Table (via NetworkTargetID)

Network_Vru Table (via LabelID)

Routing_Client Table (via RoutingClientID)

# 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. These operations are run automatically as scheduled jobs.

***Table 2-203 Logger_Admin Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RecoveryKey |
| AK-1 | RecoveryKey |
| IE-1 | FunctionName<br>ScheduledAt<br>TableName |
| IE-2 | DateTime |

***Table 2-204 Logger_Admin Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DateTime | The date and time at which the scheduled job was submitted. | DBDATETIME | IE-2<br>NOT NULL |
| EndTime | Time at which the operation completed. | DBDATETIME | NULL |
| FromRecoveryKey | For a Purge operation, the recovery key of the earliest record purged. | DBFLT8 | NULL |
| FunctionName | The operation performed; for example, Purge or Update Statistics. | VNAME32 | IE-1<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | PK, AK-1<br>NOT NULL |
| Retain | For a Purge operation, the number of days records are retained. Records older than this are deleted in the Purge. | DBINT | NULL |
| RowsPurged | For a purge operation, the number of rows purged. | DBINT | NULL |
| ScheduledAt | Date and time the scheduled job executed. | DBDATETIME | IE-1<br>NOT NULL |
| StartTime | Time at which the operation started. | DBDATETIME | NULL |
| TableName | The name of the database table on which the operation was performed. | VNAME32 | IE-1<br>NOT NULL |
| ToRecoveryKey | For a Purge operation, the recovery key of the most recent record purged. | DBFLT8 | NULL |

# 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 2-205 Logger_Meters Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>TimeZone |
| AK-1 | RecoveryKey |

***Table 2-206 Logger_Meters Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ConfigMessagesTo5 | The number of configuration changes written during the five-minute interval. | DBINT | NOT NULL |
| DataMessagesTo5 | Number of data messages received in the five-minute interval. | DBINT | NOT NULL |
| DataPagesAllocated | Number of data pages allocated. | DBFLT8 | NOT NULL |
| DataPagesUsed | Number of data pages used. | DBFLT8 | NOT NULL |
| DateTime | Record timestamp (unique). | DBSMALLDATE | PK<br>NOT NULL |
| EMSMessagesTo5 | Number of EMS messages received in the five-minute interval. | DBINT | NOT NULL |
| FiveMinuteHistoryTo5 | Total number of five-minute records written during the five-minute interval. | DBINT | NOT NULL |
| HalfHourHistoryTo5 | Total number of half-hour records written during the five-minute interval. | DBINT | NOT NULL |
| LogPagesAllocated | Number of log pages allocated. | DBFLT8 | NOT NULL |
| LogPagesUsed | Number of log pages used. | DBFLT8 | NULL |
| MDSMessagesTo5 | Number of MDS messages received in the five-minute interval. | DBINT | NOT NULL |
| MessageTimeTo5 | Time spent processing messages in the five-minute interval, in milliseconds. | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |

*Table 2-206 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. | DBINT | NOT NULL |
| TerminationCallDetailTo5 | Number of Termination Call Detail rows written during the five-minute interval. | DBINT | NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>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 2-207 Logger_Type Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| LoggerType | The type of Logger:<br>**1** = Standard<br>**2** = CICM<br>**3** = NAM | DBINT | NOT NULL |
| SlaveNICR | Indicates whether or not the NAM is slave to another NAM:<br>**Y** = System is a slave NAM<br>**N** = System is not a slave NAM. | DBCHAR | 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 2-208 Logical_Interface_Controller Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | LogicalControllerID |
| AK-1 | EnterpriseName |

***Table 2-209 Logical_Interface_Controller Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ClientType | The type of client the controller provides the interface for. | DBSMALLINT | NOT NULL |
| ConfigParam | String containing information, such as logon information, specific to the interface controller device. For example:<br>-rtuser *UserName* -rtpswd *Password* | varchar(255) | NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NULL |
| Description | Additional information about the controller. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the controller. This name must be unique for all logical controllers in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| LogicalControllerID | Unique identifier for this logical controller. | DBSMALLINT | PK<br>NOT NULL |
| LogicalControllerType | The Interface Controller type:<br>**2** = PG<br>**3** = NIC | DBSMALLINT | NOT NULL |
| PrimaryCtiAddress | The address for CTI Server as *IP*:*port* (either in dotted-numeric or name format). | varchar(255) | NULL |
| SecondaryCtiAddress | The address for the backup CTI Server as *IP*:*port* (either in dotted-numeric or name format). | varchar(255) | NULL |

**Related tables:**

Network_Trunk_Group Table (via LogicalControllerID)

Peripheral Table (via LogicalControllerID)

Physical_Interface_Controller Table (via LogicalControllerID)

Routing_Client Table (via LogicalControllerID)

Service_Array Table (via LogicalControllerID)

Translation_Route Table (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 2-210 Master_Script Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | MasterScriptID |
| AK-1 | CustomerIdShadow<br>EnterpriseName<br>EntityID |
| FK | CustomerDefinitionID<br>EntityID |

***Table 2-211 Master_Script Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CurrentVersion | Specifies the version of the script that is currently available for use. | DBINT | NOT NULL |
| CustomerDefinitionID | Identifies the customer definition associated with the script. | DBINT | FK<br>NULL |
| CustomerIdShadow | A “shadow” CustomerDefinitionID that allows multiple scripts with the same EnterpriseName and different customer numbers. | DBINT | AK-1<br>NOT NULL |
| Description | Additional information about the script. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the master script. The name must be unique among all master scripts within the business entity. | varchar(64) | AK-1<br>NOT NULL |
| EntityID | If partitioning is enabled, indicates the business entity to which the master script belongs. | DBINT | AK-1, FK<br>NOT NULL |
| MasterScriptID | Unique identifier for this master script. | DBINT | PK<br>NOT NULL |
| NextAvailableVersion | The next version number available for the script. | DBINT | NOT NULL |
| ScriptType | Indicates whether the script is a routing script or an administrative script. | DBSMALLINT | NOT NULL |

**Related tables:**

Admin_Script_Schedule_Map Table (via MasterScriptID)

Business_Entity Table (via EntityID)

Call_Type_Map Table (via MasterScriptID)

Call_Type_Real_Time Table (via MasterScriptID)

Customer_Definition Table (via CustomerDefinitionID)

Script Table (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 2-212 Media Class Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | MediaClassID |
| AK-1 | EnterpriseName |

***Table 2-213 Media Class Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about this media class. | DESCRIPTION | NULL |
| EnterpiseName | A unique name for this media class. | VNAME32 | AK-1<br>NOT NULL |
| MaxTaskDuration | Default: **28800** | DBINT | NOT NULL |
| MediaClassID | Unique identifier for this media class. | DBINT | PK<br>NOT NULL |
| TaskLife | Default: **1: 1200**; **2: 1200**; **3: 1200**; **4: 300**; **5: 300** | DBINT | NOT NULL |
| TaskStartTimeout | Default: **30** | DBINT | NOT NULL |

**Related tables:**

Media_Routing_Domain Table (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 2-214 Media_Routing_Domain Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | MRDomainID |
| AK-1 | EnterpriseName |
| FK | MediaClassID |

***Table 2-215 Media_Routing_Domain Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about this media routing domain. | DESCRIPTION | NULL |
| EnterpiseName | A unique name for this media class. Initially, the EnterpriseName is set to Cisco_Voice. | VNAME32 | AK-1<br>NOT NULL |
| Interruptible | Specifies whether or not a task can be interrupted by another task:<br>**Y** = Task can be interrupted.<br>**N** = Task cannot be interrupted. | DBCHAR | NOT NULL |
| MaxCallsInQueue | The maximum number of calls allowed to be in queue for the selected MRDomainID. Default is NULL. | DBINT | NULL |
| MaxCallsInQueuePerCallType | The maximum number of calls allowed to be in queue for a call type of the selected MRDomainID. Default is NULL. | DBINT | NULL |
| MaxTaskDuration | The number of seconds the ICM Open Peripheral Controller (OPC) allows a task to continue. If OPC does not receive and End Task message for a task in the MRD within this time period, it will automatically end the task. Default is NULL. | DBINT | NULL |
| MaxTimeInQueue | The maximum number of seconds a call is allowed to be in a queue for the selected MRDomainID. Default is NULL. | DBINT | NULL |

*Table 2-215 Media_Routing_Domain Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| MediaClassID | Identifies the type of media class. Initially, this ID is set to **4**, which is the Cisco Voice media class:<br>**1** = Cisco_Single_Session_Chat<br>**2** = Cisco_Multi_Session_Chat<br>**3** = Cisco_Blended_Collaboration<br>**4** = Cisco_Voice<br>**5** = Cisco_Email | DBINT | FK<br>NOT NULL |
| MRDomainID | Unique identifier for this media routing domain. Initially, the MRDomainID is set to 1. | DBINT | PK<br>NOT NULL |
| ServiceLevelThreshold | The default value of the ServiceLevelThreshold field for services associated with this MRD. | DBSMALLINT | 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. | DBSMALLINT | NOT NULL |
| TaskLife | The connection timeout value in seconds. The default value is 300 seconds. | DBINT | NULL |
| TaskStartTimeout | The timeout value for waiting for a task to start. | DBINT | NULL |

**Related tables:**

Media_Class Table (via MediaClassID)

Application_Path_Member Table (via MRDomainID)

Peripheral_Half_Hour Table (via MRDomainID)

Skill_Group Table (via MRDomainID)

Agent_State_Trace Table (via MRDomainID)

Agent_Half_Hour Table (via MRDomainID)

Service Table (via MRDomainID)

Agent_Real_Time Table (via MRDomainID)

Agent_Logout Table (via MRDomainID)

Termination_Call_Detail Table (via MRDomainID)

Peripheral_Real_Time Table (via MRDomainID)

Peripheral_Default_Route Table (via MRDomainID)

Dialed_Number Table (via MRDomainID)

Service_Level_Threshold Table (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 2-216 Network_Event_Detail Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| AK-1 | RecoveryKey |
| IE-1 | DateTime |

***Table 2-217 Network_Event_Detail Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallLegID | The LegID identifies the calling party the event pertains to. LegIDs are typically numbered starting with 1 (for example: LegID1 = Calling Party) and incremented for the next party (agents are typically LegID2). | DBSMALLINT | NOT NULL |
| DateTime | Timestamp of receipt of event at the NIC (in UTC). | DBDATETIME | IE-1<br>NOT NULL |
| Duration | The duration is written for DISCONNECT/UNKNOWN events. Unless an error occurs, the Disconnect even will be written with the duration. If the call ends for a reason other than Disconnect event (e.g. - network aborts call), an Unknown event will be written with the duration. | DBINT | NULL |
| Event | Valid values are:<br>**1** = RouteSelectFailure<br>**2** = CallPartyBusy<br>**3** = NoAnswer<br>**4** = Answer<br>**5** = Abandon<br>**6** = Disconnect<br>**7** = Unknown | DBSMALLINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |

*Table 2-217 Network_Event_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | 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. | DBINT | NOT NULL |
| RouterCallKey-SequenceNumber | Currently set to zero (0). | DBINT | NULL |
| TimeZone | The time zone of the ICM Central Controller used for DateTime. | DBINT | 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. | DBINT | 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 2-218 Network_Target Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTargetID |

***Table 2-219 Network_Target Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| NetworkTargetID | Unique identifier for this target. | DBINT | PK<br>NOT NULL |
| NetworkTargetType | Type of target:<br>**1** = Announcement<br>**2** = Peripheral target<br>**3** = Device target<br>**4** = Scheduled target | DBSMALLINT | NOT NULL |

**Related tables:**

Announcement Table (via NetworkTargetID)

Device_Target Table (via NetworkTargetID)

Label Table (via NetworkTargetID)

Network_Vru Table (via NetworkTargetID)

Peripheral_Target Table (via NetworkTargetID)

Route_Call_Detail Table (via NetworkTargetID)

Scheduled_Target Table (via NetworkTargetID)

Termination_Call_Detail Table (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 2-220 Network_Trunk_Group Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTrunkGroupID |
| AK-1 | EnterpriseName |
| FK | LogicalControllerID |

***Table 2-221 Network_Trunk_Group Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the network trunk group. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the network trunk group. This name must be unique among all network trunk groups in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| LogicalControllerID | Identifies the PG associated with the network trunk group. | DBSMALLINT | FK<br>NOT NULL |
| NetworkTrunkGroupID | A unique identifier for the network trunk group. | DBINT | PK<br>NOT NULL |

**Related tables:**

Logical_Interface_Controller Table (via LogicalControllerID)

Network_Trunk_Group_Half_Hour Table (via NetworkTrunkGroupID)

Network_Trunk_Group_Real_Time Table (via NetworkTrunkGroupID)

Peripheral Table (via PeripheralID)

Peripheral_Target Table (via NetworkTrunkGroupID)

Trunk_Group Table (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 2-222 Network_Trunk_Group_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>NetworkTrunkGroupID<br>TimeZone |
| AK-1 | RecoveryKey |
| IE-1 | DbDateTime |

***Table 2-223 Network_Trunk_Group_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AllTrunksBusyToHalf | Total number of seconds for which all trunks in the network trunk group were busy simultaneously during the half-hour interval. | DBINT | NULL |
| CallsAbandonedToHalf | Number of calls to the network trunk group that were abandoned during the half-hour interval. | DBINT | NULL |
| CallsInToHalf | Number of inbound calls offered to the network trunk group during the half-hour interval. | DBINT | NULL |
| CallsOutToHalf | Number of outbound calls sent on the network trunk group during the half-hour interval. | DBINT | NULL |
| DateTime | The date and time at the start of the half-hour interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| InServiceTimeToHalf | Aggregate number of seconds trunks in the group were in service during the half-hour interval. | DBINT | NULL |
| InUseInboundTimeToHalf | Aggregate number of seconds trunks in the group were in use for inbound calls during the half-hour interval. | DBINT | NULL |
| InUseOutboundTimeToHalf | Aggregate number of seconds trunks in the group were in use for outbound calls during the half-hour interval. | DBINT | NULL |
| NetworkTrunkGroupID | Identifies the network trunk group. | DBINT | PK<br>NOT NULL |

*Table 2-223 Network_Trunk_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| TrunksIdle | Number of idle trunks in the network trunk group at the end of the half-hour interval. | DBINT | NULL |
| TrunksInService | Number of in-service trunks in the network trunk group at the end of the half-hour interval. | DBINT | NULL |

**Related tables:**

Network_Trunk_Group Table (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 2-224 Network_Trunk_Group_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTrunkGroupID |
| FK | NetworkTrunkGroupID |

***Table 2-225 Network_Trunk_Group_Real_Time Table***

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

*Table 2-225 Network_Trunk_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| InServiceTimeToday | Aggregate number of seconds that trunks in the network trunk group have been in service since midnight. | DBINT | 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. | DBINT | NULL |
| InUseInboundTimeToday | Aggregate number of seconds that trunks in the network trunk group have been used for inbound calls since midnight. | DBINT | 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. | DBINT | NULL |
| InUseOutboundTimeToday | Aggregate number of seconds that trunks in the network trunk group have been used for outbound calls since midnight. | DBINT | NULL |
| NetworkTrunkGroupID | Identifies the network trunk group. | DBINT | PK, FK<br>NOT NULL |
| TrunksIdle | Number of trunks currently idle for the network trunk group. | DBINT | NULL |
| TrunksInService | Number of trunks currently in service for the network trunk group. | DBINT | NULL |

**Related tables:**

Network_Trunk_Group Table (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 2-226 Network_VRU Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTargetID |
| AK-1 | EnterpriseName |
| FK | NetworkTargetID |

***Table 2-227 Network_VRU Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the network VRU. | DESCRIPTION | NULL |
| EnterpriseName | A name that is unique among all network VRUs in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| NetworkTargetID | Foreign key from the Network Target table. | DBINT | PK, FK<br>NOT NULL |
| Type | The type of network VRU. Valid options are: **2**, **3**, **5**, **6**, **7**, and **8**. (Types **1** and **4** are not implemented.) | DBINT | NOT NULL |

**Related tables:**

Customer_Definition Table (via NetworkTargetID)

Network_Target Table (via NetworkTargetID)

Network_Vru_Script Table (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 2-228 Network_VRU_Script Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkVRUScriptID |
| AK-1 | EnterpriseName |
| AK-2 | NetworkTargetID<br>VruScriptName |
| FK | CustomerDefinitionID<br>NetworkTargetID |

***Table 2-229 Network_VRU_Script Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ConfigParam | An optional string that is sent to the VRU to initialize the script. | varchar(255) | NULL |
| CustomerDefinitionID | Identifies the customer definition associated with the script. | DBINT | FK<br>NULL |
| Description | Additional information about the script. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the VRU script. This name must be unique among all VRU scripts in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| Interruptible | Indicates whether the script can be interrupted (for example, if an agent becomes available to handle the call):<br>**Y** = Interruptible<br>**N** = Not interruptible | DBCHAR | NOT NULL |
| NetworkTargetID | Identifies the network VRU associated with the script. | DBINT | AK-2, FK<br>NOT NULL |
| NetworkVRUScriptID | A unique identifier the ICM software uses for the script. | DBINT | PK<br>NOT NULL |

*Table 2-229 Network_VRU_Script Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Overridable | Indicates whether the VRU script itself can override its Interruptible flag:<br>**Y** = Yes, VRU script can override<br>**N** = No, VRU script cannot override | DBCHAR | NOT 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. | DBINT | NOT NULL |
| VruScriptName | The name of the script on the VRU. | varchar(40) | AK-2<br>NOT NULL |

**Related tables:**

Customer_Definition Table (via CustomerDefinitionID)

Network_Vru Table (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 2-230 Next_Available_Number Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| AK-1 | TableName |

***Table 2-231 Next_Available_Number Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| NextAvailableNumber | The next available unique ID value for the table. | DBINT | NOT NULL |
| TableName | The name of the table associated with the row. | varchar(30) | AK-1<br>NOT NULL |

# Object_Access_Xref Table

Lists the access levels available for each object type.

***Table 2-232 Object_Access_Xref Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ObjectAccessXrefID |
| AK-1 | AccessLevel<br>ObjectType |

***Table 2-233 Object_Access_Xref Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AccessLevel | Indicates an access level supported by the object type. | DBINT | AK-1<br>NOT NULL |
| ObjectAccessXrefID | A unique identifier for the record. | DBINT | PK<br>NOT NULL |
| ObjectType | Identifies the object type. | DBINT | AK-1<br>NOT NULL |

**Related tables:**

Object_List Table (via ObjectType)

# Object_List Table

Lists the objects that are available.

*Table 2-234 Object_List Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ObjectType |
| AK-1 | Name |

*Table 2-235 Object_List Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Description | Additional information about the object. | DESCRIPTION | NULL |
| Name | The name of the object. | varchar(30) | AK-1<br>NOT NULL |
| ObjectType | A unique identifier for the object type. | DBINT | PK<br>NOT NULL |

**Related tables:**

ClassID_To_ObjectType Table (via ObjectType)

Ids Table (via ObjectType)

Object_Access_Xref Table (via ObjectType)

# Object_Security Table

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

***Table 2-236 Object_Security Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ObjectSecurityID |
| AK-1 | UserGroupName<br>ObjectID<br>ObjectType |
| IE-1 | UserGroupName |

***Table 2-237 Object_Security Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AccessLevel | Specifies the access level the group has to the object. | CHANGESTAMP | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | DBINT | NOT NULL |
| ObjectID | Identifies the specific object. | DBINT | AK-1<br>NOT NULL |
| ObjectSecurityID | A unique identifier for the row. | DBINT | PK<br>NOT NULL |
| ObjectType | Identifies the type of object. | DBINT | AK-1<br>NOT NULL |
| UserGroupName | Identifies the user group. | varchar(30) | AK-1, IE-1<br>NOT NULL |

**Related tables:**

Ids Table (via ObjectType)

User_Group Table (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 2-238 Peripheral Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | PeripheralID |
| AK-1 | EnterpriseName |
| FK | AgentDeskSettingsID<br>LogicalControllerID<br>NetworkTargetID |
| IE-1 | PeripheralName |
| IE-2 | LogicalControllerID |
| IE-3 | AgentDeskSettingsID |

***Table 2-239 Peripheral Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonedCallWaitTime | Minimum time in seconds an incoming call must be queued before being considered an abandoned call if the caller hangs up. | DBSMALLINT | NOT NULL |
| AgentAutoConfig | Specifies whether agent auto- configuration is enabled for the peripheral. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NULL |
| AgentDeskSettingsID | Optionally, indicates an Agent Desk Settings record associated with the peripheral. | DBINT | FK, IE-3<br>NULL |
| AgentEventDetail | Specifies whether or not Agent Event Detail reporting is enabled for a peripheral.<br>Default value is:<br>**Y** for an IPCC Enterprise peripherals<br>**N** for non-IPCC Enterprise peripherals | DBCHAR | NOT NULL |
| AgentReporting | Specifies whether agent reporting is enabled for the peripheral. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | 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. | DBINT | NULL |

*Table 2-239 Peripheral Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AvailableHoldoffDelay | Default value of the AvailableHoldoffDelay field for Skill Groups associated with this peripheral. You can override the default for individual skill groups. | DBSMALLINT | NOT NULL |
| CallControlVariableMap | String containing the mapping between the peripheral's call control variables and ICM software variables. | varchar(128) | NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |

*Table 2-239 Peripheral Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ClientType | The type of the peripheral:<br>**1** = Avaya DEFINITY ECS (non-EAS)<br>**2** = MCI<br>**3** = Sprint<br>**4** = Aspect<br>**5** = Nortel Meridian<br>**6** = Rockwell Galaxy (without priority enhancements)<br>**7** = AT&T GTN<br>**8** = Generic NIC<br>**9** = Avaya G2<br>**10** = Rockwell Galaxy<br>**11** = Rockwell Spectrum<br>**12** = Avaya DEFINITY ECS (EAS)<br>**13** = VRU<br>**14** = British Telecom NIC<br>**15** = VRU Polled<br>**16** = INCRP NIC<br>**17** = Nortel NIC<br>**18** = DMS 100<br>**19** = Siemens Hicom 300 E (9006)<br>**20** = France Telecom<br>**21** = Stentor NIC<br>**22** = Ameritech<br>**23** = BT INAP NIC<br>**24** = Siemens ROLM 9751 CBX (9005)<br>**25** = ICR Protocol NIC<br>**26** = Alcatel 4400<br>**27** = NEC NEAX 2x00<br>**28** = ACP 1000<br>**29** = Nortel Symposium<br>**30** = Enterprise Agent<br>**31** = Call Routing Service Protocol (CRSP)<br>**32** = Ericsson MD110<br>**33** = Cable & Wireless INAP NIC<br>**34** = Energis INAP NIC<br>**35** = AUCS INAP NIC<br>**36** = Concert NIC<br>**37** = Deutsche Telecom NIC<br>**38** = CAIN NIC<br>**39** = Telfort INAP NIC<br>**40** = BT V2 NIC<br>**41** = TIM INAP NIC<br>**42** = Generic PG<br>**43** = CeM | DBSMALLINT | NOT NULL |
| ConfigParam | Configuration parameters to be passed to the peripheral. | varchar(255) | NULL |

*Table 2-239 Peripheral Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the peripheral. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for this peripheral. The name must be unique among all peripherals in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| Location | Peripheral's location. | VNAME32 | NULL |
| LogicalControllerID | Foreign key of the Logical Interface Controller (Peripheral Gateway) that is attached to the switch. | DBSMALLINT | FK, IE-2<br>NOT NULL |
| NetworkTargetID | Identifies the network VRU, if any, associated with the peripheral. | DBINT | FK<br>NULL |
| PeripheralID | A unique identifier for this peripheral. | DBSMALLINT | PK<br>NOT NULL |
| PeripheralName | The name of the peripheral as it is known at the site. | VNAME32 | IE-1<br>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:<br>**1** = Service Level 1<br>**2** = Service Level 2<br>**3** = Service Level 3<br>**4** = Service Level as Calculated by Call Center.<br>If this field is **0** for a service, the ICM software assumes the default specified for the associated peripheral.<br>If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral). | DBSMALLINT | 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 |

**Related tables:**

Agent Table (via PeripheralID)

Agent_Desk_Settings Table (via AgentDeskSettingsID)

Agent_Distribution Table (via PeripheralID)

Logical_Interface_Controller Table (via LogicalControllerID)

Network_Trunk_Group Table (via PeripheralID)

Network_Vru Table (via NetworkTargetID)

Peripheral_Default_Route Table (via PeripheralID)

Peripheral_Monitor Table (via PeripheralID)

Peripheral_Real_Time Table (via PeripheralID)

Routing_Client Table (via PeripheralID)

Service Table (via PeripheralID)

Skill_Group Table (via PeripheralID)

Termination_Call_Detail Table (via PeripheralID)

Trunk_Group Table (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 2-240 Peripheral_Default_Route Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | MRDomainID<br>PeripheralID |
| FK | MRDomainID<br>PeripheralID<br>RouteID |
| IE-1 | RouteID |

***Table 2-241 Peripheral_Default_Route Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| MRDomainID | The Media Routing Domain associated with this peripheral default route. | DBINT | PK, FK<br>NOT NULL |
| PeripheralID | Link to the Peripheral table. | DBSMALLINT | PK, FK<br>NOT NULL |
| RouteID | Foreign key from the Route table. | DBINT | FK, IE-1<br>NULL |

**Related tables:**

Media_Routing_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

Route Table (via RouteID)

# Peripheral_Half_Hour Table

Central database only.

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

***Table 2-242 Peripheral_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>MRDomainID<br>PeripheralID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | MRDomainID<br>PeripheralID |
| IE-1 | DbDateTime |

***Table 2-243 Peripheral_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ActiveCTIServerTimeToHalf | Number of seconds the associated CTI Server was active during the half- hour interval. | DBINT | NULL |
| ActivePeripheralDataTimeToHalf | Number of seconds the associated Peripheral Gateway was able to provide peripheral data services to the CallRouter during the half- hour interval. | DBINT | NULL |
| ActivePeripheralTimeToHalf | Number of seconds the associated Peripheral Gateway's connections to the peripheral were in the Active state during the half- hour interval. | DBINT | NULL |
| ActiveRoutingClientTimeToHalf | Number of seconds the associated Peripheral Gateway was able to provide routing client support to the CallRouter during the half- hour interval. | DBINT | NULL |
| CallsOfferedToHalf | Total number of incoming ACD calls and internal ACD calls offered to the peripheral during the half-hour interval. | DBINT | NULL |
| DateTime | Central Controller date and time at the start of the half- hour interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |

*Table 2-243 Peripheral_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| MaxCallsInProgress | The maximum number of calls in progress at any sample point during the reporting period. This is implemented as the highest value of PeripheralRealTime.CallsInProgress encountered during the above sampling. | DBINT | NULL |
| MRDomainID | The ID for the Media Routing Domain associated with this peripheral. | DBINT | PK, FK<br>NOT NULL |
| NumberOfSamples | The number of calls-in-progress sample periods. | DBINT | NULL |
| PeripheralID | Identifier for the peripheral. | DBSMALLINT | PK, FK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| ServiceLevelAbandToHalf | Number of calls to the peripheral abandoned within the service level threshold during the half-hour interval. | DBINT | NULL |
| ServiceLevelCallsOfferedToHalf | Number of calls to the peripheral that had a service level event during the half- hour interval. | DBINT | NULL |
| ServiceLevelCallsToHalf | Number of calls to the peripheral answered within the service level threshold during the half- hour interval. | DBINT | NULL |
| ServiceLevelToHalf | The ICM software service level for the peripheral during the half- hour interval. | DBFLT4 | NULL |
| ServiceLevelType | Service Level Type used to calculate Service level for this interval. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| TotalCallsInProgressSamples | The total of PeripheralRealTime. CallsInProgress at all sample points during the half-hour period. For example, if there are 3 samples, and the number of calls in progress at those points in time are 20, 25 and 15, then TotalCallsInProgressSamples is 60. | DBINT | NULL |

**Related table:**

Peripheral Table (via PeripheralID)

Media_Routing_Domain Table (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 2-244 Peripheral_Monitor Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | PeripheralMonitorID |
| FK | PeripheralID |
| IE-1 | PeripheralID |

*Table 2-245 Peripheral_Monitor Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Extension | For a **Siemens ACD**, the extension number to be monitored.<br>For a **DMS-100**, the Primary ACD DN, Secondary DN, or non-digit character.<br>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.<br>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.<br>For a **Meridian ACD**, this value indicates the position number and, optionally, the associated Individual Directory Number (IDN). | varchar(32) | NULL |
| PeripheralID | Identifies the peripheral associated with the row. | DBSMALLINT | FK, IE-1<br>NOT NULL |

*Table 2-245 Peripheral_Monitor Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PeripheralMonitorID | A unique identifier for the row. | DBINT | PK<br>NOT NULL |
| PeripheralMonitorType | The type of entity to monitor:<br>**1** = RCG<br>**2** = VDN<br>**3** = ACD DN<br>**4** = Meridian Position<br>**5** = Station | DBINT | NOT NULL |

**Related table:**

Peripheral Table (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 2-246 Peripheral_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | MRDomainID<br>PeripheralID |
| FK | MRDomainID<br>PeripheralID |

***Table 2-247 Peripheral_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentsLoggedOn | Number of agents currently logged on to the peripheral. | DBINT | NULL |
| CallsInProgress | Number of calls currently in progress at the peripheral. | DBINT | NULL |
| CallsOfferedHalf | Number of calls offered to the peripheral during the current half-hour interval. | DBINT | NULL |
| CallsOfferedToday | Number of calls offered to the peripheral since midnight. | DBINT | NULL |
| CallsRoutedHalf | Number of calls routed to the peripheral during the current half-hour interval. | DBINT | NULL |
| CallsRoutedToday | Number of calls routed to the peripheral since midnight. | DBINT | NULL |
| CTIServerOnline | Indicates the state of the CTI Server, if any, associated with the peripheral:<br>**0** = Off-line<br>**1** = On-line | DBINT | NULL |
| CurrentHalfHour | Date and time at the start of the current half-hour interval. | DBDATETIME | NULL |
| DateTime | The date and time that this data was last updated. | DBDATETIME | NOT NULL |
| Mode | Current mode of the peripheral as reported by the PG:<br>**0** = Off-line<br>**1** = On-line | DBINT | NULL |
| MRDomainID | The identifier for the Media Routing Domain associated with this peripheral. | DBINT | PK, FK<br>NOT NULL |

*Table 2-247 Peripheral_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Online | Current on-line state of the peripheral as determined by the Central Controller:<br>**0** = off-line<br>**1** = on-line | DBINT | NOT NULL |
| PeripheralData1 | Peripheral-specific data. For a Galaxy, the ACD hardware status flag. | DBINT | NOT NULL |
| PeripheralData2 | Peripheral-specific data. For a Galaxy, Outcall ATB failures. | DBINT | NOT NULL |
| PeripheralData3 | Peripheral-specific data. For a Galaxy, Terminations Implemented. | DBINT | NOT NULL |
| PeripheralData4 | Peripheral-specific data. For a Galaxy, Terminations Out of Sync. | DBINT | NOT NULL |
| PeripheralData5 | Peripheral-specific data. For a Galaxy, Switch Level Implemented. | DBINT | NOT NULL |
| PeripheralData6 | Peripheral-specific data. For a Galaxy, Switch Level Out of Sync. | DBINT | NOT NULL |
| PeripheralData7 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData8 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData9 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData10 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData11 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData12 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData13 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData14 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData15 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralData16 | Peripheral-specific data. | DBINT | NOT NULL |
| PeripheralID | Identifier for the peripheral. | DBSMALLINT | PK, FK<br>NOT NULL |
| PeripheralTimeOffset | Difference in seconds between the peripheral's time and the Central Controller's time. | DBINT | NOT NULL |
| PeripheralTimeZone | The time zone at the peripheral. The value is the offset in minutes from GMT. | DBINT | NULL |
| ServiceLevelAbandHalf | Total number of calls to the peripheral abandoned within the ICM service level threshold during the current half-hour interval. | DBINT | NULL |
| ServiceLevelAbandToday | Cumulative total of calls to the peripheral abandoned within the ICM service level threshold since midnight. | DBINT | NULL |

*Table 2-247 Peripheral_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ServiceLevelCallsHalf | Total number of calls to the peripheral answered within the ICM service level threshold during the current half-hour interval. | DBINT | NULL |
| ServiceLevelCallsOfferedHalf | Total number of calls to the peripheral that had a service level event during the current half-hour interval. | DBINT | NULL |
| ServiceLevelCallsOfferedToday | Total number of calls to the peripheral that had a service level event since midnight. | DBINT | NULL |
| ServiceLevelCallsToday | Cumulative total of calls to the peripheral answered within the ICM service level threshold since midnight. | DBINT | NULL |
| ServiceLevelHalf | ICM service level for the peripheral for the current half-hour interval. | DBFLT4 | NULL |
| ServiceLevelToday | ICM service level for the peripheral since midnight. | DBFLT4 | NULL |

*Table 2-247 Peripheral_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Status | Indicates the current failure state of the peripheral by providing one of the following status codes:<br>**0** = normal operation<br>**1 - 31** = failures that do not affect functionality<br>**32 - 63** = degraded operation (call routing still possible)<br>**64 - 127** = failures that prevent call routing<br>These values are dependant upon the peripheral connected to the PIM.<br>All PIMs use the preiously discussed status codes, with the exception of the Galaxy, the Avaya, and the IP IVR PIMs.<br>The **Cisco Collaboration Server PIM** receives its Status values from the Init event and the Status event.<br>The **VRU PIM** receives its status values from the Init Event, the Status Event, and Poll confirmation.<br>The **Galaxy PIM** uses the following bit-masked values:<br>- **0x01** Indicates GAL_CALLSIDE_DOWN.<br>- **0x02** Indicates GAL_REPORTSIDE_DOWN.<br>- **0x03** Indicates GAL_VARCTI_DOWN.<br>Example: A Status value of 3 indicates that GAL_CALLSIDE_DOWN and GAL_REPORTSIDE_DOWN are true.<br>The **Avaya PIM** only uses four failure states:<br>**0** = normal operation.<br>**1** = failures that do not affect functionality.<br>**32** = degraded operation (call routing still possible).<br>**64** = failures that prevent call routing. | DBINT | NULL |

*Table 2-247 Peripheral_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *Status (Cont.)* | The **IP IVR PIM** failure states are as follows:<br>**0** = normal operation. The JTAPI Subsystem must be in service and all other subsystems are in service.<br>**1 - 31** = failures that do not effect functionality. The JTAPI Subsystem must be in service and some other subsystems are not in service.<br>**32** = degraded operation.<br>The JTAPI Subsystem is in partial service and all other subsystems are in service.<br>**33 - 63** = degraded operation (call routing still possible)<br>The JTAPI Subsystem is in partial service and some other subsystems are not in service.<br>**64** = no call processing<br>The JTAPI Subsystem is out of service and all other subsystems are in service.<br>**65 - 127** = failures that prevent call routing<br>The JTAPI Subsystem is out of service and some other subsystems are not in service.<br>The JTAPI Subsystem reports "*in service*" if it can process calls and if all the configuration you specify can be initialize.<br>It reports "*out of service*" if it is not configured, if the CTI Manager is down, or if all of its configuration could not be initialize.<br>It reports "*partial service*" if some of its configuration could be initialize but not all of it.<br>When we are in a range, the IP-IVR simply increases the status by one for each subsystem (except the JTAPI subsystem) it finds to not be in service. | DBINT | NULL |
| UserControl | Unused. | DBINT | NULL |

**Related table:**

Peripheral Table (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 2-248 Peripheral_Target Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTargetID |
| AK-1 | DNIS<br>NetworkTrunkGroupID |
| FK | NetworkTargetID<br>NetworkTrunkGroupID<br>RouteID |
| IE-1 | RouteID |

***Table 2-249 Peripheral_Target Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | 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. | DBSMALLINT | NOT NULL |
| Description | Additional information about the target. | DESCRIPTION | NULL |
| DNIS | DNIS digits the routing client sends when addressing this target. | VNAME32 | AK-1<br>NOT NULL |
| NetworkTargetID | Foreign key from the Network Target table. | DBINT | PK, FK<br>NOT NULL |
| NetworkTrunkGroupID | Indicates the Network Trunk Group associated with this peripheral target. | DBINT | AK-1, FK<br>NOT NULL |
| RouteID | Indicates the Route associated with this peripheral target. | DBINT | FK, IE-1<br>NULL |

**Related tables:**

Route Table (via RouteID)

Network_Target Table (via NetworkTargetID)

Network_Trunk_Group Table (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 2-250 Persistent_Variable Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ForeignKey1<br>UserVariableID |
| AK-1 | RecoveryKey |
| FK | UserVariableID |

***Table 2-251 Persistent_Variable Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ForeignKey1 | If the variable is associated with an object type, the key value of the specific object. | DBINT | PK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| UserVariableID | Foreign key from the User_Variable table. | DBINT | PK, FK<br>NOT NULL |
| ValueChar | The value of the variable, if it is a character string. | DESCRIPTION | NULL |
| ValueDateTime | The value of the variable, if it is a date-time. | DATETIME | NULL |
| ValueFloat | The value of the variable, if it is a floating point number. | DBFLT8 | NULL |
| ValueInt | The value of the variable, if it is an integer. | DBINT | NULL |

**Related tables:**

User_Variable Table (via UserVariableID)

# Person Table

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

***Table 2-252 Person Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | PersonID |
| AK-1 | LastName |
| AK-2 | LoginNameShadow |
| IE-1 | FirstName<br>LastName |

***Table 2-253 Person Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Deleted | Deleted Flag. Stored as a character:<br>Y = Yes<br>N = No | DBCHAR | NOT NULL |
| Description | Additional information about this person. | DESCRIPTION | NULL |
| FirstName | The person's first name. | VNAME32 | NOT NULL |
| LastName | The person's last name. | VNAME32 | AK-1, IE-1<br>NOT NULL |
| LoginEnabled | Specifies whether login is allowed for this person: Y: yes, N: no. | DBCHAR | NOT NULL |
| LoginName | The person's login or user name. | VNAME32 | NOT NULL |
| LoginNameShadow | A duplicate checkpoint for name. | VNAME32 | AK-2<br>NOT NULL |
| Password | An optional encrypted password. | VNAME32 | NULL |
| PersonID | A unique identifier. | DBINT | PK<br>NOT NULL |

**Related tables:**

Agent Table (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 2-254 Physical_Controller_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>PhysicalControllerID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PhysicalControllerID |
| IE-1 | DbDateTime |

***Table 2-255 Physical_Controller_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ActivePGAgentSideATimeToHalf | Number of seconds the Peripheral Gateway's Agent process maintained an active connection to the Side A CallRouter. | DBINT | NULL |
| ActivePGAgentSideBTimeToHalf | Number of seconds the Peripheral Gateway's Agent process maintained an active connection to the Side B CallRouter. | DBINT | NULL |
| DateTime | Central Controller date and time at the start of the half- hour interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| DMPInServiceTimeToHalf | Number of seconds the Peripheral Gateway's Device Management Protocol connection to the CallRouter was in service. | DBINT | NULL |
| PhysicalControllerID | Unique identifier for this physical controller. | DBSMALLINT | PK, FK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Physical_Interface_Controller Table (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 2-256 Physical_Interface_Controller Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | PhysicalControllerID |
| AK-1 | EnterpriseName |
| FK | LogicalControllerID |
| IE-1 | LogicalControllerID |

***Table 2-257 Physical_Interface_Controller Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the controller. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the controller. This name must be unique for all physical controllers in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| LogicalControllerID | Foreign key from Logical Interface Controller table. | DBSMALLINT | FK, IE-1<br>NOT NULL |
| PhysicalControllerID | Unique identifier for this physical controller. | DBSMALLINT | PK<br>NOT NULL |

**Related tables:**

Logical_Interface_Controller Table (via LogicalControllerID)

Routing_Client_Five_Minute Table (via PhysicalControllerID)

Physical_Controller_Half_Hour Table (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 Outbound Option Configuration option within ICM Configuration Manager to modify Query_Rule records.

***Table 2-258 Query_Rule Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | QueryRuleID |
| AK-1 | QueryRuleName |
| FK | ImportRuleID |

***Table 2-259 Query_Rule Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Description of what the query rule contains or how it is being used. | DESCRIPTION | NULL |
| Enabled | Setting of query rule within this campaign:<br>**Y** = The query rule is enabled.<br>**N** = the query rule is not enabled. | DBCHAR | NOT NULL |
| ImportRuleID | Identifies (indirectly) the contact list to which this query rule refers. Foreign key from the Import Rule table. | DBINT | FK<br>NOT NULL |
| QueryRuleID | A unique identifier for this Query rule. | DBINT | PK<br>NOT NULL |
| QueryRuleName | The customer-entered name for this query rule. | VNAME32 | AK-1<br>NOT NULL |

**Related tables:**

Campaign_Query_Rule_Real_Time Table (via QueryRuleID)

Campaign_Query_Rule_Half_Hour Table (via QueryRuleID)

Campaign_Query_Rule Table (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 2-260 Query_Rule_Clause Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | QueryRuleID<br>SequenceNumber |
| FK | QueryRuleID |

***Table 2-261 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. | DBINT | PK, FK<br>NOT NULL |
| RuleData | The rule definition to be used to process each query rule. | varchar(255) | NOT NULL |
| SequenceNumber | An index for query rule clauses within a given query rule. | DBINT | PK<br>NOT NULL |

**Related tables:**

Query_Rule Table (via QueryRuleID)

# Reason_Code Table

Configuration table containing the reason code text to reason code mapping information.

***Table 2-262 Reason_Code Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ReasonCodeID |
| AK-1 | ReasonCode |

***Table 2-263 Reason_Code Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Deleted | Default value is **N**. | DBCHAR | NOT NULL |
| Description | The description of the reason code. | DESCRIPTION | NULL |
| ReasonCode | Reason code used by agents (configurable). | DBINT | AK-1<br>NOT NULL |
| ReasonCodeID | A unique identifier created by the schema. | DBINT | PK<br>NOT NULL |
| ReasonText | Text associated with the reason code numeric value. | varchar(40) | NOT NULL |

# Recovery Table

Central database only.

Contains internal status information for each table in the database.

***Table 2-264 Recovery Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RecoveryKey |
| AK-1 | RecoveryKey |
| IE-1 | DateTime |

***Table 2-265 Recovery Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DateTime | Date and time of the checkpoint. | DBDATETIME | IE-1<br>NOT NULL |
| EndTime | Ending time. | DBDATETIME | NULL |
| FromRecoveryKey | Starting recovery key value. | DBFLT8 | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | PK, AK-1<br>NOT NULL |
| RowsCopied | Number of rows copied. | DBINT | NULL |
| StartTime | Starting time. | DBDATETIME | NULL |
| TableName | Name of the table that caused a checkpoint. | VNAME32 | NOT NULL |
| ToRecoveryKey | Ending recovery key value. | DBFLT8 | NOT NULL |
| Type | Type of record. | VNAME32 | NOT 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 2-266 Recurring_Schedule_Map Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ScheduleID<br>SequenceNumber |
| FK | ScheduleID |

*Table 2-267 Recurring_Schedule_Map Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Bool1 | Reserved for future use. | DBCHAR | NULL |
| Bool2 | Reserved for future use. | DBCHAR | NULL |
| DayFlags | A bit mask specifying the days on which the schedule is active:<br>**0x01** = Sunday<br>**0x02** = Monday<br>**0x04** = Tuesday<br>**0x08** = Wednesday<br>**0x10** = Thursday<br>**0x20** = Friday<br>**0x40** = Saturday | DBINT | NOT NULL |
| DayOfMonth | Indicates to which day of month the schedule applies.<br>**0** = Applies to every day.<br>**1- 31** = Specifies the day of month. | DBSMALLINT | NOT NULL |
| DayPosition | In conjunction with DayType, indicates the position of a day within a month:<br>**0** = first day of the type<br>**1** = second day of the type<br>**2** = third day of the type<br>**3** = fourth day of the type<br>**4** = last day of the type<br>**5** = every day of the type | DBSMALLINT | NOT NULL |
| DayType | Indicates to which day the schedule applies:<br>**0- 6** = A specific a day of the week (0 is Sunday, 1 is Monday, etc.)<br>**7** = every day<br>**8** = every weekday<br>**9** = every weekend day | DBSMALLINT | NOT NULL |

*Table 2-267 Recurring_Schedule_Map Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| EndDay | The day of the month on which the schedule expires. The value is **0** if the schedule has no end date. | DBSMALLINT | NOT NULL |
| EndHour | The hour of the day at which the schedule expires. The value is **0** if the schedule has no end time. | DBSMALLINT | NOT NULL |
| EndMinute | The minute of the hour at which the schedule expires. The value is **0** if the schedule has no end time. | DBSMALLINT | NOT NULL |
| EndMonth | The month in which the schedule expires. The value is **0** if the schedule has no end date. | DBSMALLINT | NOT NULL |
| EndSecond | The second of the minute at which the schedule expires. The value is **0** if the schedule has no end time. | DBSMALLINT | NOT NULL |
| EndYear | The year in which the schedule expires. The value is **0** if the schedule has no end date. | DBINT | NOT NULL |
| Long1 | For scheduled targets, the maximum number of simultaneous calls the target can handle during the schedule period. | DBINT | NULL |
| Long2 | Reserved for future use. | DBINT | NULL |
| Long3 | Reserved for future use. | DBINT | NULL |
| Long4 | Reserved for future use. | DBINT | NULL |
| MonthOfYear | Indicates to which month the schedule applies:<br>**0** = Applies to every month.<br>**1- 12** = Specifies the month of year. | DBSMALLINT | NOT NULL |
| ScheduleID | Identifies the schedule that recurs. | DBINT | PK, FK<br>NOT NULL |
| SequenceNumber | Index for schedules associated with a specific service. | DBINT | PK<br>NOT NULL |
| StartDay | The day of the month on which the schedule goes into effect (**1** through **31**). | DBSMALLINT | NOT NULL |
| StartHour | The hour of the day at which the schedule goes into effect. | DBSMALLINT | NOT NULL |
| StartMinute | The minute of the hour at which the schedule goes into effect. | DBSMALLINT | NOT NULL |
| StartMonth | The month in which the schedule goes into effect (**1** through **12**). | DBSMALLINT | NOT NULL |
| StartSecond | The second of the minute at which the schedule goes into effect. | DBSMALLINT | NOT NULL |
| StartYear | The year in which the schedule goes into effect. | DBINT | NOT NULL |
| Type | The type of schedule. | DBSMALLINT | NOT NULL |

**Related tables:**

Schedule Table (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 2-268 Region Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RegionID |
| AK-1 | EnterpriseName |

***Table 2-269 Region Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the region. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the region. This name must be unique for all regions in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| RegionID | A unique identifier for the region. | DBINT | PK<br>NOT NULL |
| RegionType | The type of the region. | DBINT | NOT NULL |

**Related tables:**

Dialed_Number_Map Table (via RegionID)

Region_Member Table (via RegionID)

Region_Prefix Table (via RegionID)

Region_View_Member Table (via RegionID)

# Region_Info Table

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

***Table 2-270 Region_Info Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Comment | Any additional information about the pre-defined regions. | DESCRIPTION | NULL |
| Location | Identifies the types of prefixes and regions pre-defined by the ICM software. | VNAME32 | NOT NULL |
| MajorVersion | The major version number of the predefined regions. | DBINT | NOT NULL |
| MinorVersion | The minor version number of the predefined regions. | DBINT | NOT 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 2-271 Region_Member Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ParentRegionID<br>RegionID |
| FK | RegionID |
| IE-1 | ParentRegionID |

***Table 2-272 Region_Member Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ParentRegionID | The larger region. | DBINT | PK, IE-1<br>NOT NULL |
| RegionID | The region that is a member of a larger region. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Region Table (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 2-273 Region_Prefix Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RegionPrefixID |
| AK-1 | RegionID<br>RegionPrefix |
| FK | RegionID |

***Table 2-274 Region_Prefix Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| DaylightSavingsEnd | The end of daylight savings time. | DBDATETIME | NULL |
| DaylightSavingsStart | The start of daylight savings time. | DBDATETIME | NULL |
| GMT | Indicates Greenwich Mean Time (GMT) delta in minutes. | DBINT | NOT NULL |
| RegionID | Identifies the associated region. | DBINT | AK-1, FK<br>NOT NULL |
| RegionPrefix | An initial string to match against calling line IDs. | varchar(32) | AK-1<br>NOT NULL |
| RegionPrefixID | A unique identifier for the record. | DBINT | PK<br>NOT NULL |

**Related tables:**

Region Table(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 2-275 Region_View Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RegionViewID |
| AK-1 | EnterpriseName |

***Table 2-276 Region_View Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the view. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the region view. This name must be unique for all region views in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| RegionViewID | A unique identifier for the record. | DBINT | PK<br>NOT NULL |
| RegionViewType | The type of the view:<br>**1** = ICM-defined<br>**2** = Custom | DBINT | NOT NULL |

**Related tables:**

Region_View_Member Table (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 2-277 Region_View_Member Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | RegionID<br>RegionViewID |
| FK | RegionID<br>RegionViewID |
| IE-1 | RegionID |

*Table 2-278 Region_View_Member Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Color | Identifies the color in which to display the region in the view. | DBINT | NOT NULL |
| RegionID | Identifies the region. | DBINT | PK, FK, IE-1<br>NOT NULL |
| RegionViewID | Identifies the region view. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Region Table (via RegionID)

Region_View Table (via RegionViewID)

# Rename Table

System table.

***Table 2-279 Rename Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | TableName |

***Table 2-280 Rename Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TableName | The name of the historical table. | VNAME32 | PK<br>NOT NULL |
| Buff | The name of the buffer table for swapping. | VNAME32 | NULL |
| Msg | The name of the first temporary historical table. | VNAME32 | NULL |
| Tmp | The name of the second temporary historical table. | VNAME32 | NULL |

# Route Table

Each row represents a possible destination for a call.

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

***Table 2-281 Route Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RouteID |
| AK-1 | EnterpriseName |
| FK | ServiceSkillTargetID<br>SkillTargetID |
| IE-1 | ServiceSkillTargetID<br>SkillTargetID |

***Table 2-282 Route Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the route. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the route. This must be unique among all routes in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| RouteID | Unique identifier for the route. | DBINT | PK<br>NOT NULL |
| ServiceSkillTargetID | Associated Service.SkillTargetID. Every route that terminates at a peripheral should have a service. | DBINT | FK, IE-1<br>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. | DBINT | FK, IE-1<br>NULL |

**Related tables:**

Peripheral_Default_Route Table (via RouteID)

Peripheral_Target Table (via RouteID)

Route_Call_Detail Table (via RouteID)

Route_Five_Minute Table (via RouteID)

Route_Half_Hour Table (via RouteID)

Route_Real_Time Table (via RouteID)

Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill_Target Table (via SkillTargetID)

Termination_Call_Detail Table (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 2-283 Route_Call_Detail Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| AK-1 | RecoveryKey |
| FK | CallTypeID<br>DialedNumberID<br>LabelID<br>NetworkTargetID<br>RouteID<br>RoutingClientID<br>ScriptID |
| IE-1 | DateTime |
| IE-2 | DbDateTime |

***Table 2-284 Route_Call_Detail Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ANI | Automatic Number Identification, identifies the calling party. | VNAME32 | NULL |
| BeganCallTypeDateTime | A new time stamp that indicates when the call entered the current CallType. | DBDATETIME | NULL |
| BeganRoutingDateTime | A new time stamp that indicates when the first route request was received for this call. | DBDATETIME | 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. | DBINT | 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 |
| 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. | DBINT | FK<br>NULL |

*Table 2-284 Route_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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 |
| CED | Caller-Entered Digits. | varchar(30) | NULL |
| DateTime | The date and time when the call was routed. | DBDATETIME | IE-1<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-2<br>NULL |
| DialedNumberID | Foreign key from the Dialed Number table. | DBINT | FK<br>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. | VNAME32 | NULL |
| FinalObjectID | Identifies the node ID of the last script node executed to route the call. | DBINT | 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. | VNAME32 | 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. | DBINT | FK<br>NULL |
| MsgOrigin | The originator of the request:<br>**- 1** = Unspecified<br>**1** = Switch<br>**2** = CallSim<br>**3** = TestCall | DBSMALLINT | NOT NULL |

*Table 2-284 Route_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| NetQTime | Time in seconds the call spent in a network router queue.<br>For **IPCC Enterprise** or **translation routed calls**, NetQTime is included in the computation of answer wait time.<br>For **legacy ACDS**, OPC does nothing with the NetQTime other than put it in the Termination_Call_Detail record. | DBINT | NULL |
| NetworkTargetID | Identifies the scheduled target, device target, or peripheral target that was chosen by the ICM software. | DBINT | FK<br>NULL |
| Originator | The origin of the route request. | varchar(8) | 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:<br>**0** = Unknown<br>**1** = Trunk<br>**2** = Teleset<br>**3** = VRU<br>**4** = Trunk Group. | DBSMALLINT | NULL |
| Priority | The priority that a private network routing client gives to the call. Supported by Lucent ASAI. | DBSMALLINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RequeryResult | The reason for the last Requery operation. | DBINT | NULL |
| RequestType | Type of request:<br>**1** = Pre-Routing<br>**2** = Blind transfer or network VRU<br>**3** = Announced transfer or MCI 800 number<br>**4** = Overflow<br>**5** = Re- route<br>**6** = Post-Routing | DBSMALLINT | NOT NULL |

*Table 2-284 Route_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| RouteID | Foreign key from the Route table. This ICM software identifier specifies the route where the call was sent. A *route* 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, 5000), 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 ICM Configuration Manager. | DBINT | FK<br>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. | DBINT | NOT NULL |
| RouterCallKeyDay | A vakue indicating the day that the call was recievedand the Route_Call_Detail record was created. | DBINT | NOT 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 *is not* the order in which the Route_Call_Detail records were created.<br>For PG routing clients, this field defines the Termination_Call_Detail instance that initiated the route request. | DBINT | NULL |
| RouterErrorCode | Error code from the ICM CallRouter process. For information about a specific RouterErrorCode, refer to the *Error Messages* section of the ICM Master Help. | DBSMALLINT | NULL |
| RouterQueueTime | Number of seconds the call was held in the CallRouter queue. | DBINT | NULL |
| RoutingClientCallKey | Call counter generated by the routing client in a private network. The counter occasionally resets, so duplicate values do occur. | DBINT | NULL |
| 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 ICM Configuration Manager. | DBSMALLINT | FK<br>NOT 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. | DBINT | FK<br>NULL |

*Table 2-284 Route_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | VNAME32 | NULL |
| 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. | DBINT | NULL |

*Table 2-284 Route_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TargetType | A numeric value representing the execution result of the routing script. Following is a list of possible values this field (shown in terms of the value, type, and description):<br><br>**0** = **resultNone** - Call routing ended badly.<br>**1** = **resultDefaultRoute** - Call routing ended using a default route.<br>**2** = **resultRouteAgent** - Call routing ended with a route to an agent.<br>**3** = **resultRouteService** - Call routing ended with a route to a service.<br>**4** = **resultRouteGroup** - Call routing ended with a route to a skill group.<br>**5** = **resultAnnouncement** - Call routing ended with an announcement.<br>**6** = **resultBusy** - Call routing ended in a Busy node.<br>**7** = **resultRing** - Call routing ended in a Ring node.<br>**8** = **resultLabel** - Call routing ended in a Label node.<br>**9** = **resultNetworkDefault** - Call routing ended in a Termination node using a network default route.<br>**10** = **resultRouteServiceArray** - Call routing ended with a route to a service array.<br>**11** = **resultMultipleLabels** - Call routing ended with a DivertOnBusy node. It's functionality allows multiple labels.<br>**12** = **resultScheduledTarget** - Call routing ended in a Scheduled Target node(busy link functionality).<br>**13** = **resultDon**e - Only applicable to an AdminScript that ends with no errors.<br>**14** = **resultAborte**d - Call disconnected.<br>**15** = **resultReleaseCall** - Call routing ended with a Release Call node.<br>**16** = **resultQueuedTooLong** - Call routing exceeded the queue limit.<br>**17** = **resultSendAgent** - Call routing ended with an Agent to Agent node.<br>**18** = **resultDynamicLabel** - Call routing ended with a dynamic label node.<br>**19** = **resultDivertDynamicLabels** - Call routing ended with a divert-on-busy dynamic label.<br>**20** = **resultQueuedDialogFailure** - The administrator asked to fail queued calls.<br>**21** = **resultRouteAgentAndGroup** - Call routing ended with a route to an agent in a specified group. | DBINT | NULL |

*Table 2-284 Route_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TimeZone | The time zone of the Central Controller used for DateTime. | DBINT | NULL |
| Unused | This field is reserved. | char(4) | NULL |
| UserToUser | ISDN private network User to User information. | varchar(131) | NULL |
| Variable1 | User defined call variable. | varchar(40) | NULL |
| Variable2 | User defined call variable. | varchar(40) | NULL |
| Variable3 | User defined call variable. | varchar(40) | NULL |
| Variable4 | User defined call variable. | varchar(40) | NULL |
| Variable5 | User defined call variable. | varchar(40) | NULL |
| Variable6 | User defined call variable. | varchar(40) | NULL |
| Variable7 | User defined call variable. | varchar(40) | NULL |
| Variable8 | User defined call variable. | varchar(40) | NULL |
| Variable9 | User defined call variable. | varchar(40) | NULL |
| Variable10 | User defined call variable. | varchar(40) | NULL |
| VRUProgress | The VRUProgress call variable value. | DBINT | NULL |
| VruScripts | Number of VRU Script nodes encountered by the call. | DBINT | NULL |

**Related tables:**

Call_Type Table (via CallTypeID)

Dialed_Number Table (via DialedNumberID)

Route Table (via RouteID)

Route_Call_Variable Table (RecoveryKey maps to Route_Call_Variable.RCDRecoveryKey)

Routing_Client Table (via RoutingClientID)

Script Table (via ScriptID)

Script_Cross_Reference Table (via FinalObjectID)

Termination_Call_Detail Table (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 2-285 Route_Call_Variable Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| AK-1 | RecoveryKey |
| AK-2 | ArrayIndex<br>ExpandedCallVariableID<br>RCDRecoveryKey |
| FK | ExpandedCallVariableID |
| IE-1 | DateTime |
| IE-2 | DbDateTime |

***Table 2-286 Route_Call_Variable Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | AK-2<br>NOT NULL |
| DateTime | The date and time when the call was routed. | DBSMALLDATE | IE-1<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-2<br>NULL |
| ECCValue | The value of the call variable or array element. | varchar(255) | NULL |
| ExpandedCallVariableID | Identifies the expanded call variable. | DBSMALLINT | AK-2, FK<br>NOT NULL |
| RCDRecoveryKey | The RecoveryKey value from the associated Route_Call_Detail row. | DBFLT8 | AK-2<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |

**Related tables:**

Expanded_Call_Variable Table (via ExpandedCallVariableID)

Route_Call_Detail Table (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 2-287 Route_Five_Minute Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>RouteID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | RouteID |

***Table 2-288 Route_Five_Minute Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentsTalking | Number of agents in the Talking state for the route at the end of the five-minute interval. | DBINT | NULL |
| AvgDelayQAbandTo5 | Average delay time of abandoned calls in queue for the route during the five-minute interval. | DBINT | NULL |
| AvgDelayQNow | Average delay in queue for the route at the end of the five-minute interval. | DBINT | NULL |
| 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. The HandleTime and AvgHandleTime values are updated in the database when the after-call work time associated with the call (if any) is completed. | DBINT | NULL |
| AvgSpeedAnswerTo5 | Average answer wait time for all incoming calls to the route during the five-minute interval. | DBINT | 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. | DBINT | NULL |
| CallsAbandQToday | Running total of calls to the route abandoned in queue since midnight. | DBINT | NULL |
| CallsAnsweredTo5 | Number of calls to the route answered during the five-minute DBINTerval. | DBINT | NULL |

*Table 2-288 Route_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsAnsweredToday | Number of calls to the route answered since midnight. | DBINT | NULL |
| CallsHandledTo5 | Number of calls to the route handled during the five-minute DBINTerval. A call is counted as handled when the call is finished (that is, when any after-call work associated with the call is completed).<br><br>**Handled Call**<br><br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br><br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. | DBINT | NULL |
| CallsHandledToday | Running total of calls to the route handled at the peripheral since midnight. CallsHandled includes all calls handled by any answering resource for the route (for example, an IVR, agent, or voice mail port). | DBINT | 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). | DBINT | 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. | DBINT | NULL |
| CallsLeftQTo5 | Number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls). | DBINT | 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. | DBINT | NULL |
| CallsOfferedToday | Running total of incoming calls plus internal calls offered to the route since midnight. | DBINT | NULL |

*Table 2-288 Route_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsQNow | Calls in queue for the route at the peripheral at the end of the interval. | DBINT | NULL |
| CallsRoutedToday | Running total of calls the ICM software sent to the route since midnight. | DBINT | NULL |
| DateTime | The Central Controller date and time at the start of the five-minute interval. | DBSMALLDATE | PK<br>NOT 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. | DBINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RouteID | Foreign key from the Route table. | DBINT | PK, FK<br>NOT NULL |
| ServiceLevelAbandTo5 | Total of calls to the route abandoned within the ICM service level threshold during the five-minute interval. | DBINT | NULL |
| ServiceLevelAbandToday | Cumulative total of calls to the route abandoned within the ICM service level threshold since midnight. | DBINT | NULL |
| ServiceLevelCallsOfferedTo5 | Total number of calls to the route that had a service level event during the five-minute interval. | DBINT | NULL |
| ServiceLevelCallsOfferedToday | Total number of calls to the route that had a service level event since midnight. | DBINT | 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. | DBINT | NULL |
| ServiceLevelCallsTo5 | Total of calls to the route answered within the ICM service level threshold during the five-minute interval. | DBINT | NULL |
| ServiceLevelCallsToday | Cumulative total of calls to the route answered within the ICM service level since midnight. | DBINT | NULL |
| ServiceLevelTo5 | The ICM service level for the route for the five-minute interval. | DBFLT4 | 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. | DBFLT4 | NULL |

*Table 2-288 Route_Five_Minute 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. | DBINT | PK<br>NOT NULL |
| Unused1 | This field is not used. | DBFLT4 | NULL |

**Related tables:**

Route Table (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 2-289 Route_Half_Hour Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>RouteID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | RouteID |
| IE-1 | DbDateTime |

*Table 2-290 Route_Half_Hour Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnswerWaitTimeToHalf | Sum of answer wait time in seconds for all incoming calls to the route during the half-hour interval. | DBINT | 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:<br>**DelayQAbandTimeToHalf / CallsAbandQToHalf** | DBINT | NULL |
| AvgDelayQToHalf | Average delay in seconds for calls queued for the route during the half-hour interval. The value is calculated as follows:<br>**DelayQTimeToHalf / CallsQToHalf** | DBINT | NULL |

*Table 2-290 Route_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. This value is calculated as follows:<br>**HandleTimeToHalf / CallsHandledToHalf**<br>The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed. | DBINT | NULL |
| AvgSpeedAnswerToHalf | Average answer wait time for all incoming calls to the route in the half-hour interval. This value is calculated as follows:<br>**AnswerWaitTimeToHalf / CallsAnsweredToHalf** | DBINT | 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:<br>**TalkTimeToHalf / CallsHandledToHalf**<br>The field is updated in the database when all after-call work associated with the call is completed. | DBINT | NULL |
| BlindTransfersOutToHalf | The number of calls that were blind transferred out for this route during the half-hour interval. | DBINT | NULL |
| CallsAbandQToHalf | Number of calls abandoned in queue on this route during the half-hour interval. | DBINT | NULL |
| CallsAnsweredToHalf | The total number of calls answered by agents, IVRs, or voice-mail ports for the route during the half-hour interval. | DBINT | NULL |

*Table 2-290 Route_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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).<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. | DBINT | 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). | DBINT | NULL |
| CallsOfferedToHalf | Total of incoming calls plus internal calls offered on this route during the half-hour interval. | DBINT | 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. | DBINT | NULL |
| CallsRoutedToHalf | Total calls the ICM software sent to this route during the half-hour interval. | DBINT | NULL |
| DateTime | The date and time at the start of the half-hour interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>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. | DBINT | 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. | DBINT | NULL |

*Table 2-290 Route_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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). | DBINT | 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. The HandleTime and AvgHandleTime values are updated in the database when the after-call work time associated with the call is completed. | DBINT | NULL |
| HoldTimeToHalf | Total hold time in seconds for calls to the route that ended during the half-hour interval. | DBINT | 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. | DBINT | NULL |
| 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. | DBINT | 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). | DBINT | 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 our of each service or route (overflowed out) and moved into each service or route (overflowed in). | DBINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |

*Table 2-290 Route_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RouteID | Foreign key from the Route table. | DBINT | PK, FK<br>NOT NULL |
| ServiceLevelAbandToHalf | Cumulative total of calls to the route abandoned within the ICM service level during the half-hour interval. | DBINT | NULL |
| ServiceLevelCallsOfferedToHalf | Number of calls to the route that have had a service level event during the current half-hour interval. | DBINT | NULL |
| ServiceLevelCallsToHalf | Cumulative total of calls to the route answered within the ICM service level during the half-hour interval. | DBINT | 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. | DBFLT4 | NULL |
| ServiceLevelType | Service Level Type used to calculate Service level for this interval | DBINT | 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. | DBINT | 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. | DBINT | NULL |
| 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. It is updated in the database when any after-call work associated with the call is completed. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NULL |

**Related tables:**

Route Table (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 2-291 Route_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RouteID |
| FK | RouteID |

***Table 2-292 Route_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentsTalking | Number of agents for the route currently in the talking state | DBINT | NULL |
| AnswerWaitTimeHalf | Sum of answer wait time in seconds for all calls offered to the route during the current half-hour interval. | DBINT | NULL |
| AnswerWaitTimeTo5 | Sum of answer wait time in seconds for all calls offered to the route during the current five-minute interval. | DBINT | NULL |
| AnswerWaitTimeToday | Sum of answer wait time in seconds for all calls offered to the route since midnight. | DBINT | NULL |
| AvgDelayQAbandTo5 | Average delay time of abandoned calls in queue for the route during the current five-minute interval: **DelayQAbandTimeTo5 / CallsAbandQTo5**. | DBINT | NULL |
| AvgDelayQNow | Average delay for calls to the route currently in queue. | DBINT | NULL |
| AvgHandleTimeTo5 | Average handle time in seconds for calls to the route ending during the current five-minute interval: **HandleTimeTo5 / CallsHandledTo5**. | DBINT | NULL |
| AvgSpeedAnswerTo5 | Average answer wait time for all calls offered to the route during the current five-minute interval: **AnswerWaitTimeTo5 / CallsOfferedTo5**. | DBINT | NULL |
| AvgTalkTimeTo5 | Average talk time in seconds for calls to the route ending during the current five-minute interval: **TalkTimeTo5 / CallsHandledTo5**. | DBINT | NULL |
| CallsAbandQHalf | Number of calls to this route abandoned while in queue or ringing during the current half-hour interval. | DBINT | NULL |

*Table 2-292 Route_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsAbandQTo5 | Number of calls to the route abandoned while in queue or ringing during the current five-minute interval. | DBINT | NULL |
| CallsAbandQToday | Number of calls to this route abandoned while in queue or ringing since midnight. | DBINT | NULL |
| CallsAnsweredHalf | Number of calls to the route answered by agents during the current half-hour interval. | DBINT | NULL |
| CallsAnsweredTo5 | Number of calls to the route answered by agents during the current five-minute interval. | DBINT | NULL |
| CallsAnsweredToday | Number of calls to the route answered by agents since midnight. | DBINT | NULL |
| CallsHandledHalf | Number of calls handled on the route during the current half-hour interval.<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. | DBINT | NULL |
| CallsHandledTo5 | Number of calls handled for the route during the current five-minute interval. | DBINT | NULL |
| CallsHandledToday | Number of calls handled on the route since midnight. | DBINT | NULL |
| CallsIncomingHalf | Number of incoming calls on this route during the current half-hour interval. | DBINT | NULL |
| CallsIncomingToday | Number of incoming calls on this route since midnight. | DBINT | NULL |
| CallsInProgress | Number of calls in queue or being handled on this route now. | DBINT | NULL |
| CallsLeftQTo5 | Number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls). | DBINT | NULL |
| CallsOfferedHalf | Number of incoming calls plus internal calls offered on this route during the current half-hour interval. | DBINT | NULL |
| CallsOfferedTo5 | Number of calls offered to the route during the current five-minute interval. | DBINT | NULL |

*Table 2-292 Route_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsOfferedToday | Number of incoming calls plus internal calls offered on this route since midnight. | DBINT | NULL |
| CallsQNow | Number of calls to the route in queue now at the peripheral. | DBINT | NULL |
| CallsQNowTime | Total queue time in seconds for all calls to the route currently in queue. | DBINT | NULL |
| CallsRoutedHalf | Number of calls sent on this route during the current half-hour interval. | DBINT | NULL |
| CallsRoutedToday | Number of calls the ICM software sent to this route since midnight. | DBINT | NULL |
| DateTime | Date and time that this data was last updated. | DBDATETIME | NOT NULL |
| DelayQAbandTimeTo5 | Sum of delay time of all calls to route abandoned in queue during the current five-minute interval. | DBINT | NULL |
| HandleTimeHalf | Total handle time in seconds for calls to the route ending during the current half-hour interval. | DBINT | NULL |
| HandleTimeTo5 | Total handle time in seconds for calls to the route ending during the current five-minute interval. | DBINT | NULL |
| HandleTimeToday | Total handle time in seconds for calls to the route ending since midnight. | DBINT | NULL |
| HoldTimeHalf | The total hold time in seconds for calls to the route ending during the current half-hour interval. | DBINT | NULL |
| HoldTimeTo5 | The total hold time in seconds for calls to the route ending during the current five-minute interval. | DBINT | NULL |
| HoldTimeToday | The total hold time in seconds for calls to the route ending since midnight. | DBINT | NULL |
| LongestCallQ | Time that the longest call in the queue for the route was put there. | DBDATETIME | NULL |
| OverflowInNow | Number of overflowed in calls now in queue or in progress for the route. | DBINT | NULL |
| OverflowOutNow | Number of overflowed out calls for the route now in queue or in progress elsewhere. | DBINT | NULL |
| RouteID | Foreign key from the Route table. | DBINT | PK, FK<br>NOT NULL |
| ServiceLevelAbandHalf | Number of calls to the route abandoned within the ICM service level threshold during the current half-hour interval. | DBINT | NULL |
| ServiceLevelAbandTo5 | Number of calls abandoned within the ICM service level threshold during the current five-minute interval. | DBINT | NULL |
| ServiceLevelAbandToday | Number of calls to the route abandoned within the ICM service level threshold since midnight. | DBINT | NULL |

*Table 2-292 Route_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ServiceLevelCallsHalf | Number of calls to the route answered within the ICM service level threshold during the current half-hour interval. | DBINT | NULL |
| ServiceLevelCallsOfferedHalf | Number of calls to the route that have had a service level event during the current half-hour interval. | DBINT | NULL |
| ServiceLevelCallsOfferedTo5 | Number of calls to the route that have been either answered or abandoned during the current five-minute interval. | DBINT | NULL |
| ServiceLevelCallsOfferedToday | Number of calls to the route that have had a service level event since midnight. | DBINT | NULL |
| ServiceLevelCallsQHeld | Number of calls to the route currently in queue for longer than the service level threshold. | DBINT | NULL |
| ServiceLevelCallsTo5 | Number of calls to the route answered within the ICM service level threshold during the current five-minute interval. | DBINT | NULL |
| ServiceLevelCallsToday | Number of calls to the route answered within the ICM service level threshold since midnight. | DBINT | NULL |
| ServiceLevelHalf | ICM service level for the route during the current half-hour interval. | DBFLT4 | NULL |
| ServiceLevelTo5 | ICM service level for the route during the current five-minute interval. | DBFLT4 | 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. | DBFLT4 | NULL |
| TalkTimeHalf | The total talk time in seconds for calls to the route ending during the current half-hour interval. | DBINT | NULL |
| TalkTimeTo5 | The total talk time in seconds for calls to the route ending during the current five-minute interval. | DBINT | NULL |
| TalkTimeToday | The total talk time in seconds for calls to the route ending since midnight. | DBINT | NULL |

**Related tables:**

Route Table (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 2-293 Routing_Clien Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RoutingClientID |
| AK-1 | EnterpriseName |
| FK | LogicalControllerID<br>PeripheralID |
| IE-1 | PeripheralID |
| IE-2 | LogicalControllerID |

***Table 2-294 Routing_Client Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | 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:<br>**1** = Avaya DEFINITY ECS (non-EAS)<br>**2** = MCI<br>**3** = Sprint<br>**4** = Aspect<br>**5** = Nortel Meridian<br>**6** = Rockwell Galaxy (without priority enhancements)<br>**7** = AT&T GTN<br>**8** = Generic NIC<br>**9** = Avaya G2<br>**10** = Rockwell Galaxy<br>**11** = Rockwell Spectrum<br>**12** = Avaya DEFINITY ECS (EAS)<br>**13** = VRU<br>**14** = British Telecom NIC<br>**15** = VRU Polled<br>**16** = INCRP NIC<br>**17** = Nortel NIC<br>**18** = DMS 100<br>**19** = Siemens Hicom 300 E (9006)<br>**20** = France Telecom | DBSMALLINT | NOT NULL |

*Table 2-294 Routing_Client Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *Client Type (continued)* | **21** = Stentor NIC<br>**22** = Ameritech<br>**23** = BT INAP NIC<br>**24** = Siemens ROLM 9751 CBX (9005)<br>**25** = ICR Protocol NIC<br>**26** = Alcatel 4400<br>**27** = NEC NEAX 2x00<br>**28** = ACP 1000<br>**29** = Nortel Symposium<br>**30** = Enterprise Agent<br>**31** = Call Routing Service Protocol (CRSP)<br>**32** = Ericsson MD110<br>**33** = Cable & Wireless INAP NIC<br>**34** = Energis INAP NIC<br>**35** = AUCS INAP NIC<br>**36** = Concert NIC<br>**37** = Deutsche Telecom NIC<br>**38** = CAIN NIC<br>**39** = Telfort INAP NIC<br>**40** = BT V2 NIC<br>**41** = TIM INAP NIC<br>**42** = Generic PG<br>**43** = CeM | DBSMALLINT | 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 |
| DefaultMRDomainID | The default Media Routing Domain associated with this routing client. | DBINT | NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the routing client. | DESCRIPTION | 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:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| EnterpriseName | An enterprise name for this routing client. The name must be unique among all routing clients in the enterprise. | VNAME32 | AK-1<br>NOT NULL |

*Table 2-294 Routing_Client Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBSMALLINT | NOT NULL |
| LogicalControllerID | Specifies the logical interface controller (PG or NIC) that services the routing client. | DBSMALLINT | FK,, IE-2<br>NOT NULL |
| NetworkRoutingClient | A name used to associate routing clients across instances. | VNAME32 | 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:<br>Y = Network Transfer is preferred<br>N = Network Transfer is not preferred. | DBCHAR | NOT NULL |
| PeripheralID | Indicates which peripheral is acting as the interface to the ICM software within a private network. | DBSMALLINT | FK, IE-1<br>NULL |
| RoutingClientID | Unique identifier for this routing client. | DBSMALLINT | PK<br>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. | DBSMALLINT | 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. | DBSMALLINT | NOT NULL |

**Related tables:**

Call_Type Table (via RoutingClientID)

Dialed_Number Table (via RoutingClientID)

Label Table (via RoutingClientID)

Logical_Interface_Controller Table (via LogicalControllerID)

Peripheral Table (via PeripheralID)

Route_Call_Detail Table (via RoutingClientID)

Routing_Client_Five_Minute Table (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 2-295 Routing_Client_Five_Minute Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>RoutingClientID<br>PhysicalControllerID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | PhysicalControllerID<br>RoutingClientID |

***Table 2-296 Routing_Client_Five_Minute Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonTo5 | Number of Abandoned messages the routing client sent to the ICM software during the five- minute interval. | DBINT | NULL |
| ActivityTestTo5 | Number of Activity Test messages sent during the five- minute interval. | DBINT | NULL |
| AnnouncementTo5 | Number of announcement labels the ICM software sent to the routing client during the five- minute interval. | DBINT | NULL |
| AnswerTo5 | Number of Answered messages the routing client sent to the ICM software during the five- minute interval. | DBINT | NULL |
| CalledPartyBusyTo5 | Number of Called Party Busy messages the routing client sent to the ICM software during the five- minute interval. | DBINT | NULL |
| CallEventReportTo5 | Number of Call Event Report messages the routing client sent to the ICM software during the five- minute interval. | DBINT | NULL |
| CallGapTo5 | Number of Call Gap messages the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| CallRouterQueueTo5 | Number of CallRouter queue messages the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |

*Table 2-296 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. | DBINT | NOT NULL |
| ConnectTo5 | Number of Connect messages the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| DateTime | Central Controller date and time at the start of the five-minute interval. | DBSMALLDATE | PK<br>NOT NULL |
| DestinationTo5 | Number of destination labels the ICM software sent to the routing client during the five- minute interval. | DBINT | NULL |
| DialogErrorConfTo5 | Number of Dialog Fail Confirm messages the routing client sent to the ICM software during the five-minute interval. | DBINT | NULL |
| DialogFailTo5 | Number of Dialog Fail messages the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| DiscardedCallsTo5 | Number of requests from the routing client discarded because of an internal constraint, such as buffering. | DBINT | NOT NULL |
| DisconnectTo5 | Number of Disconnect messages the routing client sent to the ICM software during the five- minute interval. | DBINT | NULL |
| Histogram0 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram1 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram2 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram3 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram4 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram5 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram6 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram7 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram8 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |

*Table 2-296 Routing_Client_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Histogram9 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram10 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram11 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram12 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram13 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram14 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram15 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram16 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram17 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram18 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| Histogram19 | The number of calls routed in a 100-millisecond period. | DBINT | NULL |
| LateCallsTo5 | Number of responses to the routing client that exceeded the late threshold but did not timeout. | DBINT | NOT NULL |
| MaxDelay | Maximum delay, in milliseconds, of responses to the routing client during the five-minute interval. | DBINT | NOT NULL |
| MeanResponseTo5 | Mean time, in milliseconds, for the responses to the routing client during the five-minute interval. | DBINT | NOT NULL |
| NetworkBusyTo5 | Number of Busy labels the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| NetworkDefaultTo5 | Number of Network Default responses the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| NetworkPostQueryTo5 | Number of Post-Query labels the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| NetworkResourceTo5 | Number of Network Resource labels the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| NetworkRingTo5 | Number of Ring labels the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |

*Table 2-296 Routing_Client_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| NewCallTo5 | Number of New Call messages the routing client sent to the ICM software during the five-minute interval. | DBINT | NULL |
| NoAnswerTo5 | Number of No Answer messages the routing client sent to the ICM software during the five- minute interval. | DBINT | NULL |
| NumBlindTransferConfTo5 | The number of blind transfer confirmation messages the routing client sent during the five-minute interval. | DBINT | NULL |
| NumCallFailedEventTo5 | The number of call failure event messages the routing client sent during the five-minute interval. | DBINT | NULL |
| NumCancelInd | The number of cancel indications the VRU routing client sent to the VRU during the five- minute interval. | DBINT | NULL |
| NumReleasInd | The number of release indications the VRU routing client sent to the VRU during the five-minute interval. | DBINT | NULL |
| NumTransferEventTo5 | The number of transfer event messages the routing client sent during the five-minute interval. | DBINT | NULL |
| PeripheralQueueTo5 | Number of peripheral queue messages the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| PhysicalControllerID | Foreign key from Physical Interface Controller table. | DBSMALLINT | PK, FK<br>NOT NULL |
| RcvInErrorTo5 | Number of requests from the routing client that produced errors during the five-minute interval.<br>**Note** This field will increment only when:<br>- A *pre-routed* (that is, translation-routed) call terminates before reaching its destination target for reasons other than exceeding the late threshold, timing-out, or being discarded.<br>- A *post-routed* 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. | DBINT | NOT NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |

*Table 2-296 Routing_Client_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReqInstrTo5 | Number of Request Instruction messages the routing client sent to the ICM software during the five-minute interval. | DBINT | NULL |
| ReRouteReqTo5 | Number of ReRoute Request messages the routing client sent to the ICM software during the five-minute interval. | DBINT | NULL |
| ResponsesTo5 | Number of route responses to the routing client during the five-minute interval. | DBINT | NOT NULL |
| RouteSelectFailureTo5 | Number of Route Select Failure messages the routing client sent to the ICM software during the five-minute interval. | DBINT | NULL |
| RoutingClientID | Foreign key from Routing Client table. | DBSMALLINT | PK, FK<br>NOT NULL |
| RunScriptTo5 | Number of Run Script messages the ICM software sent to the routing client during the five-minute interval. | DBINT | NULL |
| ScriptRespTo5 | Number of Script Response messages the routing client sent to the ICM software during the five-minute interval. | DBINT | NULL |
| TimeoutCallsTo5 | Number of responses to the routing client that timed out during the five-minute interval. | DBINT | NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| TranslationRouteAbortedTo5 | Number of translation route requests initiated by the routing client that were aborted during the five-minute interval. | DBINT | NULL |
| TranslationRouteTimedOutTo5 | Number of translation route requests received by the routing client that exceeded the timeout threshold during the five-minute interval. | DBINT | NULL |

**Related tables:**

Physical_Interface_Controller Table (via PhysicalControllerID)

Routing_Client Table (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 2-297 Schedule Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScheduleID |
| AK-1 | EnterpriseName<br>EntityID |
| FK | EntityID<br>ICRViewID<br>ScheduleReportID<br>ScheduleSourceID |
| IE-1 | ScheduleReportID |
| IE-2 | ScheduleSourceID |
| IE-3 | EntityID |

***Table 2-298 Schedule Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the schedule. | VNAME32 | NULL |
| EnterpriseName | A unique name for the schedule. | GLOBALID | AK-1<br>NOT NULL |
| EntityID | If partitioning is enabled, indicates the business entity to which the schedule belongs. | DBINT | AK-1, FK<br>NOT NULL |
| ICRViewID | Foreign key to a description of how the ICM software interprets the Schedule_Import data for the schedule. | DBINT | FK, IE-3<br>NULL |
| ScheduleID | A unique identifier for the schedule. | DBINT | PK<br>NOT NULL |
| SchedulePeriod | The number of minutes in each scheduling interval. A schedule can contain different data for each interval. | DBINT | NOT NULL |

*Table 2-298 Schedule Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ScheduleReportID | Foreign key to the schedule report. | DBINT | FK, IE-1<br>NULL |
| ScheduleSourceID | Foreign key to a description of the source from which the schedule is imported. | DBINT | FK, IE-2<br>NULL |
| ScheduleType | The type of the schedule:<br>**1** = TCS<br>**2** = Custom<br>**5** = Report Export<br>**6** = Periodic | DBINT | NOT NULL |

**Related tables:**

Agent Table (via ScheduleID)

ICR_View Table (via ICRViewID)

Import_Log Table (via ScheduleID)

Import_Schedule Table (via ScheduleID)

Recurring_Schedule_Map Table (via ScheduleID)

Schedule_Import Table (via ScheduleID)

Schedule_Import_Real_Time Table (via ScheduleID)

Schedule_Map Table (via ScheduleID)

Schedule_Report Table (via ScheduleReportID)

Schedule_Source Table (via ScheduleSourceID)

Scheduled_Target Table (via ScheduleID)

Service Table (via ScheduleID)

Service_Array Table (via ScheduleID)

Skill_Group Table (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 2-299 Schedule_Import Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>ScheduleID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | ScheduleID |

***Table 2-300 Schedule_Import Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Bool1 | An imported value. | DBCHAR | NULL |
| Bool2 | An imported value. | DBCHAR | NULL |
| DateTime | The date and time at which the schedule data in the record becomes effective. | DBDATETIME | PK<br>NOT NULL |
| DateTime1 | An imported value. | DBDATETIME | NULL |
| DateTime2 | An imported value. | DBDATETIME | NULL |
| DateTime3 | An imported value. | DBDATETIME | NULL |
| Double1 | An imported value. | DBFLT8 | NULL |
| Double2 | An imported value. | DBFLT8 | NULL |
| Double3 | An imported value. | DBFLT8 | NULL |
| Double4 | An imported value. | DBFLT8 | NULL |
| Double5 | An imported value. | DBFLT8 | NULL |
| Double6 | An imported value. | DBFLT8 | NULL |
| Double7 | An imported value. | DBFLT8 | NULL |
| Double8 | An imported value. | DBFLT8 | NULL |
| Double9 | An imported value. | DBFLT8 | NULL |
| Double10 | An imported value. | DBFLT8 | NULL |
| Long1 | An imported value. | DBINT | NULL |
| Long2 | An imported value. | DBINT | NULL |
| Long3 | An imported value. | DBINT | NULL |
| Long4 | An imported value. | DBINT | NULL |
| Long5 | An imported value. | DBINT | NULL |

*Table 2-300 Schedule_Import Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Long6 | An imported value. | DBINT | NULL |
| Long7 | An imported value. | DBINT | NULL |
| Long8 | An imported value. | DBINT | NULL |
| Long9 | An imported value. | DBINT | NULL |
| Long10 | An imported value. | DBINT | NULL |
| Long11 | An imported value. | DBINT | NULL |
| Long12 | An imported value. | DBINT | NULL |
| Long13 | An imported value. | DBINT | NULL |
| Long14 | An imported value. | DBINT | NULL |
| Long15 | An imported value. | DBINT | NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| ScheduleID | Foreign key to the Schedule for which the data are imported. | DBINT | PK, FK<br>NOT NULL |
| String1 | An imported value. | DESCRIPTION | NULL |
| String2 | An imported value. | DESCRIPTION | NULL |
| String3 | An imported value. | DESCRIPTION | NULL |
| String4 | An imported value. | DESCRIPTION | NULL |
| String5 | An imported value. | DESCRIPTION | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Schedule Table (viaScheduleID)

# Schedule_Import_Real_Time Table

Local database only.

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

***Table 2-301 Schedule_Import_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>ScheduleID<br>TimeZone |
| FK | ScheduleID |

***Table 2-302 Schedule_Import_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Bool1 | An imported value. | DBCHAR | NULL |
| Bool2 | An imported value. | DBCHAR | NULL |
| DateTime | The date and time at which the schedule data in the record becomes effective. | DBDATETIME | PK<br>NOT NULL |
| DateTime1 | An imported value. | DBDATETIME | NULL |
| DateTime2 | An imported value. | DBDATETIME | NULL |
| DateTime3 | An imported value. | DBDATETIME | NULL |
| Double1 | An imported value. | DBFLT8 | NULL |
| Double2 | An imported value. | DBFLT8 | NULL |
| Double3 | An imported value. | DBFLT8 | NULL |
| Double4 | An imported value. | DBFLT8 | NULL |
| Double5 | An imported value. | DBFLT8 | NULL |
| Double6 | An imported value. | DBFLT8 | NULL |
| Double7 | An imported value. | DBFLT8 | NULL |
| Double8 | An imported value. | DBFLT8 | NULL |
| Double9 | An imported value. | DBFLT8 | NULL |
| Double10 | An imported value. | DBFLT8 | NULL |
| Long1 | An imported value. | DBINT | NULL |
| Long2 | An imported value. | DBINT | NULL |
| Long3 | An imported value. | DBINT | NULL |
| Long4 | An imported value. | DBINT | NULL |
| Long5 | An imported value. | DBINT | NULL |
| Long6 | An imported value. | DBINT | NULL |
| Long7 | An imported value. | DBINT | NULL |

*Table 2-302 Schedule_Import_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Long8 | An imported value. | DBINT | NULL |
| Long9 | An imported value. | DBINT | NULL |
| Long10 | An imported value. | DBINT | NULL |
| Long11 | An imported value. | DBINT | NULL |
| Long12 | An imported value. | DBINT | NULL |
| Long13 | An imported value. | DBINT | NULL |
| Long14 | An imported value. | DBINT | NULL |
| Long15 | An imported value. | DBINT | NULL |
| ScheduleID | Foreign key to the Schedule for which the data are imported. | DBINT | PK, FK<br>NOT NULL |
| String1 | An imported value. | DESCRIPTION | NULL |
| String2 | An imported value. | DESCRIPTION | NULL |
| String3 | An imported value. | DESCRIPTION | NULL |
| String4 | An imported value. | DESCRIPTION | NULL |
| String5 | An imported value. | DESCRIPTION | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Schedule Table (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 2-303 Schedule_Map Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScheduleMapID |
| FK | ScheduleID |
| IE-1 | ScheduleID |

***Table 2-304 Schedule_Map Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the key field. | DESCRIPTION | NULL |
| FieldName | The name of a primary key field. | VNAME32 | NOT NULL |
| FieldValue | The value of the primary key field for the schedule. | DESCRIPTION | NOT NULL |
| ScheduleID | Foreign key that identifies the schedule. | DBINT | IE-1, FK<br>NOT NULL |
| ScheduleMapID | A unique identifier for the record. | DBINT | PK<br>NOT NULL |

**Related tables:**

Schedule Table (viaScheduleID)

# Schedule_Report Table

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

***Table 2-305 Schedule_Report Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScheduleReportID |
| AK-1 | EnterpriseName<br>EntityID |
| FK | EntityID |

***Table 2-306 Schedule_Report Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the report. | DESCRIPTION | NULL |
| EnterpriseName | A name that is unique among all schedule reports defined in the ICM database. | VNAME32 | AK-1<br>NOT NULL |
| EntityID | If partitioning is enabled, indicates the business entity to which the schedule belongs. | DBINT | AK-1, FK<br>NOT NULL |
| PathName | For a SQL report, the UNC name of the file. | varchar(255) | NULL |
| ReportType | The type of report:<br>**8** = Based on a template.<br>**9** = Based on a SQL report. | DBINT | NOT NULL |
| ScheduleReportID | A unique identifier for the report. | DBINT | PK<br>NOT NULL |
| SystemName | For a SQL report, the name of the system containing the report. | VNAME32 | NULL |
| SystemTimeZone | For a template-based report, the time zone offset to use with the template. | varchar(255) | NULL |
| TemplateCategory | For a template-based report, the category used to locate the template. | VNAME32 | 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 |
| TemplateScope | For a template-based report, the scope used to locate the template. | VNAME32 | NULL |

**Related tables:**

Schedule Table (via ScheduleReportID)

Schedule_Report_Input Table (via ScheduleReportID)

# Schedule_Report_Input Table

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

***Table 2-307 Schedule Report_Input Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScheduleReportInputID |
| FK | ScheduleReportID |
| IE-1 | ScheduleReportID |

***Table 2-308 Schedule Report_Input Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the target. | DESCRIPTION | NULL |
| ForeignKey | Foreign key from a configuration table. This is always an ID field. | DBINT | NOT NULL |
| ScheduleReportID | Identifies the associated schedule report. | DBINT | FK, IE-1<br>NOT NULL |

*Table 2-308 Schedule Report_Input Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ScheduleReportInputID | A unique identifier for the report input row. | DBINT | PK<br>NOT NULL |
| TargetType | Type of table to which the ForeignKey applies:<br>**0** = Unknown<br>**1** = Service<br>**2** = Skill Group<br>**3** = Agent<br>**4** = Translation Route<br>**5** = Agent Administration Group<br>**6** = Announcement<br>**7** = Call Type<br>**8** = Enterprise Service<br>**9** = Enterprise Skill Group<br>**10** = Region<br>**11** = Dialed Number<br>**12** = Logical Interface Controller<br>**13** = Physical Interface Controller<br>**14** = Peripheral<br>**15** = Routing Client<br>**16** = Trunk Group<br>**17** = Route<br>**18** = Peripheral Target<br>**19** = Label<br>**20** = Master Script<br>**21** = Script Table<br>**22** = Script Table Column<br>**23** = Script<br>**24** = Schedule<br>**25** = ICR View<br>**26** = View Column<br>**27** = Network Trunk Group<br>**28** = Service Array<br>**29** = Application Gateway<br>**30** = Device Target<br>**31** = User Variable<br>**32** = User Formula<br>**33** = Network VRU Script<br>**34** = Scheduled Target<br>**35** = Network VRU<br>**36** = Skill Group Member<br>**37** = Expanded Call Variable<br>**38** = Agent Team<br>**39** = Campaign<br>**40** = Dialer | DBINT | NOT NULL |

*Table 2-308 Schedule Report_Input Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *Target Type (continued)* | **41** = Import Rule<br>**42** = Query Rule<br>**43** = Campaign Query Rule<br>**44** = Dialer Port Map<br>**45** = Message Category<br>**46** = Message Destination<br>**47** = Response Template | DBINT | NOT NULL |

**Related tables:**

Schedule_Report Table (via ScheduleReportID)

# Schedule_Source Table

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

***Table 2-309 Schedule_Source Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScheduleSourceID |
| FK | EntityID |
| IE-1 | EntityID |

***Table 2-310 Schedule_Source Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the data source. | DESCRIPTION | NULL |
| EntityID | If partitioning is enabled, indicates the business entity to which the schedule belongs. | DBINT | FK, IE-1<br>NULL |
| FilePath | The full file path from which data are retrieved. | DESCRIPTION | NULL |
| LoginName | The user name to use when logging into the system. | varchar(64) | NULL |
| ScheduleSourceID | A unique identifier for the record. | DBINT | PK<br>NOT NULL |
| SystemName | The name of the system. | VNAME32 | NOT NULL |
| SystemPassword | The password to use when logging into the system. | varchar(32) | NULL |
| SystemTimeZone | The time zone for the system. The value is the offset in minutes from GMT. | varchar(255) | NULL |
| SystemType | The type of system from which the data are imported. | DBINT | NOT NULL |

**Related tables:**

Schedule Table (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 2-311 Scheduled_Target Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTargetID |
| AK-1 | EnterpriseName |
| FK | CustomerDefinitionID<br>NetworkTargetID<br>ScheduleID |
| IE-1 | CustomerDefinitionID |

***Table 2-312 Scheduled_Target Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CustomerDefinitionID | Identifies the customer definition associated with the scheduled target. | DBINT | FK, IE-1<br>NULL |
| Description | Additional information about the scheduled target. | DESCRIPTION | NULL |
| EnterpriseName | A name that is unique among all scheduled targets defined in the ICM database. | VNAME32 | AK-1<br>NOT NULL |
| NetworkTargetID | Identifier that is unique among all announcements, peripheral targets, and scheduled targets in the system. | DBINT | PK, FK<br>NOT NULL |
| ScheduleID | Identifies the schedule associated with the scheduled target. | DBINT | FK<br>NULL |

**Related tables:**

Customer_Definition Table (via CustomerDefinitionID)

Network_Target Table (via NetworkTargetID)

Schedule Table (via ScheduleID)

Scheduled_Target_Real_Time Table (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 2-313 Scheduled_Target_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | NetworkTargetID |
| FK | NetworkTargetID |

***Table 2-314 Scheduled_Target_Real_Time Table***

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

**Related tables:**

Scheduled_Target Table (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 2-315 Script Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScriptID |
| AK-1 | MasterScriptID<br>Version |
| FK | MasterScriptID |

***Table 2-316 Script Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Author | User name of person who last modified the script version. | VNAME32 | NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| DateTime | The date and time when the script version was saved. | DBDATETIME | NOT NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Further information about the script. | DESCRIPTION | NULL |
| Length | Number of bytes of data in the binary representation of the script. | DBINT | NOT NULL |
| MasterScriptID | Foreign key from the Master Script table. | DBINT | AK-1, FK<br>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. | DBINT | NULL |
| ScriptID | Unique identifier for a specific version of a script. | DBINT | PK<br>NOT NULL |
| Valid | Indicates whether the script was saved in an invalid state. | DBCHAR | NOT NULL |
| Version | The most recent version of the master script. ICM software uses only the most recent version. | DBINT | AK-1<br>NOT NULL |

**Related tables:**

Call_Type_Real_Time Table (via ScriptID)

Master_Script Table (via MasterScriptID)

Script_Cross_Reference Table (via ScriptID)

Script_Data Table (via ScriptID)

Script_Print_Control Table (via ScriptID)

Script_Real_Time Table (via ScriptID)

Script_Five_Minute Table (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 2-317 Script_Cross_Reference Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | LocalID<br>ScriptID |
| FK | ScriptID |
| IE-1 | ForeignKey |

***Table 2-318 Script_Cross_Reference Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ForeignKey | Foreign key from a configuration table. This is always an ID field. | DBINT | IE-1<br>NOT NULL |
| LocalID | Local ID in script that cross references a foreign key field in one of the other configuration tables. | DBINT | PK<br>NOT NULL |
| ScriptID | Foreign key from Script table. | DBINT | PK, FK, NOT NULL |
| TargetType | Type of table to which the ForeignKey applies.<br>**0** = Unknown<br>**1** = Service<br>**2** = Skill Group<br>**3** = Agent<br>**4** = Translation Route<br>**5** = Agent Administration Group<br>**6** = Announcement<br>**7** = Call Type<br>**8** = Enterprise Service<br>**9** = Enterprise Skill Group<br>**10** = Region<br>**11** = Dialed Number<br>**12** = Logical Interface Controller<br>**13** = Physical Interface Controller<br>**14** = Peripheral<br>**15** = Routing Client<br>**16** = Trunk Group<br>**17** = Route<br>**18** = Peripheral Target<br>**19** = Label<br>**20** = Master Script | DBSMALLINT | NOT NULL |

*Table 2-318 Script_Cross_Reference Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *TargetType (continued)* | **21** = Script Table<br>**22** = Script Table Column<br>**23** = Script<br>**24** = Schedule<br>**25** = ICR View<br>**26** = View Column<br>**27** = Network Trunk Group<br>**28** = Service Array<br>**29** = Application Gateway<br>**30** = Device Target<br>**31** = User Variable<br>**32** = User Formula<br>**33** = Network VRU Script<br>**34** = Scheduled Target<br>**35** = Network VRU<br>**36** = Skill Group Member<br>**37** = Expanded Call Variable<br>**38** = Agent Team<br>**39** = Campaign<br>**40** = Dialer<br>**41** = Import Rule<br>**42** = Query Rule<br>**43** = Campaign Query Rule<br>**44** = Dialer Port Map<br>**45** = Message Category<br>**46** = Message Destination<br>**47** = Response Template<br>**48** = Enterprise Route<br>**49** = Person<br>**50** = Media Routing Domain Member<br>**51** = Media Routing Domain<br>**52** = Application Path<br>**53** = Peripheral MRD<br>**54** = Script Queue Meters<br>**55** = CAmpaign Target Sequence<br>**56** = Microapp Defaults<br>**57** = Microapp Currency<br>**58** = Microapp Locale | DBSMALLINT | NOT NULL |

**Related tables:**

Route_Call_Detail Table (via LocalID)

Script Table (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 2-319 Script_Data Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RowOrder<br>ScriptID |
| FK | ScriptID |

***Table 2-320 Script_Data Table***

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

**Related tables:**

Script Table (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 2-321 Script_Five_Minute Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>ScriptID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | ScriptID |

***Table 2-322 Script_Five_Minute Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsIncomingTo5 | Number of calls that came into the script during the five-minute interval. | DBINT | 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 |
| CallsRoutedTo5 | Number of calls routed by the script during the five-minute interval. | DBINT | NOT NULL |
| DateTime | Central Controller date and time at start of five-minute interval. | DBSMALLDATE | PK<br>NOT NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| ScriptID | Foreign key from the Script table. | DBINT | PK, FK<br>NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |

**Related tables:**

Script Table (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 2-323 Script_Print_Control Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScriptPrintControlID |
| AK-1 | ScriptID |
| FK | ScriptID |

***Table 2-324 Script_Print_Control Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| PrintControlSettings | A string specifying the print settings for the script. | varchar(255) | NULL |
| ScriptID | Foreign key from Script table. | DBINT | AK-1, FK<br>NOT NULL |
| ScriptPrintControlID | A unique identifier for the row. | DBINT | PK<br>NOT NULL |

**Related tables:**

Script Table (via ScriptID)

# Script_Queue_Real_Time Table

Local database only.

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

***Table 2-325 Script_Queue_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | QueueNode<br>ScriptID |
| FK | ScriptID |

***Table 2-326 Script_Queue_Real_Time Table***

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

**Related tables:**

Script Table (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 2-327 Script_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScriptID |
| FK | ScriptID |

***Table 2-328 Script_Real_Time Table***

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

**Related tables:**

Script Table (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 2-329 Script Table Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScriptTableID |
| AK-1 | EnterpriseName |

***Table 2-330 Script Table Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AccessType | Indicates how to query data from the table. Currently only SQL (1) is supported. | DBSMALLINT | NOT NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Further information about the external table. | DESCRIPTION | NULL |
| EnterpriseName | A name that is unique among all script tables defined in the ICM database. | VNAME32 | AK-1<br>NOT NULL |
| ScriptTableID | A unique identifier for the external table. | DBINT | PK<br>NOT NULL |
| SideA | The path of the database table as reached by Side A of the ICM Central Controller. | DESCRIPTION | NULL |
| SideB | The path of the database table as reached by Side B of the ICM Central Controller. | DESCRIPTION | NULL |

**Related tables:**

Script_Table_Column Table (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 2-331 Script_Table_Column Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ScriptTableColumnID |
| AK-1 | ColumnName<br>ScriptTableID |
| FK | ScriptTableID |

***Table 2-332 Script_Table_Column Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ColumnName | The name of the column in the external database. | VNAME32 | AK-1<br>NOT NULL |
| Description | Additional information about the column. | DESCRIPTION | NULL |
| ScriptTableColumnID | A unique identifier for this script table column. | DBINT | PK<br>NOT NULL |
| ScriptTableID | Foreign key from the Script_Table table. | DBINT | AK-1, FK<br>NOT NULL |

**Related tables:**

Script_Table 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 2-333 Sec_Group Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | UserGroupID |
| FK | UserGroupID |

*Table 2-334 Sec_Group Table*

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

**Related tables:**

User_Group Table (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 2-335 Sec_User Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | UserGroupID |
| FK | UserGroupID |

***Table 2-336 Sec_User Table***

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

**Related tables:**

User_Group Table (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 2-337 Service Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | SkillTargetID |
| AK-1 | EnterpriseName |
| AK-2 | PeripheralID<br>PeripheralNumber |
| FK | MRDomainID<br>PeripheralID<br>ScheduleID<br>SkillTargetID |
| IE-1 | ScheduleID |

***Table 2-338 Service Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ConfigParam | A string of parameters the ICM software sends to the peripheral to initialize the service. | varchar(255) | NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the service. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the service. This name must be unique among all the services in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| Extension | The extension number for the skill group (used by the Definity ECS ACD). | VTELNO10 | NULL |
| MRDomainID | The Media Routing Domain associated with this service. | DBINT | FK<br>NOT NULL |
| PeripheralID | Foreign key from the Peripheral table. | DBSMALLINT | AK-2, FK<br>NOT NULL |
| PeripheralName | Service name as known at the peripheral. | VNAME32 | NOT NULL |
| PeripheralNumber | Service number as known at the peripheral. This field together with PeripheralID form an alternate unique key. | DBINT | AK-2<br>NOT NULL |

*Table 2-338 Service Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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:<br>**1** = Service Level 1<br>**2** = Service Level 2<br>**3** = Service Level 3<br>**4** = Service Level as Calculated by Call Center.<br>If this field is **0** for a service, the ICM software assumes the default specified for the associated peripheral.<br>If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral). | DBSMALLINT | NOT NULL |
| ScheduleID | Identifies an imported schedule associated with the service. | DBINT | FK, IE-1<br>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. | DBSMALLINT | NOT NULL |

*Table 2-338 Service Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ServiceLevelType | **For Non-IPCC Enterprise**, indicates how the ICM software calculates the service level for the service:<br>**0** = Use the default specified for the associated peripheral.<br>**1** = Ignore Abandoned Calls. (Remove the abandoned calls from the calculation.)<br>**2** = Abandoned Calls have Negative Impact. (Treat the abandoned calls as though they exceeded the service level threshold.)<br>**3** = Abandoned Calls have Positive Impact. (Treat the abandoned calls as through they were answered within the service level threshold.)<br>**Note** Regardless of which calculation you choose, the ICM software always tracks separately the number of calls abandoned before the threshold expired.<br>**For IPCC Enterprise** the value of this field is always **1** (ignore abandoned calls) for services associated with CallManager peripherals. This is because calls to a CallManager peripheral have no service associated with them while they are queued, and therefore calls abandoned while queued cannot affect the computation of service level for a CallManager service. | DBSMALLINT | NOT NULL |
| SkillTargetID | An identifier that is unique among all skill targets in the enterprise. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Enterprise_Service_Member Table (via SkillTargetID)

Media_Routing_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

Route Table (via SkillTargetID)

Schedule Table (via ScheduleID)

Service_Array_Member Table (SkillTargetID maps to Service_Array_Member.ServiceSkillTargetID)

Service_Five_Minute Table (via SkillTargetID)

Service_Half_Hour Table (via SkillTargetID)

Service_Member Table (via SkillTargetID)

Service_Real_Time Table (via SkillTargetID)

Skill_Target Table (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 2-339 Service_Array Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | SkillTargetID |
| AK-1 | EnterpriseName |
| FK | LogicalControllerID<br>ScheduleID |

***Table 2-340 Service_Array Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the service array. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the service array. This name must be unique among all service arrays in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| LogicalControllerID | Identifies the Peripheral Gateway associated with the service array. | DBSMALLINT | FK<br>NOT NULL |
| ScheduleID | Identifies a schedule associated with the service array. | DBINT | FK<br>NULL |
| SkillTargetID | An identifier that is unique among all skill targets in the enterprise. | DBINT | PK<br>NOT NULL |

**Related tables:**

Schedule Table (via ScheduleID)

Service_Array_Member Table (via SkillTargetID)

Logical_Interface_Controller Table (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 2-341 Service_Array_Member Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ServiceArraySkillTargetID<br>ServiceSkillTargetID |
| FK | ServiceArraySkillTargetID |

***Table 2-342 Service_Array_Member Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ServiceArraySkillTargetID | Identifies the service array. | DBINT | PK, FK<br>NOT NULL |
| ServiceSkillTargetID | Identifies a service that is a member of the service array. | DBINT | PK<br>NOT NULL |

**Related tables:**

Service_Array Table (ServiceArraySkillTargetID maps to Service_Array.SkillTargetID)

Service Table (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 2-343 Service_Five_Minute Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>SkillTargetID,<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | SkillTargetID |

***Table 2-344 Service_Five_Minute Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentsTalking | Number of service agents in the talking state at the end of the five-minute interval. | DBINT | NULL |
| AvgDelayQAbandTo5 | Average delay time of abandoned calls in queue for the service during the five-minute interval. | DBINT | NULL |
| AvgDelayQNow | Average delay for calls currently queued for the service at the end of the five-minute interval. | DBINT | 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. The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed. | DBINT | NULL |
| AvgSpeedAnswerTo5 | Average answer wait time for all incoming calls to the service during the five-minute interval. | DBINT | 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. The field is updated in the database when all after-call work associated with the calls is completed. | DBINT | NULL |

*Table 2-344 Service_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsAbandQToday | Number of calls to this service abandoned since midnight. | DBINT | NULL |
| CallsAnsweredTo5 | Number of calls to the service answered by agents during the five-minute interval. | DBINT | NULL |
| CallsAnsweredToday | Number of calls to the service answered by agents since midnight. | DBINT | NULL |
| CallsHandledTo5 | Number of calls handled for the service ending during the five-minute interval.<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. | DBINT | NULL |
| CallsHandledToday | Number of calls handled to completion by the service since midnight. | DBINT | NULL |
| 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). | DBINT | 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. | DBINT | NULL |
| CallsLeftQTo5 | Number of calls to the service that were removed from queue during the five-minute interval (used to calculate expected delay). | DBINT | NULL |
| CallsOfferedTo5 | Number of calls offered to the service during the five-minute interval. | DBINT | NULL |
| CallsOfferedToday | Number of incoming calls plus internal calls offered to this service since midnight. | DBINT | 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. | DBINT | NULL |
| CallsRoutedToday | Number of calls the ICM software routed to this service since midnight. | DBINT | NULL |

*Table 2-344 Service_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DateTime | Date and time at the start of the five-minute interval. | DBSMALLDATE | PK<br>NOT NULL |
| 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. | DBFLT4 | 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. | DBINT | 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. | DBINT | NULL |
| 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). | DBINT | NULL |
| OverflowOutTo5 | Number of calls the peripheral retargeted, 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). | DBINT | NULL |
| PeriphServiceLevelTo5 | Service level for the service during five-minute interval, as calculated by the peripheral. | DBFLT4 | NULL |
| PeriphServiceLevelToday | Service level for the service since midnight, as calculated by the peripheral. | DBFLT4 | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| ServiceLevelAbandTo5 | Number of calls to the service abandoned within the service level during the five-minute interval. | DBINT | NULL |
| ServiceLevelAbandToday | Number of calls to the service abandoned within the service level since midnight. | DBINT | NULL |
| ServiceLevelCallsOfferedTo5 | Number of calls to the service answered or abandoned during the five-minute interval. | DBINT | NULL |
| ServiceLevelCallsOfferedToday | Number of calls to the service answered or abandoned since midnight. | DBINT | NULL |

*Table 2-344 Service_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | NULL |
| ServiceLevelCallsTo5 | Number of calls to the service handled within the service level during the five-minute interval. | DBINT | NULL |
| ServiceLevelCallsToday | Number of calls to the service handled within the service level today. | DBINT | NULL |
| ServiceLevelTo5 | Service level during the five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsHandledTo5. | DBFLT4 | NULL |
| ServiceLevelToday | Cumulative ICM service level for the service since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday. | DBFLT4 | NULL |
| SkillTargetID | Foreign key from the Service table. | DBINT | PK, FK<br>NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| Unused1 | This field is not currently used. | DBINT | NULL |

**Related tables:**

Service Table (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 2-345 Service_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>SkillTargetID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | SkillTargetID |
| IE-1 | DbDateTime |

***Table 2-346 Service_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnswerWaitTimeToHalf | The sum of AnswerWaitTime in seconds for all calls answered for the service during the last half-hour interval. AnswerWaitTime 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.<br>For multimedia, the sum of the answer wait times of all tasks associated with this service that began in this half-hour interval. | DBINT | 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsOnHoldToHalf | Number of ended 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AutoOutCallsTalkTimeToHalf | Total talk time, in seconds, for AutoOut (predictive) calls handled by the service taht ended 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. 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsTimeToHalf | Total handle time, in seconds, for AutoOut (predictive) calls handled this service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsToHalf | Number of AutoOut (predictive) calls made by this service that ended 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| AvgDelayQAbandToHalf | Average delay time of calls to the service abandoned in queue during the half-hour interval. This value is calculated as follows:<br>**DelayQAbandTimeToHalf / CallsAbandQToHalf**<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AvgDelayQToHalf | Average delay in the queue for calls to the service during the half-hour interval:<br>**DelayQTimeToHalf / CallsQToHalf**<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | 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. 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:<br>**HandleTimeToHalf / CallsHandledToHalf**<br>Valid for **IPCC Enterprise**. | DBINT | NULL |
| AvgSpeedAnswerToHalf | The average answer wait time that all calls offered to the service waited before being answered. This value is calculated as follows:<br>**AnswerWaitTimeToHalf / CallsAnsweredToHalf**<br>Valid for **IPCC Enterprise**. | DBINT | NULL |
| 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. The field is updated in the database when any after-call work associated with the calls is completed. The value is calculated as follows:<br>**TalkTimeToHalf / CallsHandledToHalf**<br>Valid for **IPCC Enterprise**. | DBINT | NULL |
| BlindTransfersOutToHalf | Number of calls that were blind transferred out by agents in this service during the half-hour interval. | DBINT | NULL |
| CallsAbandQToHalf | Number of calls abandoned in queue for the service during the half-hour interval.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsAnsweredToHalf | The number of calls handled for he service during the half-hour interval.<br>For **multi-media**, the number of tasks associated with this service that were ended in this half-hour interval.<br>Valid for **IPCC Enterprise**. | DBINT | NULL |
| CallsHandledToHalf | The number of tasks that became associated with this service in this half-hour interval. This is incremented when the Agent PG receives an Offer Task message, and when it receives a Start Task message without having received an Offer Task message.<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task<br>This field is applicable for **IPCC Enterprise**. | DBINT | 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).<br>Valid for **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallsOfferedToHalf | Number of incoming calls plus internal calls offered to the service during the half-hour interval.<br>Valid for **IPCC Enterprise**. | DBINT | NULL |
| CallsOutToHalf | Number of outbound calls placed by agents for the service during the half-hour interval.<br>Not valid and **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | 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.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsRoutedToHalf | Number of tasks routed by the ICM software to the service during the half-hour interval.<br>For **multi-media**, the number of tasks routed to the service during the half-hour interval.<br>Valid for **IPCC Enterprise**. | DBINT | 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.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |
| DateTime | Central Controller date and time at the start of the half-hour interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>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.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | 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.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |
| 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).<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |

*Table 2-346 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 for inbound ACD calls that are counted as handled for he 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 the Termination_Call_Detail table). The HandleTime value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>For **multi-media**, this is **TalkTimeToHalf + HoldTimeToHalf + HandledWorkReadyTimeToHalf**.<br>Valid for **IPCC Enterprise**. | DBINT | NULL |
| HoldTimeToHalf | The total time in seconds for calls to the service that ended during the half-hour interval.<br>For **multi-media**, the number of seconds that agents spent in the PAUSED state for tasks associated with this service that ended in this half-hour interval.<br>Valid for **IPCC Enterprise**. | DBINT | NULL |
| LongestCallAbandTime | Longest time in seconds a call was in queue for the service before being abandoned during the half-hour interval.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |
| LongestCallDelayQTime | Longest time in seconds a call was in queue for the service before being answered during the half-hour interval.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |
| NumMissingTasks | Valid for **multi-media only**.<br>The number of tasks whose Start Task Timeout Period expired in this half-hour interval. | DBINT | NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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).<br>Not valid for **IPCC Enterprise**. | DBINT | 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).<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| PeriphServiceLevelCallsToHalf | Number of calls to the service answered within the service level, as counted by the peripheral, during the half-hour interval.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |
| PeriphServiceLevelOfferToHalf | Number of offered calls used in the peripheral service level calculation for the half-hour interval.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |
| PeriphServiceLevelToHalf | Peripheral service level during the half-hour interval.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **tasks**. Set to zero by OPC. | DBFLT4 | 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PreviewCallsOnHoldToHalf | Number of ended 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsTalkTimeToHalf | Total talk time, in seconds, for outbound Preview calls handled by this service that ended 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsTimeToHalf | Total handle time, in seconds, for outbound Preview calls handled by this service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsToHalf | Number of outbound Preview calls made by this service that ended 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsTalkTimeToHalf | Total talk time, in seconds, for agent reservation calls handled by the service that ended 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. 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsTimeToHalf | Total handle time, in seconds, for agent reservation calls handled by this service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReserveCallsToHalf | Number of agent reservation calls made by this service that ended 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.<br>Not currently used for **Outbound Option**.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| ServiceLevelAbandToHalf | Number of calls to the service abandoned within the service level threshold during the half-hour interval.<br>Set to zero for **IPCC Enterprise voice tasks** and for **non-voice tasks**. | DBINT | NULL |
| ServiceLevelCallsOfferedToHalf | Number of calls to the service that had service level events during the half-hour interval.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| ServiceLevelCallsToHalf | Number of calls to the service answered within the ICM service level threshold during the half-hour interval.<br>Not valid for **IPCC Enterprise**. | DBINT | NULL |
| ServiceLevelToHalf | ICM service level for the service during the half-hour interval.<br>For **non-voice tasks** and for **IPCC Enterprise** calls, theServiceLevelType is always set to *ignore abandoned calls*. | DBFLT4 | NULL |
| ServiceLevelType | Service Level Type used to calculate Service level for this interval. | DBINT | 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.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | 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.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |

*Table 2-346 Service_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SkillTargetID | The SkillTargetID of this service. Foreign key from the Service table. | DBINT | PK, FK<br>NOT NULL |
| TalkTimeToHalf | The number of seconds that agents spent in the ACTIVE state or the PAUSED state for tasks associated with this service that ended in this half-hour interval. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT 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.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | 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.<br>Not valid for **IPCC Enterprise**.<br>Not valid for **non-voice tasks**. Set to zero by OPC. | DBINT | NULL |

**Related tables:**

Service Table (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 2-347 Service_Level_Threshold Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | MRDomainID<br>PeripheralID |
| FK | PeripheralID |

*Table 2-348 Service_Level_Threshold Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| MRDomainID | Foreign key from the Media_Routing_Domain table. | DBINT | PK<br>NOT NULL |
| PeripheralID | The ICM ID of the peripheral with which this row is associated. | DBSMALLINT | PK, FK<br>NOT NULL |
| ServiceLevelThreshold | The default value of the ServiceLevelThreshold field for services associated with this peripheral and media routing domain. | DBSMALLINT | 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.<br>**For IPCC Enterprise** the value of this field is always **1** (ignore abandoned calls) for CallManager peripherals. This is because calls to a CallManager peripheral have no service associated with them while they are queued, and therefore calls abandoned while queued cannot affect the computation of service level for a CallManager service. | DBSMALLINT | NOT NULL |

**Related tables:**

Media_Routing_Domain Table (via MRDomainID)

Peripheral Table (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 2-349 Service_Member Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ServiceSkillTargetID<br>SkillGroupSkillTargetID |
| FK | ServiceSkillTargetID<br>SkillGroupSkillTargetID |
| IE-1 | SkillGroupSkillTargetID |

*Table 2-350 Service_Member Table*

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

**Related tables:**

Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill_Group Table (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 2-351 Service_Real_Time Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | SkillTargetID |
| FK | SkillTargetID |

*Table 2-352 Service_Real_Time Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentsTalking | Number of service agents currently in the talking state. | DBINT | NULL |
| AnswerWaitTimeHalf | Sum of answer wait time in seconds for all incoming calls to the service during the current half-hour interval. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnswerWaitTimeTo5 | Sum of answer wait time in seconds for all incoming calls to the service during the current five-minute interval. | DBINT | NULL |
| AnswerWaitTimeToday | Sum of answer wait time in seconds for all incoming calls to the service since midnight. | DBINT | NULL |
| AutoOutCallsHalf | Number of AutoOut (predictive) calls made by agents for this service that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsNow | Number of agents currently talking on AutoOut (predictive) calls for the service.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsOnHoldHalf | Number of ended 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.<br>Unsupported for **Outbound Option**. | DBINT | 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsOnHoldTimeTo5 | Total handle time, in seconds, for AutoOut (predictive) calls handled by agents for this service that ended since midnight. Handle time includes WorkTime, TalkTime, and HoldTime. The value is updated in the database when the after-call work time associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AutoOutCallsOnHoldTo5 | Total number of AutoOut (predictive) calls made for this service that ended since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsOnHoldToday | Number of ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsTalkTimeHalf | Total talk time, in seconds, for AutoOut (predictive) calls handled by the service that ended 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. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsTalkTimeTo5 | Total talk time, in seconds, for complete<br>Unsupported for **Outbound Option**.d 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. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AutoOutCallsTalkTimeToday | Total talk time, in seconds, for AutoOut (predictive) calls handled by agents for this service that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsTimeHalf | Total handle time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsTimeTo5 | Total handle time, in seconds, for AutoOut (predictive) calls handled by this service that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AutoOutCallsTimeToday | Total handle time, in seconds, for AutoOut (predictive) calls handled by agents for this service that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsTo5 | Number of AutoOut (predictive) calls made by agents for the service that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AutoOutCallsToday | Total number of AutoOut (predictive) calls made for this service that ended since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| AvgDelayQAbandTo5 | Average delay time of abandoned calls in queue during the current five-minute interval. This value is calculated as follows:<br>**DelayQAbandTimeTo5 / CallsAbandQTo5** | DBINT | NULL |
| AvgDelayQNow | Average delay for calls currently in queue for the service. | DBINT | NULL |

*Table 2-352 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:<br>**HandleTimeTo5 / CallsHandledTo5**<br>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. The AvgHandleTime value is updated in the database when the after-call work time associated with the call has completed. | DBINT | NULL |
| AvgSpeedAnswerTo5 | Average answer wait time for all calls offered to the service during the current five-minute interval: AnswerWaitTimeTo5 / CallsAnsweredTo5. | DBINT | 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:<br>**TalkTimeTo5 / CallsHandledTo5**<br>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. The field is updated in the database when all after-call work associated with the calls is completed. | DBINT | NULL |
| CallsAbandQHalf | Number of calls to the service abandoned while in queue or ringing during the half-hour interval. | DBINT | NULL |
| CallsAbandQTo5 | Number of calls to the service abandoned while in queue or ringing during the current five-minute interval. | DBINT | NULL |
| CallsAbandQToday | Number of calls to the service abandoned while in queue or ringing since midnight. | DBINT | NULL |
| CallsAnsweredHalf | Number of calls to the service answered by agents during the current half-hour interval. | DBINT | NULL |
| CallsAnsweredTo5 | Number of calls to the service answered by agents during the current five-minute interval. | DBINT | NULL |
| CallsAnsweredToday | Number of calls answered by service agents since midnight. | DBINT | NULL |

*Table 2-352 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.<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. | DBINT | NULL |
| CallsHandledTo5 | Number of calls to the service handled during the current five-minute interval. | DBINT | NULL |
| CallsHandledToday | Number of calls handled for this service since midnight. | DBINT | 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). | DBINT | 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). | DBINT | 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). | DBINT | NULL |
| CallsInNow | Number of incoming calls for the service currently in progress. | DBINT | 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. | DBINT | NULL |
| CallsLeftQTo5 | Number of calls to the service that were removed from queue during the current five-minute interval (used to calculate expected delay). | DBINT | NULL |
| CallsOfferedHalf | Number of incoming calls plus internal calls offered to this service during the current half-hour interval. | DBINT | NULL |
| CallsOfferedTo5 | Number of calls offered to the service during the current five-minute interval. | char(18) | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsOfferedToday | Number of incoming calls plus internal calls offered to this service since midnight. | DBINT | NULL |
| CallsOutHalf | Number of outbound calls made by agents for the service during the current half-hour interval. | DBINT | NULL |
| CallsOutNow | Number of outbound calls by agents for the service that are currently in progress. | DBINT | NULL |
| CallsOutTo5 | Number of outbound calls made by agents for the service during the current five-minute interval. | DBINT | NULL |
| CallsOutToday | Number of outbound calls made by agents for the service since midnight. | DBINT | NULL |
| CallsQNow | Number of calls in queue for the service now at the peripheral. | DBINT | NULL |
| CallsQNowTime | Total time of all calls to the service currently in queue. | DBINT | NULL |
| CallsRoutedHalf | Number of calls routed to this service by the ICM software for the current half-hour interval. | DBINT | NULL |
| CallsRoutedToday | Number of calls routed to this service by the ICM software since midnight. | DBINT | 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. | DBINT | 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. | DBINT | 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. | DBINT | NULL |
| DateTime | Central Controller date and time that this data was last updated. | DBDATETIME | NOT NULL |
| DelayQAbandTimeTo5 | Sum of delay time of all calls to the service abandoned in queue during the current five-minute interval. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ExpectedDelay | Predicted delay for any new call added to the service queue. This is valid only if no agents are available. | DBFLT4 | NULL |
| HandleTimeHalf | Total handle time in seconds for calls to the service ending during the current half-hour interval. | DBINT | NULL |
| HandleTimeTo5 | Total handle time in seconds for calls to the service ending during the five-minute interval. | DBINT | NULL |
| HandleTimeToday | Total handle time in seconds for calls to the service since midnight. | DBINT | NULL |
| HoldTimeHalf | The total hold time in seconds for calls to the service that ended during the current half-hour interval. | DBINT | NULL |
| HoldTimeTo5 | The total hold time in seconds for calls to the service that ended during the current five-minute interval. | DBINT | NULL |
| HoldTimeToday | The total hold time in seconds for calls to the service that ended since midnight. | DBINT | NULL |
| LongestAvailAgent | Time that the longest available agent for the service became available. | DBDATETIME | NULL |
| LongestCallQ | Time that the longest call in the queue for the service was put there. | DBDATETIME | NULL |
| OverflowInHalf | Number of calls the peripheral overflowed into this service during the current half-hour interval. | DBINT | NULL |
| OverflowInMode | The service accepts overflow in calls if the delay for the longest delayed call is less then this value. If 0, the service always accepts overflow in calls; if 127, the service never accepts overflow in calls. | DBTINYINT | NULL |
| OverflowInNow | Number of calls overflowed into this service that are currently queued or in progress. | DBINT | NULL |
| OverflowInTo5 | Number of calls the peripheral overflowed into this service during the current five-minute interval. | DBINT | NULL |
| OverflowInToday | Number of calls overflowed into this service since midnight. | DBINT | NULL |
| OverflowOutHalf | Number of calls overflowed out of this service during the current half-hour interval. | DBINT | 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. | DBTINYINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| OverflowOutNow | Number of calls overflowed out of this service that are currently queued or in progress elsewhere. | DBINT | NULL |
| OverflowOutTo5 | Number of calls overflowed out of this service during the current five-minute interval. | DBINT | NULL |
| OverflowOutToday | Number of calls overflowed out of this service since midnight. | DBINT | NULL |
| PeriphServiceLevelCallsHalf | Number of calls to the service handled within the peripheral service level during the current half-hour interval. | DBINT | NULL |
| PeriphServiceLevelCallsToday | Number of calls to this service handled within the peripheral service level since midnight. | DBINT | NULL |
| PeriphServiceLevelHalf | Service level for the service calculated by the peripheral during the current half-hour interval. | DBFLT4 | NULL |
| PeriphServiceLevelOfferHalf | Number of offered calls used to calculate the peripheral service level for the current half-hour interval. | DBINT | NULL |
| PeriphServiceLevelOfferToday | Number of offered calls used to calculate the peripheral service level since midnight. | DBINT | NULL |
| PeriphServiceLevelTo5 | Service level for the service calculated by the peripheral during the current five-minute interval. | DBFLT4 | NULL |
| PeriphServiceLevelToday | Service level for the service calculated by the peripheral since midnight. | DBFLT4 | NULL |
| PreviewCallsHalf | Number of outbound Preview calls made by agents for this service that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| PreviewCallsNow | Number of agents currently talking on outbound Preview calls for the service.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| PreviewCallsOnHoldHalf | Number of ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| PreviewCallsOnHoldToday | Number of Outbound Preview calls made by agents in the skill group that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PreviewCallsTalkTimeHalf | Total talk time, in seconds, for outbound Preview calls handled by the service that ended 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. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| PreviewCallsTalkTimeTo5 | Total talk time, in seconds, for outbound Preview calls handled by the service that ended 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. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| PreviewCallsTalkTimeToday | Total talk time, in seconds, for outbound Preview calls handled by agents for this service that ended 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. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time aDBINTssociated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| PreviewCallsTimeHalf | Total handle time, in seconds, for outbound Preview calls handled by this service that ended during the half-hour DBINTerval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PreviewCallsTimeTo5 | Total handle time, in seconds, for outbound Preview calls handled by the service that ended during the current five-minute DBINTerval. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| PreviewCallsTimeToday | Total handle time, in seconds, for outbound Preview calls handled by agents for this service that ended since midnight. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Unsupported for **Outbound Option**. | DBINT | 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.<br>Unsupported for **Outbound Option**. | DBINT | 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| ReserveCallsHalf | Number of agent reservation calls made by agents for the service that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReserveCallsNow | Number of agents currently talking on agent reservation calls for the service.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| ReserveCallsOnHoldHalf | Number of ended 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.<br>Unsupported for **Outbound Option**. | DBINT | 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.<br>Unsupported for **Outbound Option**. | DBINT | 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | 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. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>Unsupported for **Outbound Option**. | DBINT | 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReserveCallsOnHoldToday | Number of ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| ReserveCallsTalkTimeHalf | Total talk time, in seconds, for agent reservation calls handled by the service that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| ReserveCallsTalkTimeTo5 | Total talk time, in seconds, for agent reservation calls handled by agents for the service that ended 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. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| ReserveCallsTalkTimeToday | Total talk time, in seconds, for agent reservation calls handled by agents for this service that ended 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. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReserveCallsTimeHalf | Total handle time, in seconds, for agent reservation calls handled by the service that ended 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| ReserveCallsTimeTo5 | Total handle time, in seconds, for agent reservation calls handled by agents for the service that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| ReserveCallsTimeToday | Total handle time, in seconds, for agent reservation calls handled by agents for this service that ended since midnight. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>Unsupported for **Outbound Option**. | DBINT | 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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.<br>Unsupported for **Outbound Option**. | DBINT | NULL |
| ServiceLevelAbandHalf | Number of calls to the service abandoned within the service level threshold during the current half-hour interval. | DBINT | NULL |
| ServiceLevelAbandTo5 | Number of calls to the service abandoned within the service level threshold during the current five-minute interval. | DBINT | NULL |
| ServiceLevelAbandToday | Number of calls to the service abandoned within the ICM service level threshold since midnight. | DBINT | NULL |
| ServiceLevelCallsHalf | Number of calls to the service answered within the service level threshold during the current half-hour interval. | DBINT | NULL |
| ServiceLevelCallsOfferedHalf | Number of calls to the service for which a service level event occurred during the current half-hour interval. | DBINT | NULL |
| ServiceLevelCallsOfferedTo5 | Number of calls to the service for which a service level event occurred during the current five-minute interval. | DBINT | NULL |
| ServiceLevelCallsOfferedToday | Number of calls to the service for which a service level event occurred since midnight. | DBINT | NULL |
| ServiceLevelCallsQHeld | Number of calls to the service currently queued for longer than the service level threshold. | DBINT | NULL |
| ServiceLevelCallsTo5 | Number of calls to the service answered within the ICM service level during the current five-minute interval. | DBINT | NULL |
| ServiceLevelCallsToday | Number of calls to the service that were answered within the service level threshold since midnight. | DBINT | NULL |
| ServiceLevelHalf | ICM service level for the service during the current half-hour interval. | DBFLT4 | NULL |
| ServiceLevelTo5 | ICM service level during the current five-minute interval. | DBFLT4 | NULL |
| ServiceLevelToday | ICM service level for the service since midnight. | DBFLT4 | NULL |

*Table 2-352 Service_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ServiceModeIndicator | The current mode of the service:<br>**1** = Day service<br>**2** = Night service<br>**3** = Closed with answer<br>**4** = Closed, no answer<br>**5** = Transition<br>**6** = Open<br>**13** = Pilot Status Other.<br>**Note** This field may also be used to encode overflow information for a Galaxy ACD. | DBINT | NULL |
| SkillTargetID | Foreign key from Service table. | DBINT | PK, FK<br>NOT NULL |
| TalkTimeHalf | Total talk time in seconds for calls to the service ending during the current half-hour interval. | DBINT | NULL |
| TalkTimeTo5 | Total talk time in seconds for calls to the service ending during the current five-minute interval. | DBINT | NULL |
| TalkTimeToday | Total talk time in seconds for calls to the service ending since midnight. | DBINT | NULL |
| TransferInCallsHalf | Number of calls transferred into the service during the current half-hour interval. | DBINT | NULL |
| TransferInCallsTo5 | Number of calls transferred into the service during the current five-minute interval. | DBINT | NULL |
| TransferInCallsToday | Number of calls transferred into the service since midnight. | DBINT | NULL |
| TransferOutCallsHalf | Number of calls transferred out of the service during the current half-hour interval. | DBINT | NULL |
| TransferOutCallsTo5 | Number of calls transferred out of the service during the current five-minute interval. | DBINT | NULL |
| TransferOutCallsToday | Number of calls transferred out of the service since midnight. | DBINT | NULL |

**Related tables:**

Service Table (via SkillTargetID)

# Shift Table

Provides the name, start time, and end time of the current shift.

***Table 2-353 Shift Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ShiftName |

***Table 2-354 ShiftTable***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ShiftName | Name of the Shift scheduled. | VNAME32 | PK<br>NOT NULL |
| StartTime | Shift start time. | SMALLDATETIME | NOT NULL |
| StopTime | Shift end time. | SMALLDATETIME | NOT NULL |

# 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 2-355 Skill_Group Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | SkillTargetID |
| AK-1 | EnterpriseName |
| AK-2 | PeripheralID<br>PeripheralNumber<br>Priority |
| FK | BaseSkillTargetID<br>MRDomainID<br>PeripheralID<br>ScheduleID<br>SkillTargetID |
| IE-1 | ScheduleID |
| IE-2 | BaseSkillTargetID |

***Table 2-356 Skill_Group Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBSMALLINT | 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. | DBINT | FK, IE-2<br>NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ConfigParam | A string of parameters the ICM software sends to the peripheral to initialize the skill group. | varchar(255) | NULL |

*Table 2-356 Skill_Group Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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.<br>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.<br>**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. | DBINT | NOT NULL |
| Deleted | Deleted Flag. Stored as a character:<br>**Y** = Yes<br>**N** = No | DBCHAR | NOT NULL |
| Description | Additional information about the group. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the skill group. This name must be unique among all skill groups in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| Extension | The extension number for the service (used by Lucent DEFINITY ECS). | VTELNO10 | NULL |
| IPTA | Indicates whether or not this is an 'ICM picks the agent (IPTA)' skill group:<br>**Y** = Yes, this is an IPTA skill group.<br>**N** = No, this is not an IPTA skill group. | DBCHAR | NOT NULL |
| MRDomainID | The Media Routing Domain with which this skill group is associated. The default value is 1. | DBINT | FK<br>NOT NULL |
| PeripheralID | Foreign key from Peripheral table. | DBSMALLINT | AK-2, FK<br>NOT NULL |
| PeripheralName | Skill group name as known by the peripheral. | VNAME32 | NOT NULL |
| PeripheralNumber | Skill group number as known by the peripheral. | DBINT | AK-2<br>NOT NULL |

*Table 2-356 Skill_Group Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Priority | The routing priority of this group for the skill:<br>**1** = primary<br>**2** = secondary<br>**3** = tertiary; etc.<br>**Note** The value 0 indicates a base skill group. | DBSMALLINT | AK-2<br>NOT NULL |
| ScheduleID | Identifies an imported schedule associated with the skill group. | DBINT | FK, IE-1<br>NULL |
| SkillTargetID | An identifier that is unique among all skill targets in the enterprise. | DBINT | PK, FK, NOT NULL |
| SubGroupMaskType | Indicates whether to use the SubSkillGroupMask field for the skill group or to use the peripheral default:<br>**0** = Use peripheral default.<br>**1** = Override the peripheral default. | DBSMALLINT | 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 |

**Related tables:**

Enterprise_Skill_Group_Member Table (via SkillTargetID)

Media_Routing_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

Schedule Table (via ScheduleID)

Service_Member Table (via SkillTargetID)

Skill_Group_Five_Minute Table (via SkillTargetID)

Skill_Group_Half_Hour Table (via SkillTargetID)

Skill_Group_Member Table (via SkillTargetID)

Skill_Group_Real_Time Table (via SkillTargetID)

Skill_Target Table (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 2-357 Skill_Group_Five_Minute Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>SkillTargetID<br>TimeZone |
| AK-1 | RecoveryKey |
| FK | SkillTargetID |

***Table 2-358 Skill_Group_Five_Minute Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| Avail | Number of agents in group in the Available state at the end of the five-minute interval. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| 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:<br>**HandledCallsTalkTimeTo5 / CallsHandledTo5**<br>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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-358 Skill_Group_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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:<br>***HandledCallsTimeTo5 / CallsHandledTo5***<br>The AvgHandledCallsTime value is updated in the database when any after-call work time associated with the call is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| BusyOther | Number of agents in the BusyOther state at the end of the five-minute interval. | DBINT | NULL |
| BusyOtherTimeTo5 | Number of seconds agents spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallsAnsweredTo5 | Number of calls answered by agents in the skill group during the past five minutes. The count for CallsAnswered is updated at the time the call is answered.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallsHandledTo5 | Calls that by been answered and have completed wrap-up by the skill group during the five-minute interval.<br>This field is applicable for both **ICM**, **IPCC Enterprise** and **Outbound Option**.<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. | DBINT | NULL |
| DateTime | Central Controller date and time at the start of the five-minute interval. | DBSMALLDATE | PK<br>NOT NULL |

*Table 2-358 Skill_Group_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| LoggedOn | Number of agents in the skill group logged on at the end of the five-minute interval. | DBINT | NULL |
| LongestAvailAgent | Time in seconds that the longest available agent for the skill group has been available. | DBINT | NULL |
| NotReady | Number of agents in the skill group in the Not Ready state at the end of the five-minute interval. | DBINT | 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. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBFLT4 | NULL |
| Ready | Number of agents in the skill group in the Ready state at the end of the five-minute interval. | DBINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| SkillTargetID | The SkillTargetID of the agent. Together with the SkillGroupSkillTargetID, identifies the skill group member. Foreign key from skill group table. | DBINT | PK, FK<br>NOT 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). | DBINT | 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. | DBINT | NULL |

*Table 2-358 Skill_Group_Five_Minute Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TalkingOut | Number of agents in the skill group talking on outbound calls at the end of the five-minute interval. | DBINT | NULL |
| TalkTimeTo5 | Number of seconds agents in the skill group were in the Talking state during the five-minute interval.<br>This field is applicable for both **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | PK, NOT NULL |
| Unused1 | This field is not used. | DBINT | NULL |
| WorkNotReady | Number of agents in the skill group in the Work Not Ready state at the end of the five-minute interval. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| WorkReady | Number of agents in the skill group in the Work Ready state at the end of the five-minute interval. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

**Related tables:**

Skill_Group Table (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 2-359 Skill_Group_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>SkillTargetID<br>TimeZone |
| AK-1 | RecoveryKey |
| IE-1 | DbDateTime |

***Table 2-360 Skill_Group_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AbandonHoldCallsToHalf | The 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AbandonRingTimeToHalf | Total ring time associated with ACD calls to the skill group that were abandoned while alerting an agent's position. RingTime occurs after any DelayTime and LocalQTime. The value is updated in the database at the time the call disconnects.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentOutCallsOnHoldTimeToHalf | Total number of seconds outbound ACD calls were placed on hold by agents associated with this skill group. This value updated in the database when after-call work associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentOutCallsOnHoldToHalf | The total number of outbound ACD calls an agent associated with this skill group that ended during the current half-hour interval that were placed on hold at least once during the life of the call. The value is updated in the database when the after-call work associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentOutCallsTalkTimeToHalf | Total talk time, in seconds, outbound ACD calls handled by agents associated with this skill group that ended 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. This 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentOutCallsTimeToHalf | The total handle time, in seconds, for outbound ACD calls handled by the skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentOutCallsToHalf | The total number of outbound ACD calls made by agents in the skill group that ended during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentTerminatedCallsToHalf | Not currently used. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnswerWaitTimeToHalf | The sum of the answer wait times of all tasks agents associated with the skill group answered during this half-hour interval. It is updated in the database at the time the call is answered.<br>This field is applicable for both **ICM** and **IPCC Enterprise**.<br>It is the current half-hour interval total of:<br>• In ICM, the time in seconds from when the call first arrives at the ACD to when the agent answers the call.<br>AnswerWaitTime is based on the following:<br>- ***DelayTime***<br>- ***LocalQTime***<br>- ***RingTime***<br>• In **IPCC Enterprise**, the number of seconds calls spent between first being queued to the skillgroup through Select (LAA) or Queue to Skillgroup nodes to when they were answered by an agent.<br>AnswerWaitTime is based on the following:<br>- ***DelayTime***<br>- ***LocalQTime***<br>- ***RingTime***<br>- ***NetworkQTime*** | DBINT | NULL |
| AutoOutCallsOnHoldTimeToHalf | The total number of seconds that AutoOut (predictive) calls were placed on hold by agents associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsOnHoldToHalf | The total number of ended AutoOut (predictive) calls that agents associated with this 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AutoOutCallsTalkTimeToHalf | Total talk time, in seconds, for AutoOut (predictive) calls handled by agents associated with this skill group that ended 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 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. | DBINT | NULL |
| AutoOutCallsTimeToHalf | The total handle time, in seconds, for AutoOut (predictive) calls handled by agents associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br><br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsToHalf | The total number of AutoOut (predictive) calls made by agents associated with this skill group that ended 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.<br><br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AvailTimeToHalf | Total time in seconds agents associated with this skill group were in the Not_Active state with respect to this skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.<br><br>This field is applicable for **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AvgHandledCallsTalkTimeToHalf | Average talk time in seconds for inbound calls associated with the skill group that were handled during the half-hour interval. This value is calculated as follows:<br>***HandledCallsTalkTimeToHalf / CallHandledToHalf***<br>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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AvgHandledCallsTimeToHalf | Average handle time in seconds for inbound calls associated with the skill group that were handled during the half-hour interval. This value is calculated as follows:<br>***HandledCallsTimeToHalf / CallsHandledToHalf***<br>The AvgHandledCallsTime value is updated in the database when any after-call work time associated with the call is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| BargeInCallsToHalf | The number of calls associated with this skill group barged in on either by the supervisor or by the agent.<br>This field is applicable for **IPCC Enterprise only**. | DBINT | NULL |
| BusyOtherTimeToHalf | Number of seconds agents have spent in the BusyOther state with respect to this skill group during the half-hour interval. BusyOtherTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallbackMessagesTimeToHalf | Number of seconds the skill group spent processing callback messages during the half-hour interval. | DBINT | NULL |
| CallbackMessagesToHalf | Number of callback messages processed by the skill group during the half-hour interval. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsAnsweredToHalf | Number of calls answered by agents associated with this skill group 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallsHandledToHalf | The number of inbound ACD calls answered and wrap-up completed by agents associated with this skill group during the half-hour interval.<br>This field is applicable for **ICM**, **IPCC Enterprise** and **Outbound Option**.<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. | DBINT | NULL |
| CallsOfferedToHalf | The number of calls received by this skill group for the half-hour interval. | DBINT | NULL |
| CallsQueuedToHalf | The number of calls queued to this skill group by the ACD in the half-hour interval.<br>**Note** Not applicable to **IPCC Enterprise**. | DBINT | NULL |
| ConferencedInCallsTimeToHalf | The number of seconds agents associated with this skill group were involved in incoming conference calls. Conferenced in calls include both ACD and non-ACD. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ConsultativeCallsTimeToHalf | The number of seconds agents associated with this skill group spent handling a consultative call. The value is updated in the database when the after-call work time associated with the consultative call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ConsultativeCallsToHalf | The number of consultative calls agents associated with the skill group that ended in this half-hour. The count is updated in the database when the after-call work time associated with the consultative call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| DateTime | The date and time at the start of the half-hour interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| EmergencyAssistsToHalf | The number of emergency assist requests either by the agent or by the supervisor.<br>This field is applicable for **IPCC Enterprise only**. | DBINT | NULL |
| HandledCallsTalkTimeToHalf | The number of seconds that agents spent in TalkTime for calls associated with this skill group that ended in this half-hour interval.<br>This field is applicable for both **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |
| HandledCallsTimeToHalf | The time in seconds agents spent on calls that were handled within the half-hour interval.<br>This field is applicable for both **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| IncomingCallsOnHoldTimeToHalf | Total number of seconds that inbound ACD calls calls that agents associated with the skill group placed on hold that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| IncomingCallsOnHoldToHalf | The total number of inbound ACD calls that agents associated with the skill group 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InterceptCallsToHalf | The number of calls intercepted either by the supervisor or by the agent.<br>This field is applicable for **IPCC Enterprise only**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| InternalCallsOnHoldTimeToHalf | The total number of seconds internal calls agents associated with the skill group ended in this half-hour ever put on hold. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsOnHoldToHalf | The total number of internal calls that agents associated with the skill group ended in this half-hour that were ever placed on hold. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsRcvdTimeToHalf | The total number of seconds spent on internal calls associated with this skill group that were received by an agent that ended in this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsRcvdToHalf | Number of internal calls associated with this skill group that were received by an agent and that ended during this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsTimeToHalf | Total number of seconds agents associated with this skill group spent on internal calls that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InternalCallsToHalf | Number of internal calls agents associated with this skill group ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| InterruptedTimeToHalf | This field not currently supported. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| LoggedOnTimeToHalf | Total time, in seconds, agents associated with this skill group were logged on during the half-hour interval. This value is based on the following:<br>• ***HoldTimeToHalf***<br>• ***TalkInTimeToHalf***<br>• ***TalkOutTimeToHalf***<br>• ***TalkOtherTimeToHalf***<br>• ***AvailTimeToHalf***<br>• ***NotReadyTimeToHalf***<br>• ***WorkReadyTimeToHalf***<br>• ***WorkNotReadyTimeToHalf***<br>• ***BusyOtherTimeToHalf***<br>• ***ReservedStateTimeToHalf***<br>• ***TalkAutoOutTimeToHalf***<br>• ***TalkPreviewTimeToHalf***<br>• ***TalkReservedTimeToHalf***<br>This field is applicable for both **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |
| MonitorCallsToHalf | The number of calls monitored either by the supervisor or by the agent.<br>This field is applicable for **IPCC Enterprise only**. | DBINT | NULL |
| NotReadyTimeToHalf | Total seconds agents were in the Not Ready state with respect to this skill group during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PercentUtilizationToHalf | Percentage of Ready time that agents associated with this skill group spent talking or doing call work during the half-hour interval. This is the percentage of time these agents spent working on calls versus the time agents were ready.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBFLT4 | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PreviewCallsOnHoldTimeToHalf | The total number of seconds outbound Preview calls were placed on hold by agents associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsOnHoldToHalf | The total number of ended outbound Preview calls that agents associated with this skill group have 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) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsTalkTimeToHalf | Total talk time, in seconds, for outbound Preview calls handled by agents associated with this skill group that ended 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 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsTimeToHalf | Total handle time, in seconds, for outbound Preview calls handled by agents associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PreviewCallsToHalf | Total number of outbound Preview calls made by agents associated with this skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBFLT8 | AK-1<br>NOT 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 on failure to answer. The value is updated in the database at the time the call is diverted to another device.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| **redirected on failure to answer**<br>The **Redirection on No Answer** feature ensures that if an agent does not answer a call within a specified amount of time, the call is assigned to a different skill group or agent and the original agent is made Not Ready so that he or she is not routed additional calls. This feature is implemented differently depending on whether you are installing IP-IVR or ISN as the VRU for your IPCC Enterprise system. | | | |
| 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsOnHoldTimeToHalf | The total number of seconds agent reservation calls were placed on hold by agents associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReserveCallsOnHoldToHalf | The total number of ended agent reservation calls that agents associated with this skill group have 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) has completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsTalkTimeToHalf | Total talk time, in seconds, for agent reservation calls handled by agents associated with this skill group that ended 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 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsTimeToHalf | Total handle time, in seconds, for agent reservation calls handled by agents associated with the skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsToHalf | Total number of agent reservation calls made by agents in the skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReservedStateTimeToHalf | Time, in seconds, agents spent in the Reserved state with respect to this skill group during the half-hour interval.<br>ReservedStateTime includes the time an agent's phone is ringing (for IPCC Enterprise - the ReserveStateTime also includes the time from when the IPCC Router assigns a call to an agent to the time the call arrives at an agents device) and is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterCallsAbandQToHalf | Number of calls queued to the group by the CallRouter that were abandoned during the half-hour interval. This field is set by the CallRouter.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterQueueCallsToHalf | Number of calls queued to the group by the ICM CallRouter during the half-hour interval. This field is set by the CallRouter.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ShortCallsToHalf | The number of calls answered by agents associated with this skill group where the duration of the calls falls short of the AnsweredShortCalls threshold. You might choose to factor these calls out of handle time statistics. Short calls are considered handled, not abandoned.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| SkillTargetID | The SkillTargetID of the skill group. Together with the SkillGroupSkillTargetID, identifies the skill group member.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | PK, FK<br>NOT NULL |
| SupervAssistCallsTimeToHalf | Number of seconds agents associated with this skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.<br>This field is applicable for **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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.<br>This field is applicable for **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TalkInTimeToHalf | Number of seconds agents associated with this skill group spent talking on inbound ACD calls (neither internal nor outbound) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TalkOutTimeToHalf | Number of seconds agents associated with this skill group spent talking on external outbound or consultive transfer calls during the half-hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TalkTimeToHalf | Total seconds agents associated with this skill group were in the Talking state during the half-hour interval. This value is based on the following:<br>• **TalkInTimeToHalf**<br>• **TalkOutTimeToHalf**<br>• **TalkOtherTimeToHalf**<br>• **TalkAutoOutTime**<br>• **TalkPreviewTime**<br>• **TalkReservedTime**<br>This field is applicable for both **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | PK<br>NOT NULL |
| TransferInCallsTimeToHalf | Number of seconds agents associated with this skill group spent handling transferred in calls that ended during this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-360 Skill_Group_Half_Hour Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| WhisperCallsToHalf | The number of calls coached either by the supervisor or by the agent.<br>This field is applicable for **IPCC Enterprise only**. | DBINT | NULL |
| WorkNotReadyTimeToHalf | Total time in seconds agents associated with this skill group were in the WORK_NOT_READY state during the half-hour interval. WorkNotReadyTime is included as in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| WorkReadyTimeToHalf | Total seconds agents in the skill group were in the WORK_READY state for tasks associated with this skill group that ended during this half-hour interval. WorkReadyTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

**Related tables:**

Skill_Group Table (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 2-361 Skill_Group_Member Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | AgentSkillTargetID<br>SkillGroupSkillTargetID |
| FK | AgentSkillTargetID<br>SkillGroupSkillTargetID |
| IE-1 | AgentSkillTargetID |

*Table 2-362 Skill_Group_Member Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentSkillTargetID | The agent's SkillTargetID value. | DBINT | PK, FK, IE-1<br>NOT NULL |
| SkillGroupSkillTargetID | The skill group's SkillTargetID value. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

Agent Table (AgentSkillTargetID maps to Agent.SkillTargetID)

Skill_Group Table (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 2-363 Skill_Group_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | SkillTargetID |
| FK | SkillTargetID |

***Table 2-364 Skill_Group_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentOutCallsTimeTo5 | The total handle time, in seconds, for outbound ACD calls associated with this skill group that ended during the five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime.<br>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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AgentOutCallsTo5 | The total number of outbound ACD calls associated with this skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnswerWaitTimeTo5 | *AnswerWaitTime* is associated only with calls counted as handled. It is updated in the database at the time the call is answered.<br>This field is applicable for both **ICM** and **IPCC Enterprise**.<br>It is the current five-minute interval total of:<br>• In **ICM**, the time in seconds from when the call first arrives at the ACD to when the agent answers the call.<br>*AnswerWaitTime* is calculated from the following:<br>– *DelayTime*<br>– *LocalQTime*<br>– *RingTime*<br>• In **IPCC Enterprise**, 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.<br>*AnswerWaitTim*e is calculated from the following:<br>– *DelayTime*<br>– *LocalQTime*<br>– *RingTime*<br>– *NetworkQTime* | DBINT | 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.<br>An agent is *Application available* if the agent is Not Routable and Available for the MRD. This means that the agent can be routed a task by the Web Collaboration Option or E-Mail Manager. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AutoOutCallsTalkTimeTo5 | Total talk time, in seconds, for AutoOut (predictive) calls handled by agents in the skill group that ended 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 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. | DBINT | NULL |
| AutoOutCallsTimeTo5 | Total handle time, in seconds, for AutoOut (predictive) calls handled by agents in the skill group that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AutoOutCallsTo5 | Total number of AutoOut (predictive) calls made by agents in the skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| Avail | Number of agents for the skill group in Not_Active state with respect to this skill group. | DBINT | NULL |
| AvailTimeTo5 | Total seconds agents in the skill group have been in the Not_Active state during the current five-minute interval. AvailTime is included in the calculation of LoggedOnTime.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time 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 current five-minute interval. This value is calculated as follows:<br>***HandledCallsTalkTimeTo5 / CallHandledTo5***<br>AvgHandledCallsTalkTime is calculated only for calls counted as handled. This field is updated in the database when any after-call work associated with the call is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| AvgHandledCallsTimeTo5 | 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:<br>***HandledCallsTimeTo5 / CallsHandledTo5***<br>The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| BusyOther | Number of agents currently in the BusyOther state with respect to this skill group. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| CallsAnsweredTo5 | Number of calls associated with this skill group that were answered during the past five minutes. The count for CallsAnswered is updated at the time the call is answered.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallsHandledTo5 | The number of calls that were handled by the skill group during the current five-minute interval.<br>This field is applicable for both **ICM**, **IPCC Enterprise** and **Outbound Option**.<br>A **handled call** is:<br>• An incoming ACD call that was answered by an agent, and then completed.<br>• A call associated with Outbound Option that the agent answered, and then completed.<br>• A non-voice task that the agent started working on then completed.<br>A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. | DBINT | NULL |
| CallsInProgress | The number of calls currently associated with this skill group. | DBINT | NULL |
| 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. | DBINT | NULL |
| CallsQueuedNow | The number of calls currently queued to this skill group by the ACD.<br>**Note** Not applicable to **IPCC Enterprise**. | DBINT | NULL |
| DateTime | Central Controller date and time that this data was last updated. | DBDATETIME | NOT NULL |
| HandledCallsTalkTimeTo5 | Total talk time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. It is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. The value is updated in the database when the after-call work time associated with the call (if any) is completed.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| 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.<br>An agent is *ICM available* if s/he is Routable and Available for the MRD. This means that the agent can be routed a task by ICM software. | DBINT | NULL |
| InterruptedTimeTo5 | Not currently supported. | DBINT | NULL |
| 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. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| LoggedOnTimeTo5 | Total time, in seconds, agents were logged on to the skill group during the current five-minute interval. This value is based on the following:<br>• **HoldTimeTo5**<br>• **TalkInTimeTo5**<br>• **TalkOutTimeTo5**<br>• **TalkOtherTimeTo5**<br>• **AvailTimeTo5**<br>• **NotReadyTimeTo5**<br>• **WorkReadyTimeTo5**<br>• **WorkNotReadyTimeTo5**<br>• **BusyOtherTimeTo5**<br>• **ReservedStateTimeTo5**<br>• **TalkAutoOutTimeTo5**<br>• **TalkPreviewTimeTo5**<br>• **TalkReservedTimeTo5**<br>This field is applicable for both **ICM**, **IPCC Enterprise** and **Outbound Option**. | DBINT | 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 | DBDATETIME | NULL |
| LongestCallQ | The date and time that the longest call in the queue for the skill group was placed in the queue.<br>**Note** Not applicable to **IPCC Enterprise**. | DBDATETIME | NULL |
| NotReady | Number of agents in the Not Ready state for the skill group. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| NumAgentsInterruptedNow | The number of agents whose state with respect to this skill group is currently Interrupted. | DBINT | 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. | DBFLT4 | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PreviewCallsTalkTimeTo5 | Total handle time, in seconds, for outbound Preview calls handled by agents in the skill group that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsTimeTo5 | Total handle time, in seconds, for outbound Preview calls handled by agents in the skill group that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| PreviewCallsTo5 | Total number of outbound Preview calls made by agents in the skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| Ready | Number of agents in the Ready state for the skill group. | DBINT | NULL |
| ReserveCallsTalkTimeTo5 | Total talk time, in seconds, for agent reservation calls handled by agents in the skill group that ended 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 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ReserveCallsTimeTo5 | Total handle time, in seconds, for agent reservation calls handled by agents in the skill group that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReserveCallsTo5 | Total number of agent reservation calls made by agents in the skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| ReservedAgents | Number of agents for the skill group currently in the Reserved state. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterCallsQNow | Number of calls currently queued for the skill group at the CallRouter.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| RouterLongestCallInQ | The time when the longest call in queue was queued for this skill group.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBDATETIME | NULL |
| SkillTargetID | Foreign key from the Skill Group table. The SkillTargetID of the agent. Together with the SkillGroupSkillTargetID, identifies the skill group member.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | PK, FK<br>NOT NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TalkAutoOutTimeTo5 | Number of seconds agents in the skill group spent talking on AutoOut (predictive) calls during the current five-minute interval. | DBINT | NULL |
| TalkingAutoOut | Number of agents in the skill group currently talking on AutoOut (predictive) calls. | DBINT | NULL |
| TalkingIn | Number of agents in the skill group currently talking on inbound calls. | DBINT | 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. | DBINT | NULL |
| TalkingOut | Number of agents in the skill group currently talking on outbound calls. | DBINT | NULL |
| TalkingPreview | Number of agents in the skill group currently talking on outbound Preview calls. | DBINT | NULL |
| TalkingReserve | Number of agents in the skill group currently talking on agent reservation calls. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TalkPreviewTimeTo5 | Number of seconds agents in the skill group spent talking on outbound Preview calls during the current five-minute interval.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| TalkReserveTimeTo5 | Number of seconds agents in the skill group spent talking on agent reservation calls during the current five-minute interval.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | 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:<br>***TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5***<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TransferInCallsTimeTo5 | Total number of seconds agents spent on calls transferred into the skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| TransferInCallsTo5 | Number of calls transferred into the skill group that ended 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. | DBINT | NULL |
| TransferOutCallsTo5 | Number of calls transferred out of the skill group that ended 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |
| WorkNotReady | Number of agents in the skill group in the Work Not Ready state. | DBINT | 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

*Table 2-364 Skill_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| WorkReady | Number of agents in the skill group in the Work Ready state. | DBINT | NULL |
| 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.<br>This field is applicable for both **ICM** and **IPCC Enterprise**. | DBINT | NULL |

**Related tables:**

Skill_Group Table (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 2-365 Skill_Target Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | SkillTargetID |

***Table 2-366 Skill_Target Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SkillTargetID | A unique identifier for the skill target. | DBINT | PK<br>NOT NULL |
| SkillTargetType | Type of target:<br>**1** = Service<br>**2** = Skill Group<br>**3** = Agent<br>**4** = Translation Routes<br>**5** = Service Array | DBSMALLINT | NOT NULL |

**Related tables:**

Agent Table (via SkillTargetID)

Route Table (via SkillTargetID)

Service Table (via SkillTargetID)

Service_Array Table (via SkillTargetID)

Skill_Group Table (via SkillTargetID)

Translation_Route Table (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 2-367 Termination_Call_Detail Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| AK-1 | RecoveryKey |
| AK-2 | DateTime<br>PeripheralID<br>ICRCallKey |
| FK | AgentSkillTargetID<br>MRDomainID<br>NetworkTargetID<br>PeripheralID<br>RouteID<br>SkillGroupSkillTargetID<br>SkillSkillTargetID<br>TrunkGroupID |
| IE-1 | DateTime |
| IE-2 | DbDateTime |

***Table 2-368 Termination_Call_Detail Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentPeripheralNumber | The peripheral number of the agent that the call. | varchar(32) | NULL |
| AgentSkillTargetID | Identifies which agent andled 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 ICM Configuration Manager.<br>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. | DBINT | FK<br>NULL |
| ANI | The ANI value for the call. | varchar(32) | NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AnsweredWithinServiceLevel | Indicates whether the call was answered with the service level defined for the service:<br>**Y** = yes<br>**N** = no | DBCHAR | NULL |
| ApplicationData | Additional data passed in the End Task message for this task. | varchar(100) | 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. | DBINT | NULL |
| BadCallTag | Indicates whether the call was marked as bad by the agent. Stored as a character:<br>**Y** = the call was marked “bad”<br>**N** = the call was not marked “bad” | DBCHAR | NULL |
| BillRate | Reserved for future use. | DBSMALLINT | NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| CallDisposition | The final disposition of call (or how the call terminated):<br>**1 = Abandoned in Network**<br>In **ICM**, indicates the call was abandoned, or dropped, before being terminated at a target device (for instance, an ACD, IVR, Desklink, etc.).<br>In **IPCC Enterprise**, 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.<br>In **Outbound Option**, this result code indicates customer phone not in service.<br>**2 = Abandoned in Local Queue**<br>In **ICM**, indicates the call was abandoned in the ACD queue while queued to an ACD answering resources (for instance, a skill group, voice port, trunk, etc.)<br>Does not apply to **IPCC Enterprise**.<br>In **Outbound Option**, this result code indicates an outbound call was abandoned either by the customer or dialer.<br>**3 = Abandoned Ring**<br>In **ICM**, indicates 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.<br>In **IPCC Enterprise**, indicates that the caller hung up while phone was ringing at the agent desktop.<br>**4 = Abandoned Delay**<br>In **ICM**, indicates 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. | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | In **IPCC Enterprise**, indicates that the destination was not connected when the call terminated. This might mean that:<br>– The agent logged out<br>– The agent picked up the phone and then hung up without dialing digits.<br>– Route requests were logged on the Call Manager PG that were not immediately redirected to an agent.<br>**5 = Abandoned Interflow**<br>In **ICM**, indicates 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.<br>Does not apply to **IPCC Enterprise**.<br>**6 = Abandoned Agent Terminal**<br>In **ICM**, indicates 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.<br>In **IPCC Enterprise**, indicates that the caller hung up while on hold on the CallManager 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.<br>**7 = Short**<br>In **ICM**, indicates 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.<br>Also applies to **IPCC Enterprise**. In addition, route requests would be counted as short calls if so configured. | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | **8 = Busy**<br>Not used in **ICM**.<br>Does not apply to **IPCC Enterprise**.<br>In **Outbound Option**, this result code indicates an outbound call resulted in a busy signal.<br>**9 = Forced Busy**<br>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.<br>Does not apply to **IPCC Enterprise**.<br>**10 = Disconnect/drop no answer**<br>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.<br>In **IPCC Enterprise**, 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**.)<br>**11 = Disconnect/drop busy**<br>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.<br>Does not apply to **IPCC Enterprise**. | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | **12 = Disconnect/drop reorder**<br>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.<br>Does not apply to **IPCC Enterprise**.<br>**13 = Disconnect/drop handled primary route**<br>In **ICM**, indicates 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.<br>In **IPCC Enterprise**, 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.<br>**14 = Disconnect/drop handled other**<br>In **ICM** and **IPCC Enterprise**, indicates the call was handled by a non-agent or unmonitored 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. | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | **15 = Redirected**<br>In **ICM**, this indicates 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.<br>In **IPCC Enterprise**, to more accurately reflect call status, CallDisposition is set to **15** (Redirected) instead of **4** (**Abandon Delay**) when:<br>– A call leaves a CTI route point to be sent to an IVR.<br>– An agent transfers the call to another skillgroup and no agent is available, so the call is sent to an IVR.<br>**16 = Cut Through**<br>Not currently used.<br>**17 = Intraflow**<br>Not currently used.<br>**18 = Interflow**<br>Not currently used.<br>**19 = Ring No Answer**<br>Not currently used in **ICM**.<br>In **IPCC Enterprise**, this indicates the call wasn't answered by the agent within the Ring No Answer Time (set in the agent desktop setting in ICM Configuration).<br>In **Outbound Option**, this result code indicates an outbound call was not answered in the alloted time. | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | **20 = Intercept reorder**<br>Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept unknown" from the Galaxy MIS records.<br>Does not apply to **IPCC Enterprise**.<br>In **Outbound Option**, this result code indicates the Dialer did not receive a ring back from the ACD on the network.<br>**21 = Intercept denial**<br>Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept restriction" from the Galaxy MIS records.<br>Does not apply to **IPCC Enterprise**.<br>In **Outbound Option**, this result code indicates the customer call was intercepted by the operator.<br>**22 = Time Out**<br>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.<br>Does not apply to **IPCC Enterprise**.<br>In **Outbound Option**, this result code indicates the Dialer is unable to detect a dial tone.<br>**23 = Voice Energy**<br>Not currently used in **ICM**.<br>In **IPCC Enterprise**, this indicates the outbound call was picked up by a person or an answering machine.<br>In **Outbound Option**, this result code indicates the outbound call was picked up by a person. | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | **24 = Non-classified Energy Detected**<br>Not currently used in **ICM**.<br>In **Outbound Option**, this result code indicates the outbound call reached a FAX machine.<br>**25 = No Cut Through**<br>Not currently used.<br>**26 = U-Abort**<br>In the **ICM**, this indicates the call ended abnormally.<br>In **IPCC Enterprise**, 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.<br>In **Outbound Option**, this result code indicates the outbound call was stopped before the customer picked up.<br>**27 = Failed Software**<br>In **ICM**, 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.<br>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.<br>In **IPCC Enterprise**, 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.) | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | **28 = Blind Transfer**<br>In the **ICM**, 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.<br>In **IPCC Enterprise** (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.<br>**29 = Announced Transfer**<br>In **ICM** and **IPCC Enterprise**, 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.<br>**30 = Conferenced**<br>In **ICM** and **IPCC Enterprise**, the call was terminated (dropped out of the conference). Conference time is tracked in the ICM software's Skill Group tables for the skill group that initiated the conference.<br>**31 = Duplicate Transfer**<br>Supported only on the Siemens HICOM 300E PIM. The call was diverted or transferred off-switch or to an unmonitored device.<br>Does not apply to **IPCC Enterprise**.<br>**32 = Unmonitored Device**<br>Not currently used.<br>**33 = Answering Machine**<br>In **ICM**, this indicates the call was answered by an answering machine.<br>Does not apply to **IPCC Enterprise**.<br>In **Outbound Option**, indicates the call was picked up by an answering machine. | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | **34 = Network Blind Transfer**<br>In **ICM**, indicates the call was transferred by the network to a different peripheral.<br>Does not apply to **IPCC Enterprise unless there is an ISN installation**.<br>**35 = Task Abandoned in Router**<br>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.<br>**36 = Task Abandoned Before Offered**<br>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.<br>**37 = Task Abandoned While Offered**<br>This disposition is only defined for multi-session chat tasks. A task is given this disposition if an agent who is working on one chat session is assigned another chat session, and the customer involved in the new chat session hangs up before the agent begins chatting with him.<br>**38 = Normal End Task**<br>The task was handled by an agent.<br>Only applies to non-voice tasks.<br>**39 = Can't Obtain Task ID**<br>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".<br>**40 = Agent Logged Out During Task**<br>The agent logged out of an MRD without terminating the task.<br>Not currently used. | DBSMALLINT | NOT NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *CallDisposition (continued)* | **41 = Maximum Task Lifetime Exceeded**<br>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.<br>**42 = Application Path Went Down**<br>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.)<br>**43 = ICM Routing Complete**<br>Not currently used.<br>**44 = ICM Routing Disabled**<br>Not currently used.<br>**45 = Application Invalid MRD ID**<br>Not currently used.<br>**46 = Application Invalid Dialog ID**<br>Not currently used.<br>**47 = Application Duplicate Dialogue ID**<br>Not currently used.<br>**48 = Application Invalid Invoke ID**<br>Not currently used.<br>**49 = Application Invalid Script Selector**<br>Not currently used.<br>**50 = Application Terminate Dialogue**<br>Not currently used.<br>**51 = Task Ended During Application Init**<br>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.<br>**52 = Called Party Disconnected.**<br>Not currently supported. | DBSMALLINT | NOT NULL |
| CallDispositionFlag | A series of flags providing detail on the call disposition. | DBINT | NULL |

*Table 2-368 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. | DBINT | NULL |
| CallTypeID | In **ICM** and **IPCC Enterprise**, indicates which call type, and therefore which routing script, was used to route this call.<br>**Note** This field contains a value only if the call was translation-routed or sent to an **IPCC Enterprise** agent. | DBINT | NULL |
| CED | The Caller Entered Digits (CED) associated with the call. This is filled for *Outbound Option Reservation* or *Personal Callback Calls*. The values are:<br>• ICM_BA_Reservation_Call - Reservation call<br>• Callback - Personal Callback customer call<br>This field is applicable for **ICM** and **IPCC Enterprise**. | varchar(30) | 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.<br>Depending on who initiated the call, ConferenceTime from Termination_Call_Detail is used in the following Skill Group and Agent Skill Group tables:<br>- ConferencedOutCallsTimeToHalf<br>- ConferencedInCallsTimeToHalf | DBINT | NULL |
| DateTime | The date/time that the Termination_Call_Detail table record is generated by the Peripheral Gateway (PG). The Termination_Call_Detail table record is generated by the PG when the call has either physically left the PG (for example, IVR routes the call to an agent) or when wrap-up is completed for the call after the call has left the agent device (either by dicsconnect, or through transfer completion). | DBDATETIME | AK-2, IE-1<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-2<br>NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| DelayTime | 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.<br><br>DelayTime is used to calculate Duration in the Termination_Call_Detail record. It is also used to calculate the following fields in the Service and Route half-hour tables:<br><br>- DelayQAbandTimeToHalf<br><br>- LongestCallAbandTimeToHalf<br><br>- AnswerWaitTimeToHalf | DBINT | 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. In addition, if a call is translation routed, the receiving PG also reports this field even though the call is inbound.<br><br>This field is set for **IPCC Enterprise**. | varchar(40) | NULL |
| DNIS | The DNIS value, provided by the ACD, that arrives with the call. | VNAME32 | 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:<br><br>**LocalQTime + RingTime + TalkTime + WorkTime + HoldTime + DelayTime + NetQTime** | DBINT | NULL |
| HoldTime | 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.<br><br>**Note:** This is used in CallHandleTimeHalf field of the Call_Type_Half_Hour table only when there is a valid CallTypeID in the Termination_Call_Detail table. | DBINT | NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ICRCallKey | A unique number generated at the PG. Values are reused after about 250 million calls. | DBINT | AK-2<br>NOT NULL |
| ICRCallKeyChild | Link to the ICRCallKey field of a child call (used for transfers and multiple-way conference calls). | DBINT | NULL |
| ICRCallKeyParent | Link to the ICRCallKey field of a parent call (used for transfers and conference calls). | DBINT | NULL |
| InstrumentPortNumber | Instrument number or extension number of the device that handled the call at the peripheral.<br>This field is also populated for outbound calls. | DBINT | NULL |
| LocalQTime | **ICM 5.0:** Measures the cumulative time, in seconds, that the call spent queued at the local ACD and the time the call spent queued in the network VRU.<br>**ICM 6.0:** Measures only the cumulative time, in seconds, that the call spent queued at the local ACD. *NetQTime* measures the time the call spends queued in the network VRU.<br>**Both:** 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.<br>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.<br>LocalQTime is used in the calculation of Duration in Termination_Call_Detail, and to calculate the following Service and Route values:<br>• LongestCallDelayQTime<br>• LongestCallAbandTime<br>• DelayQAbandTime<br>• DelayQTime<br>• AnswerWaitTime<br>LocalQTime is also used to calculate the AnswerWaitTime in the Skill Group and Agent Skill Group tables. | DBINT | NULL |
| MRDomainID | An identifier for the Media Routing Domain in the ICM system configuration. | DBINT | FK<br>NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| NetQTime | Represents the time the call spent on Network Queue in the CallRouter. The LocalQTime field is used for local ACD queuing. | DBINT | NULL |
| NetworkTargetID | The identifier of the peripheral target to which the call was delivered. | DBINT | FK<br>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. | DBINT | 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. | DBCHAR | NULL |
| PeripheralCallKey | 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).<br>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. | DBINT | NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| PeripheralCallType | Type of call reported by the peripheral. Valid settings for this field are:<br>**1** = **ACD In**<br>In **ICM** (VRU PG), all calls are of this type.<br>In **IPCC Enterprise** (Call Manager PG), generally indicates that this ai a post-route request.<br>**2** = **Pre-Route ACD In**<br>In **IPCC Enterprise**, 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).<br>**3** = **Pre-Route Direct Agent**<br>Does not apply to **IPCC Enterprise.**<br>**4** = **Transfer In**<br>In **IPCC Enterprise**, indicates the call was transferred from another agent or device. The name value is misleading because it is used for calls trnasferred in or out.)<br>**5** = **Overflow In**<br>Does not apply to **IPCC Enterprise**.<br>**6** = **Other In**<br>In **IPCC Enterprise**, used for inbound cals that do not have route information/call contenxt associated. Indicates that call did not come from and agent on the same peripheral.<br>**7** = **Auto Out**<br>In **Outbound option**, indicates a Predictive /Progressive customer call.<br>**8** = **Agent Out**<br>Does not apply to **IPCC Enterprise**.<br>**9** = **Out**<br>In **IPCC Enterprise**, indicates call was placed outside the Call Manager cluster or that a network reached event was received. | DBSMALLINT | NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *PeripheralCallType (continued)* | **10** = **Agent Inside**<br>**11** = **Offered**<br>Does not apply to **IPCC Enterprise**.<br>**12** = **Consult**<br>**13** = **Consult Offered**<br>**14** = **Consult Conference**<br>Does not apply to **IPCC Enterprise**.<br>**15** = **Conference**<br>**16** = **Unmonitored**<br>Does not apply to **IPCC Enterprise**.<br>**17** = **Preview**<br>In **Outbound Option** indicates a Preview/Callback customer call.<br>**18** = **Reserve**<br>In **Outbound Option** indicates a Reservation call.<br>**19** = **Supervisor Assist**<br>**20** = **Emergency Call**<br>**21** = **Supervisor Monitor**<br>Does not apply to **IPCC Enterprise**.<br>**22** = **Supervisor Whisper**<br>Does not apply to **IPCC Enterprise**.<br>**23** = **Supervisor Barge In**<br>**24** = **Supervisor Intercept**<br>**25** = **Route by ICM**<br>Does not apply to **IPCC Enterprise**.<br>**26** = **Route by Application Instance**<br>Does not apply to **IPCC Enterprise**.<br>**Note** CallDisposition values can be interpreted as Outbound Option Result Codes if the PeripheralCallType is **07** (Auto Out), **17** (Preview), or **18** (Reserve). | DBSMALLINT | NULL |

*Table 2-368 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 ICM Configuration Manager. | DBSMALLINT | FK, AK-2<br>NOT NULL |
| Priority | Used by the DEFINITY ECS to indicate the priority of the call. | DBSMALLINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| RingTime | 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.<br>RingTime is added to the AbandonedRingTimeToHalf Skill Group and Agent Skill Group half-hour tables when the call completes.<br>RingTime is also used to compute the following Route and Service half-hour values:<br>- DelayQAbandTimeToHalf<br>- LongestCallDelayQTimeToHalf<br>- LongestCallAbandTimeToHalf | DBINT | 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 ICM Configuration Manager. | DBINT | FK<br>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.<br>**Note** This field contains a value only if the call was translation-routed or sent to an IPCC Enterprise agent. | DBINT | NULL |

*Table 2-368 Termination_Call_Detail 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.<br><br>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.)<br><br>**Note** This field contains a value only if the call was translation-routed, post-routed to/from an ACD, or sent to an IPCC Enterprise agent. | DBINT | NULL |
| RouterCallKeySequenceNumber | A sequence number used for ordering rows for cradle-to-grave call tracking. This number defines the order in which the *calls* 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.) | DBINT | NULL |
| ServiceSkillTargetID | Identifies which service handled the call. This value (for example, 5004) 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 ICM Configuration Manager. 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). | DBINT | FK<br>NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| SkillGroupSkillTargetID | Identifies which skill group handled the call. This value (for example, 5010) 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 ICM Configuration Manager.<br>If the call is handled by a non-configured skill group, this field is set to null. | DBINT | FK<br>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. | DBINT | NULL |
| TalkTime | 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.<br>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.<br>**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. | DBINT | NULL |
| TimeToAband | 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. | DBINT | NULL |
| TimeZone | The time zone used for DateTime. The value is the offset in minutes from GMT. | DBINT | NULL |
| Trunk | The number (as known to the peripheral) of the trunk on which the call arrived. | DBINT | NULL |
| TrunkGroupID | The identifier of the trunk group on which the call arrived at the peripheral. | DBINT | FK<br>NULL |
| UserToUser | ISDN User to User information for a private network call. | varchar(131) | NULL |

*Table 2-368 Termination_Call_Detail Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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 |
| 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 |
| 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.<br>WorkTime is used to calculate Duration in the Termination_Call_Detail table and HandleTime in the ICM Service, Route, and Call_Type tables. | DBINT | NULL |
| WrapupData | Data entered by the agent during call wrap- up. | varchar(40) | NULL |

**Related Tables:**

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

Call_Type Table (via CallTypeID)

Media_Routing_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

Route Table (via RouteID)

Route_Call_Detail Table (via Day + RouterCallKey)

Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill_Group Table (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Termination_Call_Variable Table (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 2-369 Termination_Call_Variable Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| AK-1 | RecoveryKey |
| AK-2 | ArrayIndex<br>ExpandedCallVariableID<br>TCDRecoveryKey |
| IE-1 | DateTime |
| IE-2 | DbDateTime |

***Table 2-370 Termination_Call_Variable Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | AK-2<br>NOT NULL |
| DateTime | The date and time when the call was routed. | DBSMALLDATE | IE-1<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-2<br>NULL |
| ECCValue | The value of the call variable or array element. | varchar(255) | NULL |
| ExpandedCallVariableID | Identifies the expanded call variable. | DBSMALLINT | AK-2, FK<br>NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| TCDRecoveryKey | The RecoveryKey value from the associated Termination_Call_Detail row. | DBFLT8 | AK-2<br>NOT NULL |

**Related tables:**

Expanded_Call_Variable Table (via ExpandedCallVariableID)

Termination_Call_Detail Table (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 2-371 Translation_Route Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | SkillTargetID |
| AK-1 | EnterpriseName |
| FK | LogicalControllerID<br>SkillTargetID |
| IE-1 | LogicalControllerID |

***Table 2-372 Translation_Route Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the translation route. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the translation route. This name must be unique among all translation routes in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| LogicalControllerID | The Logical Interface Controller associated with the translation route. | DBSMALLINT | FK, IE-1<br>NOT NULL |
| SkillTargetID | An identifier that is unique among all skill targets in the enterprise. | DBINT | PK, FK<br>NOT NULL |
| Type | The type of translation route:<br>**1** = DNIS<br>**2** = CDPD | DBINT | NOT NULL |

**Related tables:**

Logical_Interface_Controller Table (via LogicalControllerID)

Skill_Target Table (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 2-373 Trunk Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | TrunkID |
| AK-1 | TrunkGroupID<br>TrunkNumber |
| FK | TrunkGroupID |

*Table 2-374 Trunk Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CircuitProvider | The carrier that provides the circuit. | VNAME32 | NULL |
| TrunkGroupID | Foreign key from the Trunk Group table. | DBINT | AK-1, FK<br>NOT NULL |
| TrunkID | A unique identifier for the trunk. | DBINT | PK<br>NOT NULL |
| TrunkNumber | Trunk number as understood by the peripheral. | DBINT | AK-1<br>NOT NULL |
| TrunkType | Type of trunk:<br>**1** = Local C.O.<br>**2** = Foreign Exchange<br>**3** = WATS<br>**4** = DID/DNIS<br>**5** = PRI<br>**6** = Tie Line<br>**7** = Interflow | DBSMALLINT | NOT NULL |

**Related tables:**

Trunk_Group Table (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 2-375 Trunk_Group Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | TrunkGroupID |
| AK-1 | EnterpriseName |
| AK-2 | PeripheralID<br>PeripheralNumber |
| FK | NetworkTrunkGroupID<br>PeripheralID |
| IE-1 | NetworkTrunkGroupID |

***Table 2-376 Trunk_Group Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ConfigParam | A string of parameters the ICM software sends to the peripheral to initialize the trunk group. | DESCRIPTION | NULL |
| Deleted | Deleted Flag. Stored as a character:<br>Y = Yes<br>N = No | DBCHAR | NOT NULL |
| Description | Additional information about the trunk group. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the trunk group. This must be unique among all trunk groups in the enterprise. | VNAME32 | AK-1<br>NOT NULL |
| Extension | The extension number for the trunk group (used by the Definity ECS ACD). | VTELNO10 | NULL |
| NetworkTrunkGroupID | Optionally, the network trunk group to which this trunk group belongs. | DBINT | FK, NULL |
| PeripheralID | Foreign key from the Peripheral table. | DBSMALLINT | AK-2, FK<br>NOT NULL |
| PeripheralName | Trunk group name as given by the peripheral. | VNAME32 | NOT NULL |
| PeripheralNumber | Trunk group number as given by the peripheral. | DBINT | AK-2<br>NOT NULL |

*Table 2-376 Trunk_Group Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | NOT NULL |
| TrunkGroupID | Unique identifier for this trunk group. | DBINT | PK<br>NOT NULL |

**Related tables:**

Network_Trunk_Group Table (via NetworkTrunkGroupID)

Peripheral Table (via PeripheralID)

Trunk_Group_Five_Minute Table (via TrunkGroupID)

Trunk_Group_Half_Hour Table (via TrunkGroupID)

Trunk_Group_Real_Time Table (via TrunkGroupID)

Trunk Table (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 2-377 Trunk_Group_Five_Minute Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>TimeZone<br>TrunkGroupID |
| AK-1 | RecoveryKey |
| FK | TrunkGroupID |

***Table 2-378 Trunk_Group_Five_Minute Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AllTrunksBusyToHalf | Total time, in seconds, during the current half-hour interval that all trunks in the group were busy. | DBINT | NULL |
| DateTime | Central Controller date and time at the start of the five-minute interval. | DBSMALLDATE | PK<br>NOT NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |
| TimeZone | The time zone for the date and time. The value is the offset in minutes from GMT. | DBINT | PK<br>NOT NULL |
| TrunkGroupID | Foreign key from the Trunk Group table. | DBINT | PK, FK<br>NOT NULL |
| TrunksIdle | Number of non-busy trunks in the group at the end of the five-minute interval. | DBINT | NULL |
| TrunksInService | Number of trunks in this trunk group in service at the end of the five-minute interval. | DBINT | NULL |

**Related tables:**

Trunk_Group Table (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 2-379 Trunk_Group_Half_Hour Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | DateTime<br>TimeZone<br>TrunkGroupID |
| AK-1 | RecoveryKey |
| FK | TrunkGroupID |

***Table 2-380 Trunk_Group_Half_Hour Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AllTrunksBusyToHalf | Total time, in seconds, during the half-hour interval that all trunks in the group were busy. | DBINT | NULL |
| CallsAbandonedToHalf | Number of calls to the trunk group abandoned during the current half-hour interval. | DBINT | NULL |
| CallsInToHalf | Number of incoming calls received on the trunk group during the half-hour interval. | DBINT | NULL |
| CallsOutToHalf | Number of outbound calls sent on the trunk group during the half-hour interval. | DBINT | NULL |
| DateTime | Central Controller date and time at the start of the half-hour interval. | DBSMALLDATE | PK<br>NOT NULL |
| DbDateTime | The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column. | DBDATETIME | IE-1<br>NULL |
| InServiceTimeToHalf | Aggregate number of seconds trunks in the group were in service during the half-hour interval. | DBINT | NULL |
| InUseInboundTimeToHalf | Aggregate number of seconds trunks in the group were used for inbound calls during the half-hour interval. | DBINT | NULL |
| InUseOutboundTimeToHalf | Aggregate number of seconds trunks in the group were used for outbound calls during the half-hour interval. | DBINT | NULL |
| RecoveryDay | Currently not used, set to zero (0). | DBINT | NOT NULL |
| RecoveryKey | A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record. | DBFLT8 | AK-1<br>NOT NULL |

*Table 2-380 Trunk_Group_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. | DBINT | PK<br>NOT NULL |
| TrunkGroupID | Foreign key from the Trunk Group table. | DBINT | PK, FK<br>NOT NULL |
| TrunksIdle | Number of non-busy trunks in the group at the end of the half-hour interval. | DBINT | NULL |
| TrunksInService | Number of trunks in the group in service at the end of the half-hour interval. | DBINT | NULL |

**Related tables:**

Trunk_Group Table (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 2-381 Trunk_Group_Real_Time Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | TrunkGroupID |
| FK | TrunkGroupID |

***Table 2-382 Trunk_Group_Real_Time Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AllTrunksBusyHalf | Total number of seconds during the current half-hour interval that all trunks in the group were busy. | DBINT | NULL |
| AllTrunksBusyToday | Total number of seconds since midnight that all trunks in the group were busy. | DBINT | NULL |
| CallsAbandonedHalf | Number of calls to the trunk group abandoned in queue during the current half-hour interval. | DBINT | NULL |
| CallsAbandonedToday | Number of calls to the trunk group abandoned in queue since midnight. | DBINT | NULL |
| CallsInHalf | Number of inbound calls received on the trunk group during the current half-hour interval. | DBINT | NULL |
| CallsInNow | Number of inbound calls currently in progress on the trunk group. | DBINT | NULL |
| CallsInToday | Number of inbound calls received on the trunk group since midnight. | DBINT | NULL |
| CallsOutHalf | Number of outbound calls received on the trunk group during the current half-hour interval. | DBINT | NULL |
| CallsOutNow | Number of outbound calls currently in progress on the trunk group. | DBINT | NULL |
| CallsOutToday | Number of outbound calls received on the trunk group since midnight. | DBINT | NULL |
| DateTime | Central Controller date and time that this data was last updated. | DBDATETIME | NOT NULL |
| InServiceTimeHalf | Aggregate number of seconds trunks in the group have been in service during the current half-hour interval. | DBINT | NULL |
| InServiceTimeToday | Aggregate number of seconds trunks in the group have been in service since midnight. | DBINT | NULL |

*Table 2-382 Trunk_Group_Real_Time Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| InUseInboundTimeHalf | Aggregate number of seconds trunks in the group have been in use for inbound calls during the current half-hour interval. | DBINT | NULL |
| InUseInboundTimeToday | Aggregate number of seconds trunks in the group have been in use for inbound calls since midnight. | DBINT | NULL |
| InUseOutboundTimeHalf | Aggregate number of seconds trunks in the group have been in use for outbound calls during the current half-hour interval. | DBINT | NULL |
| InUseOutboundTimeToday | Aggregate number of seconds trunks in the group have been in use for outbound calls since midnight. | DBINT | NULL |
| TrunkGroupID | Foreign key from the Trunk Group table. | DBINT | PK, FK<br>NOT NULL |
| TrunksIdle | Number of non-busy trunks in the group now. | DBINT | NULL |
| TrunksInService | Number of trunks in the trunk group in service now. | DBINT | NULL |

**Related tables:**

Trunk_Group Table (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 2-383 User_Formula Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | UserFormulaID |
| AK-1 | EnterpriseName |

***Table 2-384 User_Formula Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Description | Additional information about the function. | DESCRIPTION | NULL |
| EnterpriseName | An enterprise name for the function. Custom function names always begin with "user". | VNAME32 | AK-1<br>NOT NULL |
| Length | The number of bytes in the expression for the function. | DBINT | NOT NULL |
| ParamCount | The number of parameters the function accepts. | DBINT | NOT NULL |
| UserFormulaID | A unique identifier for the function. | DBINT | PK<br>NOT NULL |

**Related tables:**

User_Formula_Equation Table (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 2-385 User_Formula_Equation Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | RowOrder<br>UserFormulaID |
| FK | UserFormulaID |

***Table 2-386 User_Formula_Equation Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| EquationString | The expression string. | varchar(255) | NULL |
| RowOrder | Specifies the order of strings for a formula. A formula may have one or more strings. | DBINT | PK<br>NOT NULL |
| UserFormulaID | Foreign key from the User_Formula table. | DBINT | PK, FK<br>NOT 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 2-387 User_Group Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | UserGroupID |
| AK-1 | UserGroupName |
| FK | CustomerDefinitionID<br>FeatureSetID |
| IE-1 | CustomerDefinitionID |

***Table 2-388 User_Group Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CustomerDefinitionID | Identifies the customer associated with the user group. | DBINT | FK, IE-1<br>NULL |
| Description | Additional information about the group. | DESCRIPTION | NULL |
| FeatureSetID | Identifies a feature set from the Feature_Control_Set Table. | DBINT | FK<br>NULL |
| ReadOnly | Valid options include:<br>**Y** = Read-only user.<br>**N** = Normal user. | DBCHAR | NOT NULL |
| ServiceProvider | Valid options include:<br>**Y** = Service provider or normal customer.<br>**N** = Service bureau customer. | DBCHAR | NOT NULL |
| UserGroupID | A unique identifier for the group. | DBINT | PK<br>NOT NULL |
| UserGroupName | The name of the group. | varchar(30) | AK-1<br>NOT NULL |
| UserGroupType | The type of the group:<br>**U** = for an individual user.<br>**G** = for a group of users. | char(1) | NOT NULL |

**Related tables:**

Class_Security Table (via UserGroupName)

Customer_Definition Table (via CustomerDefinitionID)

Object_Security Table (via UserGroupName)

User_Group_Member Table (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' is 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 2-389 User_Group_Member Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | UserGroupMemberID |
| AK-1 | UserGroupName<br>UserName |
| IE-1 | UserName |

***Table 2-390 User_Group_Member Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| UserGroupMemberID | A unique identifier for the record. | DBINT | PK<br>NOT NULL |
| UserGroupName | The group to which the member belongs. | varchar(30) | AK-1<br>NOT NULL |
| UserName | The username as registered with SQL Server. | varchar(30) | AK-1, IE-1<br>NOT NULL |

**Related tables:**

User_Group Table (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 2-391 User_Security_Control Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | ObjectID<br>ObjectType<br>UserName |
| FK | ObjectType |
| IE-1 | UserName |
| IE-2 | UserGroupID |

***Table 2-392 User_Security_Control Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AccessLevel | The level of access that the user has for the object:<br>**10** = Read<br>**20** = Reference<br>**30** = Maintenance (create/read/update/delete) | DBINT | NOT NULL |
| ObjectID | Together with ObjectType, identifies the object. | DBINT | PK<br>NOT NULL |
| ObjectType | Together with ObjectID, identifies the object. | DBINT | PK, FK<br>NOT NULL |
| UserGroupID | Foreign key from the User_Group table. | DBINT | IE-2<br>NOT NULL |
| UserName | The SQL Server username of the user. | varchar(30) | PK, IE-1<br>NOT NULL |

**Related tables:**

Ids Table (via ObjectType and ObjectID)

User_Group_Member Table (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 2-393 ser_Supervisor_Map Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | AgentSkillTargetID<br>UserGroupID |
| AK-1 | AgentSkillTargetID |
| FK | UserGroupID |

*Table 2-394 User_Supervisor_Map Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| AgentSkillTargetID | The identifier for the SkillTargetID for an agent that is a supervisor.<br>**Note** The SupervisorAgent field for this agent must be Y. | DBINT | PK, AK-1<br>NOT NULL |
| UserGroupID | The identifier for the user.<br>**Note** The UserGroupType for this user must be U. | DBINT | PK, FK<br>NOT NULL |

**Related tables:**

User_Group Table (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 2-395 User_Variable Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | UserVariableID |
| AK-1 | ObjectType<br>VariableName |

***Table 2-396 User_Variable Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| DataType | Indicates the type of the variable:<br>**0** = Long<br>**1** = Float<br>**2** = Char<br>**3** = Date | DBSMALLINT | NOT NULL |
| Description | Additional information about the variable. | DESCRIPTION | NULL |
| Instance | Not currently used. | DBCHAR | NOT NULL |
| ObjectType | The type of object with which the variable is associated:<br>**0** = Unknown<br>**1** = Service<br>**2** = Skill Group<br>**3** = Agent<br>**4** = Translation Route<br>**5** = Agent Administration Group<br>**6** = Announcement<br>**7** = Call Type<br>**8** = Enterprise Service<br>**9** = Enterprise Skill Group<br>**10** = Region<br>**11** = Dialed Number<br>**12** = Logical Interface Controller<br>**13** = Physical Interface Controller<br>**14** = Peripheral<br>**15** = Routing Client | DBSMALLINT | AK-1<br>NOT NULL |

*Table 2-396 User_Variable Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| *ObjectType (continued)* | **16** = Trunk Group<br>**17** = Route<br>**18** = Peripheral Target<br>**19** = Label<br>**20** = Master Script<br>**21** = Script Table<br>**22** = Script Table Column<br>**23** = Script<br>**24** = Schedule<br>**25** = ICR View<br>**26** = View Column<br>**27** = Network Trunk Group<br>**28** = Service Array<br>**29** = Application Gateway<br>**30** = Device Target<br>**31** = User Variable<br>**32** = User Formula<br>**33** = Network VRU Script<br>**34** = Scheduled Target<br>**35** = Network VRU<br>**36** = Skill Group Member<br>**37** = Expanded Call Variable<br>**38** = Agent Team<br>**39** = Campaign<br>**40** = Dialer<br>**41** = Import Rule<br>**42** = Query Rule<br>**43** = Campaign Query Rule<br>**44** = Dialer Port Map<br>**45** = Message Category**46** = Message Destination<br>**47** = Response Template | DBSMALLINT | AK-1<br>NOT NULL |
| Persistent | Indicates whether to preserve the value of the variable between script invocations. Stored as a character:<br>**Y** = yes<br>**N** = no | DBCHAR | NOT NULL |
| ReportingMethod | Not currently used. | DBSMALLINT | NOT NULL |
| UserVariableID | A unique identifier for the variable. | DBINT | PK<br>NOT NULL |
| VariableName | The name of the variable. User variable names must begin with "user". | GLOBALID | AK-1<br>NOT NULL |

**Related tables:**

Persistent_Variable Table (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 2-397 Version Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| IE-1 | Major |

*Table 2-398 Version Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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. | DBINT | NOT NULL |
| CCMinor | The incremental version number of the central database schema. For example, if the version is 1.2, this value is 2. | DBINT | NOT NULL |
| Major | The number of the major version; for example, if the version is 1.2, this value is 1. | DBINT | IE-1<br>NOT NULL |

# View_Column Table

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

*Table 2-399 View_Column Table Constraints*

| Constraint | Field Name(s) |
|---|---|
| PK | ViewColumnID |
| AK-1 | ColumnNumber<br>ICRViewID |
| AK-2 | ICRViewID<br>ViewName |
| FK | ICRViewID |

*Table 2-400 View_Column Table*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| BaseName | The name used for the column in the system from which it imported. | VNAME32 | NULL |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| ColumnNumber | Indicates the position of the column within the Schedule Import table. | DBINT | AK-1<br>NOT NULL |
| Description | Additional information about the column. | DESCRIPTION | NULL |
| Edit | Indicates whether the View_Column record can be modified. Stored as a character:<br>Y = yes<br>N = no | DBCHAR | NOT NULL |
| ICRViewID | Identifies the view to which the column belongs. | DBINT | AK-1, AK-2, FK<br>NOT NULL |
| Mask | Indicates which bit positions to use in the value. An AND operation is applied to the mask value and the field value. | DBINT | NULL |
| Shift | The number of bit positions to shift the value to the left. | DBINT | NULL |
| ViewColumnID | A unique identifier for the column. | DBINT | PK<br>NOT NULL |
| ViewName | The name used for the column within the ICM software. | VNAME32 | AK-2<br>NOT NULL |

**Related tables:**

ICR_View Table (via ICRViewID)

# VRU_Currency Table

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

***Table 2-401 VRU_Currency Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | CurrencyID |
| AK-1 | CurrencyName |

***Table 2-402 VRU_Currency Table***

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

**Related tables:**

VRU_Defaults Table (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 2-403 VRU_Defaults Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | VruDefaultsID |
| AK-1 | EnterpriseName |
| FK | CurrencyID<br>LocaleID |

***Table 2-404 VRU_Defaults Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| 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 |
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| CurrencyID | The currency supported by VRU micro-applications. The **default** value is **1**, CURRENCY_DOLLAR. | DBINT | FK<br>NOT NULL |
| Description | A description of the row. There is no default value in this field. | DESCRIPTION | NULL |
| DTMFTermKey | DTMF Termination key:<br>**0-9** (digits)<br>***** (asterisk)<br>**#** (pound sign, the default)<br>**N** (no termination key) | char(1) | NOT NULL |
| EnterpriseName | A unique name for the enterprise. | VNAME32 | AK-1<br>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). | DBINT | NOT NULL |
| 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). | DBINT | NOT NULL |

*Table 2-404 VRU_Defaults Table (continued)*

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| LocaleID | A combination of language and country specifying the language the VRU micro-application executes in:<br>**en-us** = U.S. English (default)<br>**en-gb** = Great Britain English<br>**es-es** = European Spanish<br>**es-mx** = Mexican Spanish | DBINT | FK<br>NOT NULL |
| MediaServerSet | Base URL for all media files used in the VRU script. The default value is file:../MediaFiles | varchar(255) | 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). | DBINT | 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). | DBINT | 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 |
| VruDefaultsID | A unique identifier. | DBINT | PK<br>NOT NULL |

**Related tables:**

VRU_Locale Table (via LocaleID)

VRU_Currency Table (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 2-405 RU_Local Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | LocaleID |
| AK-1 | Locale |

***Table 2-406 VRU_Locale Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ChangeStamp | Incremented when the record is changed in the central database. | CHANGESTAMP | NOT NULL |
| Locale | A combination of language and country specifying the language the VRU micro-application executes in:<br>**en-us** = U.S. English (default)<br>**en-gb** = Great Britain English<br>**es-es** = European Spanish<br>**es-mx** = Mexican Spanish | varchar(10) | AK-1<br>NOT NULL |
| LocaleID | A unique identifier. | DBINT | PK<br>NOT NULL |

**Related tables:**

VRU_Defaults Table (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 2-407 VRU_Port_Map Table Constraints***

| Constraint | Field Name(s) |
|---|---|
| PK | TrunkID |
| FK | TrunkID |

***Table 2-408 VRU_Port_Map Table***

| Field Name | Description | Data Type | Keys and Null Option |
|---|---|---|---|
| ACDPeripheralID | The ID of ACD peripheral if Type is 1. | DBSMALLINT | NULL |
| ACDPort | The ACD port if Type is 1. | VNAME32 | NULL |
| ACDTrunkID | The ID of the ACD trunk if Type is 0. | DBSMALLINT | NULL |
| TrunkID | The ID of the VRU trunk to be mapped. | DBINT | PK, FK<br>NOT NULL |
| Type | The type of VRU-to-ACD mapping:<br>**0** = A VRU trunk-to-ACD trunk mapping<br>**1** = A VRU trunk-to-ACD port mapping. | DBINT | NOT NULL |

**Related tables:**

Trunk Table (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 |

*Table 3-3 ObjectType Values (continued)*

| Value | Meaning |
|---|---|
| 2021 | Enterprise Agent Group |
| 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) |
| 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) |
| 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 |

*Table 3-10 Logical_Interface_Controller.ClientType Values (continued)*

| Value | Meaning |
|---|---|
| 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 |
| 4 | Overflow |
| 5 | Re-route |
| 6 | Post-*Routing* 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 |
| 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 |

*Table 3-14 Script_Cross_Reference.TargetType Values (continued)*

| Value | Meaning |
|---|---|
| 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 |
| 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. |
| 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 |

*Table 3-18 Termination_Call_Detail.PeripheralCallType Values (continued)*

| Value | Meaning |
|---|---|
| 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.) |
| 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 Abandonded 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. |

*Table 3-19 Termination_Call_Detail.CallDisposition Values (continued)*

| Value | Meaning | Description |
|---|---|---|
| 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. |
| 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. |

*Table 3-19 Termination_Call_Detail.CallDisposition Values (continued)*

| Value | Meaning | Description |
|---|---|---|
| 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. |
| 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. |

*Table 3-19 Termination_Call_Detail.CallDisposition Values (continued)*

| Value | Meaning | Description |
|---|---|---|
| 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. |
| 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. |

*Table 3-19 Termination_Call_Detail.CallDisposition Values (continued)*

| Value | Meaning | Description |
|---|---|---|
| 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

## B

## C

## D

## E

## F

## G



## H

## I

## K

## L

## M

## N

## O

## P

## Q



## R

## S

## T

## U



## V

## W