Database Schema Handbook for Cisco Unified ICM/Contact Center Enterprise, Release 12.6(2)

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Preface

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 12.6(2)		April 2023
Existing tables are modified.	• Route_Call_Detail, on page 376 • Termination_Call_Detail, on page 561	

About This Guide

The *Database Schema Handbook for Cisco Unified Contact Center Enterprise* describes the database schema used by Unified Contact Center Enterprise (Unified CCE), including the types of data stored in the database and the relationships among those data. This guide documents each table, major categories of tables, coded values used, and the dependencies and constraints.

Audience

This manual is intended for Unified ICM and Unified CCE 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 Unified ICM and Unified CCE software works.

You can navigate the PDF file using the Contents, the Index, and the links.

Related Documents

Documentation for contact center enterprise solutions is accessible from Cisco.com at: https://www.cisco.com/cisco/web/psa/default.htm. Click **Voice and Unified Communications**, then click **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click the product or option you want.

- For the Unified CCE Documentation guide, go to http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-documentation-roadmaps-list.html.
- Related documentation includes the documentation sets for Cisco Unified Contact Center Management Portal (Unified CCMP), Cisco Unified Customer Voice Portal (Unified CVP), and Cisco Unified IP IVR.
- Documentation for Cisco Unified Communications Manager (Unified CM) is accessible from https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-documentation-roadmaps-list.html.
- Technical Support documentation and tools are accessible from http://www.cisco.com/en/US/support/index.html.
- For information on the Cisco software support methodology, see *Software Release and Support Methodology: ICM/Unified CCE* available at (sign-in required) http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-enterprise/bulletin-listing.html.
- For a detailed list of language localizations, see the *Cisco Unified ICM/Contact Center Product and System Localization Matrix* available at the bottom of http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligent-contact-management-enterprise/products-technical-reference-list.html.

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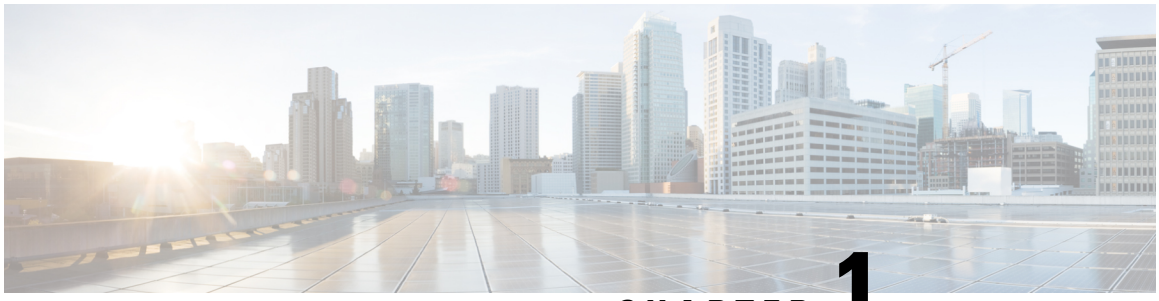
Conventions

This document uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.

Convention	Description
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.



CHAPTER 1

Introduction

The Unified ICM and Unified CC Enterprise Databases

Unified ICM and Unified CC Enterprise software uses the following types of databases:

- The central database that is part of the Central Controller.
- The local database on each distributor Administration & Data Server.
- The Historical Data Server (HDS) database on a distributor Administration & Data Server.

The following table lists the databases and respective customer instance names.

Database	Database Name
Central	<customer>_sideA or <customer>_sideB
Local	<customer>_awdb
Historical Data Server	<customer>_hds

Unified ICM and Unified CC Enterprise 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 contains 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.

The central database stores historical information describing past activities at the call centers and within Unified ICM and Unified CC Enterprise systems. A special HDS database on a distributor Administration & Data Server at each site also stores the same historical information. Therefore, either the central database or an HDS database is the historical database for an Administration & Data Server user. You can access historical information that is stored in the historical database to produce reports and screens.

General Concepts

This section gives a brief overview of relational database concepts and details about how data is generated by the system software.

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 shows a table with five columns. It contains three rows of data.

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 changes 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.

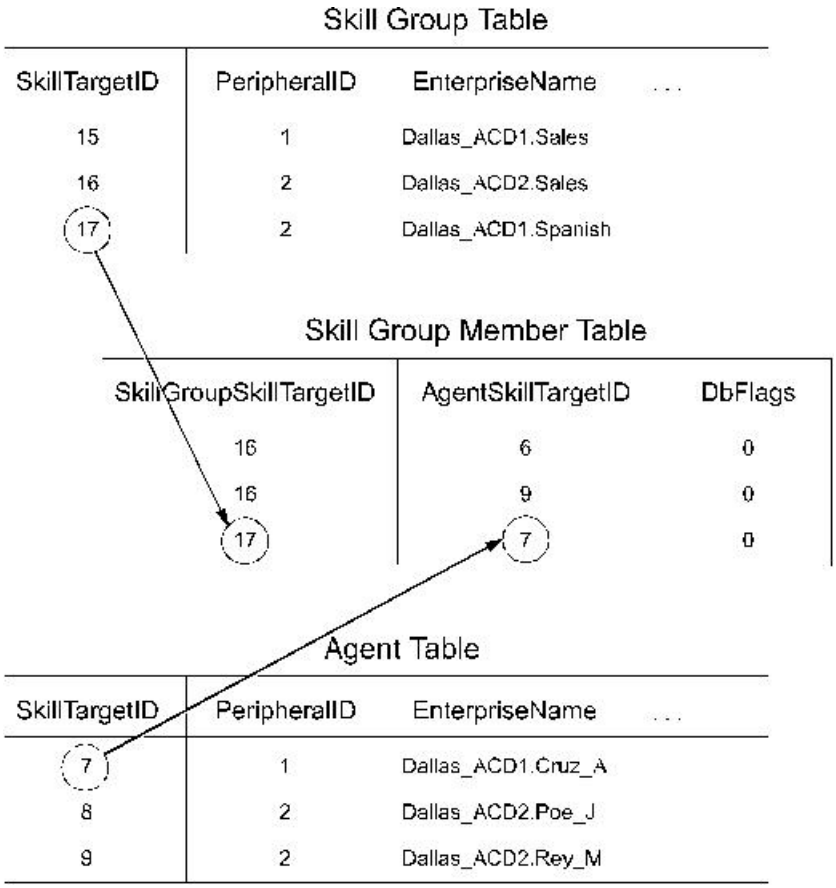
Table Relationships

Related tables in a database share one or more common fields or columns. For example, 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.

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. Usually, 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 2 shows how the Skill Group Member table acts as a cross-reference table for the Agent and Skill Group tables.



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 that you commonly use 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.

An example of a foreign key is the PeripheralID field in the Agent table. You can use this key to find all agents that are 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. This table lists the types of keys and the codes that are used for them in the system database.

Key Type	Code	Description
Primary key	PK	Consists of one or more fields that have a unique value for each record in the table. By default, the primary key is the clustered key for the table.
Alternate key	AK	A unique key, other than the primary key, that you can use 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.

Note By default, all keys are on the PRIMARY file group for the database. Microsoft SQL Server always creates the PRIMARY file group as the default file group.

The codes from this table 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 in the first are "AK1" and the fields in the second are "AK2."

Each field is marked as either NULL (meaning that NULL is a valid value) or NOT NULL (meaning that NULL is not valid).

Reserved Fields

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

Field Applicability

Unless specifically indicated otherwise, table fields apply to both Unified ICM and Unified CCE.

Data Types

This table describes the data types used for fields in the Unified ICM and Unified CCE database.

Unified ICM and Unified CCE 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.

Unified ICM and Unified CCE Defined Data Type	MS SQL Server Data Type	Null Option Default	Description
DBDATETIME	datetime	datetime	A date and time accurate to the second. Stored as two four-byte integers (eight bytes total): days before or since January 1, 1900 and seconds since midnight.
DBFLT4	real	NULL	A four-byte floating-point value (7-digit precision).
DBFLT8	float	float	An eight-byte floating-point value (15-digit precision).
DBSMALLDATE	smalldatetime	smalldatetime	A date and time accurate to the minute. Stored as two unsigned two-byte integers (four bytes total): number of days since January 1, 1900 and minutes since midnight.
DBINT	int	NULL	A four-byte integer value between -2,147,483,648 and 2,147,483,647.
DBSMALLINT	smallint	NULL	A two-byte integer value between -32,768 and 32,767.
DESCRIPTION	varchar(255)	NULL	Up to 255 characters. The value 255 is the storage size.
DBTINYINT	tinyint	NOT NULL	A one-byte integer value between 0 and 255.
TELNO	char (10)	NULL	Up to 10 characters. The value 10 is the storage size.
VNAME32	varchar(32)	varchar(32)	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.
char(n)	char(n)	NULL	Up to n characters. The value n is the storage size.
varchar(n)	varchar(n)	NULL	Up to n characters. The value n is the storage size.
image	image	NULL	Up to 2,147,483,647 bytes of binary data. The storage size is determined by the length of the data.
datetime	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.
smalldatetime	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.

Real-Time and Historical Data

Unified ICM and Unified CCE 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--Unified ICM and Unified CCE software adds an additional row for each route every half hour. (It has a one-to-many relationship with the Route table.)

Note The Half Hour database tables available in the database are not populated because these tables are not supported. These tables are replaced by the Interval database tables.

The system 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).

Unified ICM and Unified CCE software generates historical information on five- and 30-minute intervals, with the first interval beginning at midnight. For example, Unified ICM and Unified CCE software adds a new row for each Route to the Route Five Minute table every five minutes. Unified ICM and Unified CCE 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 10:00 a.m. to 10:05 a.m. contains the time 10:00 a.m. 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 10:00 a.m. tells you the number of calls queued at 10:05 a.m. To find the number of calls queued at 10:00 a.m., look at the Service Five Minute record for 9:55 a.m.

Call Detail Data

Each time Unified ICM and Unified CCE 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 Unified ICM and Unified CCE software that is unique among all requests handled that day. These two values together comprise a unique identifier for the call.

When Unified ICM and Unified CCE 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, and whether the call was transferred to another agent after the initial routing.

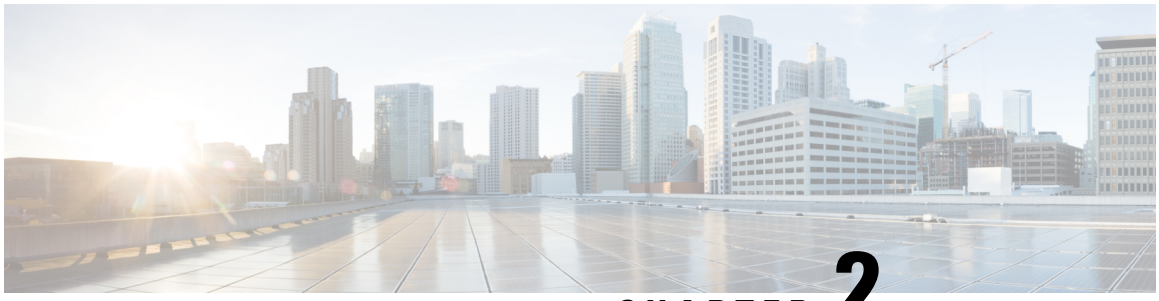
If the call was sent to a translation route, the Termination Call Detail row contains the same day and router key values as the Route Call Detail row for the same call. You can use these fields to link the tables and find all the call detail information for a single call. This process is called cradle-to-grave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

Historical data replication

All tables are replicated in AW-HDS-DDS and HDS-DDS modes.

For AW-HDS, all tables except the following gets replicated:

- Route_Call_Detail
- Route_Call_Variable
- Termination_Call_Detail
- Termination_Call_Variable



CHAPTER 2

All Tables

Admin_Script_Schedule_Map

This table is in the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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.

Related tables

- Master_Script, on page 297 (through MasterScriptID)

Table 1: Indexes for Admin_Script_Schedule_Map Table

index_name	index_description	index_keys
XPKAdmin_Script_Schedule_Map	Primary key	MasterScriptID, SequenceNumber

Table 2: Fields in Admin_Script_Schedule_Map Table

Name	Description	Data Type	Keys and NULL Option
DayFlags	A bitmask specifying the days on which the script is run. To see values, see Days, on page 652.	DBINT	NOT NULL
DayOfMonth	Indicates to which day of month the schedule applies. To see values, see Days, on page 652.	DBSMALLINT	NOT NULL
DayPosition	In conjunction with DayType, the position of a day within a month. To see values, see Days, on page 652.	DBSMALLINT	NOT NULL
DayType	Indicates to which day the schedule applies. To see values, see Days, on page 652.	DBSMALLINT	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.	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

Name	Description	Data Type	Keys and NULL Option
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
MasterScriptID	The scheduled administrative script.	DBINT	PK, FK NOT NULL
MonthOfYear	Indicates to which month the schedule applies: • **0** = Applies to every month • **1-12** = Specifies the month of year	DBSMALLINT	NOT NULL
Recurrence	The granularity of the script frequency interval: • **0** = hours • **1** = minutes • **2** = seconds	DBSMALLINT	NOT NULL
RecurrenceFreq	Specifies how many recurrence intervals occur between successive operations.	DBINT	NOT NULL
SequenceNumber	Index for schedules associated with a specific master script.	DBINT	PK 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

Name	Description	Data Type	Keys and NULL Option
Type	The type of schedule.	DBSMALLINT	NOT NULL

Agent

This table is one of the Agent Detail tables in the Skill Target category. For more information, see Skill Target, on page 629. To see database rules for these tables, see Skill Target Tables, on page 698.

It 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 Configuration Manager to add, update, and delete Agent records.

Related Tables

- Agent_Attribute, on page 20 (through SkillTargetID)
- Agent_Desk_Settings, on page 21 (through AgentDeskSettingsID)
- Agent_Event_Detail, on page 28 (through SkillTargetID)
- Agent_Logout, on page 38 (through SkillTargetID)
- Agent_Real_Time, on page 39 (through SkillTargetID)
- Agent_State_Trace, on page 65 (through SkillTargetID)
- Agent_Service_Enabled, on page 70(through SkillTargetID)
- Agent_Team_Member, on page 76 (through SkillTargetID)
- Dialer_Detail, on page 221 (through PeripheralNumber)
- Peripheral, on page 320 (through PeripheralID)
- Person, on page 318 (through PersonID)
- Schedule, on page 419 (through ScheduleID)
- Skill_Group_Member, on page 520 (through SkillTargetID)
- Skill_Target, on page 537 (through SkillTargetID)
- Termination_Call_Detail, on page 561 (AgentSkillTargetID maps to Agent.SkillTargetID. SourceAgentSkillTargetID maps to Agent.SkillTargetID)

Table 3: Indexes for Agent Table

index_name	index_description	index_keys
XPKAgent	Primary key	SkillTargetID

index_name	index_description	index_keys
XAK1Agent_Map	Unique key	PeripheralID, PersonID
XAK2Agent	Unique key	PeripheralID, PeripheralNumber
XIE2Agent	Inversion key	AgentDeskSettingsID
XIE3Agent	Inversion key	ScheduleID
XIE4Agent	Inversion key	EnterpriseName
XIE6Agent	Inversion key	DateTimeStamp

Table 4: Fields in Agent Table

Name	Description	Data Type	Keys and NULL Option
AgentDeskSettingsID	Identifies the agent desk settings associated with the agent.	DBINT	FK, IE-2 NULL
AgentStateTrace	Indicates whether the software collects agent state trace data for the agent: • **Y** = Yes • **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 software sends to the peripheral to initialize the agent.	varchar(255)	NULL
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
DefaultSkillGroup	Provides different agents on the same peripheral the ability to have calls reported against a unique default skill group. For all calls where the peripheral default skill group would usually be used (agent-initiated outbound calls, or inbound calls queued to an agent when a skill group is not provided), the DefaultSkillGroup would be used instead.	DBINT	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	NULL
Description	Additional information about the agent.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the agent that is unique within the enterprise. You might form the name by combining the agent's first and last name with the name of the peripheral. In a Unified CCE deployment, this is the value that appears in the Cisco Unified Intelligence Center Agent Report Value List. For custom reporting, you may want to use the agent person LoginName (as is used for Packaged CCE), or agent last name/first name as a friendlier user representation.	VNAME32	IE-4 NOT NULL
PeripheralID	Foreign key from the Peripheral table.	DBSMALLINT	AK-1, AK-2, FK NOT NULL
PeripheralName	The name of the agent as known to the peripheral.	VNAME32	NULL
PeripheralNumber	The agent's login ID assigned at the switch.	varchar(32)	AK-2 NOT NULL
PersonID	Foreign key from the Person table.	DBINT	AK-1, FK NOT NULL
ScheduleID	Identifies an imported schedule associated with the agent.	DBINT	FK, IE-3 NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK, FK NOT NULL
SupervisorAgent	Indicates whether an agent is a supervisor. • **Y** = Yes, agent is a supervisor • **N** = No, agent is not a supervisor	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
TemporaryAgent	Indicates whether the agent is a temporary agent created by the CallRouter: • **Y** = Yes, created by the CallRouter • **N** = No, not created by the CallRouter	DBCHAR	NOT NULL
UserDeletable	Indicates if the record can by deleted by a user. Default is Y.	DBCHAR	NOT NULL

Agent_Attribute

This table defines the attributes that belong to an agent. For change stamp purposes, the parent table is Agent.

Note

- You can add or delete individual agents, or delete all agents from this table.
- Attributes do not require a value. Queue memberships are solely based on the attributes that belong to an agent.

Related Tables

- Agent, on page 17 (through SkillTargetID)
- Attribute, on page 93 (through AttributeID)

Table 5: Indexes for Agent_Attribute Table

index_name	index_description	index_keys
XPKAgent_Attribute	Primary key	SkillTargetID, AttributeID
XIE1Agent_Attribute	Inversion key	AttributeID, AttributeValue

Table 6: Fields in Agent_Attribute Table

Name	Description	Data Type	Keys and NULL Option
AttributeID	Foreign key to the Attribute table, and part of the primary key.	DBINT	PK, IE-1 NOT NULL

Name	Description	Data Type	Keys and NULL Option
AttributeValue	Value of this attribute.	varchar(255)	IE-1 NULL
Description	Description	DESCRIPTION	NULL
SkillTargetID	Foreign key to the Agent table, and part of the primary key.	DBINT	PK NOT NULL

Agent_Desk_Settings

This table is part of the Skill Traget category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

Each row defines the features available to an enterprise agent and state changes for the agent. Use Unified ICM Configuration Manager to add, update, and delete Agent_Desk_Settings records.

Related tables

- Agent, on page 17 (through AgentDeskSettingsID)
- Peripheral, on page 320 (through AgentDeskSettingsID)

Table 7: Indexes for Agent_Desk_Settings Table

index_name	index_description	index_keys
XPKAgent_Desk_Settings	Primary key	AgentDeskSettingsID
XAK1Agent_Desk_Settings	Unique key	EnterpriseName

Table 8: Fields in Agent_Desk_Settings Table

Name	Description	Data Type	Keys and NULL Option
AgentCanSelectGroup	Indicates if the agent can select which groups they are logged on to.	DBCHAR	NOT NULL
AgentDeskSettingsID	A unique identifier for the agent desk settings.	DBINT	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
AgentToAgentCallsAllowed	Indicates if calls to other agents are allowed: • **Y** = Yes, calls to other agents are allowed. • **N** = No, calls to other agents are not allowed.	DBCHAR	NOT NULL
AutoAnswerEnabled	Indicates if calls to the agent are automatically answered: • **Y** = Yes, calls automatically answered. • **N** = No, calls are not automatically answered.	DBCHAR	NOT NULL
AutoRecordOnEmergency	Specifies whether to automatically record or not record when an emergency call request started: • **0** = Do not automatically record • **1** = Automatically record	DBINT	NULL
AvailAfterIncoming	Indicates whether to automatically consider the agent available or not available after handling an incoming call. This field is not configurable.	DBCHAR	NOT NULL
AvailAfterOutgoing	Indicates whether to automatically consider the agent available or not available after handling an outbound call. This field is not configurable.	DBCHAR	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time at which the record was added / updated.	DBDATETIME	NULL
DefaultDevicePortAddress	Optional value to override the default port address for the agent telephony device.	VNAME32	NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	NULL
Description	Additional information about the desk settings.	DESCRIPTION	NULL

Name	Description	Data Type	Keys and NULL Option
EmergencyCallMethod	Indicates whether Unified CCE creates a consultative call or a blind conference call for an emergency call request: • **0** = Consultative call • **1** = Blind conference call	DBINT	NULL
EnterpriseName	An enterprise name for the agent desk settings that is unique within the enterprise.	VNAME32	AK-1 NOT NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	VARCHAR(64)	NULL
FutureUseVarchar2	Reserved for future use	VARCHAR(255)	NULL
IdleReasonRequired	Indicates if the agent must enter a reason before entering the Idle state: • **Y** = Yes, agent must enter a reason. • **N** = No, agent does not need to enter a reason.	DBCHAR	NOT NULL
LogoutNonActivityTime	Number of seconds on non-activity at the desktop after which the software automatically logs out the agent.	DBINT	NULL
LogoutReasonRequired	Indicates if the agent must enter a reason before logging out: • **Y** = Yes, agent must enter a reason. • **N** = No, agent does not need to enter a reason.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
MultilineAgentControl	Integer to determine whether the agent will be allowed to log into devices which have a shared ACD line. If the value is 0, the agent is not allowed to login to the shared ACD line. If the value is 1, the agent is allowed to login to the shared ACD line.	DBINT	NOT NULL
MultilineAgentStateBehavior	Integer to determine whether to play a ziptone when auto answering an inbound call. In order to set this field, auto answer must be enabled for the desk setting or an APIError will be returned If the value is 0, zip tone will not be played. If the value is 1, zip tone will be played.	DBINT	NOT NULL
NonACDCallsAllowed	Reserved for future use.	DBCHAR	NOT NULL
OutboundAccessInternational	Indicates if the agent can initiate international calls: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL
OutboundAccessOperatorAssisted	Indicates if the agent can initiate operator assisted calls: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL
OutboundAccessPBX	Indicates if the agent can initiate outbound PBX calls: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL
OutboundAccessPrivateNet	Indicates if the agent can initiate calls through the private network: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
OutboundAccessPublicNet	Indicates if the agent can initiate calls through the public network: • **Y** = Yes, agent can initiate calls. • **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 if the call requests are routed through the Cisco Communication Manager PIM. The **default** is **0**, which means that call requests do not get routed through the Cisco Communication Manager PIM.	DBINT	NULL
RemoteAgentType	Determines how mobile agents who use this dial plan are handled. Values are: 0 = local agent, no remote access allowed. This is the default 1 = use call by call mobile agent routing. 2 = use nailed connection for mobile agent routing 3 = agent chooses call by call or nailed connection at login.	DBSMALLINT	NOT NULL
RemoteLoginWithoutDesktop	Y or N. If Y, mobile agent is permitted to login without a desktop.	DBCHAR	NOT NULL
RingNoAnswerDialedNumberID	Provides the dialed number identifier for the new re-route destination in case of a ring-no-answer.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RingNoAnswerTime	Number of seconds a call may ring at the agent station before being redirected. **Note** For Unified CCE deployments with CVP, configure Ring No Answer (RNA) timeout in CVP only. This removes the requirement to manually align the relevant CVP and Unified CCE timer configuration. If you configure Ring No Answer timeout on CVP, you need not configure RNA timeout in Unified CCE. To configure RNA time in CVP, see the Patterns for RNA timeout on outbound SIP calls section in the CVP OAMP console. After a CVP requery due to the RNA condition, once the call is revoked, the agent is transitioned to the not ready state. For non-CVP based Unified CCE deployments, you must configure RNA timeout in Unified CCE (using the Agent Desk Settings List Tool on the CCE Administration Workstation).	DBINT	NULL
SilentMonitorAudibleIndication	Specifies whether an audio click sounds when silent monitoring is started: • **1** = An audible click sounds. • **0** = An audible click does not sound.	DBINT	NULL
SilentMonitorWarningMessage	Specifies whether a warning message box appears on the agent's desktop when silent monitoring is started: • **1** = A warning message box appears. • **0** = A warning message box does not appear.	DBINT	NULL
SupervisorAssistCallMethod	Indicates whether Unified CCE Enterprise creates a consultative call or a blind conference call for the supervisor assistance request: • **0** = Consultative call • **1** = Blind conference	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
SupervisorCallsAllowed	Indicates if the agent can initiate supervisor assisted calls: • **Y** = Yes, agent can initiate calls. • **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
WrapupDataIncomingMode	Indicates if the agent is allowed or required to enter wrap-up data after an inbound call: • **0**= Required • **1** = Optional • **2**= Not allowed • **3**= Required with wrap-up data	DBINT	NOT NULL
WrapupDataOutgoingMode	Indicates if the agent is allowed or required to enter wrap-up data after an outbound call: • **0**= Required • **1** = Optional • **2**= Not allowed	DBINT	NOT NULL

Agent_Distribution

This is one of the Peripheral Detail tables in the Device category. For more information, see Device, on page 612. For database rules, see Device Tables, on page 694.

Each row indicates whether to send real-time and historical agent data from a specific peripheral to a specific Administration & Data Server.

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

Related tables

- Peripheral, on page 320 (through PeripheralID)

Table 9: Indexes for Admin_Distribution Table

index_name	index_description	index_keys
XPKAgent_Distribution	Primary key	AgentDistributionID

index_name	index_description	index_keys
XAK1Agent_Distribution	Unique key	PeripheralID, DistributorSiteName

Table 10: Fields in Agent_Distribution Table

Name	Description	Data Type	Keys and NULL Option
AgentDistributionID	A unique identifier for the agent distribution.	DBINT	PK NOT NULL
AgentHistoricalData	The flag that indicates to send Agent historical to HDS server filtered by peripheral. Default: Y	DBCHAR	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time at which the record was added / updated.	DBDATETIME	NULL
DistributorSiteName	The name of the Distributor site to which agent data is sent.	VNAME32	AK-1 NOT NULL
Enabled	Indicates whether to send agent data or not: • **Y** = Yes, an agent can send data. • **N** = No, an agent cannot send data.	DBCHAR	NOT NULL
PeripheralID	The peripheral from which agent data is sent.	DBSMALLINT	AK-1, FK NOT NULL

Agent_Event_Detail

This table is one of the Agent Detail tables in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

This table can become large. Running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract the data from the HDS into your own custom database on a separate server (one that is not used for other Unified ICM and Unified CCE components). Use only DBDateTime (date and time of the record that was written to the HDS database) to perform the extraction. The table on the custom database can be indexed according to the custom reporting needs.

Related tables

- Agent, on page 17 (through SkillTargetID)
- Media_Routing_Domain, on page 300 (through MRDomainID)

Table 11: Indexes for Agent_Event_Detail Table

index_name	index_description	index_keys
XPKAgent_Event_Detail	Primary key	DateTime, SkillTargetID, MRDomainID, TimeZone
XAK1Agent_Event_Detail	Unique key	RecoveryKey
XIEIAgent_Event_Detail	Inversion key	DbDateTime

Table 12: Fields in Agent_Event_Detail Table

Name	Description	Data Type	Keys and NULL Option
AgentDialedNumber	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The Extension or the instrument number to which the Agent is logged into.	VNAME32	NULL
AgentSessionID	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** A unique identified for the agent login session. The session will be same for Agent login across multiple MRDs	VARCHAR(64)	NULL
AgentState	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Reports the agent state field. The state will be same Agent Real Time fields. See Agent_State_Trace, on page 65	DBINT	NULL
DateTime	The date and time (in Central Controller local time) that the transition for the event occurred. For the NOT_READY event, the date and time (in Central Controller local time) that the transition for the event occurred or the interval boundary occurred.	DBDATETIME	PK 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 NULL

Name	Description	Data Type	Keys and NULL Option
Direction	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Direction of call on which the agent is currently working: • NULL= None • 0 = None • 1 = In (non-voice tasks are always inbound) • 2 =Out • 3 = Other In • 4 = Other Out/Direct Preview • 5 = Outbound Reserve • 6 = Outbound Preview • 7 = Outbound Predictive/Progressive	DBINT	NULL
DialedNumber	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The Dialed Number of the incoming call.	VNAME32	NULL
Duration	Duration in seconds associated with the EVENT: **LOGIN**: Typically set to zero **LOGOUT**: Number of seconds the agent was logged into the Media Routing Domain. **NOT_READY**: Number of seconds the agent was in the NotReady State with respect to the Media Routing Domain, from the last state change, in NOT_READY state with reason code change, or from the last interval boundary. For example: *Time=12:10:00 Agent NotReady state transition* *Time=12:11:00 Agent Ready state transition, AgentEventDetail.Duration=60* *Time=12:25:00 Agent NotReady state transition* *Time=12:30:00 Interval boundary change, AgentEventDetail.Duration=300* *Time=13:00:00 Interval boundary change, AgentEventDetail.Duration=1800*	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
Event	Event transition that occurred. This value represents the event that is triggered and does not correlate with Agent State values. • **1= LOGIN** • **2 = LOGOUT** • **3 = NOT_READY**	DBINT	NULL
EventDateTimeUTC	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The date and time of occurrence of the event, presented in UTC format.	DBDATETIME	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	VARCHAR(64)	NULL
FutureUseVarchar2	Reserved for future use	VARCHAR(64)	NULL
LoginDateTime	DateTime (in Central Controller local time) when the agent initially logged into the Media Routing Domain.	DBDATETIME	NOT NULL
MRDomainID	The ID of the Media Routing Domain with which the event is associated.	DBINT	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
PeripheralCallKey	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** An identifier assigned to the call by the peripheral (ACD, IVR). The range and type of value used in this field vary depending on the type of peripheral. For example: • ACD 1 views an original call, a transfer, and a consultative call as three separate calls (Call IDs 1001, 1002, 1003 respectively). • ACD 2 views all three calls as a continuation of the same call (Call IDs 1001, 1001, 1001 respectively). • ACD 3 views the original and transfer as the same call, but the consultative call as a second call (Call IDs 1001,1002, 1001 respectively). • ACD 4 views the original call as one call and the original and transfer as another call (Call IDs 1001, 1002, 1002 respectively). In addition, the identifier 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 (For non-voice the value would be NULL).	NULL	
PrecisionQueueID	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)**	DBINT	NULL
ReasonCode	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The ReasonCode associated with the event. See Reason Codes, on page 670.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
RouterCallKey	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** A call key counter that is created and set as a value that is the unique portion of the 64-bit key for the call. The system software resets this counter at midnight. Applicable only if the agent is active call.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RouterCallKeyDay	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates the day that the call was received and the Route_Call_Detail record was created. Applicable only if the agent is active call.	DBINT	NULL
RouterCallKeySequenceNumber	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** 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.	DBINT	NOT NULL
SkillGroupID	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Skill Group ID used for Router Skill Group the call.	DBINT	NULL
SkillTargetID	The SkillTargetID of the agent.	DBINT	PK NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
TaskIndex	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates index of call or task when handling multiple concurrent tasks like email or chat. This will be unique in a login session.	DBINT	NOT NULL
WrapupData	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Wrapup Data for Call/Task.	VARCHAR(40)	NULL

Agent_Interval

This table describes the Agent Details under the 15 Minute Reporting category.

Table 13: Indexes for Agent_Interval Table

index_name	index_description	index_keys
XPKAgent_Interval	Primary key	DateTime, SkillTargetID, Timezone, MRDomainID
XAK1Agent_Interval	Unique key	Recovery Key
XIE1Agent_Interval	Inversion key	DbDateTime

Table 14: Fields in Agent_Interval Table

Name	Description	Data Type	Keys and NULL Option
AvailTime	Total time, in seconds, the agent was in the NOT ACTIVE state during the reporting interval.	DBINT	NULL
AvailableInMRDTime	The number of seconds in the reporting interval that this agent was available for this Media Routing Domain. An agent is available, or eligible to be assigned a task in this MRD, if the agent meets all these conditions: **1.** The agent is in any state other than Not Ready state for this MRD. **2.** The agent is not working on a non-interruptible task in another MRD. **3.** Only email tasks are interruptible, meaning that system software can assign agents another task while they are working on an email. Voice calls, and chat sessions cannot be interrupted. **4.** The agent has not reached the maximum task limit for this MRD. For voice calls, the task limit is always one task. For email and chat, the maximum task limit is configurable and can be more than one task. The agent is considered eligible to be assigned emails or chat until the maximum task limit is reached for that MRD.	DBINT	NULL
DateTime	The Central Controller date and time at the start of the interval.	DBSMALLDATE	PK 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 NULL
Extension	The last extension the agent was logged in to during this interval.	varchar(32)	NULL

Name	Description	Data Type	Keys and NULL Option
LoggedOnTime	Total time, in seconds, the agent was logged in to this Media Routing Domain during the reporting interval.	DBINT	NULL
MRDomainID	Identifies the Media Routing Domain.	DBINT	PK NOT NULL
NotReadyTime	Total time, in seconds, the agent was in the Not Ready state with respect to this Media Routing Domain during the reporting interval. (In the Not Ready state, agents are logged on, but are not involved in any call handling activity, or available to handle a call.)	DBINT	NULL
NonACDLineCallsInCount	Indicates how many non-ACD calls the agent answered on one of the non-ACD lines. Only populated when Multiline feature is enabled.	DBINT	NULL
NonACDLineCallsOutCount	Indicates how many non-ACD calls the agent initiated on one of the non-ACD lines. Only populated when Multiline feature is enabled.	DBINT	NULL
NonACDLineCallsInTime	Indicates how much time the agent spent on non-ACD calls that the agent answered on the non-ACD lines. This time includes the time from answered until the call ended. Only populated when Multiline feature is enabled. Only applies to Unified CCE.	DBINT	NULL
NonACDLineCallsOutTime	Indicates how much time the agent spent on non-ACD calls that the agent initiated on the non-ACD lines. This time includes the time from when the call was initiated until the call ended whether the call was answered. Only populated when Multiline feature is enabled. Only applies to Unified CCE.	DBINT	NULL
PickRequests	The total number of pick requests picked by this agent in the reporting interval.	DBINT	NULL
PullRequests	The total number of pull requests picked by this agent in the reporting interval.	DBINT	NULL
PickErrors	Number of pick requests resulting in an error either due to routing failure or those that abandon/ terminate before being delivered to Agent's inbox.	DBINT	NULL
PullErrors	Number of pull requests resulting in an error either due to routing failure or those that abandon / terminate before being delivered to Agent's inbox.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM and Unified CCE Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL

Name	Description	Data Type	Keys and NULL Option
ReportingHalfHour	The value indicates half-hour boundary interval (0 to 47). Two 15-minute interval records have unique half hour boundary values.	DBINT	NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The valid values are 30 (default) or 15.	DBINT	NULL
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use.	DBINT	NULL
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	NULL
RoutableInMRDTime	The number of seconds in the reporting interval that this agent was routable for this MRD.	DBINT	NULL
RouterCallsAbandQ	Number of calls queued to the agent by the CallRouter that were abandoned during the reporting interval. This field is valid only if calls are routed directly to an agent, by either the Queue-to-Agent node or the Send-to-Agent node in the routing script.	DBINT	NULL
RouterQueueCalls	Number of calls queued to the agent by the CallRouter during the reporting interval.	DBINT	NULL
RouterCallsOffered	The count of calls routed or queued to the agent in the reporting interval. This field is valid only if calls are routed directly to an agent, by either the Queue-to-Agent node or the Send-to-Agent node in the routing script.	DBINT	NULL
RouterCallsAband	The count of calls abandoned after they have been routed to an agent, during the reporting interval. This field is valid only if calls are routed directly to an agent, by either the Queue-to-Agent node or the Send-to-Agent node in the routing script. This field is applicable to Unified CCE.	DBINT	NULL
RouterCallsDequeued	This value is incremented when a call is dequeued from an agent and routed to another agent in the reporting interval. This field is valid only if calls are routed directly to an agent, by either the Queue-to-Agent node or the Send-to-Agent node in the routing script.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RouterCallsRedirected	For systems that use the Router Requery feature, this is the count of requery events for the call in the reporting interval. For systems using Ring on No Answer (RONA), this is the count of TCDs with call disposition of DBCDF_REDIRECTED. If a system has both configurations, both events increment this field. This field is valid only if calls are routed directly to an agent, by either the Queue-to-Agent node or the Send-to-Agent node in the routing script. This field is applicable to Unified CCE.	DBINT	NULL
RouterCallsAnswered	The count of calls that the agent answers in this Skill Group in the reporting interval. This field is valid only if calls are routed directly to an agent, by either the Queue-to-Agent node or the Send-to-Agent node in the routing script. This field is applicable to Unified CCE.	DBINT	NULL
RouterCallsHandled	The number of calls this agent handles during the reporting interval. This reflects the number of calls that were sent to this agent that have the Handled type of Call Disposition Flag value 1. For systems that use the Router Requery feature, this is the count of requery events for the call in the reporting interval. This field is valid only if calls are routed directly to an agent, by either the Queue-to-Agent node or the Send-to-Agent node in the routing script. This field is applicable to Unified CCE.	DBINT	NULL
RouterError	The number of calls that result in an error condition in the reporting interval. This field is valid only if calls are routed directly to an agent, by either the Queue-to-Agent node or the Send-to-Agent node in the routing script. See *Rotuer Error Codes* for the complete list of RouterError codes.	DBINT	NULL
SkillTargetID	Identifies the agent.	DBINT	PK NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
TalkOtherTime	Total time, in seconds, the agent spent talking on internal calls during the reporting interval. Only defined for voice media. For **non-voice** media, this is set to zero.	DBINT	NULL

Agent_Logout

This table is one of the Agent Detail tables in the Skill Target categor (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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 out.

Related Tables

- Agent, on page 17 (through SkillTargetID)
- Media_Routing_Domain, on page 300 (through MRDomainID)

Table 15: Indexes for Agent_Logout Table

index_name	index_description	index_keys
XPKAgent_Logout	Primary key	LogoutDateTime, SkillTargetID, TimeZone, MRDomainID
XAK1Agent_Logout	Unique key	RecoveryKey
XIEAgent_Logout	Inversion key	DbDateTime

Table 16: Fields in Agent_Logout Table

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 NULL
Extension	Extension the Agent was logged in	varchar (32)	NULL
LoginDuration	Number of seconds the agent was logged in.	DBINT	NULL
LogoutDateTime	Central Controller date and time when the agent logged out.	DBDATETIME	PK NOT NULL
MRDomainID	The identifier for the Media Routing Domain associated with the agent logout.	DBINT	PK NOT NULL
NetworkTargetID	The device target the agent was logged on to. This applies to Unified CCE agents only.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PhoneType	The type of phone being used: 0 = normal ACD/Unified CCE phone, or non-voice task 1 = remote phone, call by call 2 = remote phone, nailed connection All new agent logout data has a NOT NULL value by default. During upgrade or migration, the value for this column is NULL.	DBSMALLINT	NULL
ReasonCode	Reason code returned by the peripheral for the agent logout. See Reason Codes, on page 670.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM and Unified CCE Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RemotePhoneNumber	For a mobile agent working remotely, the current phone number.	varchar(32)	NULL
SkillTargetID	Identifies the agent.	DBINT	PK NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Agent_Real_Time

This table is one of the Agent Detail tables in the Skill Target category. For more information, see Skill Target, on page 629. To see database rules for these tables, see Skill Target Tables, on page 698.

Local database only. Each row in the table is for an agent and MRD pair currently logged in. For example, if the agent was logged into three MRDs, then the agent has three rows in the table.

Related tables

- Agent, on page 17 (through SkillTargetID)
- Media_Routing_Domain, on page 300 (through MRDomainID)
- Precision_Queue, on page 341 (through PrecisionQueueID)
- Service, on page 443 (ServiceSkillTargetID maps to Service.SkillTargetID)
- Skill_Group, on page 484 (SkillGroupSkillTargetID maps to SkillGroup.SkillTargetID)

Table 17: Index - Agent_Real_Time Table

index_name	index_description	index_keys
XPKAgent_Real_Time	Primary key	SkillTargetID, MRDomainID

Table 18: Fields in Agent_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AgentStatus	Reserved for future use.	DBINT	NULL
AgentState	The current real time state of the agent with respect to this MRD. To see Agent State values, see AgentState, on page 648.	DBINT	NULL
AvailableInMRD	The agent's availability status with respect to the MRD: • **0** = Not Available • **1** = ICM Available • **2** = Application Available	DBINT	NULL
CallInProgress	The number of tasks associated with this MRD on which this agent is currently working.	DBINT	NULL
CampaignID	The campaign ID for the campaign associated with this call. This field is populated when the call is answered by an agent. **Note** This field is applicable to Outbound Option only	DBINT	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. **Note** This field is applicable to Outbound Option only.	varchar(30)	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. **Note** 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

Name	Description	Data Type	Keys and NULL Option
DateTimeLastModeChange	The date and time of the agent last mode change in this MRD. 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. If the mode is routable, the Unified ICM controls the agent and assigns tasks to the agent. When an agent is routable for an MRD, an application instance (for example, Email and Web Manager) will not allow the agent to work on a task unless Unified ICM assigns the task. If the mode is not routable, the application instance (for example: Email and Web Manager) will not allow the agent to work on a task unless Unified ICM assigns the task. For Email and Web Manager, an agent mode never changes. Each agent is always routable. An agent 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
DateTimeLogin	Date and time the agent logged on to this MRD. Date and time of the agent's last state change in this MRD.	DBDATETIME	NULL
DateTimeTaskLevelChange	The date and time of the agent's last task level change in this MRD. 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). This applies to all other agents as well, however, the task level is always 0 or 1.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
Destination	Destination type of outbound call on which the agent is currently working: • **0** = None • **1** = ACD • **2** = Direct • **3** = For predictive and progressive mode OB calls • **4** = For outbound reservation call • **5** = For Preview and Direct Preview mode OB calls	DBINT	NULL
Direction	Direction of call on which the agent is currently working: • **NULL**= None • **0** = None • **1** = In (non-voice tasks are always inbound) • **2** =Out • **3** = Other In • **4** = Other Out/Direct Preview • **5** = Outbound Reserve • **6** = Outbound Preview • **7** = Outbound Predictive/Progressive	DBINT	NULL
Extension	Extension on which the agent is currently working.	varchar(32)	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
MaxTasks	The maximum number of tasks associated with this Media Routing Domain on which this agent can work simultaneously.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
MRDomainID	The identifier for the Media Routing Domain associated with this peripheral.	DBINT	PK, FK NOT NULL
NetworkTargetID	Unique identifier for the target. **Note** This applies for Unified CCE agents only.	DBINT	FK NULL
OnHold	OnHold status of the agent: • **0** = Call not on hold • **1** = Call on hold	DBINT	NULL
PhoneType	The kind of phone being used: • **0** = normal ACD/IP phone, or non voice task • **1** = remote phone, call by call • **2** = remote phone, nailed connection	DBSMALLINT	NOT NULL
PrecisionQueueID	Identifies the Precision Queue for the call on which the Agent is currently working otherwise the value will be 0.	DBINT	NULL
QueryRuleID	**Note** 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. See Reason Codes, on page 670. **Note** ReasonCode is supported for the Not Ready and Logged Off agent states only.	DBINT	NULL
RemotePhoneNumber	For a mobile agent who is working remotely, current phone number.	varchar(32)	NULL
RequestedSupervisorAssist	Indicates whether the agent has requested supervisor assistance: • **1**= Yes, the agent requested assistance. • **0**= No, the agent did not request assistance. **Note** This field is applicable to Unified CCE.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
Routable	Indicates whether calls from the agent are routable with respect to this Media Routing Domain: • 1 = the agent is routable. • 0 = the agent is not routable. 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. If calls in this mode are routable, the Unified ICM controls the agent and assigns tasks to the agent. When a call from an agent is routable for an MRD, an application instance (for example: Email and Web Manager) will not allow the agent to work on a task unless Unified ICM assigns the task. If a call from the mode is not routable, the application instance (for example: Email and Web Manager) controls the agent and assigns tasks to the agent. The system software tracks the agent's task activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task on which the agent is working. For Email and Web Manager, an agent mode never changes. Each agent is always routable. Calls from an agent's mode are 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

Name	Description	Data Type	Keys and NULL Option
ServiceSkillTargetID	Identifies the service for the call on which the agent is currently working. If this agent is not working on a task in this MRD, this field is zero. If the agent is working on only one task in this MRD, this field is the ID of the service associated with that task. If the agent is working on more than one task in this MRD, and at least one of these tasks is ACTIVE, this field is the ID of the service associated with one of those active tasks. Otherwise, this field is the ID of the service associated with one of the tasks on which the agent is working.	DBINT	NULL
SkillGroupSkillTargetID	Identifies the skill group for the call on which the agent is currently working. If this agent is not working on a task in this MRD, this field is zero. If the agent is working on only one task in this MRD, this field is the ID of the skill group associated with that task. If the agent is working on more than one task in this MRD, and at least one of these tasks is ACTIVE, this field is the ID of the skill group associated with one of those active tasks. Otherwise, this field is the ID of the skill group associated with one of the tasks on which the agent is working.	DBINT	NULL
SkillTargetID	Identifies the agent.	DBINT	PK, FK NOT NULL

Agent_Skill_Group_Interval

This table describes the agent details under the 15-Minute Reporting category.

Note For blind conferences in Unified CCE with a Unified CCE System peripheral gateway(PG), this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario, this field is not updated in Unified CCE with a Unified CCE System PG.

Table 19: Indexes for Agent_Skill_Group_Interval Table

index_name	index_description	index_keys
XPKAgent_Skill_Group_Interval	Primary key	DateTime, SkillTargetID, SkillGroupSkillTargetID, PrecisionQueueID, Timezone
XAK1Agent_Skill_Group_Interval	Unique key	RecoveryKey
XIE1Agent_Skill_Group_Interval	Inversion key	DbDateTime

Table 20: Fields in Agent_Skill_Group_Interval Table

Name	Description	Data Type	Keys and NULL Option
AbandonHoldOutCalls	During the reporting interval, the total number of Outgoing calls that were abandoned while on hold.	DBINT	NULL
AbandonRingCalls	During the reporting interval, the total number of ACD calls that abandoned while ringing at an agent position. The value is incremented at the time the call disconnects.	DBINT	NULL
AbandonRingTime	During the reporting interval, the 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 counted at the time the call disconnects, and the database is updated every reporting.	DBINT	NULL
AbandonHoldCalls	During the reporting interval, the total number of ACD calls that were abandoned while being held at an agent position. This value is counted at the time the call disconnects, and the database is updated every reporting.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AgentOutCallsTime	The total handle time, in seconds, for outbound ACD calls handled by an agent associated with this skill group that ended during the reporting 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 counted when the after-call work time associated with the call is completed, and the database is updated for every reporting.	DBINT	NULL
AgentOutCallsTalkTime	Total talk time, in seconds, for outbound ACD calls handled by an agent associated with this skill group that ended during the reporting interval. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work. The value is counted when the after-call-work time associated with the call (if any) is completed, and the database is updated every reporting. **Note** This field does not include the hold time; it is recorded in the AgentOutCallsOnHoldTime field.	DBINT	NULL
AgentOutCalls	The total number of outbound ACD calls made by an agent associated with this skill group that ended during the reporting interval. The value is counted when any after-call work time associated with the call is completed, and the database is updated every reporting.	DBINT	NULL
AgentOutCallsOnHold	During the reporting interval, the total number of outbound ACD calls an agent associated with this skill group ended and that were placed on hold at least once during the life of the call. The value is counted when the after-call work associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
AgentOutCallsOnHoldTime	During the reporting interval, the 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.	DBINT	NULL
AgentTerminatedCalls	Not currently supported.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AnswerWaitTime	The sum of the answer wait times of all calls associated to an agent in this skill group or precision queue answered during the reporting interval. AnswerWaitTime is updated at the time the call is answered, and the database is updated at every reporting interval. In Unified ICM, AnswerWaitTime is calculated from the following fields in the Termination_Call_Detail table: • DelayTime • LocalQTime • RingTime In Unified CCE, AnswerWaitTime is calculated from the following fields in the Termination_Call_Detail table: • DelayTime • RingTime • NetworkSkillGroupQTime	DBINT	NULL
AttributeID1	Attribute 1 associated with the Precision Queue.	DBINT	NULL
AttributeID2	Attribute 2 associated with the Precision Queue.	DBINT	NULL
AttributeID3	Attribute 3 associated with the Precision Queue.	DBINT	NULL
AttributeID4	Attribute 4 associated with the Precision Queue.	DBINT	NULL
AttributeID5	Attribute 5 associated with the Precision Queue.	DBINT	NULL
AttributeID6	Attribute 6 associated with the Precision Queue.	DBINT	NULL
AttributeID7	Attribute 7 associated with the Precision Queue.	DBINT	NULL
AttributeID8	Attribute 8 associated with the Precision Queue.	DBINT	NULL
AttributeID9	Attribute 9 associated with the Precision Queue.	DBINT	NULL
AttributeID10	Attribute 10 associated with the Precision Queue.	DBINT	NULL
AvailTime	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 reporting interval. AvailTime is included in the calculation of LoggedOnTime.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AutoOutCalls	The total number of AutoOut (predictive) calls made by an agent associated with this skill group that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
AutoOutCallsTime	The total handle time, in seconds, for AutoOut (predictive) calls handled by an agent associated with this skill group that ended during the reporting 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. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
AutoOutCallsTalkTime	Total talk time, in seconds, for AutoOut (predictive) calls handled by an agent associated with this skill group that ended during the reporting interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work. It includes the HoldTime associated with the call. AutoOutCallsTalkTime is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
AutoOutCallsOnHold	During the reporting interval, 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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
AutoOutCallsOnHoldTime	The total number of seconds that AutoOut (predictive) calls were placed on hold by an agent associated with this skill group during the reporting interval. The value is counted when the after-call work associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
BargeInCalls	The number of calls that were barged in by a supervisor or another agent during the reporting interval. The number is calculated for each agent associated with the specific skill group. This field is applicable for Unified CCE only.	DBINT	NULL
BusyOtherTime	The number of seconds that an agent spent in the BusyOther state with respect to this skill group during the reporting interval. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL
CallbackMessagesTime	The number of seconds that the agent spent processing callback messages during the reporting interval. This field is applicable only to the Aspect ACD.	DBINT	NULL
CallbackMessages	The number of callback messages processed by the agent during the reporting interval. This field is applicable only to the Aspect ACD.	DBINT	NULL
CallsAnswered	The number of routed calls answered by an agent associated with this skill group during the given interval. CallsAnswered is incremented in the interval where the call is answered, as opposed to CallsHandled which is incremented in the interval where the call ends. **Note** With the existence of a network VRU, in a Unified CCE deployment with a Unified CCE System PG, this value does not include time spent in the network VRU.	DBINT	NULL
CallsHandled	The number of inbound ACD calls that were answered and completed wrap-up by agents in the skill group during the reporting interval. A handled call is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on, and then completed. **Note** This field is applicable for Unified CCE. The tasks completed by the agent such as CallsHandled, and HandledCallsTime are not applicable for outbound option calls.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ConsultativeCalls	The number of consultative calls an agent associated with this skill group that ended in the reporting interval. The count is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
ConsultativeCallsTime	During the reporting interval, the number of seconds agents spent handling consultative calls with at least one ACD call on hold. The value is counted when the after-call work time associated with the consultative call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
ConsultOutCalls	The number of agent initiated consult calls for this interval that were external from the switch.	DBINT	NULL
ConsultOutCallsTime	The time the agent spent on consult outbound calls.	DBINT	NULL
ConferencedInCalls	During the reporting interval, the number of incoming calls into which the agent was conferenced. Incoming calls include ACD and non-ACD calls. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	NULL
ConferencedInCallsTime	During the reporting interval, 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 counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	NULL
ConferencedOutCalls	During the reporting interval, the number of conference calls the agent initiated. The conferenced out calls include ACD and non-ACD calls. The count of ConferencedOutCalls is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	NULL
ConferencedOutCallsTime	During the reporting interval, 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 counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DateTime	The date and time at the start of the reporting interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the Historical Data Server (HDS) database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
EmergencyAssists	The number of emergency assist requests either by the agent or by the supervisor. **Note** This field is applicable for Unified CCE only.	DBINT	NULL
HandledCallsTalkTime	The number of seconds that an agent spent in TalkTime for the handled calls that are associated with a skill group and that ended in this 15-minute or half-hour interval. **Note** This field is applicable for Unified ICM, Unified CCE and Outbound Option.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
HandledCallsTime	This field only applies to configured skill groups. The number of seconds an agent spent answering the call (including the time the call was on hold) to the time the agent completed the after-call work associated with the call. HandledCallsTime = HandledCallsTalkTime + HoldTime + (WorkNotReadyTime/WorkReadyTime) The value in this field for the incoming routed calls includes: **1.** Talk time **2.** Total Held time **3.** Work Ready and Work Not Ready time **Note** Database is updated with the cumulative time only after the call completion of both the talk time and the wrap-up time. **Note** This field is applicable for Unified ICM, Unified CCE, and Outbound Option.	DBINT	NULL
HoldTime	Number of seconds where all calls to the agent are on hold during the reporting interval. HoldTime is counted only while the agent is doing no other call-related activity. HoldTime is included in the calculation of LoggedOnTime.	DBINT	NULL
IncomingCallsOnHoldTime	Total number of seconds that inbound ACD calls that an agent associated with this skill group placed on hold that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
IncomingCallsOnHold	The total number of inbound ACD calls that an agent associated with this skill group placed on hold at least once during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
InternalCallsOnHoldTime	The total number of seconds an agent spent on hold in an internal call associated with this skill group that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
InternalCallsOnHold	During the reporting interval, the total number of internal calls that an agent associated with this skill group ended in this reporting that were placed on hold. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
InternalCallsRcvdTime	The total number of seconds spent on internal calls associated with this skill group that were received by an agent that ended in the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
InternalCallsRcvd	Number of internal calls associated with this skill group that were received by an agent and that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
InternalCallsTime	Total number of seconds an agent associated with this skill group spent on internal calls that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
InternalCalls	Number of internal calls an agent associated with this skill group ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
InterruptedTime	The number of seconds during which all calls to the agent are in interrupted state during the reporting interval.	DBINT	NULL
InterceptCalls	During the reporting interval, the number of calls intercepted either by the supervisor or by the agent. This field is applicable for Unified CCE only.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
LoggedOnTime	Total time, in seconds, an agent associated with this skill group was logged on during the reporting interval. This value is based on the sum of the following: **1.** HoldTime **2.** TalkInTime **3.** TalkOutTime **4.** TalkOtherTime **5.** AvailTime **6.** NotReadyTime **7.** WorkReadyTime **8.** WorkNotReadyTime **9.** BusyOtherTime **10.** ReservedStateTime **11.** TalkAutoOutTime **12.** TalkPreviewTime **13.** TalkReservedTime **14.** InterruptedTime **Note** This field is applicable for Unified ICM, Unified CCE, and Outbound Option.	DBINT	NULL
MonitorCalls	The number of calls that the supervisor silently monitored. **Note** This field is applicable for Unified CCE only.	DBINT	NULL
NetConsultativeCalls	During the reporting interval, the number of Network consultative calls completed by agents with at least one call on hold. The count is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every reporting.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
NetConsultativeCallsTime	During the reporting interval, the number of seconds agents spent handling a Network consultative call with at least one call on hold. The value is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every reporting.	DBINT	NULL
NetConferencedOutCalls	During the reporting interval, the number of Network conference calls the agent initiated. The count of NetConferencedOutCalls is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	NULL
NetConfOutCallsTime	During the reporting interval, the number of seconds the agent spent on Network conference calls that they initiated. This only includes time spent on Network conference calls initiated by the agent. The value includes any HoldTime for the call. This database element uses ConferenceTime from the Termination_Call_Detail table. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	NULL
NetTransferredOutCalls	Number of calls Network (Blind and Consultative) transferred out by the agent during the reporting interval. The value is updated at the time the agent completes the transfer of the call.	DBINT	NULL
NotReadyTime	Total seconds an agent was in the Not Ready state with respect to this skill group during the reporting interval. NotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
PrecisionQueueID	Together with SkillTargetID of the Agent identifies the Precision Queue Member. For Skill Group only Agents, the value is NULL.	DBINT	PK NULL
PreviewCalls	Total number of outbound Preview calls made by an agent associated with this skill group that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PreviewCallsTime	Total handle time, in seconds, for Outbound Preview calls handled by an agent associated with this skill group that ended during the reporting 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. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
PreviewCallsTalkTime	Total talk time, in seconds, for outbound Preview calls handled by an agent associated with this skill group that ended during the reporting interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
PreviewCallsOnHold	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 reporting interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
PreviewCallsOnHoldTime	The total number of seconds outbound Preview calls that were placed on hold by agents associated with this skill group during the reporting interval. The value is counted when the after-call work associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM or Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
ReportingHalfHour	The value indicates Half Hour boundary interval (0 - 47). Two 15-minute interval records have a unique half hour boundary value.	DBINT	NULL
ReportingInterval	Contains the Reporting interval, in minutes, for Historical reporting. Valid values are 15 and 30 (default).	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RedirectNoAnsCalls	During the reporting interval, 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 counted at the time the call is diverted to another device, and the database is updated every reporting.	DBINT	NULL
RedirectNoAnsCallsTime	During the reporting interval, 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 counted at the time the call is diverted to another device, and the database is updated every reporting.	DBINT	NULL
ReservedStateTime	How long an agent is in Reserved state. This is counted using Agent State.	DBINT	NULL
ReserveCalls	For Outbound Option, the number of reservation calls received by an agent in this skill group during the reporting interval.	DBINT	NULL
ReserveCallsTime	For Outbound Option, the time during the reporting interval that an outbound agent in this skill group spent on reservation calls waiting for the Campaign customer call to be delivered. This includes preview time for Preview, Direct Preview, and Personal Callback calls.	DBINT	NULL
ReserveCallsTalkTime	For Outbound Option, the talk time for an agent in this skill group on reservation calls during the reporting interval. This is calculated using Call State.	DBINT	NULL
ReserveCallsOnHold	For Outbound Option, the number of reservation calls for an agent in this skill group placed on hold during the reporting interval.	DBINT	NULL
ReserveCallsOnHoldTime	For Outbound Option, the time that reservation calls for an agent in this skill group are on hold during the reporting interval.	DBINT	NULL
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use.	DBINT	NULL
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	NULL

Name	Description	Data Type	Keys and NULL Option
ShortCalls	During the reporting interval, 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. Inbound ACD short calls are counted as Handled. AGENT_INSIDE short calls are counted as InternalCallsRcvd.	DBINT	NULL
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member.	DBINT	PK NOT NULL
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	DBINT	PK NOT NULL
SupervAssistCallsTime	Number of seconds agents associated with this skill group spent on supervisor-assisted calls during the reporting interval. The value is counted when the supervisor-assisted call completes, and the database is updated every reporting. **Note** This field is applicable for Unified CCE only.	DBINT	NULL
SupervAssistCalls	Number of calls for which an agent received supervisor assistance during the reporting interval. The value is counted when the supervisor-assisted call completes, and the database is updated every reporting.	DBINT	NULL
TalkInTime	Number of seconds an agent associated with this skill group spent talking on inbound ACD calls during the reporting interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TalkOtherTime	Number of seconds that an agent in the skill group spent talking on other calls (neither inbound or outbound) during the reporting interval. Examples: agent-to-agent transfers and supervisor calls. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TalkOutTime	Number of seconds an agent associated with this skill group spent talking on external outbound or consultive transfer calls during the reporting interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
TransferredInCallsTime	Number of seconds an agent associated with this skill group spent handling transferred in calls that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting. **Note** **Calls** may include voice calls and non-voice tasks from ECE or third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
TransferredInCalls	Number of calls transferred into the skill group during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting. **Note** **Calls** may include voice calls and non-voice tasks from ECE or third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
TransferredOutCalls	Number of calls transferred out by the agent during the reporting interval. The value is updated at the time the agent completes the transfer of the call. **Note** **Calls** may include voice calls and non-voice tasks from ECE or third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
TalkAutoOutTime	The number of seconds the agent spent talking on AutoOut (predictive) calls during the reporting interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TalkPreviewTime	The number of seconds the agent spent talking on outbound Preview calls during the reporting interval. TalkPreviewTime is included in the calculation of LoggedOnTime.	DBINT	NULL
TalkReserveTime	This is how long an agent is in Talking state since the reservation call is connected to the agent. This is counted using Agent State.	DBINT	NULL
WorkNotReadyTime	Total time in seconds an agent associated with this skill group was in the Work Not Ready state during the reporting interval. WorkNotReadyTime is included as in the calculation of LoggedOnTime. **Note** It calculates for all the calls within that duration and not just the incoming calls.	DBINT	NULL
WorkReadyTime	Total seconds an agent in the skill group was in the Work Ready state for tasks associated with this skill group that ended during the reporting interval. WorkReadyTime is included in the calculation of LoggedOnTime. **Note** It calculates for all the calls within that duration, and not just the incoming calls.	DBINT	NULL
WhisperCalls	During the reporting interval, the number of calls coached either by the supervisor or by the agent.	DBINT	NULL

Agent_Skill_Group_Logout

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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 software generates an Agent_Skill_Group_Logout record for each skill group member.

Related tables

- Skill_Group_Member, on page 520 (SkillTargetID + SkillGroupSkillTargetID maps to Skill_Group_Member.AgentSkillTargetID + Skill_Group_Member.SkillGroupSkillTargetID)

Table 21: Indexes for Agent_Skill_Group_Logout Table

index_name	index_description	index_keys
XPKAgent_Skill_Group_Logout	Primary key	LogoutDateTime, SkillTargetID, SkillGroupSkillTargetID, TimeZone
XAK1Agent_Skill_Group_Logout	Unique key	RecoveryKey
XIE1Agent_Skill_Group_Logout	Inversion key	DbDateTime

Table 22: Fields in Agent_Skill_Group_Logout Table

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 NULL
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 NOT NULL
ReasonCode	Reason code returned by the peripheral for the agent logout. See Reason Codes, on page 670.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM or Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Agent_Skill_Group_Real_Time

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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 software generates an Agent_Skill_Group_Real_Time record for each skill group member.

Related tables

- Skill_Group_Member, on page 520 (SkillTargetID + SkillGroupSkillTargetID maps to Skill_Group_Member.AgentSkillTargetID + Skill_Group_Member.SkillGroupSkillTargetID)
- Precision_Queue, on page 341 (through PrecisionQueueID)

Table 23: Index for Agent_Skill_Group_Real_Time Table

index_name	index_description	index_keys
XPKAgent_Skill_Group_Real_Time	Primary key	SkillTargetID, SkillGroupSkillTargetID

Table 24: Fields in Agent_Skill_Group_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AgentState	The current real time state of the agent. To see the list of Agent States, see AgentState, on page 648.	DBINT	NULL
AttributeID1	AttributeID1 of the agent associated with the Precision Queue.	DBINT	NULL
AttributeID2	AttributeID2 of the agent associated with the Precision Queue.	DBINT	NULL
AttributeID3	AttributeID3 of the agent associated with the Precision Queue.	DBINT	NULL
AttributeID4	AttributeID4 of the agent associated with the Precision Queue.	DBINT	NULL
AttributeID5	AttributeID5 of the agent associated with the Precision Queue.	DBINT	NULL
AttributeID6	AttributeID6 of the agent associated with the Precision Queue.	DBINT	NULL
AttributeID7	AttributeID7 of the agent associated with the Precision Queue.	DBINT	NULL
AttributeID8	AttributeID8 of the agent associated with the Precision Queue.	DBINT	NULL
AttributeID9	AttributeID9 of the agent associated with the Precision Queue.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AttributeID10	AttributeID10 of the agent associated with the Precision Queue.	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
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
PrecisionQueueID	The precision queue ID of which the agent is a member. For skill group only agents, the value is NULL.	DBINT	NULL
Priority	The priority of the agent in the skill group.	DBINT	NULL
ReasonCode	Code received from the peripheral indicating the reason for the agent's last state change. See Reason Codes, on page 670. **Note** ReasonCode is supported for the Not Ready and Logged Off agent states only.	DBINT	NULL
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member. For precision queue only agents, the value is the SkillTargetID for internal PQ skill group.	DBINT	PK, FK NOT NULL
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL

Agent_State_Trace

This table is one of the Agent Detail tables in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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

This table can become very large. Running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract the data from the HDS into your own custom database on a separate server (one that is not used for other Unified ICM or Unified CCE components). Use only DBDateTime (date and time of the record that was written to the HDS database) to perform the extraction. The table on the custom database can be indexed according to the custom reporting needs.

Related tables

- Agent, on page 17 (through SkillTargetID)
- Media_Routing_Domain, on page 300 (through MRDomainID)

Table 25: Indexes for Agent_State_Trace Table

index_name	index_description	index_keys
XPKAgent_State_Trace	Primary key	DateTime, SkillTargetID, TimeZone, MRDomainID
XAK1Agent_State_Trace	Unique key	RecoveryKey
XIE1Agent_State_Trace	Inversion key	DbDateTime

Table 26: Fields in Agent_State_Trace Table

Name	Description	Data Type	Keys and NULL Option
AgentState	The new agent state. To see the list of Agent States, see AgentState, on page 648.	DBINT	NULL
DateTime	The date and time at which the state change occurred.	DBDATETIME	PK 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 NULL

Name	Description	Data Type	Keys and NULL Option
Direction	The direction for talking states. • NULL= None • 0 = None • 1 = In (non-voice tasks are always inbound) • 2 = Out • 3 = Other In • 4 = Other Out • 5 = Outbound Reserve • 6 = Outbound Preview • 7 = Outbound Predictive/Progressive	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
EventName		DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
	A code indicating the event that has occurred. **0** = LOGGED_OFF **1** = LOGGED_ON **2** = NOT_READY **3** = READY **4** = TALKING **5** = WORK_NOT_READY **6** = WORK_READY **7** = BUSY_OTHER **8** = RESERVED **9** = CALL_INITIATED **10** = CALL_HELD **11** = CALL_RETRIEVED **12** = CALL_TRANSFERRED **13** = CALL_CONFERENCED **14** = UNKNOWN **15** = OFFER_TASK **16** = OFFER_APPLICATION_TASK **17** = START_TASK **18** = START_APPLICATION_TASK **19** = PAUSE_TASK **20** = RESUME_TASK **21** = WRAPUP_TASK **22** = END_TASK **23** = INTERRUPT_TASK **24** = INTERRUPT_DONE **25** = INTERRUPT_UNACCEPTED **26** = MAKE_AGENT_READY **27** = MAKE_AGENT_NOT_READY **28** = TASK_INIT_REQ **29** = TASK_INIT_IND **30** = ROUTER_ASSIGNED_TASK		

Name	Description	Data Type	Keys and NULL Option
	31 = PRE_CALL_TIMEOUT		
ICRCallKey	A unique number generated at the Peripheral Gateway. Values are reused after about 250 million calls.	DBINT	NULL
MRDomainID	The date and time at which the state change occurred.	DBINT	PK, FK 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. See Reason Codes, on page 670.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM or Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
RouterCallKey	This field is not set for calls. For non-voice tasks, the combination of RouterCallKey, RouterCallKeyDay, and RouterCallKeySequenceNumber identifies the task (if any) that caused the agent's state to change.	DBINT	NULL
RouterCallKeyDay	This field is not set for calls. For non-voice tasks, the combination of RouterCallKey, RouterCallKeyDay, and RouterCallKeySequenceNumber identifies the task (if any) that caused the agent's state to change.	DBINT	NULL
RouterCallKeySequenceNumber	This field is not set for calls. For non-voice tasks, the combination of RouterCallKey, RouterCallKeyDay, and RouterCallKeySequenceNumber identifies the task (if any) that caused the agent's state to change.	DBINT	NULL
SkillGroupSkillTargetID	Identifies the skill group the event is associated with. **Note** For EventName 2 (NOT_READY), and 3 (READY), value will be NULL.	DBINT	NULL
SkillTargetID	Identifies the agent.	DBINT	PK, FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Agent_Service_Enabled

Agent Service Enabled is a configuration table, it stores the mapping of Contact Center AI services enabled for an agent. If there is an entry present for a service in this table, it means that the service is enabled for the agent.

Related Tables

- Agent, on page 17(through SkillTargetID)

Table 27: Indexes for the Agent_Service_Enabled Table

constraint_name	constraint_type	columns_name
XPKAgent_Service_Enabled	Primary key	SkillTargetID ServiceType

Table 28: Fields in the Agent_Service_Enabled Table

Name	Description	Data Type	Keys and NULL Option
SkillTargetID	Identifies the agent.	DBINT	NOT NULL
ServiceType	Type of the services: 1. AgentAnswers 2. Transcript	DBINT	NOT NULL

Agent_Targeting_Rule

This table is in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

The table decribes the basic rules for routing calls to agents

Related tables

- Agent_Targeting_Rule_Member, on page 73 (through AgentTargetingRuleID)
- Agent_Targeting_Rule_Range, on page 74 (through AgentTargetingRuleID)
- Peripheral, on page 320 (through EnterpriseName)

Table 29: Indexes for Agent_Targeting_Rule Table

index_name	index_description	index_keys
XPKAgent_Targeting_Rule	Primary key	AgentTargetingRuleID
XAK1Agent_Targeting_Rule	Unique key	EnterpriseName

Table 30: Fields in Agent_Targeting_Rule Table

Name	Description	Data Type	Keys and NULL Option
AgentTargetingRuleID	The ID for a specific Agent Targeting Rule.	DBINT	PK NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time at which the record was added / updated.	DBDATETIME	NULL
Description	Use to note information about the Agent Targeting Rule.	DESCRIPTION	NOT NULL
EnterpriseName	A logical name you enter to assist you in identifying the Agent Targeting Rule.	VNAME32	AK-1 NOT NULL
Expression	Expression string for use if needed by an Agent Targeting Rule. Applicable for type 2 Agent Targeting Rules only.	VARCHAR	NOT NULL
PeripheralID	The peripheral to whose agents the Agent Targeting Rule applies. This is applicable only for an Unified CCE PG or a Cisco Communication Manager PG.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
RuleType	Defines the Agent Targeting Rule type to be used. Agent Targeting Rule Types • **Type 1 - Agent ID** Each agent is identified by an ID which is in the PreCall and Connect messages. No label is needed, but the agent's extension is included as the label. (This rule is already in use for non-voice routing.) This rule is implicit for System PG integrations (ARS, Unified CCE) when the requesting routing client is associated with the same peripheral on which the targeted agent resides. • **Type 2 - Simple Substitution Label** An expression must be supplied which contains a series of exclamation points, such as 978497!!!!. The exclamation points are replaced with the agent's extension. If necessary, leading zeroes are supplied, or leading digits deleted, so that length of the extension matches the number of exclamation points. • **Type 3 - Translation Route** A translation route is used to move the call. This is potentially a very powerful feature, as it allows pre-routing of calls directly to an agent without requiring Direct Inward Dialing (DID) to all agents. Translation routes require the generation of a second label, used to target the agent from the peripheral local routing client. The rule mechanism is applied recursively to generate this label. This means the CallRouter generates a label that allows the call to be translation routed to the PG. The CallRouter also generates a label for the PG to target the agent. If a rule is not found, or if the rule involves a translation route, Rule Type 1 is used.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
TranslationRouteID	The TranslationRouteID must reference a Translation_Route entry where the LogicalInterfaceControllerID is the same as the PeripheralID.	DBINT	NULL for Agent Targeting Rule types 1 and 2. NOT NULL (Required) for Agent Targeting Rule type 3.

Agent_Targeting_Rule_Member

This table is in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

The table decribes the routing clients to which an Agent_Targeting_Rule applies.

Related tables

- Agent_Targeting_Rule, on page 70 (through AgentTargetingRuleID)
- Routing_Client, on page 407 (through RoutingClientID)

Table 31: Indexes for Agent_Targeting_Rule_Member

index_name	index_description	index_keys
XPKAgent_Targeting_Rule_Member	Primary key	AgentTargetingRuleID, RoutingClientID

Table 32: Fields in Agent_Targeting_Rule_Member

Name	Description	Data Type	Keys and NULL Option
AgentTargetingRuleID	The ID of a specific Agent Targeting Rule.	DBINT	PK NOT NULL
RoutingClientID	The ID of any routing client associated with the Agent Targeting Rule.	DBSMALLINT	PK NOT NULL

Agent_Targeting_Rule_Range

This table is in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

The table holds the agent extension ranges for an Agent Targeting Rule.

Note While the Low and the High Extensions must be the same length, not all extensions ranges for an Agent Targeting Rule need to be the same length.

Related tables

- Agent_Targeting_Rule, on page 70 (through AgentTargetingRuleID)

Table 33: Indexes for Agent_Targeting_Rule_Range

index_name	index_description	index_keys
XPKAgent_Targeting_Rule_Range	Primary key	AgentTargetingRuleRangeID, AgentTargetingRuleID

Table 34: Fields in Agent_Targeting_Rule_Range

Name	Description	Data Type	Keys and NULL Option
AgentTargetingRuleID	The ID for a specific Agent Targeting Rule.	DBINT	PK NOT NULL
AgentTargetingRuleRangeID	The ID for an extension range associated with a specific Agent Targeting Rule.	DBINT	PK NOT NULL
HighExtension	Defines the high extension to which the Agent Targeting Rule applies.	VARCHAR	NULL
LowExtension	Defines the low extension to which the Agent Targeting Rule applies.	VARCHAR	NULL

Agent_Team

This table is in the Skill Target category. For more information, see Skill Target, on page 629 category. For the database rules for these tables, see Skill Target Tables, on page 698.

An agent team is a group of agents who report to the same supervisors and are associated with a single peripheral. The 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 Unified ICM Configuration Manager to add, update, and delete Agent_Team records.

Related Tables

- Agent, on page 17 (through PriSupervisorSkillTargetID)
- Agent_Team_Member, on page 76 (through AgentTeamID)

Table 35: Indexes for Admin_Script_Schedule_Map Table

index_name	index_description	index_keys
XPKAgent_Team	Primary key	AgentTeamID
XAK1Agent_Team	Unique key	EnterpriseName
XIF112Agent_Team	Inversion key	PriSupervisorSkillTargetID

Table 36: Fields in Admin_Script_Schedule_Map Table

Name	Description	Data Type	Keys and NULL Option
AgentTeamID	A unique identifier for the agent team.	DBINT	PK, FK NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time at which the record was added / updated.	DBDATETIME	NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	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 NOT NULL
PeripheralID	Identifies the peripheral with which the team is associated.	DBSMALLINT	FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
PriSupervisorSkillTargetID	The agent who is the primary supervisor for the team.	DBINT	IE-1, FK NULL

Agent_Team_Member

This table is one of the Agent Detail tables in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

This table specifies the mapping of agents to agent teams.

Use Unified ICM Configuration Manager to add or delete Agent_Team_Member records.

Related Tables

- Agent, on page 17 (through SkillTargetID)
- Agent_Team, on page 74 (through AgentTeamID)

Table 37: Indexes for Agent_Team_Member Table

index_name	index_description	index_keys
XPKAgent_Team_Member	Primary key	AgentTeamID, SkillTargetID
XAK1Agent_Team_Member	Unique key	SkillTargetID
XIE1Agent_Team_Member	Inversion key	AgentTeamID

Table 38: Fields in Agent_Team_Member Table

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

Agent_Team_Supervisor

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

This table specifies the mapping of supervisors and agent teams.

Use Unified ICM Configuration Manager to add or delete Agent_Team_Supervisor records.

Table 39: Indexes for Agent_Team_Supervisor Table

index_name	index_description	index_keys
XPKAgent_Team_Supervisor	Primary key	AgentTeamID, SupervisorSkillTargetID

Table 40: Fields in Agent_Team_Supervisor Table

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

Announcement

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

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

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

Related Tables

- Network_Target, on page 305 (through NetworkTargetID)

Table 41: Indexes for Announcement Table

index_name	index_description	index_keys
XPKAnnouncement	Primary key	NetworkTargetID
XAK1Announcement	Unique key	EnterpriseName

Table 42: Fields in Announcement Table

Name	Description	Data Type	Keys and 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
DateTimeStamp	Records the date and time at which the record was added / updated.	DBDATETIME	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 NOT NULL
NetworkTargetID	Foreign key from the Network Target table.	DBINT	PK, FK NOT NULL

Application_Event

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Central database only.

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

Table 43: Indexes for Application_Event Table

index_name	index_description	index_keys
XPKApplication_Event	Primary key	RecoveryKey
XIE1Application_Event	Inversion key	CentralControllerFileTime
XIE2Application_Event	Inversion key	MessageId

Table 44: Fields in Application_Event Table

Name	Description	Data Type	Keys and NULL Option
BinData	Optional event binary data.	varbinary(max)	NULL
Category	The type of message.	VNAME32	NULL
CentralControllerFileTime	File Time event was processed at the Central Controller.	DBDATETIME	NOT NULL
CentralControllerTimeZone	Time zone at the Central Controller. The value is the offset in minutes from UTC (formerly called 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 Unified ICM or Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
Severity	The level of the message.	varchar(16)	NULL
Side	Side of event originator: **A** or **B** = paired processes	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
SourceFileTime	File time event was generated (originator's time).	DBDATETIME	NOT NULL
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: **0** = Unknown **1** = CallRouter **2** = Peripheral Gateway **3** = Network Interface Controller **4** = Administration & Data Server **5** = Logger **6** = Listener **7** = CTI Gateway	DBSMALLINT	NOT NULL
VersionNum	EMS version number.	DBSMALLINT	NOT NULL

Application_Gateway

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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

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

Related Tables

- Application_Gateway_Connection, on page 82 (through ApplicationGatewayID)
- ICR_Instance, on page 263 (through ICRInstanceID)

Table 45: Indexes for Application_Gateway Table

index_name	index_description	index_keys
XPKApplication_Gateway	Primary key	ApplicationGatewayID
XAK1Application_Gateway	Unique key	EnterpriseName
XIE1Application_Gateway	Inversion key	ICRInstanceID

Table 46: Fields in Application_Gateway Table

Name	Description	Data Type	Keys and NULL Option
ApplicationGatewayID	A unique identifier for the application gateway.	DBINT	PK, FK NOT NULL
ApplicationGatewayType	The type of gateway: 0 = custom gateway 1 = remote ICM 2 = contact share node	DBINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time at which the record was added / updated.	DBDATETIME	NULL
Description	Additional information about the application gateway.	DESCRIPTION	NULL

Name	Description	Data Type	Keys and NULL Option
Encryption	The encryption method used by the application gateway: 0 = none 1 = private key 2 = TLS	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 NOT NULL
FaultTolerance	The fault-tolerance strategy used by the application gateway. To see values for this field, see Application Gateway: Fault Tolerance, on page 649.	DBINT	NOT NULL
ICRInstanceID	Identifies the instance associated with the application gateway.	DBINT	FK, IE-1 NULL
PreferredSide	Indicates which side of the Gateway the software should use when both are available: A or B. This applies only when ApplicationGatewayType is 0 (custom gateway).	char(1)	NULL

Application_Gateway_Connection

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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

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

Related Tables

- Application_Gateway, on page 81 (through ApplicationGatewayID)

Table 47: Indexes for Application_Gateway_Connection Table

index_name	index_description	index_keys
XPKApplication_Gateway_Connect	Primary key	ApplicationGatewayID, Side
XIF134Application_Gateway_Conn	Inversion key	ApplicationGatewayID

Table 48: Fields in Application_Gateway_Connection Table

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, IE NOT NULL
Command	A command the 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 software passes to the host during initialization. The software 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 software to declare the host unavailable. The 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
HeartbeatTimeout	Number of milliseconds the CallRouter waits for a host to respond to a heartbeat request. The default is 300.	DBINT	NULL
HeartbeatInterval	Number of milliseconds between heartbeats. The idle timeout for each host is 4 times this value.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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 NOT NULL

Application_Gateway_Globals

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

The 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 system software platforms.

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

Table 49: Indexes for Application_Gateway_Globals Table

index_name	index_description	index_keys
XPKApplication_Gateway_Globals	Primary key	ID

Table 50: Fields in Application_Gateway_Globals Table

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: 0 = custom gateway 1 = remote ICM 2 = contact share node **Note** You can define a separate set of defaults for each type.	DBINT	NOT NULL
DateTimeStamp	Records the date and time when a record was added / updated.	DBDATETIME	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ErrorThreshold	Number of consecutive errors that cause the 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
HeartbeatInterval	Number of milliseconds between heartbeats. The idle timeout for each host is 4 times this value.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ID	A unique identifier for the row.	DBINT	PK 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	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

This table is part of the Script category. For more information, see Script, on page 623. For database rules, see Script Tables, on page 697.

It gets populated on central and HDS databases and provides statistics on each Application Gateway.

The software updates these statistics every 30 minutes and generates Application_Gateway_Half_Hour records for each Application Gateway.

Related Tables

- Application_Gateway, on page 81 (through ApplicationGatewayID)

Table 51: Indexes for Application_Gateway_Half_Hour Table

index_name	index_description	index_keys
XPKApplication_Gateway_Half_Ho	Primary key	ApplicationGatewayID, DateTime, TimeZone
XAK1Application_Gateway_Half_H	Unique key	RecoveryKey
XIE1Application_Gateway_Half_H	Inversion key	DbDateTime

Table 52: Fields in Application_Gateway_Half_Hour Table

Name	Description	Data Type	Keys and NULL Option
ApplicationGatewayID	Identifies the Application Gateway.	DBINT	PK, FK NOT NULL
AvgDelayToHalf	The average delay during the half-hour period (AvgDelayToHalf) is derived by dividing the total delay by the total number of requests during every half-hour interval. TotalDelay is calculated by the router internally in milliseconds, for all requests to the Application Gateway. If RequestsToHalf is higher than TotalDelay during half-hour interval, then this value will be zero. AvgDelayToHalf=TotalDelay/RequestsToHalf	DBINT	NULL
DateTime	The Central Controller date and time at the start of the interval.	DBSMALLDATE	PK 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 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

Name	Description	Data Type	Keys and NULL Option
RecoveryKey	Unique identity that is assigned to each record and used internally by the Unified ICM or Unified CC Enterprise software to track records.	DBFLT8	AK-1 NOT NULL
RejectsToHalf	The number of requests rejected by the Application Gateway during the half-hour interval.	DBINT	NULL
RequestsToHalf	The number of requests that are sent to the Application Gateway during the half-hour interval.	DBINT	NULL
TimeoutsToHalf	The number of requests sent to the Application Gateway that timed out during the half-hour interval.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
UnavailableToHalf	Number of requests attempted while no Application Gateway was available during the half-hour interval.	DBINT	NULL

Application_Instance

This table is part of the Media Routing category (see Media Routing, on page 617). For database rules, see Media Routing Tables, on page 695.

The table contains configuration data about external application instances. The data in this table enables the software to identify application instances and grant them access to the Configuration Management Service (CMS). This table is populated initially with default Application Instances as listed in the ApplicationInstanceID field, below.

Related Table

- Application_Path, on page 89 (through ApplicationInstanceID)

Table 53: Indexes for Application_Instance Table

index_name	index_description	index_keys
XPKApplication_Instance	Primary key	ApplicationInstanceID
XAK1Application_Instance	Unique key	EnterpriseName

Table 54: Fields for Application_Instance Table

Name	Description	Data Type	Keys and NULL Option
ApplicationInstanceID	Identifies the Application Instance. Default Application Instance: • 4 = UQ.Desktop	DBINT	PK 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.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
Description	Additional information about this application instance.	DESCRIPTION	NULL
EnterpriseName	The unique name of the application instance.	VNAME32	AK-1 NOT NULL
PermissionLevel	Determines the permissions given to the application: **0** = Full read and write permission to all configuration tables. **1** = Read-only permission to all configuration tables (the application may not change any data). **2** = Authentication only (only the ConAPI authentication API's will function). **3** = None	DBINT	NOT NULL

Application_Path

This table is part of the Media Routing category. For more information, see Media Routing, on page 617. For database rules, see Media Routing Tables, on page 695.

The table defines a path from a registered application instance to a CTI Server. Applications need an interface to CTI Server in order to report logins, agent states, and task messages to the system software.

Related Tables

- Application_Instance, on page 88 (through ApplicationInstanceID)
- Application_Path_Member, on page 91 (through ApplicationPathID)
- Application_Path_Real_Time, on page 91 (through ApplicationPathID)
- Logical_Interface_Controller, on page 283 (through LogicalControllerID)
- Media_Routing_Domain, on page 300 (through MRDomainID)

Table 55: Indexes for Application_Path Table

index_name	index_description	index_keys
XPKApplication_Path	Primary key	ApplicationPathID
XAK1Application_Path	Unique key	EnterpriseName

Table 56: Fields in Application_Path Table

Name	Description	Data Type	Keys and NULL Option
ApplicationInstanceID	Defines the application instance that uses this application path.	DBINT	FK NOT NULL
ApplicationPathID	A unique identifier for the application path.	DBINT	PK NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
Description	Additional information about this application path.	DESCRIPTION	NULL
EnterpriseName	The unique name of the application instance.	VNAME32	AK-1 NOT NULL
LogicalControllerID	Foreign key to the Logical_Interface_Controller table.	DBSMALLINT	FK NOT NULL

Application_Path_Member

This table is part of the Media Trouting category. For more information, see Media Routing, on page 617. For database rules, see Media Routing Tables, on page 695.

The table defines the Media Routing Domains (MRDs) that use a particular application path.

Related Tables

- Application_Path, on page 89 (through ApplicationPathID)
- Media_Routing_Domain, on page 300 (through MRDomainID)
- Peripheral, on page 320 (through PeripheralID)

Table 57: Indexes for Application_Path_MemberTable

index_name	index_description	index_keys
XPKApplication_Path_Member	Primary key	PeripheralID, MRDomainID
XIE1Application_Path_Member	Inversion key	ApplicationPathID

Table 58: Fields in Application_Path_MemberTable

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

Application_Path_Real_Time

This table is part of the Media Routing category (see Media Routing, on page 617). For database rules, see Media Routing Tables, on page 695.

The table provides real-time status and connection data for application paths.

Related Table

- Application_Path, on page 89 (through ApplicationInstanceID)

Table 59: Indexes for Application_Path_Real_Time Table

index_name	index_description	index_keys
XPKApplication_Path_Real_Time	Primary key	ApplicationPathID

Table 60: Fields in Application_Path_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
ApplicationPathID	The application path identifier for this application path member.	DBINT	PK, FK 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: **1** = yes, on-line **0** = 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

Attribute

This table defines attributes that agents may have and that calls may request.

Note A skill is a special form attribute used to identify which attributes are used in the most skilled agent and least skilled agent queue ordering.

An attribute which is considered a skill must have the following:

1. DataType = Proficient
2. MinimumValue = 1
3. MaximumValue = 100

Note You cannot modify the DataType of an existing attribute.

Related Tables

- Agent_Attribute (through AttributeID)
- Agent_Skill_Group_Interval (through AttributeID)
- Agent_Skill_Group_Real_Time (through AttributeID)
- Call_type_SG_Interval (through AttributeID)
- Precision_Q_Real_Time (through AttributeID)
- Precision_Queue_Term (through AttributeID)
- Router_Queue_Interval (through AttributeID)

Table 61: Indexes for Attribute Table

index_name	index_description	index_keys
XPKAttribute	Primary key	AttributeID
XAK1Attribute	Unique key	EnterpriseName
XIE1Attribute	Inversion key	DateTimeStamp

Table 62: Fields in Attribute Table

Name	Description	Data Type	Keys and NULL Option
AttributeDataType	Data type for this attribute. Valid values are: • 0 = Unknown • 1 = Integer • 2 = String • 3 = Boolean • 4 = Skill (special form of integer)	DBINT	NOT NULL
AttributeID	ID and primary key.	DBINT	PK1 NOT NULL
AppearsOnDesktop	Y or N. Default is N. If Y, this attribute appears on the agent desktop. This flag is only advisory for the desktop software.	DBCHAR	NOT NULL
ChangeStamp	Change stamp.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
DefaultValue	Must be convertable to the datatype specified.	varchar255	NULL
Deleted	Deleted Flag stored as a character. Valid values are: • Y = Yes • N = No	DBCHAR	NOT NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	NULL
Description	Description of the attribute.	DESCRIPTION	NULL
EnterpriseName	Name of this attribute.	VNMAE32	NOT NULL
MaximumValue	Must be convertable to the datatype specified.	varchar255	NULL
MinimumValue	Must be convertable to the datatype specified.	varchar255	NULL
SettableByAgent	Y or N (Default). If Y, the agent can set this attribute for the desktop. This flag is only advisory for the desktop software.	DBCHAR	NOT NULL

Attribute_Set

Note This table is defined for future use.

This table defines the attribute set that agents may have and that calls may request.

This table supports individual adds and deletes, as well as delete.

Table 63: Indexes for Attribute_Set Table

index_name	index_description	index_keys
XPKAttribute_Set	Primary key	AttributeSetID
XAK1Attribute_Set	Unique key	EnterpriseName

Table 64: Fields in Attribute_Set Table

Name	Description	Data Type	Keys and NULL Option
AttrbuteSetDataType	Data type for this attribute set. The values are: The value are: • 1 = Integer • 2 = String • 3 = Boolean • 4 = Proficient (special form of integer)	DBINT	NOT NULL
AttributeSetID	Unique ID and the primary key.	DBINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
Description	Description of the Attribute Set table.	DESCRIPTION	NULL
EnterpriseName	Name of the Attribute Set.	VNAME32	NOT NULL

Attribute_Set_Member

Note This table is defined for future use.

This table defines the set of attributes belong to the same attribute set data type.

This table supports individual adds and deletes, as well as delete. The Attribute table is the parent.

Table 65: Indexes for Agent Table

index_name	index_description	index_keys
XPKAttribute_Set_Member	Primary key	AttributeSetID, AttributeID

Table 66: Fields in Attribute_Set_Member Table

Name	Description	Data Type	Keys and NULL Option
AttributeSetID	Foreign Key from Attribute Set table and part of the primary key.	DBINT	NOT NULL
AttributeID	Foreign Key from Attribute Set table and part of the primary key.	DBINT	NOT NULL

AWControl

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Local database only.

Contains one record of control information about the Administration & Data Server. This information is used internally by the system.

Note This table has no indexes because it has only one row.

Table 67: Fields in AWControl Table

Name	Description	Data Type	Keys and NULL Option
AWType	The AW type: • **0** = Standard • **1** = NAM • **2** = CICM • **3** = Limited Administration & Data Server.	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.	varchar(64)	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: • **Y** = Yes (enabled) • **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 Administration & Data Server database was last updated from the central database.	DATETIME	NULL

Blended_Agent_Options

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Note If Outbound Option was not selected during setup, this table will contain no data.

This table has no indexes because it has only one row.

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 Unified ICM Configuration Manager to modify the Outbound Option Options records.

Table 68: Fields in Blended_Agent_Options Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CPAAnalysisPeriod	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of milliseconds the dialer will spend analyzing. Advanced configuration item.	DBINT	NULL
CPAJitterBufferDelay	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Used for fine tuning call progress analysis. Advanced configuration item.	DBINT	NULL
CPAMaxTermToneAnalysis	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Maximum milliseconds the dialer will analyze an answering machine voice message looking for a termination tone. Advanced configuration item.	DBINT	NULL
CPAMaxTimeAnalysis	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Maximum time allowed for analysis in milliseconds. Advanced configuration item.	DBINT	NULL
CPAMinimumValidSpeechTime	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Minimum number of milliseconds of voice required to qualify a call as voice detected. Advanced configuration item.	DBINT	NULL
CPAMinSilencePeriod	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Minimum silence period required to classify as a call voice detected. Advanced configuration item.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	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
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	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. A **Y** indicates enabled, **N** indicates disabled. The default is **N**.	DBCHAR	NOT NULL
PcbAllowedSaturday	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Allow dialing of personal callbacks on Saturday. The default is N.	DBCHAR	NOT NULL
PcbAllowedSunday	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Allow dialing of personal callbacks on Sunday. The default is N.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
PcbBusyRetry	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Personal callbacks. Minimum time in minutes before retrying a busy.	DBINT	NULL
PcbCheckRecords	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Frequency (in minutes) to check for records in the database.	DBINT	NULL
PcbMaxAttempts	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Maximum attempts to retry.	DBINT	NULL
PcbMode	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates the personal callback mode to use if this personal callback was not associated with a campaign. The three mode choices are useVDN, Reschedule, or Abandon.	DBINT	NULL
PcbNoAnswerRetry	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Minimum time in minutes before retrying a no answer.	DBINT	NULL
PcbNoAnswerRingLimit	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of rings to wait before considering this call a no answer call.	DBINT	NULL
PcbPurgeRecords	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Days to wait before purging old records.	DBINT	NULL
PcbPurgeStatus	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates which personal callback records to purge based on the call status. It is a string of dialing list status characters.	varchar(64)	NULL

Name	Description	Data Type	Keys and NULL Option
PcbRecordsToCache	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of personal callback records to cache in the dialer.	DBINT	NULL
PcbReserveRetry	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Minimum time before retrying a failed reservation.	DBINT	NULL
RescheduleCallbacks	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates whether callbacks should be rescheduled or not. The default is Y.	DBCHAR	NOT NULL

Bucket_Intervals

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 Unified ICM Configuration Manager Bucket Interval List Tool to modify Bucket intervals.

Table 69: Indexes for Bucket_Intervals Table

index_name	index_description	index_keys
XPKBucket_Intervals	Primary key	BucketIntervalID
XAK1Bucket_Intervals	Unique key	EnterpriseName

Table 70: Fields in Bucket_Intervals Table

Name	Description	Data Type	Keys and NULL Option
BucketIntervalID	The primary key for this table.	DBINT	PK NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
Deleted	The default is **N**.	DBCHAR	NOT NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	NULL
EnterpriseName	The enterprise name for this table.	VNAME32	AK-1 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

Bulk_Job

This table supports operations from the Packaged CCE **Bulk Operations** tool.

Table 71: Indexes for Bulk_Job Table

index_name	index_description	index_keys
XPKBulk_Job	Primary key	BulkJobID

Table 72: Fields in Bulk_Job Table

Name	Description	Data Type	Keys and NULL Option
BulkJobID	Auto-assigned Unique ID and Primary Key.	DBINT	PK NOT NULL
ChangeStamp	Incremented when the record is changed in the database	CHANGESTAMP	NOT NULL
CreateDateTime	The date and time when the job was created	DBDATETIME	NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	NULL
Description	Describes this job	DESCRIPTION	NULL
EndDateTime	The date and time when the job was finished	DBDATETIME	NULL
JobHostName	The AW on which the job will run	varchar(64)	NULL
JobState	The state of the job. The options are: • 1 = Queued • 2 = Processing • 3 = Completed successfully • 4 = Failed • 5 = Cancelled	DBSMALLINT	NULL
JobType	Indicates the type of bulk job. The options are: • 1 = Dialed Number • 2 = Agent • 3 = Call Type • 4 = Skill Group • 5 = SSO Migration • 102 = Inventory **Note** The operation types (create, update, delete) are specified in the CSV file with each record.	DBSMALLINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
StartDateTime	The date and time when the job was started	DBDATETIME	NULL

Business_Entity

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

It lists the business entities within the enterprise.

Related Tables

- Enterprise_Route, on page 248 (through Enterprise Route ID)
- Enterprise_Service, on page 249 (through EntityID)
- Enterprise_Skill_Group, on page 251 (through EntityID)
- Master_Script, on page 297 (through Entity ID)
- Schedule, on page 419 (through EntityID)

Table 73: Indexes for Business_Entity Table

index_name	index_description	index_keys
XPKBusiness_Entity	Primary key	EntityID
XAK1Business_Entity	Unique key	EntityName

Table 74: Fields in Business_Entity Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the business entity.	DESCRIPTION	NULL
EntityID	A unique identifier for the business entity.	DBINT	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
EntityName	The name of the business entity.	varchar(30)	AK-1 NOT NULL

Business_Hours

This table is in the Business Hours category. To see database rules for these tables, see Business Hours, on page 609.

It contains a description of all the business hours that a enterprise may use. There is a single row for every configured business hour.

You can use the Call Tracer utility from within Script Editor to view the Business Hour evaluvation status in the tracer logs.

Related Tables

- Business_Hours_Real_Time, on page 107 (through BusinessHoursID)
- Business_Hours_Reason, on page 108 (through BusinessHourReasonID)
- Special_Day_Schedule, on page 548 (through BusinessHoursID)
- Time_Zone_Location, on page 579 (through TimeZoneLocationID)
- Week_Day_Schedule, on page 605 (through BusinessHoursID)

Table 75: Indexes for Business_Hours Table

index_name	index_description	index_keys
XPKBusiness_Hours	Primary key	BusinessHoursID
XAK1Business_Hours	Unique key	EnterpriseName
XIE1Business_Hours	Inversion key	DepartmentID
XIE2Business_Hours	Inversion key	TimeZoneLocationID

Table 76: Fields in Business_Hours Table

Field	Description	Data Type	Keys and NULL Option
BusinessHoursID	Unique ID of the business schedule object	DBINT	PK NOT NULL
EnterpriseName	An enterprise name for this business hour. The name must be unique among all the business hours within the business entity.	VNAME32	AK NOT NULL
DepartmentID	Displays the foreign key from the Department table. NULL for global department.	DBINT	FK, IE NULL
Description	Additional information about this business hour.	DESCRIPTION	NULL
ManualOverride	If this field is 0, the system uses the business hour configured for that department and time zone. You can override the default business hour with the following: • 1=force closes the current business hour. • 2=force opens a business hour.	DBTINYINT	NOT NULL
BusinessHourReasonID	Foreign key from the Business Hours Reason table.	DBINT	FK NULL
BusinessHourType	Defines the type of the business hour. • 0 indicates that the business hour is open for 24 hours on all seven days of the week. • 1 indicates that the business hour will fall within a custom time period you define. To define the time period, select the **Custom** option under **Business Hours > Regular Hours** in the **Unified CCE Administration** console. Default value is 0.	DBTINYINT	NOT NULL
TimeZoneLocationID	The timezone that the schedule will be based on. Displays the foreign key from the Time Zone Location table.	DBINT	FK, IE NOT NULL
DateTimeStamp	Records the date and time when a record is added or updated.	DBDATETIME	NULL

Field	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
FutureUseInt1	Future Use	DBINT	NULL
FutureUseInt2	Future Use	DBINT	NULL
FutureUseVarChar1	Future Use	VARCHAR(64)	NULL
FutureUseVarChar2	Future Use	VARCHAR(64)	NULL

Business_Hours_Real_Time

This table provides the current status of the business hour and the reason code as a real time report.

Related Tables

- Business_Hours, on page 105 (through BusinessHoursID)
- Business_Hours_Reason, on page 108 (through ReasonCode)

Table 77: Indexes for Business_Hours_Real_Time Table

index_name	index_description	index_keys
XPKBusiness_Hours_Real_Time	Primary key	BusinessHoursID

Table 78: Fields in Business_Hours_Real_Time Table

Field	Description	Data Type	Keys and NULL Option
BusinessHoursID	Foreign key from Business Hours table.	DBINT	PK NOT NULL
DateTime	Date and time when this data was last updated. It represents the updated time stamp.	DBDATETIME	NOT NULL
ScheduleStatus	Indicates whether the business hour is open or closed. • 0 indicates that the business hour is closed. • 1 indicates that the business hour is open.	DBINT	NULL

Field	Description	Data Type	Keys and NULL Option
ReasonCode	Reason code of the active schedule.	DBINT	NULL
FutureUseInt1	Future Use	DBINT	NULL
FutureUseInt2	Future Use	DBINT	NULL
FutureUseInt3	Future Use	DBINT	NULL
FutureUseInt4	Future Use	DBINT	NULL
FutureUseInt5	Future Use	DBINT	NULL

Business_Hours_Reason

This table contains the reason for the business hour's state.

Related Tables

- Business_Hours, on page 105 (through BusinessHourReasonID)
- Business_Hours_Real_Time, on page 107 (through ReasonCode)

Table 79: Indexes for Business_Hours_Reason Table

index_name	index_description	index_keys
XPKBusiness_Hours_Reason	Primary key	BusinessHourReasonID
XAK1Business_Hours_Reason	Unique key	ReasonCode

Table 80: Fields in Business_Hours_Reason Table

Name	Description	Data Type	Keys and NULL Option
BusinessHourReasonID	Unique ID of the business reason.	DBINT	PK NOT NULL
ReasonCode	A unique key assigned to each reason.	DBINT	AK NOT NULL

Name	Description	Data Type	Keys and NULL Option
ReasonText	Description of the business hour reason in text format.	VARCHAR(255)	NULL
DateTimeStamp	Records the date and time when a record is added or updated.	DBDATETIME	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
FutureUseInt1	Future Use	DBINT	NULL
FutureUseInt2	Future Use	DBINT	NULL
FutureUseVarChar1	Future Use	VARCHAR(128)	NULL
FutureUseVarChar1	Future Use	VARCHAR(64)	NULL

Call_Event_Detail (Reserved for future use)

Call_Type

This table is part of the Script category. For database rules, see the "Script Tables" section.

Each row describes a category of calls that the 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 run 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.

Related Tables

Call_Type_Map (by CallTypeID)

Call_Type_Real_Time (by CallTypeID)

Customer_Defintion (by CustomerDefinitionID)

Default_Call_Type (by CallTypeID)

Dialed_Number_Map (by CallTypeID)

ICR_Globals (Call_Type.CallTypeID maps to ICR_Globals.DefaultCallType)

Route_Call_Detail (by CallTypeID)

Termination_Call_Detail (by CallTypeID)

Table 81: Indexes for Call_Type Table

index_name	index_description	index_keys
XAK1Call_Type	Nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1Call_Type	Nonclustered located on PRIMARY	CustomerDefinitionID
XIE2Call_Type	Nonclustered located on PRIMARY	DateTimeStamp
XPKCall_Type	Clustered, unique, primary key located on PRIMARY	CallTypeID

Table 82: Fields in Call_Type Table

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. NULL means that the bucket interval from ICR_Globals is used for this calltype.	DBINT	FK NULL
CallTypeID	A unique identifier for this call type.	DBINT	PK 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 NULL
CCAIConfigParameter	Contact Center AI Configuration ID.	VARCHAR(64)	NULL
DateTimeStamp	Records the date and time when a record is added or updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	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 NOT NULL

Name	Description	Data Type	Keys and NULL Option
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The valid values are 30 (default) or 15. **Note** This field is the Call Type Reporting Interval. It is not the PG reporting Interval with which the skill group is associated.	DBINT	IE3, NULL
ServiceLevelThreshold	The time in seconds to be used as the service level threshold.	DBINT	NULL
ServiceLevelType	Default value that indicates how the 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
SurveyID (For Future Use)	Survey application associated with the call type.	DBINT	FK,NULL

Call_Type_Interval

This section describes the Call Type Interval table.

Note

- In a Cisco Contact Center Gateway deployment, a Unified ICM (parent) connected with a Unified CCE with a Unified CCE System PG (child) or Cisco Unified Contact Center Express (child) through Unified CCE Gateway PG, network queuing data is not available in the child or in the child agent and supervisor desktops. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager, who would usually only look at the Unified CCE child reports, needs to also look at the parent Unified ICM reports for network queuing data.
- With the existence of a network VRU, for Unified CCE and for Unified ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued. The measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that, if self-service is performed on a call before queueing to an agent, the routing script must change the call type of the call when self-service is completed. Otherwise, the time spent in self-service negatively impacts the Service Level.
- In the Call Type Interval table, the *Hold time* is calculated based on the call event.

Table 83: Fields in Call_Type_Interval Table

Name	Description	Data Type	Keys and NULL Option
AbandInterval1	The number of calls abandoned within Interval 1. For Call Type Interval, AbandInterval is calculated from when the call is queued to a skill group or a precision queue, to when the call is abandoned. This includes any requery time. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed.	DBINT	YES
AbandInterval2	Number of calls abandoned within interval 2. See AbandInterval1.	DBINT	YES
AbandInterval3	Number of calls abandoned within interval 3. See AbandInterval1.	DBINT	YES
AbandInterval4	Number of calls abandoned within interval 4. See AbandInterval1.	DBINT	YES
AbandInterval5	Number of calls abandoned within interval 5. See AbandInterval1.	DBINT	YES
AbandInterval6	Number of calls abandoned within interval 6. See AbandInterval1.	DBINT	YES
AbandInterval7	Number of calls abandoned within interval 7. See AbandInterval1.	DBINT	YES
AbandInterval8	Number of calls abandoned within interval 8. See AbandInterval1.	DBINT	YES
AbandInterval9	Number of calls abandoned within interval 9. See AbandInterval1.	DBINT	YES
AbandInterval10	Number of calls abandoned within interval 10. See AbandInterval1.	DBINT	YES
AgentErrorCount	During the reporting interval, calls that encounter an error when the call is at the agent desktop. These are calls that receive a TCD with CallDispositionFlag value of DBCDF_ERROR (4). Agent errors are counted in AgentErrorCount, and routing errors are counted in ErrorCount. Total Error count = ErrorCount + AgentErrorCount.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AnsInterval1	The number of calls answered within Interval 1. For Call Type Interval, AnsInterval is calculated from when the call is queued to a skill group or a precision queue, to when the call is answered. This includes any requery time. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed.	DBINT	YES
AnsInterval2	Number of calls answered within interval 2. See AnsInterval1.	DBINT	YES
AnsInterval3	Number of calls answered within interval 3. See AnsInterval1.	DBINT	YES
AnsInterval4	Number of calls answered within interval 4. See AnsInterval1.	DBINT	YES
AnsInterval5	Number of calls answered within interval 5. See AnsInterval1.	DBINT	YES
AnsInterval6	Number of calls answered within interval 6. See AnsInterval1.	DBINT	YES
AnsInterval7	Number of calls answered within interval 7. See AnsInterval1.	DBINT	YES
AnsInterval8	Number of calls answered within interval 8. See AnsInterval1.	DBINT	YES
AnsInterval9	Number of calls answered within interval 9. See AnsInterval1.	DBINT	YES
AnsInterval10	Number of calls answered within interval 10. See AnsInterval1.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AnswerWaitTime	The sum of answer wait time in seconds for all calls that were answered for the call type during the reporting interval. The AnswerWaitTime for a single call against the call type is an approximate sum of the following fields in the Termination_Call_Detail table: • DelayTime • LocalQTime • RingTime • NetQTime This field is applicable to both Unified ICM and Unified CCE with the following exception: The field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed.	DBINT	YES
AvgRouterDelayQ	Average delay in queue (in seconds) for calls removed from the Router queue during the half-hour interval. RouterQueueDelayQ / RouterQueueCalls	DBINT	YES
BucketIntervalID	The ID of Bucket Intervals from the Bucket_Interval table used to generate the following AnsInterval and AbandInterval fields in this record.	DBINT	YES
CallsAnswered	The total number of calls of this call type answered or work accepted by agents in the reporting interval. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
CallDelayAbandTime	The total time spent by calls of this call type that abandoned in the reporting interval. This time begins when the call reaches the Router and ends when the call disconnects. Does not include short calls. **Note** This time is not reset if the CallType changes. To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTimeHalf and DelayAgentAbandTime from CallDelayAbandTime.	DBINT	YES
CallsHandled	The total number of calls of this call type handled in the reporting interval. Termination_Call_Detail records generated by agent PG with a CallDispositionFlag of 1 are counted as CallHandled. A handled call is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. A handled call or task is completed when the agent associated with the call or task finishes the wrap-up work associated with the call or task. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed. **Note** This field is also incremented for a self-serviced call (call answered by the IVR and not by agent).	DBINT	YES
CallsOffered	The total number of calls of this call type offered during the reporting interval.	DBINT	YES
CallsOnHold	The number of calls placed on hold at least once for the call type during the reporting interval.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
CallsQHandled	Number of calls answered within interval 1. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed.	DBINT	YES
CallsRouted	Number of calls of this type that have been routed during the reporting interval.	DBINT	YES
CallsRequeried	During the reporting interval, the number of router requery events for this calltype. A call may be requeried several times and counted as such. For example, if there are 10 calls offered and each is requeried twice, Calls Requeried is 20.	DBINT	YES
CallsRoutedNonAgent	For Unified CCE, the number of calls that implemented a Label node or a Divert Label node in their routing script in the reporting interval. For Unified ICM, the number of calls that implemented a Label node or a Divert Label node in their routing script; or that were routed to a standard ACD without using a translation route in the reporting interval.	DBINT	YES
CallsRONA	Number of calls that have been Redirected On No Answer in the reporting interval. This does not include calls that are rerouted using the router requery feature. This is for calls with a call disposition of 5. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	YES
CallTypeID	Identifies the call type.	DBINT	PK2, NOT NULL

Name	Description	Data Type	Keys and NULL Option
CTDelayAbandTime	The total time spent by calls of this call type that abandoned calls within the reporting interval. This time begins when the call reaches the Router or when the call changes CallTypes and ends when the call disconnects. This time is reset if the CallType changes. Does not include short calls.	DBINT	YES
CTVRUTime	During the reporting interval, the total time that all the calls spent at the VRU in the current call type. **Note** In a NAM/CICM deployment (VRU at NAM), this value is updated for calls that the CICM sends to the VRU. Calls that the NAM itself sends to the VRU update the call type metrics in the NAM. **Note** In a NAM/CICM deployment (VRU1 at NAM and VRU2 at CICM), this value is updated for calls that the CICM sends to VRU1. Calls that the NAM Router itself sends to VRU1 update the call type metrics in the NAM. Service data for VRU2 is stored in the CICM database.	DBINT	YES
DateTime	The Central Controller date and time at the start of the interval when the row was generated.	DBSMALLDATE	PK1, 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	IE1, YES
DelayQAbandTime	The total time spend by all calls for this call type that abandoned while in the queue, for this reporting interval. This field changed in Release 7.0 from Abandon Time in Queue + Abandon Time At Agent + Abandon Time in VRU to Abandon Time in Queue only. **Note** Customers who migrate from Release 6.0 please note that the data stored in DelayQAbandTime is moved to CallDelayAbandTime. Does not include short calls. This time is not reset if the CallType changes.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
DelayAgentAbandTime	For the reporting interval, the total time spent by all calls for this call type that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes. Does not include short calls.	DBINT	YES
ErrorCount	During the reporting interval, the number of calls that resulted in an error condition. A few examples of error condition are: • CCE Script operation is unable to find a target for the call due to any scripting or configuration error. • The system is unable to route the call to the identified Agent for any error in the network or device. • Calls with mis-configured labels that do not use default routing; for example, when a route has not been defined. • Translation-routed calls are abandoned while en route to destination target. Is incremented every time Router encounters a routing error. These calls can be identified by a non-zero RouterErrorCode in Route_Call_Detail records, after discounting any record that may have been identified as an Abandoned call (that is with a RouterErrorCode=448). See *Router Error Codes* for the complete list of RouterError codes.	DBINT	YES
HandleTime	The total handle time in seconds for handled calls of this call type ending during the reporting interval. HandleTime is the sum of the fields TalkTime, HoldTime, and WorkTime from the Termination_Call_Detail record. This field is applicable to both Unified ICM and Unified CCE 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	YES

Name	Description	Data Type	Keys and NULL Option
HoldTime	The total hold time in seconds for calls of this call type ending during the reporting interval. This field is applicable to both Unified ICM and Unified CCEwith 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	YES
ICRDefaultRouted	Number of calls of this type that were routed to the default label during the reporting interval.	DBINT	YES
IncompleteCalls	During the reporting interval, the number of IncompleteCalls; which are calls that were routed to an agent but failed to arrive. Is incremented on the receipt of a Termination_Call_Detail with the Disposition Flag value of DBCDF_INCOMPLETE (7). This can occur under several conditions: **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. **2.** Just as the CallRouter is about to send the agent a call, the agent otherwise attempts to make a call from the desk phone. **3.** Just as the CallRouter is about to send the agent a call, the agent, while in the AVAILABLE state, is direct dialed. **4.** Network issues (congestion, glitches, and so on). **5.** A caller disconnects in route to the agent. **Note** As IP transfers are so quick, this is an unlikely condition. This field is applicable to both Unified ICM and Unified CCE 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	YES
MaxHoldTime	The max hold time in seconds for calls of this call type during the reporting interval	DBINT	YES
MaxCallsQueued	The maximum number of calls in queue for this call type during this interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
MaxCallWaitTime	The longest time a call had to wait before it was dispositioned (abandoned, answered, and so on) in this interval.	DBINT	NULL
ReservationCalls	The number of times the Dialer reserved an agent for an agent campaign during this interval. This is a part of the equation for calls completed to balance with CallsOffered.	DBINT	NULL
NetworkDefaultRouted	Number of calls of this type that were routed to a Termination node that specifies "use network default" during the reporting interval. This node returns a label to the network that tells it to apply its default treatment to the call.	DBINT	YES
NetworkAnnouncement	Number of calls routed with an announcement node during the reporting period. This node returns a label to the network that specifies the announcement to be played.	DBINT	YES
OverflowOut	The number of calls overflowed to another call type during the reporting interval. This field increments when a requalify or call type node is run in the script.	DBINT	YES
PickRequests	The total number of pick requests successfully routed by this call type in the reporting interval.	DBINT	NULL
PullRequests	The total number of pull requests successfully routed by this call type in the reporting interval.	DBINT	NULL
PickErrors	Number of pick requests resulting in an error.	DBINT	NULL
PullErrors	Number of pull requests resulting in an error.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM / Unified CCEsoftware to track the record.	DBFLT8	AK1, NOT NULL
ReportingHalfHour	The value indicates Half Hour boundary interval (0 to 47). Two 15 minute interval records have a unique half hour boundary value.	DBINT	IE2, NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The valid values are 30 (default) or 15.	DBINT	IE3, NULL
Reserved1	Reserved for future use.	DBINT	YES
Reserved2	Reserved for future use.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
Reserved3	Reserved for future use.	DBINT	YES
Reserved4	Reserved for future use.	DBINT	YES
Reserved5	Reserved for future use.	DBFLT4	YES
ReturnBusy	Number of calls of this type that were routed to the Busy target during the reporting interval.	DBINT	YES
ReturnRing	Number of calls of this type that were routed to the Ring target during the reporting interval.	DBINT	YES
ReturnRelease	Count of calls that run a Release node in their routing script in the reporting interval.	DBINT	YES
RouterQueueWaitTime	Number of seconds calls of this type spent in the Call Router queue during the reporting interval. 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.	DBINT	YES
RouterQueueCalls	The number of tasks of the call type assigned from the queue to be routed in the reporting interval.	DBINT	YES
RouterCallsAbandQ	The number of calls to the call type that abandoned in the Router queue during the interval. Does not include short calls. The definition of this field changed in Release 7.0(0) from "Calls Abandon in Queue + Calls Abandoned At Agent + Calls Abandoned in VRU" to "Calls Abandoned in Queue only". For customers who are migrating from Release 6.0 to Release 7.0, the data stored in RouterCallsAbandQ is moved to TotalCallsAband. **Note** RouterCallsAbandQ does not include calls that were abandoned in the VRU. This value can be derived from TotalCallsAband - RouterCallsAbandQ - RouterCallsAbandToAgent.	DBINT	YES
RouterQueueCallTypeLimit	During the reporting interval, the number of Router queue attempts that failed because the limit for the call type was reached.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
RouterQueueGlobalLimit	During the reporting interval, the number of Router queue attempts that failed because the global system limit was reached.	DBINT	YES
RouterCallsAbandToAgent	The number of calls that abandoned at the agent desktop before being answered in the reporting interval. Does not include short calls. Termination_Call_Detail records generated by agent PG with a CallDispositionFlag of 2 are counted as RouterCallsAbandToAgent.	DBINT	YES
ServiceLevelAband	The total number of calls of this call type are abandoned within the service level threshold during the reporting interval. This is valid for both Unified CCE and standard ACD targets that use translation routes. For Call Type Interval, ServiceLevelAband is calculated from the time the call type changes until the time the call is abandoned.	DBINT	YES
ServiceLevelCalls	The total number of calls of this call type answered within the service level threshold during the reporting interval. This field is incremented when the PG sends the answered event to the router within the service level threshold. This is valid for both Unified CCE and standard ACD targets that use translation routes. **Note** The timer for Service Levels statistics starts when the call arrives at that given CallType. Service Levels statistics reset when CallType changes for a given call.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCallsOffered	The number of calls of this call type that had service level events during the reporting interval. Calls are counted for service level purposes when 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. Valid for both Unified CCE and standard ACD targets that use translation routes. For more information about Service Level at Call Type, see *Reporting Concepts for Cisco Unified ICM-Contact Center Enterprise* guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html.	DBINT	YES
ServiceLevel	Service level for the call type during the reporting interval. Service Level Type is configured in the Unified 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: **1.** Ignore Abandoned Calls: ServiceLevelCalls/(ServiceLevelCallsOffered - ServiceLevelAband). **2.** Abandoned Calls have Negative Impact: ServiceLevelCalls/ServiceLevelCallsOffered. **3.** Abandoned Calls have Positive Impact: (ServiceLevelCalls + ServiceLevelAband)/ServiceLevelCallsOffered. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed.	DBFLT4	YES
ServiceLevelType	Service Level Type used to calculate Service level for the reporting interval.	DBINT	YES
ServiceLevelError	Calls that ended in Error state within SL threshold within the reporting interval.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ServiceLevelRONA	Calls that redirected on no answer within SL threshold within the reporting interval. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	YES
ShortCalls	The total number of calls to the route that were too short to be considered abandoned during the reporting 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 Unified ICM abandoned calls calculations. This field is applicable to Unified ICM, Unified CCE, and Outbound Option.	DBINT	YES
TalkTime	The total talk time in seconds for calls of this call type that were handled during the reporting interval. This field is applicable to both Unified ICM and Unified CCEwith the following exception: the field is not incremented if an agent answers the call on a standard ACD, unless the call was translation routed.	DBINT	YES
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK3, NOT NULL
TotalCallsAband	The total number of calls abandoned while in VRU (that is, while undergoing prompting or listening to voice menus options), calls abandoned while queued to skill group, and calls abandoned at agent desktop. This field also includes abandoned calls that are not in the queue; for example, when the caller ends the call while listening to a VRU prompt. Therefore, the number of calls abandoned at a VRU before being queued is TotalCallsAband minus RouterCallsAbandToAgent and RouterCallsAbandQ. Does not include short calls.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
VruUnhandledCalls	Count of calls marked as Offered to VRU but not handled in the reporting interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	YES
VruHandledCalls	Count of the VRU calls marked as handled at VRU in the reporting interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	YES
VruAssistedCalls	Count of the VRU handled calls marked as routed to agents in the reporting interval. This field is incremented only if the calls routing script sets the VRUProgress script variable to a certain value.	DBINT	YES
VruOptOutUnhandledCalls	Count of the VRU unhandled calls that were marked as routed to agents by caller request in the reporting interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	YES
VruScriptedXferredCalls	Count of the VRU calls marked as routed to agents because of usual script procedure in the reporting period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	YES
VruForcedXferredCalls	Count of the VRU calls marked as routed to agents because of caller difficulties in the reporting period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	YES
VruOtherCalls	Count of VRU calls marked with any VRUProgress value other than the reporting period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
VRUTime	The total time that all calls spent at the VRU in the reporting interval. This is the total VRU time, whether the call was queued or not. **Note** In a NAM/CICM deployment (VRU at NAM), this value is updated for calls that the CICM sends to the VRU. Calls that the NAM itself sends to the VRU update the call type metrics in the NAM. **Note** In a NAM/CICM deployment (VRU1 at NAM and VRU2 at CICM), this value is updated for calls that the CICM sends to VRU1. Calls that the NAM Router itself sends to VRU1 update the call type metrics in the NAM. Service data for VRU2 is stored in the CICM database.	DBINT	YES

Call_Type_Map

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

It maps call types to scheduled scripts. Use the Script Schedule facility of the Script Editor to add, update, and delete Call_Type_Map records.

Related Tables

Call_Type, on page 109 (via CallTypeID)

Master_Script, on page 297 (via MasterScriptID)

Table 84: Indexes for Call_Type_Map Table

index_name	index_description	index_keys
XIE1Call_Type_Map	nonclustered located on PRIMARY	MasterScriptID
XPK_Call_Type_Map	clustered, unique, primary key located on PRIMARY	CallTypeID, Item

Table 85: Fields in Call_Type_Map Table

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 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 NOT NULL
MasterScriptID	Foreign key from the Master Script table.	DBINT	FK, IE-1 NOT NULL
ScriptSchedule	A script schedule entry in an internal format used by the Script Editor.	varchar(64)	NOT NULL

Call_Type_SG_Interval

This section describes the Call Type Skill Group Interval table.

Note

- In the Call Type Skill Group Interval table, the *Hold time* is calculated based on the call event.
- In a Cisco Contact Center Gateway deployment, a Unified ICM (parent) connected with a Unified CCE with a Unified CCE System PG (child) or Cisco Unified Contact Center Express (child) through a Unified CCE Gateway PG, network queuing data is not available in the child or in the child agent or supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager needs to look at the Unified CCE child reports and the parent Unified ICM reports for network queuing data.
- With the existence of a network VRU, for Unified CCE and for Unified ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must change the call type of the call when self-service is completed. Otherwise, the time spent in self-service negatively impacts the Service Level.

Note When creating the Agent name, you must remove spaces or hyphens from both the first and last name of the person in the child's person record. If the parent is set for auto-configuration on the agent names and a child agent is created with a space or a hyphen in the first or last name, the parent does not create the agent name.

Table 86: Fields in Call_Type_SG_Interval Table

Name	Description	Data Type	Keys and NULL Option
AbandInterval1	The number of calls abandoned within Interval 1. For Call Type SG Interval, AbandInterval is calculated from when the call is queued to a skill group or a precision queue, to when the call is abandoned. This includes any requery time. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed.	DBINT	YES
AbandInterval2	Number of calls abandoned within interval 2. See AbandInterval1.	DBINT	YES
AbandInterval3	Number of calls abandoned within interval 3. See AbandInterval1.	DBINT	YES
AbandInterval4	Number of calls abandoned within interval 4. See AbandInterval1.	DBINT	YES
AbandInterval5	Number of calls abandoned within interval 5. See AbandInterval1.	DBINT	YES
AbandInterval6	Number of calls abandoned within interval 6. See AbandInterval1.	DBINT	YES
AbandInterval7	Number of calls abandoned within interval 7. See AbandInterval1.	DBINT	YES
AbandInterval8	Number of calls abandoned within interval 8. See AbandInterval1.	DBINT	YES
AbandInterval9	Number of calls abandoned within interval 9. See AbandInterval1.	DBINT	YES
AbandInterval10	Number of calls abandoned within interval 10. See AbandInterval1.	DBINT	YES
AnsInterval1	The number of calls answered within Interval 1. For Call Type SG Interval, AnsInterval is calculated from when the call is queued to a skill group or a precision queue, to when the call is answered. This includes any requery time. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed.	DBINT	YES
AnsInterval2	Number of calls answered within interval 2. See AnsInterval1.	DBINT	YES
AnsInterval3	Number of calls answered within interval 3. See AnsInterval1.	DBINT	YES
AnsInterval4	Number of calls answered within interval 4. See AnsInterval1.	DBINT	YES
AnsInterval5	Number of calls answered within interval 5. See AnsInterval1.	DBINT	YES
AnsInterval6	Number of calls answered within interval 6. See AnsInterval1.	DBINT	YES
AnsInterval7	Number of calls answered within interval 7. See AnsInterval1.	DBINT	YES
AnsInterval8	Number of calls answered within interval 8. See AnsInterval1.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AnsInterval9	Number of calls answered within interval 9. See AnsInterval1.	DBINT	YES
AnsInterval10	Number of calls answered within interval 10. See AnsInterval1.	DBINT	YES
AttributeID1	Attribute 1 associated with the Precision Queue.	DBINT	NULL
AttributeID2	Attribute 2 associated with the Precision Queue.	DBINT	NULL
AttributeID3	Attribute 3 associated with the Precision Queue.	DBINT	NULL
AttributeID4	Attribute 4 associated with the Precision Queue.	DBINT	NULL
AttributeID5	Attribute 5 associated with the Precision Queue.	DBINT	NULL
AttributeID6	Attribute 6 associated with the Precision Queue.	DBINT	NULL
AttributeID7	Attribute 7 associated with the Precision Queue.	DBINT	NULL
AttributeID8	Attribute 8 associated with the Precision Queue.	DBINT	NULL
AttributeID9	Attribute 9 associated with the Precision Queue.	DBINT	NULL
AttributeID10	Attribute 10 associated with the Precision Queue.	DBINT	NULL
AnswerWaitTime	The sum of answer wait time in seconds for all calls that were answered for the call type associated with this skill group during the reporting interval. The AnswerWaitTime for a single call against the call type is an approximate sum of the following fields in the Termination_Call_Detail table: • DelayTime • LocalQTime • RingTime • NetQTime This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed. **Note** With the existence of a network VRU, for Unified ICM and Unified CCE systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued.	DBINT	YES
AvgRouterDelayQ	Average delay in queue (in seconds) for calls removed from the Router queue during the reporting interval. RouterQueueWaitTime / RouterQueueCalls	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AgentErrorCount	During the reporting interval, calls associated with this skill group that encounter an error when the call is at the agent desktop. These are calls that receive a TCD with CallDispositionFlag value 4. Agent errors are counted in AgentErrorCount, and routing errors are counted in ErrorCount. Total Error count = ErrorCount + AgentErrorCoun.	DBINT	YES
BucketIntervalID	The ID of Bucket Intervals from the Bucket_Interval table used to generate the following AnsInterval and AbandInterval fields in this record. The Bucket Intervals ID is taken from the corresponding Call Type configuration.	DBINT	YES
CallTypeID	Identifies the call type.	DBINT	PK2, NOT null
CallDelayAbandTime	The total time spent by calls of this call type associated with this skill group that abandoned in the reporting interval. This time begins when the call reaches the Router and ends when the call disconnects. Does not include short calls. **Note** This time is not reset if the CallType changes. To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTime and DelayAgentAbandTime from CallDelayAbandTime.	DBINT	YES
CallsAnswered	The total number of calls of this call type associated with this skill group that was answered or work accepted by agents in the reporting interval. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed. **Note** With the existence of a network VRU, for Unified CCE and for Unified ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
CallsHandled	The total number of calls of this call type associated with this skill group that was handled in the reporting interval. Termination_Call_Detail records generated by agent PG with a CallDispositionFlag of 1 are counted as CallHandled. A handled call is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. A handled call or task is completed when the agent associated with the call or task finishes the wrap-up work associated with the call or task. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed.	DBINT	YES
CallsReportAgainstOther	Calls that were counted as CallsOfferedRouted but reported against another skill group. **Note** The call is counted in the Skill Group where it is reported depending on the call disposition flag. For example, if the call disposition flag is 1, the field CallsHandledNotRouted is incremented in the actual skill group that the call was handled. In some other scenarios, this field can be incremented where the SkillGroupSkillTargetID is not provided and none of the call dispositions are used to categorize where the call is going.	DBINT	YES
CallsQHandled	Number of calls associated with this skill group that was handled in the reporting interval that were queued in the Router at any time during the life of the call. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed.	DBINT	YES
CallsRONA	Number of calls associated with this skill group that was that have been Redirected On No Answer in the reporting interval. This does not include calls that are rerouted using the router requery feature. This is for calls with CallDispositionFlag of 5 in TCD. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
CallsRequeried	During the reporting interval, the number of router requery events for this call type associated with this skill group. A call may be requeried several times and counted as such. For example, if there are 10 calls offered and each is requeried twice, CallsRequeried is 20.	DBINT	YES
CallsRoutedNonAgent	Number of Calls associated with this skill group that was routed in the reporting interval without translation route in TDM environment. The TCD that the peripheral creates does not have any call type associated to it.	DBINT	YES
CallsHandledNotRouted	Calls associated with this skill group that were handled but is not the skill group that was originally routed. Note: The field CallsReportAgainstOther is incremented in the skill group that the call was routed.	DBINT	YES
CallsOfferedRouted	The number of calls associated with this skill group that the Central Controller routed. This field is incremented for calls sent to skill group or service and it is incremented in the following ways: Skill Group: The Router increments this field when the call is routed or queued to a skill group. Service: The Router increments this field using the agent real time data when the call is answered, or using TCD when the agent abandons the call.	DBINT	YES
CallsOfferedNotRouted	Calls offered to a skill group that the Router did not route. It happens in TDM and PG Gateway deployments where the ACD routes the call to a Skill Group different from the original routed Skill Group.	DBINT	YES
CallsOnHold	The number of calls placed on hold at least once for the call type associated with the skill group during the reporting interval.	DBINT	YES
DateTime	The Central Controller date and time at the start of the interval when the row was generated.	DBSMALLDATE	PK1, 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	IE1, YES
DelayAgentAbandTime	For the reporting interval, the total time spent by all calls for this call type associated with this skill group that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes. Does not include short calls.	DBINT	YES
DelayQAbandTime	The total time spend by all calls associated with this skill group for this call type that abandoned while in the queue, for this reporting interval.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ErrorCount	During the reporting interval, the number of calls associated with this skill group that resulted in an error condition. A few examples of error condition are: • CCE Script implementation is unable to find a target for the call due to any scripting or configuration error. • The system is unable to route the call to the identified Agent for any error in the network or device. • Calls with mis-configured labels do not use default routing; for example, when a route has not been defined. Translation-routed calls are abandoned while en route to destination target. Calls with mis-configured labels do not use default routing; for example, when a route has not been defined. See *Router Error Codes* for the complete list of RouterError codes.	DBINT	YES
HandleTime	The total handle time in seconds for handled calls of this call type associated with this skill group ending during the reporting interval. HandleTime is the sum of the fields TalkTime, HoldTime, and WorkTime from the Termination_Call_Detail record. This field is applicable to both Unified ICM and Unified CCE 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	YES
HoldTime	The total hold time in seconds for calls of this call type associated with this skill group ending during the reporting interval. This field is applicable to both Unified ICM and Unified CCE 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	YES

Name	Description	Data Type	Keys and NULL Option
IncompleteCalls	During the reporting interval, the number of IncompleteCalls; which are calls associated with this skill group that were routed to an agent but failed to arrive. An IncompleteCall can also be identified in the Termination_Call_Detail record, as can any call with a CallDispositionFlag of 7 in TCD. Network issues (congestion, glitches, and so on). This can occur under several conditions: **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. **2.** Just as the CallRouter is about to send the agent a call, the agent otherwise attempts to make a call from the desk phone. **3.** Just as the CallRouter is about to send the agent a call, the agent, while in the AVAILABLE state, is direct dialed. **4.** A caller disconnects in route to the agent. **Note** As IP transfers are so quick, this is an unlikely condition. This field is applicable to both Unified ICM and Unified CCE 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	YES
MaxHoldTime	The max hold time in seconds for calls of the call type associated with the skill group during the reporting interval	DBINT	YES
MaxCallsQueued	The maximum number of calls in queue for this call type during this interval.	DBINT	NULL
MaxCallWaitTime	The longest time a call has to wait before it is dispositioned (abandoned, answered, and so on) in this interval.	DBINT	NULL
OverflowOut	The number of calls overflowed to another call type during the reporting interval. This field increments when a requalify or call type node is run in the script.	DBINT	YES
PickRequests	The total number of pick requests successfully routed with this skill group by this call type in the reporting interval.	DBINT	NULL
PullRequests	The total number of pull requests successfully routed with this skill group by this call type in the reporting interval.	DBINT	NULL
PickErrors	Number of pick requests resulting in an error.	DBINT	NULL
PullErrors	Number of pull requests resulting in an error.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PrecisionQueueID	With CallTypeID, it identifies call type association with Precision Queue. For Skill Group only call types, the value is NULL.	DBINT	PK4, NULL
RecoveryKey	Unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK1, NOT NULL
ReportingHalfHour	The value indicates Half Hour boundary interval (0 to 47). Two 15 minute interval records have a unique half hour boundary value. **Note** This field uses the CentralController UTC time and not the local time to calculate the Half Hour index. Therefore, based on the time zone, the Half Hour boundary interval (0 to 47) may vary.	DBINT	IE2, NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The valid values are 30 (default) or 15.	DBINT	IE3, NULL
ReservationCalls	The number of times the Dialer reserved an agent for an agent campaign during this interval. This is a part of the equation for calls completed to balance with CallsOffered.	DBINT	NULL
RouterCallsAbandQ	The number of calls to the call type associated with this skill group that abandoned in the Router queue during the reporting interval. Does not include short calls. **Note** RouterCallsAbandQ does not include calls that were abandoned in the VRU. This value can be derived from TotalCallsAband - RouterCallsAbandQ - RouterCallsAbandToAgent.	DBINT	YES
RouterCallsAbandToAgent	The number of calls associated with this skill group that abandoned at the agent desktop before being answered in the reporting interval. Does not include short calls. Termination_Call_Detail records generated by agent PG with a CallDispositionFlag of 2 are counted as RouterCallsAbandToAgent.	DBINT	YES
RouterQueueWaitTime	Number of seconds calls of this calltype associated with this skill group spent in the Call Router queue during the reporting interval. 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.	DBINT	YES
RouterQueueCalls	The number of tasks of the call type associated with this skill group assigned from the queue to be routed in the reporting interval.	DBINT	YES
RouterCallsDequeued	It is incremented when the call is removed from the queue.	DBINT	YES
Reserved1	Reserved for future use.	DBINT	YES
Reserved2	Reserved for future use.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
Reserved3	Reserved for future use.	DBINT	YES
Reserved4	Reserved for future use.	DBINT	YES
Reserved5	Reserved for future use.	DBFLT4	YES
RouterCallsAbandDequeued	The number of calls associated with the skill group that were abandoned and de-queued from this skill group. When a call is queued to multiple skill groups and abandoned, the RouterCallsAbandQ field is incremented for one skill group and RouterCallsAbandDequeued is incremented for all the other skill groups. The group that is charged with the abandon is the group to which the call had been continuously queued to the longest at the time of the abandon. Usually, this would be the first group the script queued the call to, unless a more complicated dequeue, queue, or requeue scenario changes the order. The term "continuously queued" means that if a call is queued to a group, later dequeued, and still later requeued, the earlier time in queue is not used in determining which group the abandon is charged against. This field is applicable to Unified CCE environments and to Unified ICM environments where calls are translation-routed to Skill Groups.	DBINT	YES
SkillGroupSkillTargetID	Together with CallTypeID identifies call type association with skill group in this table.	DBINT	PK3, NOT NULL
ShortCalls	The total number of calls associated with this skill group to the route that were too short to be considered abandoned during the reporting 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 Unified ICM abandoned calls calculations. This field is applicable to Unified ICM, Unified CCE, and Outbound Option.	DBINT	YES
ServiceLevelAband	The total number of calls of this call type associated with this skill group abandoned within the service level threshold during the reporting interval. Valid for both Unified CCE and standard ACDtargets that use translation routes. For Call Type SG Interval, ServiceLevelAband is calculated from when the call type changes to when the call is abandoned.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCalls	The total number of calls of this call type associated with this skill group answered within the service level threshold during the reporting interval. This field is incremented when the PG sends the answered event to the router within the service level threshold. Valid for both Unified CCE and standard ACDtargets that use translation routes. For Call Type SG Interval, ServiceLevelCalls is calculated from when the call type changes to when the call is answered.	DBINT	YES
ServiceLevelCallsOffered	The number of calls of this call type associated with this skill group that had service level events during the reporting interval. Calls are counted for service level purposes when 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. Valid for both Unified CCE and standard ACD targets that use translation routes. A service level event occurs when one of the following happens to the call: **1.** An agent answers the call before the service level threshold expires. In this case, the ServiceLevelCalls and ServiceLevelsCallsOffered database fields are incremented. **2.** The call abandons before the service level threshold expires. In this case, the ServiceLevelAband and ServiceLevelCallsOffered database fields are incremented. **3.** The call is Redirected on No Answer (RONAs) before the service level threshold expires. In this case, ServiceLevelRONA and ServiceLevelCallsOffered database fields are incremented. **4.** The call reaches the service level threshold without being answered by an agent or being abandoned. In this case, the ServiceLevelCallsOffered database field is incremented. Tasks that abandon before the short calls timer (as defined in the Unified ICM configuration) do not count toward the ServiceLevelCallsOffered or ServiceLevelAband call counters. **Note** In the ServicelevelCallsOffered field, calls that encountered an error are counted, irrespective of how the calls ended (within or beyond the threshold). You can use the ErrorCount+AgentErrorCount field to exclude all the erroneous calls and use ServiceLevelError field to exclude erroneous calls before threshold.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ServiceLevel	The service level for the call type associated with this skill group during the reporting interval. Service Level Type is configured in the Unified ICM Configuration Manager using the Skill Group explorer and PG explorer. The router uses the Call Type ServiceLevel and ServiceLevelType to calculate the Service level of the reporting interval. ServiceLevel is calculated as follows depending on the service level type: 1. IgnoreAbandCall: ServiceLevelCalls/(ServiceLevelCallsOffered-RouterCallsDequeued - RouterCallsAbandDequeued -ServiceLevelAband). 2. Abandoned Calls has Negative Impact: ServiceLevelCalls/(ServiceLevelCallsOffered-RouterCallsDequeued - RouterCallsAbandDequeued). 3. Abandoned Calls have Positive Impact: ServiceLevelCalls + ServiceLevelAband/(ServiceLevelCallsOffered-RouterCallsDequeued - RouterCallsAbandDequeued). This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed.	DBFLT4	YES
ServiceLevelError	Calls associated with this skill group that ended in Error state within SL threshold within the reporting interval.	DBINT	YES
ServiceLevelRONA	Calls associated with this skill group that redirected on no answer within SL threshold within the reporting interval. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	YES
ServiceLevelType	The router uses the Call Type ServiceLevel and ServiceLevelType to calculate the Service level of the reporting interval.	DBINT	YES
ServiceLevelCallsDequeue	The number of queued calls associated with this skill group that was de-queued within the skill Service Level threshold in the reporting interval. Calls may be de-queued by Cancel Queue node or de-queued from this Skill Group to be routed to a different Skill Group. **Note** This field is relevant to the Unified CCE environment only. Note: With the existence of a network VRU, this value includes time in the network queue.	DBINT	YES
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK4, NOT NULL

Name	Description	Data Type	Keys and NULL Option
TalkTime	The total talk time in seconds for calls of this call type associated with this skill group that were handled during the reporting interval. This field is applicable to both Unified ICM and Unified CCE with the following exception: the field is not incremented if an agent on a standard ACD answers the call, unless the call was translation routed.	DBINT	YES

Call_Type_Real_Time

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Local database only.

Note

- With the existence of a network VRU, for Unified CCE and for Unified ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.
- In a Cisco Contact Center Gateway deployment, when the Unified ICM (parent) is connected with a Unified CCE, or a Unified CCE System PG (child), or a Cisco Unified Contact Center Express (child) through the Unified CCE Gateway PG, the network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager would need to look at the parent Unified ICM reports for network queuing data.

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

Related Tables

Call_Type, on page 109 (via CallTypeID)

Master_Script, on page 297 (via MasterScriptID)

Script, on page 432 (via ScriptID)

Table 87: Indexes for Call_Type_Real_Time Table

index_name	index_description	index_keys
XPKCall_Type_Real_Time	clustered, unique, primary key located on PRIMARY	CallTypeID

Table 88: Fields in Call_Type_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AgentErrorCountHalf	Within the current half-hour interval, the number of calls that encountered an error when the call is at the agent desktop.	DBINT	NULL
AgentErrorCountToday	The number of calls that encounter an error when the call is at the agent desktop since midnight.	DBINT	NULL
AnswerWaitTimeHalf	The sum of answer wait time in seconds for all calls of this call type that were answered during the current half-hour interval. This field is applicable to both **Unified ICM and Unified CCE** 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 rolling 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.	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

Name	Description	Data Type	Keys and NULL Option
CallDelayAbandTimeHalf	The time spent by all calls for this call type that abandoned before being answered during the current half-hour interval. *To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTimeHalf and DelayAgentAbandTimeHalf from CallDelayAbandTimeHalf.*	DBINT	NULL
CallDelayAbandTimeTo5	The time spent by all calls for this call type that abandoned before being answered within the rolling 5 minutes *To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTimeTo5 and DelayAgentAbandTimeTo5 from CallDelayAbandTimeTo5.*	DBINT	NULL
CallDelayAbandTimeToday	The time spent by all calls for this call type that abandoned before being answered since midnight. *To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTimeToday and DelayAgentAbandTimeToday from CallDelayAbandTimeToday.*	DBINT	NULL
CallsAnsweredHalf	The number of calls answered by an agent in the current half-hour interval. This field is applicable to both **Unified ICM** and **Unified CCE** 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	The number of calls answered by an agent during the rolling five-minute interval.	DBINT	NULL
CallsAnsweredToday	The number of calls answered by an agent since midnight.	DBINT	NULL
CallsAtAgentNow	The number calls that Unified CCE agents are currently working on. An agent is considered to be working on a call/task until the agent finishes the wrap-up work associated with the call/task, if any. **Note** This field is not applicable to ICM.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsAtVRUNow	The number calls that are currently at the VRU. This includes calls that are in prompting at the VRU (non-queued calls) and those in the queue. **Note** In a NAM/CICM deployment (VRU at NAM), this value is updated for calls that the CICM sends to the VRU. Calls that the NAM itself sends to the VRU update the call type metrics in the NAM. **Note** In a NAM/CICM deployment (VRU1 at NAM and VRU2 at CICM), this value is updated for calls that the CICM sends to VRU1. Calls that the NAM Router itself sends to VRU1 update the call type metrics in the NAM. Service data for VRU2 is stored in the CICM data base.	DBINT	NULL
CallsHandledHalf	The total number of calls of this call type handled in the current half-hour interval. Termination_Call_Detail records generated by agent PG with a CallDispositionFlag of 1 are counted as CallHandled. A **handled** call is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task. This field is applicable to both **Unified ICM** and **Unified CCE** 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 rolling five-minute interval.	DBINT	NULL
CallsHandledToday	The total number of calls of this call type handled since midnight.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsLeftQTo5	The total number of calls of this call type that left the CallRouter queue during the rolling five-minute interval.	DBINT	NULL
CallsOfferedHalf	The total number of calls of this call type offered during the current half-hour interval.	DBINT	NULL
CallsOfferedTo5	The number of calls of this call type offered during the rolling five-minute interval.	DBINT	NULL
CallsOfferedToday	The total number of calls of this call type offered to this call type since midnight.	DBINT	NULL
CallsRONAHalf	The number of calls that have been Redirected On No Answer in the current half-hour interval. This does not include calls rerouted using the router requery feature. This field is applicable to both **Unified ICM** and **Unified CCE** 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. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
CallsRONATo5	The number of calls that have been Redirected On No Answer in this in the rolling five-minute interval. This does not include calls rerouted using the router requery feature. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	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. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsRoutedNonAgentHalf	For **Cisco Unified Contact Center Express** , the number of calls that run a Label node or a Divert Label node in their routing script in the current half-hour interval. For **Unified ICM**, the number of calls that run 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 **Cisco Unified Contact Center Express** , the number of calls that run a Label node or a Divert Label node in their routing script in the rolling five-minute interval. For **Unified ICM**, the number of calls that run 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 **Cisco Unified Contact Center Express** , the number of calls that run a Label node or a Divert Label node in their routing script since midnight. For **Unified ICM**, the number of calls that run 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
CallsRoutedToHalf	Number of calls of this type that have been routed during the current half-hour interval.	DBINT	NULL
CallTypeID	Identifies the call type.	DBINT	PK, FK NOT NULL
CTDelayAbandTimeHalf	The total time spent by calls of this call type that abandoned calls within the current half-hour interval. This time begins when the call reaches the Router or when the call changes CallTypes and ends when the call disconnects. This time is reset if the CallType changes.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CTDelayAbandTimeTo5	The total time spent by calls of this call type that abandoned calls within the rolling five-minute interval. This time begins when the call reaches the Router or when the call changes CallTypes and ends when the call disconnects. This time is reset if the CallType changes.	DBINT	NULL
CTDelayAbandTimeToday	The total time spent by calls of this call type that abandoned calls since midnight. This time begins when the call reaches the Router or when the call changes CallTypes and ends when the call disconnects. This time is reset if the CallType changes.	DBINT	NULL
DateTime	The Central Controller date and time at the start of the interval when the row was generated.	DBDATETIME	NOT NULL
DelayAgentAbandTimeHalf	For the current half-hour interval, the total time spent by all calls for this call type that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes.	DBINT	NULL
DelayAgentAbandTimeTo5	For the rolling five-minute interval, the total time spent by all calls for this call type that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes.	DBINT	NULL
DelayAgentAbandTimeToday	For the half-hour interval, the total time spent by all calls for this call type that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes.	DBINT	NULL
DelayQAbandTimeHalf	The total time spend by all calls for this call type that abandoned while in the queue, during the current half-hour interval. This time is not reset if the CallType changes.	DBINT	NULL
DelayQAbandTimeTo5	The total time spend by all calls for this call type that abandoned while in the queue, for this rolling five-minute interval. This time is not reset if the CallType changes.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DelayQAbandTimeToday	The total time spend by all calls for this call type that abandoned while in the queue, since midnight. This time is not reset if the CallType changes.	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: • Translation-routed calls are abandoned while on route to destination target. • Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.) • Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined).	DBINT	NULL
ErrorCountToHalf	In the current half-hour interval, 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: • Translation-routed calls are abandoned while on route to destination target. • Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.) • Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined).	DBINT	NULL
HandleTimeHalf	The total handle time in seconds for all calls of this call type ending during the current half-hour interval. This field is applicable to both **Unified ICM** and **Unified CCE** 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 rolling five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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. This field is applicable to both**Unified ICM** and **Unified CCE** 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 rolling 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
ICRDefaultRoutedToHalf	Number of calls that were routed to the default label during the current half-hour interval.	DBINT	NULL
MasterScriptID	The master script currently scheduled for the call type.	DBINT	NULL
NetworkAnnouncementToday	The number of calls routed with an announcement node since midnight. 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 current half-hour period. This node returns a label to the network that specifies the announcement to be played.	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.	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 run in the script.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
OverflowOutTo5	The number of calls that overflowed to another call type during the rolling five-minute interval. This field increments when a requalify or call type node is run in the script.	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 run in the script.	DBINT	NULL
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 current half-hour interval.	DBINT	NULL
ReturnReleaseHalf	Count of calls that run a Release node in their routing script in the current half-hour interval.	DBINT	NULL
ReturnReleaseToday	Count of calls that run 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 software routed to the Ring target during the current half-hour interval.	DBINT	NULL
RouterCallsAbandQHalf	Number of calls of this type abandoned in the Router queue during the current half-hour interval. This field is applicable to both**Unified ICM** and **Unified CCE**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 in the Router queue during the rolling five-minute interval.	DBINT	NULL
RouterCallsAbandQToday	Number of calls of this type abandoned in the Router queue since midnight.	DBINT	NULL
RouterCallsAbandToAgentHalf	The number of calls that abandoned at the agent desktop before being answered in the current half-hour interval.	DBINT	NULL
RouterCallsAbandToAgentTo5	The number of calls that abandoned at the agent desktop before being answered within the rolling five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RouterCallsAbandToAgentToday	The number of calls that abandoned at the agent desktop before being answered 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
RouterLongestCallQ	The time that the longest currently queued call for this call type entered the CallRouter queue. This field is applicable to bothUnified ICM and Unified CCE 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.	DBINT	NULL
RouterQueueCallsTo5	Number of calls of this type that left the CallRouter queue to be routed during the rolling 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 current half-hour interval. **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.	DBINT	NULL
RouterQueueWaitTimeTo5	Number of seconds calls of this type spent in the CallRouter queue during the rolling five-minute interval. **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.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RouterQueueWaitTimeToday	Number of seconds calls of this type spent in the CallRouter queue since midnight. **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.	DBINT	NULL
ScriptID	The script currently scheduled for the call type.	DBINT	NULL
ShortCallsToHalf	The total number of calls to the route that were tooshort to be considered abandoned during the ShortCallsHalfhalf-hour interval. A call is determined to be a shortcall if it is abandoned before the Abandoned CallWait Time expired. Short calls are not consideredabandoned, nor are they accounted for in any ofthe Unified ICM abandoned calls calculations. This field is applicable to Unified ICM, UnifiedCCE, and Outbound Option.	DBINT	NULL
ShortCallsToday	The total number of calls to the route that were too short to be considered abandoned after mid-night. A call is determined to be a shortcall if it is abandoned before the Abandoned CallWait Time expired. Short calls are not considered abandoned, nor are they accounted for in any of the Unified ICM abandoned calls calculations. This field is applicable to Unified ICM, UnifiedCCE, and Outbound Option.	DBINT	NULL
ServiceLevelAbandHalf	The total number of calls of this call type abandoned within the service level threshold during the current half-hour interval. This field is applicable to both Unified ICM and Unified CCEwith 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 rolling five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	The number of calls of this call type abandoned within the service level since midnight.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCallsHalf	The total number of calls of this call type answered within the service level threshold during the half-hour interval. This field is incremented when the PG sends the answered event to the router within the service level threshold. This field is applicable to both Unified ICM and Unified CCE 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 current half-hour interval. 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. This field is applicable to both Unified ICM and Unified CCE 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
ServiceLevelCallsOfferedTo5	The number of calls of this call type that had service level events during the rolling five-minute interval. 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. 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

Name	Description	Data Type	Keys and NULL Option
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 rolling five-minute interval.	DBINT	NULL
ServiceLevelCallsToday	The total number of calls of the call type handled within the service level since midnight.	DBINT	NULL
ServiceLevelErrorHalf	Calls that ended in Error state within SL threshold within the current half-hour interval.	DBINT	NULL
ServiceLevelErrorToday	Calls that ended in Error state within SL threshold since midnight.	DBINT	NULL
ServiceLevelHalf	The service level for this call type during the current half-hour interval. This field is applicable to both Unified ICM and Unified CCE 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 service level for this call type during the rolling five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsOfferedTo5.	DBFLT4	NULL
ServiceLevelToday	The service level for this call type since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday.	DBFLT4	NULL
ServiceLevelRONAHalf	Calls that redirected on no answer within SL threshold within the current half-hour interval. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
ServiceLevelRONATo5	Calls that redirected on no answer within SL threshold within the rolling five-minute interval. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelRONAToday	Calls that redirected on no answer within SL threshold sicne midnight. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
TalkTimeHalf	The total talk time in seconds for calls of this call type ending during the current half-hour interval. This field is applicable to both Unified ICM and Unified CCEwith 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 rolling five-minute interval.	DBINT	NULL
TalkTimeToday	A total of talk time in seconds for calls of this call type ending since midnight.	DBINT	NULL
TotalCallsAbandHalf	The total number of queued calls, non-queued calls, and calls that abandoned at the agent desktop in the current half-hour interval.	DBINT	NULL
TotalCallsAbandTo5	The total number of queued calls, non-queued calls, and calls that abandoned at the agent desktop in the rolling five-minute interval.	DBINT	NULL
TotalCallsAbandToday	The total number of queued calls, non-queued calls, and calls that abandoned at the agent desktop since midnight.	DBINT	NULL

Campaign

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

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

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

Note If Outbound Option was not selected during setup, this table contains no data.

Related Tables

Campaign_Skill_Group, on page 181 (via CampaignID)

Campaign_Target_Sequence, on page 183 (via CampaignID)

Campaign_Query_Rule, on page 163 (via CampaignID)

Campaign_Half_Hour, on page 162 (via CampaignID)

Campaign_Query_Rule_Half_Hour, on page 166

Campaign_Query_Rule_Real_Time, on page 172 (via CampaignID)

Dialer_Detail, on page 221 (via CampaignID)

Dialer_Port_Real_Time, on page 235 (via CampaignID)

Dialer_Skill_Group_Real_Time, on page 244 (via CampaignID)

Table 89: Indexes for Campaign Table

index_name	index_description	index_keys
XAK1Campaign	nonclustered, unique, unique key located on PRIMARY	CampaignName
XPKCampaign	clustered, unique primary key located on PRIMARY	CampaignID

Table 90: Fields in Campaign Table

Name	Description	Data Type	Keys and NULL Option
AMDTreatmentMode	Indicates which of the following AMD modes are enabled for agent campaigns: 1. Abandon Call. 2. Transfer to Agent. 3. Transfer to IVR Route Point. 4. IVR Mode Abandon call. 5. IVR Mode Transfer to IVR Route Point.	DBINT	NOT NULL
APIGenerated	Identifies whether this campaign was created using the Outbound API: • Y = campaign created using the API. • N = campaign created using the Outbound Option Campaign tool in the ICM Configuration Manager.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
AbandonCustomerCallback	The number of minutes to wait before calling back a customer who abandoned the call.	DBINT	NULL
AbandonEnabled	Indicates whether the predictive algorithm must use AbandonPercent: • **Y** = Use abandon percent algorithm. • **N** = Do not take abandoned calls into consideration while calculating the predictive algorithm.	DBCHAR	NOT NULL
AbandonPercent	Used in the predictive algorithm to identify the upper limit of abandon percentage allowed.	DBFLT8	NOT NULL
AbandonedDialerCallback	The number of minutes to wait before calling back a customer who was abandoned by the dialer.	DBINT	NULL
AnswerDetectEnabled	Valid options are: • **Y** = Answering machine detection is enabled. • **N** = Answering machine detection is disabled.	DBCHAR	NOT NULL
AnsweringMachineCallback	The number of minutes to wait before calling back a previously dialed number that was answered by an answering machine.	DBINT	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: • **Y** = A busy number must be retried. • **N** = The next number in the list must be tried.	DBCHAR	NOT NULL
CPAAnalysisPeriod	Number of milliseconds dialer will spend analyzing. Advanced configuration item.	DBINT	NULL
CPAMaxTermToneAnalysis	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Maximum milliseconds the dialer analyzes an answering machine voice message looking for a termination tone. Advanced configuration item.	DBINT	NULL
CPAMaxTimeAnalysis	Max time allowed for analysis in milliseconds before identifying a problem analysis as dead air/ low volume. Default: 3000.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
CPAMinSilencePeriod	Minimum silence period required to classify a call as voice detected. Default: 375.	DBINT	NOT NULL
CPAMinimumValidSpeech	Minimum number of milliseconds of voice required to qualify a call as voice detected. Default: 112.	DBINT	NOT NULL
CallbackTimeLimit	Maximum amount of time, in minutes, after a scheduled callback before giving up the callback attempt.	DBSMALLINT	NOT NULL
CampaignID	A unique identifier for this campaign. This is the primary key for this table. This field is applicable to **Outbound Option** only.	DBINT	PK NOT NULL
CampaignName	A customer-entered name for this campaign.	VNAME32	AK-1 NOT NULL
CampaignPurposeType	Value can be set to: • 1—Agent Campaign. • 2—Xfer to IVR Campaign.	DBINT	NOT NULL
CancelRinging	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Identifies behavior dialer takes for canceling ringing calls. Default is 0, which means do not cancel ringing calls.	DBINT	NOT NULL
CancelledCallRetryTime	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of minutes to wait to retry a cancelled call.	DBINT	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CloseAbandonedToIVR	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates whether abandoned calls sent to IVR must be considered closed or not.	DBCHAR	NOT NULL
ConfigParam	Additional configuration parameters.	Varchar(255)	NULL
CustomerNotHomeCallback	The number of minutes to wait before calling a customer back when the call was answered by the wrong person.	DBINT	NULL
DSTLocation	Starting daily saving time. Default: 1	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DateTimeStamp	Records the date and time when a record is added or updated.	DBDATETIME	NULL
Deleted	Valid options are: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
DepartmentID	A unique identifier that identifies a department in CCDM/CCMP deployment.	DBINT	NULL
Description	A description of the campaign.	DESCRIPTION	NULL
DisableCPA	Y = Disable IP Call Progress Analysis. (as in Release 5.0). N = IP Call Progress Analysis enabled. Default = N	DBCHAR	NOT NULL
Display Name		VARCHAR	NULL
EdgeDetectEnabled	Deleted Flag. Stored as a character: • **Y**= Voice detection must be done at the beginning of the initial greeting sound. • **N**= Enables a faster but less accurate voice/answering machine detection.	DBCHAR	NOT NULL
EnableMediaTermination	Indicates the dialer stops media streams for connected outbound calls in this campaign. Default is 'N' (disabled).	DBCHAR	NOT NULL
EnableRecordWaveFile	Indicates whether the debug setting for Recording wave files must be enabled for connected outbound calls in this campaign. (Default 'N'). Will get information from BA Options Table if not configured here. Default is 'N' (disabled).	DBCHAR	NOT NULL
Enabled	Indicates whether a campaign is currently active **(Y)** or not **(N).**	DBCHAR	NOT NULL
EndDate	Scheduled end of the campaign. Date to stop campaign based on date.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
ExhaustedCallsEnabled	Valid options are: • **Y** = Allow resetting the records that have reached the maximum number of attempt. • **N** = Do not allow the resetting of these records.	DBCHAR	NOT NULL
FutureUseFloat1	Reserved for future use	DBFLT8	NULL
FutureUseFloat2	Reserved for future use	DBFLT8	NULL
FutureUseFloat3	Reserved for future use	DBFLT8	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	NULL
HomeEnabled	Valid options are: • **Y**= Allow dialing to home numbers. • **N** = Do not allow dialing to home numbers.	DBCHAR	NOT NULL
HomeEndHours	Home phone numbers will not be dialed later than HomeEndHours:HomeEndMinutes. Hours are in 24-hour format.	DBINT	NOT NULL
HomeEndMinutes	Home phone numbers will not be dialed later than HomeEndHours:HomeEndMinutes.	DBINT	NOT NULL
HomeStartHours	Home phone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes. Hours are in 24-hour format.	DBINT	NOT NULL
HomeStartMinutes	Home phone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes.	DBINT	NOT NULL
IPAMDEnabled	Boolean to indicate that AMD is enabled on IP Dialers. A **Y** indicates enabled, an **N** is disabled.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
IPTerminatingBeepDetect	Boolean to indicate that Terminating Tone Detection is enabled on IP Dialers. Can be used for Transfer to IVR campaigns and Agent campaigns. A **Y** indicates enabled, an **N** indicates disabled. The default value is **N.**	DBCHAR	NOT NULL
LeaveMessageEnabled	Indicates whether the Unified ICM must leave automated messages on answering machines: • **Y** = Yes, leave automated messages on answering machines. • **N** = No, do not leave automated messages on answering machines.	DBCHAR	NOT NULL
LinesPerAgent	The fixed number of lines to use per agent. 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. 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
PersonalizedCallbackEnabled	Valid options are: • **Y** = Personalized callback is enabled. • **N** = Personalized callback is not enabled.	DBCHAR	NOT NULL
PredictiveCorrectionPace	A correction is applied to the Lines per Agent when the attempted calls exceed "PredictiveConnectionPace" calls. If Null, the Dialer value takes precedence. Otherwise, this value takes precedence. The default is NULL.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PredictiveGain	The PredictiveGain term controls the overall rate of corrective adjustment for the Lines per Agent. This is the multiplier for the Proportional corrective term in the algorithm. If Null, the Dialer value takes precedence. Otherwise, this value takes precedence. The default is NULL.	DBFLT8	NULL
PredictiveHistoricGain	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The Historic Gain term calculates an extra correction based on the last 5 measurement sets. As a default, it must be set to half the PredictiveGain. It attempts to correct for systematic undershooting or overshooting over several correction cycles. If Null, the Dialer value takes precedence. Otherwise, this value takes precedence. The default is NULL.	DBFLT8	NULL
PredictiveLowAbandonGain	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Multiplier for the Proportional term when the measured Abandoned Call Rate is less than the target rate. This compensates for the fact that the upside difference between the target and measured Abandoned Call Rate can be much larger than the downside difference. If Null, the Dialer value takes precedence. Otherwise, this value takes precedence. The default is NULL.	DBFLT8	NULL
PrefixDigits	Digits that must be prefixed to each customer number dialed from this campaign. This feature is used to create a unique prefix that can be used by Cisco Communication Manager's Translation Pattern function to change the ANI that customers see.	Varchar(15)	Null
QuickDetectEnabled	Valid options are: • **Y** = Voice/answering machine detection must be done quickly rather than accurately. • **N** = Voice/answering must be done accurately, but not as quickly as with the quick detect feature.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ReleaseCallbackEnabled	Valid options are: • **Y** = A personalized callback must be sent to another agent if the original agent is not available. • **N** = A personalized callback must not be sent to another agent.	DBCHAR	NOT NULL
RescheduleCallbackMode	Valid options include: • **1** = If a callback must be rescheduled for the same time period the next day. • **2** = If the callback will be rescheduled for the next valid dialing period. • **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: • **Y** = Indicates that a stored procedure must be called after a customer record has been closed. This stored procedure resides in the Outbound Option private database. • **N** = This stored procedure must not be called.	DBCHAR	NOT NULL
StartDate	Scheduled start of the campaign. Date to start campaign based on date.	DBDATETIME	NULL
UseGMTFromRegionPrefix	Boolean to indicate that customer GMT must be obtained from the Region Prefix table. Replaces the *ImportAreaProcDisable* registry setting. The default is **N**.	DBCHAR	NOT NULL
WaitForBusyRetry	Y= When a busy number has been reached wait until the busy retry timeout and call the busy number again instead of calling the next phone number in the customers list. Note: if the Busy retry interval is greater than 5 minutes the system will not wait. N = Do not wait to retry a busy number, try the next number in the list. Default = N	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
WorkEnabled	Valid options are: • **Y** = Allow dialing to work numbers. • **N** = Do not allow dialing to work numbers.	DBCHAR	NOT NULL
WorkEndHours	Work phone numbers will not be dialed later than WorkEndHours:WorkEndMinutes. Hours are in 24-hour format.	DBINT	NOT NULL
WorkEndMinutes	Work phone numbers will not be dialed later than WorkEndHours:WorkEndMinutes.	DBINT	NOT NULL
WorkStartHours	Work phone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes. Hours are in 24-hour format.	DBINT	NOT NULL
WorkStartMinutes	Work phone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes.	DBINT	NOT NULL
TZDisplayName	Displays the campaign time zone	varchar (128)	NULL

Campaign_Half_Hour

Note **THIS TABLE IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.**

This table is in the Blended Agent category (seeBlended Agent (Outbound Option), on page 608). For information about database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

It gets populated on central and HDS databases and provides historical reporting for campaign attributes.

Related Tables

Campaign, on page 153 (via CampaignID)

Table 91: Indexes for Campaign_Half_Hour Table

index_name	index_description	index_keys
XAK1Campaign_Half_Hour	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Campaign_Half_Hour	Nonclustered located on PRIMARY	DbDateTime
XPKCampaign_Half_Hour	Clustered, unique primary key located on PRIMARY	CampaignID, DateTime, TimeZone

Table 92: Fields in Campaign_Half_Hour Table

Name	Description	Data Type	Keys and NULL Option
ActiveTimeToHalf	Indicates how long in seconds the campaign has been configured to be active during the current half hour.	DBINT	AK1 NULL
CampaignID	The unique identifier of the Campaign.	DBINT	PK, FK NOT NULL
DateTime	The central controller date and time at the beginning of the interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the database.	DBDATETIME	IE1-Indexed NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
RecoveryKey	Unique record identifier.	DBFLT8	NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Campaign_Query_Rule

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

It contains a set of associations between query rules and campaigns.

Note If Outbound Option was not selected during setup, this table will contain no data.

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

Related Tables

Campaign, on page 153 (via CampaignID)

Query_Rule, on page 358 (via QueryRuleID)

Table 93: Indexes for Campaign_Query_Rule Table

index_name	index_description	index_keys
XPKCampaign_Query_Rule	clustered, unique, primary key located on PRIMARY	CampaignID, QueryRuleID

Table 94: Fields in Campaign_Query_Rule Table

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. This field is applicable to **Outbound Option only.**	DBINT	PK, FK 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: • **Y** = Use duration (time spent within a query rule) • **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 Unified ICM Central Controller time.	DBINT	NOT NULL
EndMinutes	The contact will not be dialed past the EndHours:EndMinutes. Time is based on the Unified ICM Central Controller time.	DBINT	NOT NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	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: • **Y** = Use hit rate • **N** = Do not use hit rate	DBCHAR	NOT NULL
ListOrder	The order in which the query rules are to be used.	DBINT	NOT NULL
Penetration	The percentage of this query rule to be attempted before shifting to the next query rule within the current campaign. The percentage value is a whole number between 0 and 100.	DBINT	NOT NULL
PenetrationEnabled	Indicates whether or not to use penetration rate to move between query rules within this campaign: • **Y** = Use penetration rate • **N** = Do not use penetration rate	DBCHAR	NOT NULL
QueryRuleEnabled	Indicates whether the query rule is enabled or disabled within this campaign: • **Y** = Enabled • **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. This field is applicable to **Outbound Option only**.	DBINT	PK, FK NOT NULL
StartHours	TThe contact will not be dialed earlier than the StartHours:StartMinutes. Hours are in 24-hour format and are based on the Unified ICM Central Controller time.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
StartMinutes	TThe contact will not be dialed earlier than the StartHours:StartMinutes. Time is based on the Unified ICM Central Controller time.	DBINT	NOT NULL

Campaign_Query_Rule_Half_Hour

This table is in the Blended Agent category (seeBlended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

It gets populated on central and HDS databases. Each row in this table provides half-hour statistics on a particular Campaign-Query Rule combination. The statistics reflect counters that are used in the Outbound Option predictive dialing algorithm.

Related Tables

Campaign, on page 153 (via CampaignID)

Query_Rule, on page 358 (via QueryRuleID)

Table 95: Indexes for Campaign_Query_Rule_Half_Hour Table

index_name	index_description	index_keys
XAK1Campaign_Query_Rule_Half_Hour	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Campaign_Query_Rule_Half_Hour	Nonclustered located on PRIMARY	DbDateTime
XPKCampaign_Query_Rule_Half_Hour	Clustered, unique, primary key located on PRIMARY	DateTime, CampaignID, QueryRuleID, TimeZone

Note The Campaign_Query_Rule_Interval Table populates with 30/15 minute reporting data, depending on the Historical Reporting Interval setting for the peripheral gateway. However, the Campaign_Query_Rule_Half_Hour Table does not populate this data.

Table 96: Fields in Campaign_Query_Rule_Half_Hour Table

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	NULL

Name	Description	Data Type	Keys and NULL Option
AbandonToIVRToHalf	The abandoned number of calls in a half-hour period. However, instead of disconnecting on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NULL
AgentClosedDetectToHalf	The number of preview/callback calls in a half-hour period that the agent closes (these customers will not be dialed).	DBINT	NULL
AgentRejectedDetectToHalf	The number of preview/callback calls in a half-hour period that the agent rejects.	DBINT	NULL
AnsweringMachineDetectToHalf	The number of calls in a half-hour period that detected an answering machine.	DBINT	NULL
BusyDetectToHalf	The number of calls in a half-hour period that detected busy signal.	DBINT	NULL
CallbackCountToHalf	The total number of records scheduled for a callback.	DBINT	NULL
CampaignID	The campaign to which this query rule belongs. This field is applicable to **Outbound Option only.**	DBINT	PK, FK NOT NULL
CampaignOutOfNumbersToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates the number of times an active query rule was used to retrieve numbers but failed to find any valid ones for this timeframe in its dialing list.	DBINT	NULL
CancelledDetectToHalf	The number of calls in a half-hour period where the dialer cancelled a ringing customer call.	DBINT	NULL
ContactsAttemptedToHalf	The number of attested calls within a half-hour period.	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	NULL
CustomerNotHomeCountToHalf	The number of calls that were answered by the wrong party; the customer was not home.	DBINT	NULL
DateTime	The Unified ICM Central Controller date and time at the start of the interval.	DBSMALLDATE	PK 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 NULL

Name	Description	Data Type	Keys and NULL Option
FaxDetectToHalf	The number of calls in a half-hour period that detected a FAX machine.	DBINT	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
LowNoiseVolumeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of calls where the voice energy was not significant enough to count.	DBINT	NULL
NetworkAnsMachineDetectToHalf	The number of calls in a half-hour period that detected a network answering machine. Network answering machine can be network-based IVR, or network-based answering service.	DBINT	NULL
NoAnswerDetectToHalf	The number of calls in a half-hour period that were not answered.	DBINT	NULL
NoDialToneDetectToHalf	The number of calls in a half-hour period that did not receive a dial tone.	DBINT	NULL
NoRingBackDetectToHalf	The number of calls in the current half hour period that: • Did not receive ringback tone. • Were disconnected by the carrier or the network while ringing. • Were flagged with a data error or a no-value call.	DBINT	NULL
PersonalCallbackCountToHalf	The number of calls where the customer requested a personal callback.	DBINT	NULL
QueryRuleActiveTimeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates how long the campaign was active during this half hour.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID. This field is applicable to **Outbound Option only.**	DBINT	PK, FK NOT NULL
RecoveryKey	Unique identity that is assigned to each record and used internally by Unified CC Enterprise to track the record.	DBFLT8	AK-1 NOT NULL
SITToneDetectToHalf	The number of calls in a half-hour period that detected a network SIT tone.	DBINT	NULL
TalkTimeToHalf	The total number of seconds agents spent talking on the phone during the last half-hour.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
VoiceDetectToHalf	The total number of calls ending in an agent answering the call during the last half-hour. **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
WrongNumberCountToHalf	The number of calls where the customer's phone number was incorrect (the customer does not live there).	DBINT	NULL

Campaign_Query_Rule_Interval

This section describes the Campaign Query Rule Interval table.

Table 97: Fields in Campaign_Query_Rule_Interval Table

Name	Description	Data Type	Keys and NULL Option
AbandonDetect	The number of calls in a reporting interval period where the dialer abandoned a customer call.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AbandonToIVR	The number of calls in a reporting interval period that had to be abandoned. However, instead of disconnecting the call on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NULL
AgentClosedDetect	The number of preview/callback calls in a reporting interval period that the agent closed. (These customers are not dialed.)	DBINT	NULL
AgentRejectedDetect	The number of preview/callback calls in a reporting interval period that the agent rejected.	DBINT	NULL
AnsweringMachineDetect	The number of calls in a reporting interval period that detected an answering machine.	DBINT	NULL
BusyDetect	The number of calls in a reporting interval period that detected a busy signal.	DBINT	NULL
CallbackCount	The total number of records scheduled for a callback.	DBINT	NULL
CampaignID	The campaign to which this query rule belongs.	DBINT	PK2, NOT NULL
CampaignOutOfNumbers	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates how much time an active query rule was asked to retrieve numbers but could not find any valid ones for this timeframe in its dialing list.	DBINT	NULL
CancelledDetect	The number of calls in a reporting interval period where the dialer cancelled a ringing customer call.	DBINT	NULL
ContactsAttempted	The number of attempted calls within the reporting interval.	DBINT	NULL
CustomerAbandonDetect	The number of calls in a reporting interval period that the customer abandoned after they picked up the phone.	DBINT	NULL
CustomerNotHomeCount	The number of calls that wrong parties answered; the customer was not home.	DBINT	NULL
DateTime	The Unified ICM Central Controller date and time at the start of the interval.	DBSMALLDATE	PK1, 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	IE1, NULL

Name	Description	Data Type	Keys and NULL Option
FaxDetect	The number of calls in a reporting interval period that detected a FAX machine.	DBINT	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
LowNoiseVolume	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of calls where the voice energy was not significant enough to count.	DBINT	NULL
NetworkAnsMachineDetect	The number of calls in a reporting interval period that detected a network answering machine. A network answering machine can be a network-based IVR, or a network-based answering service.	DBINT	NULL
NoAnswerDetect	The number of calls in a reporting interval period that were not answered.	DBINT	NULL
NoDialToneDetect	The number of calls in a reporting interval period that did not receive a dial tone.	DBINT	NULL
NoRingBackDetect	The number of calls in the current reporting interval period that did not receive a ringback tone, that the carrier or network did not disconnect while ringing, or that were flagged with a data error or a no-value call.	DBINT	NULL
PersonalCallbackCount	The number of calls where the customer requested a personal callback.	DBINT	NULL
QueryRuleActiveTime	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates how long the campaign was active during this reporting interval.	DBINT	NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID.	DBINT	PK3, NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK1, NOT NULL

Name	Description	Data Type	Keys and NULL Option
ReportingHalfHour	The value indicates Half Hour boundary interval (0 to 47). Two 15 minute interval records have a unique half hour boundary value.	DBINT	IE2, NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The only valid value is 30 (default).	DBINT	IE3, NULL
SITToneDetect	The number of calls in a reporting interval period that detected a network SIT tone.	DBINT	NULL
TalkTime	The total number of seconds agents spent talking on the phone during the last reporting interval.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK4, NOT NULL
VoiceDetect	The total number of calls ending in an agent answering the call during the last reporting interval.	DBINT	NULL
WrapupTime	The total number of seconds agents spent in wrap-up mode during the last reporting interval.	DBINT	NULL
WrongNumberCount	The number of calls where the customer's phone number was incorrect. (The customer did not live there.)	DBINT	NULL

Campaign_Query_Rule_Real_Time

This table is in the Blended Agent category (seeBlended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

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.

The data in this table is reset nightly.

Exception: The following cumulative fields are not reset nightly:

- Closed Count
- TotalCount
- TotalVoiceCount

Related Tables

Campaign, on page 153 (via CampaignID)

Query_Rule, on page 358 (via QueryRuleID)

Table 98: Indexes for Campaign_Query_Rule_Real_Time Table

index_name	index_description	index_keys
XPKCampaign_Query_Rule_Real_Time	clustered, unique, primary key located on PRIMARY	CampaignID, QueryRuleID

Table 99: Fields in Campaign_Query_Rule_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AbandonDetectCount	The number of calls abandoned by the dialer.	DBINT	NULL
AbandonDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period where the dialer abandoned a customer call.	DBINT	NULL
AbandonDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period where the dialer abandoned a customer call.	DBINT	NULL
AbandonToIVRCount	The number of calls that detected an answering machine.	DBINT	NULL
AbandonToIVRTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that had to be abandoned. However, instead of disconnecting on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NULL
AbandonToIVRToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that had to be abandoned. However, instead of disconnecting on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NULL
AgentClosedCount	The number of preview/callback calls that were closed by the agent (these customers will not be dialed).	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AgentClosedDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of preview/callback calls in a five minute period that were closeded by the agent (these customers will not be dialed).	DBINT	NULL
AgentClosedDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of preview/callback calls in a half-hour period that were closeded by the agent (these customers will not be dialed).	DBINT	NULL
AgentRejectedCount	The number of preview/callback calls that were rejected by the agent.	DBINT	NULL
AgentRejectedDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of preview/callback calls in a five minute period that were rejected by the agent.	DBINT	NULL
AgentRejectedDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of preview/callback calls in a half-hour period that were rejected by the agent.	DBINT	NULL
AnsweringMachineCount	The number of calls that were abandoned by the dialer. However, instead of disconnecting on the customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NULL
AnsweringMachineDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that detected an answering machine.	DBINT	NULL
AnsweringMachineDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that detected an answering machine.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AttemptedCount	The number of attempted calls so far today. (CallBackCount + VoiceCount + BusyCount + NoAnswerDetectCount + NoRingBackDetectCount + NoDialToneDetectCount + FaxDetectCount + NetworkAnsMachineDetectCount + AnsweringMachineCount + SITToneDetectCount + CancelledDetectCount + WrongNumberCount + CustomerNotHomeCount + PersonalCallbackCount + AbandonDetectCount + AbandonToIVRCount + CustomerAbandonDetectCount)	DBINT	NULL
BusyCount	The number of calls that detected a busy signal.	DBINT	NULL
BusyDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that detected a busy signal.	DBINT	NULL
BusyDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that detected a busy signal.	DBINT	NULL
CallBackCount	The total number of records scheduled for a callback today.	DBINT	NULL
CallbackCountTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total number of records scheduled for a callback in a five minute period.	DBINT	NULL
CallbackCountToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total number of records scheduled for a callback in a half-hour period.	DBINT	NULL
CampaignID	The campaign to which this query rule belongs. This field is applicable to **Outbound Option only**.	DBINT	PK, FK NOT NULL
CancelledDetectCount	The number of calls where the dialer cancelled a ringing customer call.	DBINT	NULL
CancelledDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period where the dialer cancelled a ringing customer call.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CancelledDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period where the dialer cancelled a ringing customer call.	DBINT	NULL
ClosedCount	Records customer calls closed for any reason other than reaching a live customer since the last overwrite import.	DBINT	NULL
ContactsAttemptedTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of attempted calls within a five minute period.	DBINT	NULL
ContactsAttemptedToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of attempted calls within a half-hour period.	DBINT	NULL
CustomerAbandonDetectCount	The number of calls where the customer disconnected immediately after picking up the telephone.	DBINT	NULL
CustomerAbandonDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that were abandoned by the customer after they picked up the telephone.	DBINT	NULL
CustomerAbandonDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that were abandoned by the customer after they picked up the telephone.	DBINT	NULL
CustomerNotHomeCount	The number of calls that were answered by the wrong party because the customer was not home.	DBINT	NULL
CustomerNotHomeCountTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that were answered by the wrong party because the customer was not home.	DBINT	NULL
CustomerNotHomeCountToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that were answered by the wrong party because the customer was not home.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DateTime	The Unified ICM Central Controller date and time when this data was last updated.	DBDATETIME	NOT NULL
FaxDetectCount	The number of calls that detected a FAX.	DBINT	NULL
FaxDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that detected a FAX machine.	DBINT	NULL
FaxDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that detected a FAX machine.	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
LowNoiseVolumeToday	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of calls in a one day period where the voice energy was not significant enough to count.	DBINT	NULL
LowNoiseVolumeTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of calls in a five minute period where the voice energy was not significant enough to count.	DBINT	NULL
LowNoiseVolumeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of calls in a half-hour period where the voice energy was not significant enough to count.	DBINT	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	NULL
NetworkAnsMachineDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that detected a network answering machine. A network answering machine can be a network based IVR, or a network based answering service.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
NetworkAnsMachineDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** 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	NULL
NoAnswerDetectCount	The number of calls that were not answered.	DBINT	NULL
NoAnswerDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that were not answered.	DBINT	NULL
NoAnswerDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that were not answered.	DBINT	NULL
NoDialToneDetectCount	The number of calls that did not detect a dial tone.	DBINT	NULL
NoDialToneDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that did not receive a dial tone.	DBINT	NULL
NoDialToneDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that did not receive a dial tone.	DBINT	NULL
NoRingBackDetectCount	The number of calls in the current half hour period that did not receive a ring-back tone, that were disconnected by the carrier or the network while ringing, or that were flagged with a data error or a no-value call.	DBINT	NULL
NoRingBackDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that did not receive a ring back tone.	DBINT	NULL
NoRingBackDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that did not receive a ring back tone.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PendingRecordsZone1	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of pending records which are eligible for dialing now in zone 1.	DBINT	NULL
PendingRecordsZone2	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of pending records which are eligible for dialing now in zone 2.	DBINT	NULL
PendingRetryRecordsZone1	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of campaign records that are pending retry in Zone 1 that are dialable now. This is significant since retries get higher priority and can reduce hit rate and agent efficiency.	DBINT	NULL
PendingRetryRecordsZone2	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of campaign records that are pending retry in Zone 2 that are dialable now. This is significant since retries get higher priority and can reduce hit rate and agent efficiency.	DBINT	NULL
PersonalCallbackCount	The number of calls where the customer requested a personal call-back.	DBINT	NULL
PersonalCallbackCountTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period where the customer requested a personal callback.	DBINT	NULL
PersonalCallbackCountToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period where the customer requested a personal callback.	DBINT	NULL
QueryRuleActive	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Indicates whether the current campaign is active or not.	DBINT	NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID. This field is applicable to **Outbound Option only.**	DBINT	PK, FK NOT NULL
SITToneDetectCount	The number of calls that detected a Special Information Tone (SIT).	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
SITToneDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period that detected a network SIT tone.	DBINT	NULL
SITToneDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that detected a network SIT tone.	DBINT	NULL
TalkTimeCount	The total number of seconds agents spent talking on the telephone since midnight.	DBINT	NULL
TalkTimeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total number of seconds agents spent talking on the phone during the last half-hour.	DBINT	NULL
TotalCount	The total number of records available for the current campaign query rule since the last overwrite import.	DBINT	NULL
TotalVoiceCount	The number of live customers that have been reached since the last overwrite import.	DBINT	NULL
VoiceCount	The number of calls for the day that ended in successful customer contact. **Outbound Option:** The number of calls that detected a live person.	DBINT	NULL
VoiceDetectTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total number of calls ending in an agent answering the call during the last five minutes. **Outbound Option:** The number of calls in a five minute period that detected a live person.	DBINT	NULL
VoiceDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)**The total number of calls ending in an agent answering the call during the last half-hour. **Outbound Option:** The number of calls in a half-hour period that detected a live person.	DBINT	NULL
WrapupTimeCount	The number of seconds agents spent in wrap-up mode since midnight.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
WrapupTimeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total number of seconds agents spent in wrap-up mode during the last half-hour.	DBINT	NULL
WrongNumberCount	The number of calls where the customer phone number was incorrect (the customer did not live there).	DBINT	NULL
WrongNumberCountTo5	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a five minute period where the customer's phone number was incorrect (the customer did not live there).	DBINT	NULL
WrongNumberCountToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period where the customer's phone number was incorrect (the customer did not live there).	DBINT	NULL

Campaign_Skill_Group

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

It contains the associations between campaigns and skill groups within the software.

Note If Outbound Option was not selected during setup, this table will contain no data.

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

Related Tables

Campaign, on page 153 (via CampaignID)

Skill_Group, on page 484 (SkillGroupID maps to Skill_Group.SkillTargetID)

Table 100: Indexes for Campaign_Skill_Group Table

index_name	index_description	index_keys
XPKTarget_Group	clustered, unique, primary key located on PRIMARY	CampaignID, SkillTargetID

Table 101: Fields in Campaign_Skill_Group Table

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
AutoAnswerReservationCall	This variable controls whether the dialer will use CTI Server to answer the reservation call and the transfer call sent to the agent or allow the agent's phone to answer the call on its own. Possible values: 1: Auto answer on; 2: Auto-answer off	DBINT	NULL
CampaignID	The campaign to which this target group belongs. Foreign key from the Campaign table. This field is applicable to **Outbound Option only.**	DBINT	PK, FK NOT NULL
ConfigParam	Additional configuration parameters.	varchar(255)	NULL
DialedNumber	For Unified CCE, indicates the DN that should be used when sending a new call request via the MR PIM. This DN will be used to run a routing script where an agent should be reserved from the same skill that has been assigned to the campaign. Note that each skill group should have a unique DN associated with it.	VNAME32	NULL
DialingMode	Dialing mode for this campaign: • 0 = eOutboundModeInbound • 1 = eOutboundModePredictiveOnly • 3 = eOutboundModePreviewOnly • 5 = eOutboundModeProgressiveOnly • 7 = eOutboundModePreviewDirectOnly	DBSMALLINT	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	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
RecordsToCache	The number of records that should be cached by the dialer for a specific campaign-skill group combination.	DBINT	NOT NULL
ReservationPercentage	The percentage of agents to reserve within this skill group. The variable is only relevant in preview mode. For all other modes, 100 percent of agents are reserved.	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 NOT NULL

Campaign_Target_Sequence

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

It contains the target type (home or work) and the sequence with which numbers are dialed within a campaign.

Note If Outbound Option was not selected during setup, this table will contain no data.

Related Tables

Campaign, on page 153 (via CampaignID)

Dialer_Detail, on page 221 (via Phone Index)

Table 102: Indexes for Campaign_Target_Sequence Table

index_name	index_description	index_keys
XPKCampaign_Target_Sequence	clustered, unique, primary key located on PRIMARY	CampaignID, SequenceNumber

Table 103: Fields in Campaign_Target_Sequence Table

Name	Description	Data Type	Keys and NULL Option
CampaignID	The campaign to which this target sequence belongs. Foreign key from the Campaign table. This field is applicable to **Outbound Option only.**	DBINT	PK, FK NOT NULL
ConfigParam	Additional configuration parameters.	varchar(255)	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	NULL
PhoneIndex	Indicates the phone number that should be used within the zone. This value can range from 0 through 9. An index value of 0 represents the Phone1 in the configuration tool.	DBINT	NOT NULL
SequenceNumber	Part of the primary key. Indicates the sequence of the number to dial within a campaign.	DBINT	PK NOT NULL
ZoneIndex	Indicates the zone to which the configured phone number belongs: 0 = Zone 1 1 = Zone 2	DBINT	NOT NULL

Cfg_Mngr_App_Snapshot_State

This table is part of the User Preferences group (see User Preferences, on page 644). To see database rules for this table, see User Preferences Tables, on page 700.

This table defines a specific state of the Unified ICM Configuration Manager user interface that a user has saved. Information from this table is used to reconstruct the state of the Unified ICM Configuration Manager when the Administration & Data Server is restarted.

Related Table

Cfg_Mngr_User_Desktop_Snap, on page 186 (via DesktopSnapShotID)

Table 104: Indexes for Cfg_Mngr_App_Snapshot_State Table

index_name	index_description	index_keys
XPKCfg_Mngr_App_Snapshot_State	clustered, unique, primary key located on PRIMARY	DesktopSnapShotID, ApplicationID

Table 105: Fields in Cfg_Mngr_App_Snapshot_State Table

Name	Description	Data Type	Keys and NULL Option
ApplicationID	Identifies the application	DBINT	PK, NOT NULL
ApplicationOpen	Valid options include: • **Y** = Indicates that the application was open when Configuration Manager was closed. • **N** = The application was not open when Configuration Manager was closed.	DBCHAR	NOT NULL
DesktopSnapShotID	A unique identifier for the desktop snapshot.	DBINT	PK, FK 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

Cfg_Mngr_Globals

This table is part of the User Preferences group (see User Preferences, on page 644). To see database rules for this table, see User Preferences Tables, on page 700.

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

Table 106: Indexes for Cfg_Mngr_Globals Table

index_name	index_description	index_keys
XPKCfg_Mngr_Globals	clustered, unique, primary key located on PRIMARY	VersionID

Table 107: Fields in Cfg_Mngr_Globals Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
Version	Stores version information about the menu system the Unified ICM Configuration Manager is currenlty using.	DBINT	NOT NULL
VersionID	A unique identifier for the version.	DBINT	PK NOT NULL

Cfg_Mngr_User_Desktop_Snap

This table is part of the User Preferences group (see User Preferences, on page 644). To see database rules for this table, see User Preferences Tables, on page 700.

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

Related Table

Cfg_Mngr_App_Snapshot_State, on page 184 (via DesktopSnapShotID)

Table 108: Cfg_Mngr_User_Desktop_Snap Table

index_name	index_description	index_keys
XPKCfg_Mngr_User_Desktop_Snap	clustered, unique, primary key located on PRIMARY	DesktopSnapShotID

Table 109: Fields in Cfg_Mngr_User_Desktop_Snap Table

Name	Description	Data Type	Keys and NULL Option
AllowMultipleAppInstances	Determines whether multiple operating instances of a tool should be allowed: • **Y** = (Default) Yes, allow multiple instances to run at once. • **N** = No, do not allow multiple instances.	DBCHAR	NOT NULL
AutoRetrieve	Indicates whether or not the tools should automatically retrieve data when they start: • **Y** = Yes, automatically retrieve data at startup. • **N** = (Default) No, do not automatically retrieve data.	DBCHAR	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
DesktopSnapShotID	A unique identifier for the desktop snapshot.	DBINT	PK NOT NULL
DesktopSnapShotName	A name for the desktop snapshot.	varchar(128)	NOT NULL
MenuID	A unique identifier for the menu.	DBINT	FK NULL
OpenAppsOnLoad	Determines whether tools should be reopened when a snapshot is loaded: • **Y** = Yes, reopen tool when snapshot is loaded. • **N** = (Default) No, do not reopen tool.	DBCHAR	NOT NULL
SaveApplicationPositions	Indicates whether or not the application should start in the screen position it was in when it was last run by the user: • **Y** = Yes, start application is same position. • **N** = (Default) No, start it in application's default position.	DBCHAR	NOT NULL

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

Cfg_Mngr_User_Menu

This table is part of the User Preferences group (see User Preferences, on page 644). To see database rules for this table, see User Preferences Tables, on page 700.

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

Related Table

Cfg_Mngr_View, on page 190 (via MenuID)

Table 110: Indexes for Cfg_Mngr_User_Menu Table

index_name	index_description	index_keys
XPKCfg_Mngr_User_Menu	clustered, unique, primary key located on PRIMARY	MenuID

Table 111: Fields in Cfg_Mngr_User_Menu Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DesktopSnapShotID	Identifies the last desktop snapshot.	DBINT	NULL
MenuID	A unique identifier for the menu.	DBINT	PK NOT NULL
MenuName	A name for the menu.	VNAME32	NOT NULL

Cfg_Mngr_User_Settings

This table is part of the User Preferences group (see User Preferences, on page 644). To see database rules for this table, see User Preferences Tables, on page 700.

This table holds specific Unified CCE Configuration Manager settings for each user Unified CCE Configuration Manager.

Related Tables

Cfg_Mngr_User_Desktop_Snap, on page 186 (via UserSettingsID)

Table 112: Indexes for Cfg_Mngr_User_Settings Table

index_name	index_description	index_keys
XAK1Cfg_Mngr_User_Settings	nonclustered, unique, unique key located on PRIMARY	LoginName
XPKCfg_Mngr_User_Settings	clustered, unique, primary key located on PRIMARY	UserSettingsID

Table 113: Fields in Cfg_Mngr_User_Settings Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
LastDesktopSnapShotID	Identifier for the last desktop snapshot that the user had opened before closing the Unified ICM Configuration Manager.	DBINT	NULL
LoginName	The unique login name of the user who owns these settings.	varchar(128)	AK-1 NOT NULL
SaveSnapShotOnExit	Indicates whether or not to save the current desktop snapshot settings when the Unified ICM Configuration Manager is closed: • **Y** = Yes, save settings on exit (the default). • **N** = No, do not save settings on exit.	DBCHAR	NOT NULL
UserSettingsID	A unique identifier for the user settings.	DBINT	PK NOT NULL

Cfg_Mngr_View

This table is part of the User Preferences group (see User Preferences, on page 644). To see database rules for this table, see User Preferences Tables, on page 700.

This table holds the information necessary to produce the tree view structure for multiple default and custom menus within the Unified ICM Configuration Manager. The Primary Key (PK) is nonclustered.

Related Tables

Cfg_Mngr_User_Menu, on page 188 (via MenuID)

Table 114: Indexes for Cfg_Mngr_View Table

index_name	index_description	index_keys
XIE1Cfg_Mngr_View	nonclustered located on PRIMARY	PeerNodeID
XIE2Cfg_Mngr_View	nonclustered located on PRIMARY	ChildNodeID
XPKCfg_Mngr_View	nonclustered, unique, primary key located on PRIMARY	NodeID, MenuID

Table 115: Fields in Cfg_Mngr_View Table

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 NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
MenuID	A unique identifier for the menu.	DBINT	PK, FK NOT NULL
NodeID	A unique identifier for the node in the tree view.	DBINT	PK NOT NULL
PeerNodeID	Identifies the peer node in the tree view.	DBINT	IE-1 NULL

Class_Access_Xref

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

It lists the access levels available for each class. The Primary Key (PK) is nonclustered.

Related Tables

Class_List, on page 191 (via ClassID)

Table 116: Indexes for Class_Access_Xref Table

index_name	index_description	index_keys
XAK1Class_Access_Xref	clustered, unique, unique key located on PRIMARY	AccessLevel, ClassID
XPKClass_Access_Xref	nonclustered, unique, primary key located on PRIMARY	ClassAccessXrefID

Table 117: Fields in Class_Access_Xref Table

Name	Description	Data Type	Keys and NULL Option
AccessLevel	A supported access level for the class. To see values. see Access Levels, on page 648.	DBINT	AK-1 NOT NULL
ClassAccessXrefID	A unique identifier for the record.	DBINT	PK NOT NULL
ClassID	Identifies the class from the Class_List table.	DBINT	AK-1 NOT NULL

Class_List

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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

Related Tables

Class_Security, on page 192 (via ClassID)

ClassID_To_ObjectType, on page 193 (via ClassID)

Table 118: Indexes for Class_List Table

index_name	index_description	index_keys
XAK1Class_List	clustered, unique, unique key located on PRIMARY	Name
XPKSecurity_Class	nonclustered, unique, primary key located on PRIMARY	ClassID

Table 119: Fields in Class_List Table

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

Class_Security

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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

Related Tables

Class_List, on page 191 (via ClassID)

User_Group, on page 592 (via UserGroupName)

Table 120: Indexes for Class_Security Table

index_name	index_description	index_keys
XPKClass_Security	clustered, unique, primary key located on PRIMARY	ClassSecurityID

Table 121: Fields in Class_Security Table

Name	Description	Data Type	Keys and NULL Option
AccessLevel	The access level the user group has for the class. To see values. see Access Levels, on page 648.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
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 NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
UserGroupName	Identifies the user group.	varchar(64)	NOT NULL

ClassID_To_ObjectType

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

Maps each class to its component object types

Related Tables

Class_List, on page 191 (via ClassID)

Object_List, on page 316 (via ObjectType + ObjectID)

Table 122: Indexes for ClassID_To_ObjectType Table

index_name	index_description	index_keys
XIE1ClassID_To_ObjectType	nonclustered located on PRIMARY	ObjectType
XPKClassID_To_ObjectType	clustered, unique, primary key located on PRIMARY	ClassID, ObjectType

Table 123: Fields in ClassID_To_ObjectType Table

Name	Description	Data Type	Keys and NULL Option
ClassID	Identifies the class from the Class_List table.	DBINT	PK, FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
ObjectID	For Logical Interface Controller objects: • **2 = PG** • **3 = NIC** **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 NOT NULL

Configuration_Limit

This table defines safe outer boundaries for Unified ICM Configuration parameters. The default values set for Configuration Limits are the maximum values that have been tested and confirmed by Cisco. Your system deployment may require lower limits.

However, if you configure beyond the ConfigLimitID values and experience difficulties, we might require you to change values to correspond to the defined limits before we can troubleshoot.

Table 124: Indexes for Configuration_Limit Table

index_name	index_description	index_keys
XPKConfiguration_Limit	clustered, unique, primary key located on PRIMARY	ConfigLimitID

Table 125: Fields in Configuration_Limit Table

Name	Description	Data Type	Keys and NULL Option
ConfigLimitID	This is created by the schema.	DBINT	PK-1, clustered, NOT NULL

Name	Description	Data Type	Keys and NULL Option
ConfigLimitName	The configuration limit rule name. The valid values are: **1.** Skill_Groups_Per_Agent **2.** MAX_DNC_LIST_SIZE **3.** MAX_SIP_PORTS **4.** MAX_ATTRIBUTES_PER_AGENT **5.** MAX_ATTRIBUTES_PER_ATTRIBUTESET **6.** SYSTEM_WIDE_MAX_PRECISION_QUEUE **7.** MAX_PQSTEP_PER_PQ **8.** MAX_PQTERM_PER_PQSTEP **9.** SYSTEM_WIDE_MAX_ATTRIBUTES **10.** MAX_UNIQUE_ATTRIBUTES_PER_PQ **11.** (Reserved) **12.** CPS_CAPACITY **13.** AGENT_CAPACITY **14.** DEPLOYMENT_MAX_CPS **15.** MAX_SYS_AGENT_QUEUE_PAIR **16.** SYSTEM_WIDE_MAX_PQSTEP **17.** SYSTEM_WIDE_MAX_AGENTS **18.** MAX_AGENTS_PER_PERIPHERAL **19.** SYSTEM_WIDE_MAX_SKILLGROUPS **20.** MAX_SKILLGROUPS_PER_PERIPHERAL **21.** MAX_CD_CHILD_LIVEDATA_NODES **22.** MAX_BEYOND_TASK_LIMIT **23.** MAX_ECC_VARIABLE_SIZE_PER_CALL **24.** MAX_BUSINESS_HOURS **25.** MAX_SCHEDULES_PER_BUSINESS_HOUR **26.** MAX_AGENT_SERVICES	VNAME32	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ConfigLimitDefaultValue	The default limitation value The default limitation value is 1000	DBINT	NOT NULL
ConfigLimitCurrentValue	The current limitation value The current limitation value is 1000	DBINT	NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
Description	Description	Description	NULL
ChangeStamp	Change Stamp	ChangeStamp	NOT NULL

Config_Message_Log

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

It gets populated on central and local databases. The database system table is used to store configuration messages.

Table 126: Indexes for Config_Message_Log Table

index_name	index_description	index_keys
XPKConfig_Message_Log	Clustered, unique, primary key located on PRIMARY	RecoveryKey

Table 127: Fields in Config_Message_Log Table

Name	Description	Data Type	Keys and NULL Option
ConfigMessage	All configuration messages in a transaction.	varbinary(max)	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 value used internally by the software to track virtual time.	DBFLT8	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
TableName	The name of the table affected by the configuration change.	VNAME32	NULL

Congestion Control

This table is in the System category (see System, on page 642).

This table stores configuration information for congestion control.

Table 128: Indexes for Congestion Control Table

index_name	index_description	index_keys
XPKCongestion_Control	clustered, unique, primary key located on PRIMARY	DeploymentID

Table 129: Fields in Congestion Control Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	ChangeStamp	NOT NULL
CongestionCheckInterval	For system use only.	DBINT	NOT NULL
CongestionEnabled	Congestion control flag. It's enabled when you first set the congestion control limits. Default = Yes (For Packaged CCE deployments)	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
CongestionTreatmentMode	This field is to set the rejection treatment mode. Values for this field include the following: • 0 - **Use System Congestion Control**: The call treatment will be applied based on System Congestion Control settings. • 1 - **Treat call with Dialed Number Default Label**: The calls to be rejected due to congestion are treated with the default label of the dialed number on which the new call arrived. • 2 - **Treat call with Routing Client Default Label**: The calls to be rejected due to congestion are treated with the default label of the routing client which of the new call arrived. • 3 - **Treat call with System Default Label**: The calls to be rejected due to congestion are treated with the system default label set in Congestion Control settings. • 4 - **Terminate call with a Dialog Fail or RouteEnd**: Terminates the new call dialog with a dialog failure. • 5 - **Treat call with a Release Message to the Routing Client**: Terminates the new call dialog with a release message.	DBINT	NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
DeploymentID	Primary Key	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
DeploymentType	The ICM/CCE deployment type. Values for this field include the following: • 0 - Not Specified • 1 - NAM (Deprecated) • 2 - Contact Director • 3 - NAM Rogger (Deprecated) • 4 - ICM Router/Logger • 5 - UCCE: 8000 Agents Router/Logger • 6 - UCCE: 12000 Agents Router/Logger • 7 - Packaged CCE: 2000 Agents • 8 - ICM Rogger • 9 - UCCE: 4000 Agents Rogger • 10 - Packaged CCE: Lab Mode • 13 - UCCE: Progger (Lab only) • 16 - UCCE: 2000 Agents • 17 - Packaged CCE: 4000 Agents • 18 - Packaged CCE: 12000 Agents • 19 - UCCE: 24000 Agents Router/Logger	DBINT	NOT NULL
LabelString	Label string to treat the calls subjected to congestion control. This label will be responded when congestion treatment is set to **Treat call with System Default Label (3)**. The label is sent only to the calls to be rejected.	VNAME32	NULL
Level1Abate	Level 1 abatement	DBINT	NOT NULL
Level2Abate	Level 2 abatement	DBINT	NOT NULL
Level3Abate	Level 3 abatement	DBINT	NOT NULL
Level1Onset	Level 1 onset	DBINT	NOT NULL
Level2Onset	Level 2 onset	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
Level3Onset	Level 3 onset	DBINT	NOT NULL
Level1Reduction	Level 1 call rate reduction	DBINT	NOT NULL
Level2Reduction	Level 2 call rate reduction	DBINT	NOT NULL
Level3Reduction	Level 3 call rate reduction	DBINT	NOT NULL
UserOverride	If yes, user-defined CPS is used for congestion control. You can enter the CPS limit. The limit is the same in the Configuration Limits table.	DBSMALLINT	NOT NULL
WMAWeight	Weight used for moving average algorithm to calculate CPS.	DBSMALLINT	NOT NULL

Contact_Share_Group

This table defines contact share groups that apply to all contact share precision queues or skill groups.

Table 130: Indexes for Contact_Share_Group Table

index_name	index_description	index_keys
AK1Contact_Share_Group	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
PKContact_Share_Group	clustered, unique, primary key located on PRIMARY	GroupID

Table 131: Contact_Share_Group Table

Name	Description	Data Type	Keys and NULL Option
GroupID	An identifier that has a unique ID among all the contact share queues.	DBINT	PK NOT NULL
RuleID	Foreign key from contact share rule table.	DBINT	NOT NULL
EnterpriseName	The unique name of this contact share group.	VNAME32	AK NOT NULL
AccetQueueIf	The contact share queue will be accepted IF the expression evaluates to true.	varchar(512)	NULL

Name	Description	Data Type	Keys and NULL Option
Description	Additional information about the group.	DESCRIPTION	NULL
DateTimeStamp	Records the data and time when the record was added or updated.	DBDATETIME	NULL
ChangeStamp	Incremented when the record in the database is changed.	CHANGESTAMP	NOT NULL

Contact_Share_Group_Member

This table maps contact share groups to contact share queues. Each contact share group contains one or more contact share queues. Each contact share queue can be a member of one or more contact share groups.

Table 132: Indexes for Contact_Share_Group_Member Table

index_name	index_description	index_keys
XIE1Contact_Share_Group_Member	nonclustered located on PRIMARY	Group ID
XPKContact_Share_Group_Member	clustered, unique, primary key located on PRIMARY	GroupID, QueueID

Table 133: Contact_Share_Group_Member Table

Name	Description	Data Type	Keys and NULL Option
GroupID	Foreign key from Contact_Share_Group.	DBINT	NOT NULL
QueueID	Foreign key from Contact_Share_Queue.	DBINT	PK NOT NULL

Contact_Share_Queue

This table defines the queue that references a target queue (either precision queue or skill group). These exist on the Unified CCE target systems.

Table 134: Indexes for Contact_Share_Queue Table

index_name	index_description	index_keys
XPKContact_Share_Queue	clustered, unique, primary key located on PRIMARY	QueueID

Table 135: Contact_Share_Queue Table

Name	Description	Data Type	Keys and NULL Option
QueueID	An identifier that has a unique ID among all the contact share queues.	DBINT	PK NOT NULL
QueueName	Name of the Queue that is configured on the target United CCE systems. The same as EnterpriseName of the precision queue or skill group.	VNAME32	NOT NULL
TargetQueueID	The unique ID (either PrecisionQueueID or SkillGroupID) from the target United CCE systems.	DBINT	NOT NULL
QueueType	Identifies the target queue as P - Precision Queue, or S - Skill Group.	char(1)	NOT NULL
Description	Additional information about the group.	DESCRIPTION	NULL
TargetInstanceID	Target instance identifier.	DBINT	NULL
DateTimeStamp	Records the data and time when the record was added or updated.	DBDATETIME	NULL
ChangeStamp	Incremented when the record in the database is changed.	CHANGESTAMP	NOT NULL

Contact_Share_Rule

This table defines rules to apply for all contact share precision queues or skill groups within a contact share group.

Table 136: Indexes for Contact_Share_Rule Table

index_name	index_description	index_keys
XAK1Contact_Share_Rule	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XPKContact_Share_Rule	clustered, unique, primary key located on PRIMARY	RuleID

Table 137: Contact_Share_Rule Table

Name	Description	Data Type	Keys and NULL Option
RuleID	An identifier that has a unique ID among all the contact share rules.	DBINT	PK NOT NULL
EnterpriseName	Name of the rule.	VNAME32	AK NOT NULL
RuleExpression	This is the rule expression that is used for all contact share precision queue or skill groups within a contact share group.	varchar(512)	NULL
Description	Additional information about the group.	DESCRIPTION	NULL
DateTimeStamp	Records the data and time when the record was added or updated.	DBDATETIME	NULL
ChangeStamp	Incremented when the record in the database is changed.	CHANGESTAMP	NOT NULL

Controller_Time

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

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

Table 138: Fields in Controller_Time Table

Name	Description	Data Type	Keys and NULL Option
NowTime	The most recently reported time from the Central Controller.	DBDATETIME	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	NULL
TimeZoneName	The name of the time zone.	DESCRIPTION	NULL

Customer_Definition

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Each row defines a customer associated with an Unified ICM instance. Use the Customer list tool to create, update, or delete a customer definition.

Related Tables

Call_Type, on page 109 (via CustomerDefinitionID)

Customer_Options, on page 205 (via CustomerDefinitionID)

Feature_Control_Set, on page 257 (via via FeatureSetID)

ICR_Instance, on page 263 (via ICRInstanceID)

Label, on page 279 (via CustomerDefinitionID)

Master_Script, on page 297 (via CustomerDefinitionID)

Network_Vru, on page 311 (via NetworkTargetID)

Scheduled_Target, on page 430 (via CustomerDefinitionID)

User_Group, on page 592 (via CustomerDefinitionID)

Table 139: Indexes for Customer_Definition Table

index_name	index_description	index_keys
XAK1Customer_Definition	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1Customer_Definition	nonclustered located on PRIMARY	ICRInstanceID
XPKCustomer_Definition	clustered, unique, primary key located on PRIMARY	CustomerDefinitionID

Table 140: Fields in Customer_Definition Table

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 NOT NULL
DateTimeStamp	Records the date and time when a record is added / updated.	DBDATETIME	NULL
Description	Additional information about the customer definition.	DESCRIPTION	NULL

Name	Description	Data Type	Keys and NULL Option
EnterpriseName	An enterprise name for the customer. This name must be unique among all customer definitions in the enterprise.	VNAME32	AK-1 NOT NULL
FeatureSetID	Identifies a feature set from the Feature_Control_Set Table.	DBINT	FK NULL
ICRInstanceID	Identifies the instance associated with the customer.	DBINT	FK, IE-1 NOT NULL
NetworkTargetID	Identifies the Network VRU, if any, associated with the customer.	DBINT	FK, NULL

Customer_Options

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Each row identifies options installed for a specific customer.

Related Table

Customer_Definition, on page 204 (via CustomerDefinitionID)

Table 141: Indexes for Customer_Options Table

index_name	index_description	index_keys
XPKCustomer_Options	clustered, unique, primary key located on PRIMARY	CustomerDefinitionID, Type

Table 142: Fields in Customer_Options Table

Name	Description	Data Type	Keys and NULL Option
CustomerDefinitionID	Identifies the customer definition associated with the row.	DBINT	PK, FK NOT NULL
OptionValue	The option value.	varchar(255)	NULL
Type	The customer option defined by the row. To see values, see Customer Options Type, on page 652.	DBINT	PK NOT NULL

Default_Call_Type

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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 Unified ICM Configuration Manager to modify the Routing Client configuration.

Related Tables

Call_Type, on page 109 (via CallTypeID)

Routing_Client, on page 407 (via RoutingClientID)

Table 143: Indexes for Default_Call_Type Table

index_name	index_description	index_keys
XPKDefault_Call_Type	clustered, unique, primary key located on PRIMARY	RoutingClientID

Table 144: Fields in Default_Call_Type Table

Name	Description	Data Type	Keys and NULL Option
CallTypeID	The call type.	DBINT	NULL
RoutingClientID	The routing client.	DBSMALLINT	NOT NULL

Default_Configuration

This table contains records containing general information about the Unified ICM configurations:

1. Contact Center AI Global Configuration ID

Table 145: Indexes for Default_Configuration Table

index_name	index_description	index_keys
XPKDefault_Configuration	Primary key	DefaultConfigurationID
XAK1Default_Configuration	Unique key	ConfigurationName

index_name	index_description	index_keys
XIE1Default_Configuration	Inversion key	ConfigurationName

Table 146: Fields in Default_Configuration Table

Name	Description	Data Type	Keys and NULL Option
ConfigurationName	It is the name of the configuration	VARCHAR(128)	NOT NULL
ConfigurationValue	Value of the Configuration	VARCHAR(256)	NOT NULL
ChangeStamp	Incremented when the record is changed in the database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DefaultConfigurationID	Unique identifier for the default configuration.	DBINT	PK NOT NULL

Department

This table defines a Department that is used for departmental data hosting.

Each row specifies a user-configured Department. The following tables contain a department ID and can be divided into departments.

Related Tables

- Agent, on page 17
- Agent_Desk_Settings, on page 21
- Admin_Script_Schedule_Map, on page 14
- Attribute, on page 93
- Bucket_Intervals, on page 101
- Bulk_Job, on page 102
- Call_Type, on page 109
- Campaign, on page 153
- Department _Member , on page 209

- Dialed_Number, on page 211
- Enterprise_Service, on page 249
- Enterprise_Skill_Group, on page 251
- Import_Rule, on page 269
- Master_Script, on page 297
- Network_Vru_Script, on page 313
- Person, on page 318
- Precision_Queue, on page 341
- Query_Rule, on page 358
- Route, on page 374
- Service, on page 443
- Skill_Group, on page 484
- User_Formula, on page 590

Table 147: Indexes in Department Table

index_name	index_description	index_keys
XPKDepartment	Clustered, unique, primary key located on PRIMARY	DepartmentID

Table 148: Fields in Department Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Changestamp for the table.	CHANGESTAMP	NOT NULL
CustomerDefinitionID	Maps Customer to Department in a CCMP/CCDM deployment.	DBINT	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
DepartmentID	A unique identifier that identifies a department in CCDM/CCMP deployment.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
Description	Description for the Department.	DESCRIPTION	NULL
EnterpriseName	Enterprise name of the Department.	VARCHAR(32)	NOT NULL

Department _Member

This table associates the User Group ID with a Department.

Related Tables

- User_Group
- Department

Table 149: Indexes for Department_Member Table

index_name	index_description	index_keys
XPKUser_Group_Department	PRIMARY Key	UserGroupID, DepartmentID

Table 150: Fields in Department_Member Table

Name	Description	Data Type	Keys and NULL Option
DepartmentID	Foreign Key from the Department table.	DBINT	NOT NULL
UserGroupID	Foreign key from User_Group. The User_Group table is the parent table for changestamp purposes.	DBINT	NOT NULL

Device_Target

Note Device_Target is deprecated. Use Agent_Targeting_Rule, on page 70 instead.

This table is in the Route, on page 619 category. To see database rules for these tables, see Route Tables, on page 696.

Each row represents one or more enterprise agents. When an enterprise agents logs on, the system software dynamically assigns them to a device target. To route calls to an enterprise agent, you must have defined a

label associated with the device target. Use Unified ICM Configuration Manager to create, delete, and modify device targets.

Note To configure Unified CCE, use Agent Targeting Rules versus Device Targets. Based on configured agent targeting rules, if an agent attempts to log into an extension to which the router cannot target a call, the peripheral gateway rejects the login request and returns an error that includes why the log in request failed. For call routing in system PGdeployments, configure the extension range in the Agent Targeting Rules in Unified CCE. For table details, see Agent_Targeting_Rule, on page 70.

Related Tables

Agent_Logout, on page 38 (via NetworkTargetID)

Agent_Real_Time, on page 39 (via NetworkTargetID)

Network_Target, on page 305 (via NetworkTargetID)

Table 151: Indexes for Device_Target Table

index_name	index_description	index_keys
XAK1Device_Target	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XAK2Device_Target	nonclustered, unique, unique key located on PRIMARY	DeviceAddressType, GlobalAddress
XPKDevice_Target	clustered, unique, primary key located on PRIMARY	NetworkTargetID

Table 152: Fields in Device_Target Table

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 to be sent to the device during initialization.	varchar(255)	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the device target.	DESCRIPTION	NULL
DeviceAddressType	Type of address defined in the GlobalAddressfield: 1 = Internet Protocol (IP).	DBINT	AK-2 NOT NULL

Name	Description	Data Type	Keys and NULL Option
DeviceTargetType	The type of the target. **Note** Currently only Voice is supported. • 1 = **Voice** • 2 = **FAX** • 3 = **E- mail**	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 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, 128.127.50.224. 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 NOT NULL
NetworkTargetID	Unique identifier for the target.	DBINT	PK, FK NOT NULL

Dialed_Number

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

Each row describes a dialed number serviced by the system software. Use Unified ICM Configuration Manager to add, update, and delete Dialed_Number records.

Related Tables

Customer_Definition, on page 204 (via CustomerDefinitionID)

Dialed_Number_Label, on page 213 (via DialedNumberID)

Dialed_Number_Map, on page 214 (via DialedNumberID)

Dial_Number_Plan, on page 215 (via DialedNumberID)

Label, on page 279 (via LabelID)

Media_Routing_Domain, on page 300 (via MRDomainID)

Route_Call_Detail, on page 376(via DialedNumberID)

Routing_Client, on page 407 (via RoutingClientID)

Table 153: Indexes for Dialed_Number Table

index_name	index_description	index_keys
XAK1Dialed_Number	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XAK2Dialed_Number	nonclustered, unique, unique key located on PRIMARY	RoutingClientID, DialedNumberString
XIE1Dialed_Number	nonclustered located on PRIMARY	LabelID
XIE2Dialed_Number	nonclustered located on PRIMARY	CustomerDefinitionID
XIE3Dialed_Number	nonclustered located on PRIMARY	DateTimeStamp
XPKDialed_Number	clustered, unique, primary key located on PRIMARY	DialedNumberID

Table 154: Dialed_Number Table

Fields	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 NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y**= Yes • **N** =No	DBCHAR	NOT NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	NULL
Description	Additional information about the dialed number.	DESCRIPTION	NULL
DialedNumberID	A unique identifier for this dialed number.	DBINT	PK NOT NULL
DialedNumberString	The string the routing client passes to the system software to represent this dialed number.	VNAME32	AK-2 NOT NULL
EnterpriseName	An enterprise name for the number. This name must be unique among all dialed numbers in the database.	VNAME32	AK-1 NOT NULL

Fields	Description	Data Type	Keys and NULL Option
LabelID	References the default label for this dialed number.	DBINT	IE-1, FK NULL
MRDomainID	The Media Routing Domain associated with this dialed number.	DBINT	FK NOT NULL
PCSPattern	The Post Call Survey Dialed Number (DN) Pattern. This field may contain wildcard characters such as (!), (*), (>), and single digit matches like periods (.) or X. **Note** This field is not applicable for Unified CCE.	varchar(512)	Optional (NULL)
PermitApplicationRouting	Used to indicate if remote routing by a CTI client (ACMI) is permitted on this dialed number. Default = 'N'.	DBCHAR	NOT NULL
ReservedByIVR	Used for queuing on the Simplified Unified CCE PG only. Stored as 'Y' or 'N'. Default = 'N'.	DBCHAR	NOT NULL
RingtoneName	The custom ringtone media file name. **Note** This field is not applicable for Unified CCE.	varchar(256)	Optional (NULL)
RoutingClientID	References the routing client that services this dialed number.	DBSMALLINT	AK-2, FK NOT NULL

Dialed_Number_Label

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

It indicates which Label values are valid for each Dialed_Number value. Use Unified ICM Configuration Manager to add, update, and delete Dialed_Number_Label records.

Related Tables

Dialed_Number, on page 211 (via DialedNumberID)

Label, on page 279 (via LabelID)

Table 155: Indexes for Dialed_Number_Label Table

index_name	index_description	index_keys
XIE1Dialed_Number_Label	nonclustered located on PRIMARY	LabelID
XPKDialed_Number_Label	clustered, unique, primary key located on PRIMARY	DialedNumberID, LabelID

Table 156: Fields in Dialed_Number_Label Table

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

Dialed_Number_Map

This table is part of the Script category (see Script, on page 623) category. For database rules, see Script Tables, on page 697.

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.

Related Tables

Call_Type, on page 109 (via CallTypeID)

Dialed_Number, on page 211 (via DialedNumberID)

Region, on page 365 (via RegionID)

Table 157: Indexes for Dialed_Number_Map Table

index_name	index_description	index_keys
XIE1Dialed_Number_Map	nonclustered located on PRIMARY	CallTypeID, RegionID
XPKDialed_Number_Map	clustered, unique, primary key located on PRIMARY	DialedNumberID, Item

Table 158: Fields in Dialed_Number_Map Table

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. To see the list of values, see Dialed Number Map: ANIWildCardType, on page 653.	DBSMALLINT	NOT NULL
CallTypeID	Foreign key from Call Type table.	DBINT	FK NOT NULL
CEDWildCard	Value to match against CED: • **'_A'** = All • **'_NR'**= None Required • **'_NE'** = None Entered • **'_N'** = None Required or Entered	varchar(30)	NULL
Description	Additional information about the mapping of these call qualifiers to this call type.	DESCRIPTION	NULL
DialedNumberID	Foreign key from the Dialed Number table. DialedNumberID and Item together form an alternate key that is used by the system software to determine the order in which to match the wildcards.	DBINT	PK, FK NOT NULL
Item	The order in which the rows for a dialed number are tested against the call qualifiers.	DBINT	PK NOT NULL
RegionID	If ANIWildCardType is 4 (Region), this is the foreign key of the region from the Region table.	DBINT	FK NULL

Dial_Number_Plan

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

Defines special dialing codes that allow enterprise agents to use the system 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 Unified ICM Configuration Manager to add, update, and delete Dial_Number_Plan records.

Related Tables

Dialed_Number, on page 211 (via DialedNumberID)

Routing_Client, on page 407 (via RoutingClientID)

Table 159: Indexes for Dial_Number_Plan Table

index_name	index_description	index_keys
XAK1Dial_Number_Plan	nonclustered, unique, unique key located on PRIMARY	RoutingClientID, WildcardPattern
XPKDial_Number_Plan	clustered, unique, primary key located on PRIMARY	DialNumberPlanID

Table 160: Fields in Dial_Number_Plan Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated	DBDATETIME	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 NULL
DialNumberPlanID	A unique identifier for the plan.	DBINT	PK 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: • **Y** = Yes, issue a Post-Routing request. • **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 NOT NULL

Name	Description	Data Type	Keys and NULL Option
WildcardPattern	A string the system 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 NOT NULL

Dialer

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Contains configuration information for each dialer. Use the Blended Agent Configuration option within Unified ICM Configuration Manager to modify Dialer records.

Note If Outbound Option was not selected during setup, this table will contain no data.

Related Tables

Peripheral, on page 320 (via PeripheralID)

Dialer_Detail, on page 221 (via DialerID)

Dialer_Half_Hour, on page 228 (via DialerID)

Dialer_Port_Map, on page 234 (via DialerID)

Dialer_Port_Real_Time, on page 235 (via DialerID)

Dialer_Skill_Group_Half_Hour, on page 240 (via DialerID)

Dialer_Skill_Group_Real_Time, on page 244 (via DialerID)

Table 161: Indexes for Dialer Table

index_name	index_description	index_keys
XAK1Dialer	nonclustered, unique, unique key located on PRIMARY	DialerName
XAK2Dialer	nonclustered, unique, unique key located on PRIMARY	ComputerName
XPKDialer	clustered, unique, primary key located on PRIMARY	DialerID

Table 162: Fields in Dialer Table

Name	Description	Data Type	Keys and NULL Option
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DialerType	Indicate what type of protocol that the Dialer uses. The default value is 3. Other values 1. 1: Not used 2. 2: SCCP 3. 3: SIP	DBINT	NOT NULL
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 NOT NULL
CPAAnalysisPeriod	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Number of milliseconds that the dialer will spend analyzing. Advanced configuration item.	DBINT	NULL
CPAJitterBufferDelay	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Advanced configuration item.	DBINT	NULL
CPAMaxTermToneAnalysis	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Maximum milliseconds the dialer will analyze an answering machine voice message looking for a termination tone. Advanced configuration item.	DBINT	NULL
CPAMaxTimeAnalysis	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Maximum time allowed for analysis in milliseconds. Advanced configuration item.	DBINT	NULL
CPAMinimumValidSpeechTime	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Minimum number of milliseconds of voice required to qualify a call as voice detected. Advanced configuration item.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CPAMinSilencePeriod	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Minimum silence period required to classify a call as voice detected.	DBINT	NULL
CPARecordWaveFile	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Indicates whether the debug setting for recording wave files should be enabled for the dialer.	DBINT	AK-2 NOT NULL
ConfigParam	Additional configuration parameters.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **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 NOT NULL
DialerName	A name give to a particular dialer during configuration.	VNAME32	AK-1 NOT NULL
DialToneDetectEnabled	Valid options are: • **Y** = Attempt dial tone detection before calling a contact. (This will ensure that the ACD has allocated a resource to allow access to the outside world.) • **N** = Do not attempt dial tone detection before calling a contact.	DBCHAR	NOT NULL
Enabled	Valid options include: • **Y** = The dialer is available for calling contacts. • **N** = The dialer is not available for calling contacts.	DBCHAR	NOT NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	NULL
HangupTime	The number of seconds to wait after disconnecting 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 disconnect and release the line.)	DBINT	NOT NULL
IPBridgingEnabled	Reserved for future use. Default = 'N'.	DBCHAR	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 NOT NULL
PortThrottle	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Calls per second allowed in any one second for any one dialer. Calls will be distributed evenly over the time interval.	DBFLT8	NULL
PredictiveCorrectionPace	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** A correction is applied to the Lines per Agent when the voice calls exceeds "PredictiveConnectionPace" calls. The default is 100.	DBINT	NOT NULL
PredictiveGain	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** The PredictiveGain term controls the overall rate of corrective adjustment for the Lines per Agent. This is the multiplier for the Proportional corrective term in the algorithm. The default is 14.	DBFLT8	NOT NULL

Name	Description	Data Type	Keys and NULL Option
PredictiveHistoricGain	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** The Historic Gain term calculates an additional correction based on the last 5 measurement sets. As a default, it should be set to half the PredictiveGain. It attempts to correct for systematic undershooting or overshooting over several correction cycles. The default is 7.	DBFLT8	NOT NULL
PredictiveLowAbandonGain	**THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.** Multiplier for the Proportional term when the measured Abandoned Call Rate is less than the target rate. This compensates for the fact that the upside difference between the target and measured Abandoned Call Rate can be much larger than the downside difference. The default is 1.5.	DBFLT8	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: • **Y** = Aways dial the area code instead of stripping it out for local numbers. • **N** = Strip out the area code for local numbers.	DBCHAR	NOT NULL

Dialer_Detail

This table is in the Blended Agent category. (See Blended Agent (Outbound Option), on page 608.) To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Because this table grows larger in size, running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract the data from the HDS into your own custom database on a separate server (that other Unified ICM/Unified CCE components do not use). Use only DBDateTime (date and time of the record that was written to the HDS database) to extract the data. You can index the table on the custom database according to the custom reporting needs.

Note If Outbound Option was not selected during setup, this table contains no data.

This historical table tracks data on all outbound attempts, including personal callback attempts and preview calls that an agent skips.

Note **Unified CCE and G3 Support**: The Dialer_Detail table is supported for **Unified CCE** only. Dialer Detail records are not supported for the **G3** dialer. Some records might be written to the Dialer_Detail table for older G3 dialers, but do not use the records.

Related Tables

- Campaign, on page 153(through CampaignID)
- Campaign_Skill_Group, on page 181 (through CampaignID)
- Dialer, on page 217 (through DialerID)
- Dialer_Real_Time, on page 236 (through DialerID)
- Peripheral, on page 320 (through PeripheralID)
- Query_Rule, on page 358 (through QueryRuleID)

Table 163: Indexes for Dialer_Detail Table

index_name	index_description	index_keys
XPKDialer_Detail	Primary key	RecoveryKey
XIE1Dialer_Detail	Inversion key	DbDateTime
XIE2Dialer_Detail	Inversion key	CampaignReportingDateTime
XIE3Dialer_Detail	Inversion key	RouterCallKey, RouterCallKeyDay
XIE4Dialer_Detail	Inversion key	CallGUID
XIE5Dialer_Detail	Inversion key	DateTime

Table 164: Fields in Dialer_Detail Table

Name	Description	Data Type	Keys and NULL Option
AccountNumber	Customer account number.	VARCHAR(128)	NULL
ActiveThreshold	The calculated active threshold during the period for computing the noise floor.	DBINT	NULL
AgentPeripheralNumber	PeripheralNumber / AgentID of the Agent that handled the call.	VARCHAR(32)	NULL
CallbackPhone	The phone number at which the customer requested to be called back. This field remains populated with customer-requested callback numbers for all personal callback calls or regular callback calls.	VARCHAR(20)	NULL

Name	Description	Data Type	Keys and NULL Option
CallbackDateTime	The date and time when to retry the call. This is the local time for the person receiving the call.	DBSMALLDATE	NULL
CallDuration	Only used for the SIP Dialer. For all other dialers, this field is reserved for future use. The call duration of the outbound call in milliseconds starting when the Dialer initiates the call to the customer. It is the time difference between when the Call Setup Time starts and the outbound call ends. (Time the agent is in Call Setup Time + Agent Talktime + Agent Wrap-up Time(if configured)) **Note** CallDuration does not include Agent Wrap-up Time if the call is transferred before entering wrap-up. The Call Disposition for transfer is 28 or 29.	DBINT	NULL
CallGUID	An identifier assigned to the call by the SIP Dialer.	VARCHAR(32)	IE4 NULL
CallResult	Telephony call result (busy, no answer, and so on) or agent reservation attempt result (Agent Rejected Call, Unable to reserve, and so on). For the field values that can populate CallResult, see Dialer Detail: CallResult, on page 654.	DBINT	NULL
CallResultDetail	Reserved for future use	DBINT	NULL
CallStatusZone1	Status of the customer record for Zone1. For the values that can populate this field, see Dialer Detail: CallStatusZone, on page 655.	CHAR(1)	NULL
CallStatusZone2	Status of the customer record for Zone2. For the values that can populate this field, see Dialer Detail: CallStatusZone, on page 655.	CHAR(1)	NULL
CampaignReportingDateTime	This value indicates interval date time that Router used TCD record to calculate Call Type related historical data.	DBDATETIME	IE2 NULL
CampaignID	The campaign that the call was placed for.	DBINT	FK NULL

Name	Description	Data Type	Keys and NULL Option
CustomerTimeZone	The value is the offset in minutes that the customer is from UTC (formerly GMT). **Note** CustomerTimeZone for PCB calls in Dialer_Detail is always NULL.	DBINT	NULL
DateTime	DateTime (in Central Controller local time) at the start of the interval when the row was generated.	DBDATETIME	IE5 NOT NULL
DbDateTime	DateTime (in Central Controller local time) when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE1 NULL
DialerID	DialerID of the dialer where the outbound call was initiated.	DBINT	FK NULL
DialingListID	Unique identifier from the dialing list (DL_<CampaignID>_<QueryRuleID>) table in the outbound database. If the attempt is a Personal Callback, then this unique identifier refers to the PersonalCallbackListID field in the Personal_Callback_List table in the outbound database.	DBINT	NULL
DialingMode	Campaign mode the call was called. For field values, see Dialer Detail: DialingMode, on page 656.	DBINT	NULL
FirstName	First name of the contact	VARCHAR(50)	NULL
FutureUseInt1	**For SIP Dialer only.** The internal reference ID used to identify failure occurring at the Dialer. The possible values are: 50100 = TRANSFER VALIDATION FAILURE 50101 = TRANSFER DEVICE FAILURE 50102 = INVALID STATIC ROUTE 50103 = STATIC ROUTE PING FAILURE 50104 = TRANSFER TIMEOUT for VOICE call 50105 = TRANSFER TIMEOUT for Answering Machine Call 50106 = INVALID PROVISIONAL MSG 50107 = 100REL UNSUPPORTED	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt2	**For SIP Dialer only.** The value is the ISDN Q931 Disconnect Cause Code the SIP Dialer receives from gateway.	DBINT	NULL
FutureUseInt3 - FutureUseInt8	Reserved for future use.	DBINT	NULL
FutureUseVarChar1	**For SIP Dialer only.** The IP address for a gateway that makes an outbound call. In the deployment where the SIP Dialer connects to the SIP Proxy, the IP address is gateway that is selected to make the outbound call.	VARCHAR(64)	NULL
FutureUseVarChar2-4	Reserved for future use.	VARCHAR(64)	NULL
IdleTime	Amount of time a record is stored at a dialer.	DBINT	NULL
ImportRuleDateTime	The Unified ICM Central Controller date and time when the record was imported.	DBDATETIME	NULL
InternalUse1 - InternalUse11	Do not use these fields.	DBINT	NULL
LastName	Last name of the contact	VARCHAR(50)	NULL
MaxActiveGlitchTime	Maximum amount of time that signal is detected as active glitch (in mS).	DBINT	NULL
MaxPostSpeechSilenceGlitchTime	Maximum amount of time that signal is detected as post speech silence glitch (in mS).	DBINT	NULL
MaxZCRstdev	Maximum ZCR standard deviation during the tone determination.	DBINT	NULL
NoiseThreshold	The calculated noise threshold during the period for computing the noise floor.	DBINT	NULL
NumOfActiveGlitches	The total numbers of active glitches before a speech energy is detected, or during the CPAMaxTermToneAnalysis period.	DBINT	NULL
NumOfPostSpeechSilenceGlitches	The total numbers of post speech silence glitches.	DBINT	NULL
PeripheralCallKey	An identifier for the call that is provided by Unified CM and is unique to the Unified CM cluster.	DBINT	NULL
PeripheralID	Peripheral ID for the peripheral that the Agent is associated with.	DBINT	FK NULL
Phone	Phone number that was called.	VARCHAR(20)	NULL

Name	Description	Data Type	Keys and NULL Option
PhoneExt	Phone extension that was imported.	VARCHAR(8)	NULL
PhoneID	The identifier of the phone that was dialed. This can be any of phones 1 to 10. This field should be NULL for both Personal Callback calls and Regular Callback calls.	DBINT	NULL
PhoneIndex	Phone index in the campaign target sequence. This field should be NULL for both Personal Callback calls and Regular Callback calls.	DBINT	NULL
PickupTime	The time period the first active voice energy is detected after the customer answered the call in milliseconds.	DBINT	NULL
PortNumber	Reserved for future use	DBINT	NULL
PreviewTime	The time that the Agent took to Accept, Skip, or Reject a customer call when the skill group is in preview mode and direct preview mode.	DBINT	NULL
ProtocolID	Internal reference ID used to identify the component class (PBX/VRU/ACD). The possible values are: • NULL for all DialerDetail records prior to 8.0. • 1 = SCCP • 2 = SIP	DBINT	NULL
QueryRuleID	The query rule that the call was placed for.	DBINT	FK NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	Clustered Index, Not Null

Name	Description	Data Type	Keys and NULL Option
ReservationCallDuration	The call duration (in milliseconds) that agent was reserved. In preview mode, this includes the time of the last preview and the time for dialing, performing CPA, and transferring the customer call to the agent. **Note** In predictive mode, if reserved agent gets disconnected even before connecting to a customer, this value will be NULL as the agent is not yet associated with the customer. In such cases, HoldTime of corresponding Termination Call Detail record will refer to agent reservation time.	DBINT	NULL
RouterCallKey	A call key counter created and set by the system software. This value forms the unique portion of the 64-bit key for the call. The system software resets this counter at midnight.	DBINT	IE3 NULL
RouterCallKeyDay	The day that the call was taken and the Dialer_Detail record was created. This field contains a value only for calls that were translation-routed or post-routed to or from an ACD. Together with RouterCallKey, the Day value forms a unique 64-bit key for the call. The Dialer might not have this information for all calls. If it does, you can track all states of a call between the Route_Call_Detail and the Dialer_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.)	DBINT	IE3 NULL
SilencePeriod	Amount of time that the signal is silent after speech detection to declare a live speech (in mS).	DBINT	NULL
SkillGroupSkillTargetID	Skill Group ID of the agent who handled the call.	DBINT	NULL
TermToneDetectionTime	Amount of time that the answering machine terminating tone is detected after declaring answering machine detection (in mS).	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ValidSpeechTime	ValidSpeechTime: Amount of time that energy is active for declaring speech energy.	DBINT	NULL
WrapupData	Wrap up data that the outbound agent entered.	VARCHAR(40)	NULL
ZoneIndex	The zone that was active at the time that the attempt was made. This can be 0 or 1. This field should be NULL for both Personal Callback calls and Regular Callback calls.	DBSMALLINT	NULL

Dialer_Half_Hour

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

It gets populated on central and HDS databases. This table contains statistics produced by Blended Agent when a dialing list is run. Each row provides half-hour statistics for a particular dialer.

Related Table

Dialer, on page 217 (via DialerID)

Table 165: Indexes for Dialer_Half_Hour Table

index_name	index_description	index_keys
XAK1Dialer_Half_Hour	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Dialer_Half_Hour	Nonclustered located on PRIMARY	DbDateTime
XPKDialer_Half_Hour	Clustered, unique, primary key located on PRIMARY	DateTime, DialerID, TimeZone

Note The Dialer_Interval Table will be populate with 30/15 minute reporting data, depending on the Historical Reporting Interval setting for the PG. The Dialer_Half_Hour Table will not be populated with this data.

Table 166: Fields in Dialer_Half_Hour Table

Name	Description	Data Type	Keys and NULL Option
AbandonDetectToHalf	The number of calls made during the half hour interval that were abandoned.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AbandonToIVRToHalf	The number of calls in a half-hour period that had to be abandoned. However, instead of disconnecting the call on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	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	NULL
AllPortsBusyCountToHalf	Reserved for future use.	DBINT	NULL
AnsweringMachineDetectToHalf	The number of calls made during the half hour interval in which an answering machines was detected.	DBINT	NULL
BusyDetectToHalf	The number of calls in the half-hour period that detected a busy signal.	DBINT	NULL
CallbackCountToHalf	The total number of records scheduled for a callback.	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	NULL
CustomerNotHomeCountToHalf	The number of calls that were answered by the wrong party; the customer was not home.	DBINT	NULL
DateTime	The Central Controller date and time at the start of the half-hour interval.	DBSMALLDATE	PK 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 NULL
DialerID	The dialer to which these statistics refer.	DBINT	PK, FK NOT NULL
DialingTimeToHalf	The total time all ports configured on the dialer spent dialing contacts during this half hour interval. This includes time spent in transfer and call progress detection.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FaxDetectToHalf	The number of calls in a half-hour period that detected a FAX machine.	DBINT	NULL
FutureUseInt1	This field is temporarily being used to report the number of reservation calls that this Dialer attempted during this half hour.	DBINT	NULL
FutureUseInt2	This field is temporarily being used to record the amount of time all dialer ports were busy during this half hour. The time is recorded in seconds.	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
IdlePortTimeToHalf	The total time all ports configured on the dialer spent idle during a 30 minute interval.	DBINT	NULL
LowNoiseVolumeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of calls where the voice energy was not significant enough to count.	DBINT	NULL
NetworkAnsMachineDetectToHalf	The number of calls in a half-hour period that detected a network answering machine.	DBINT	NULL
NoAnswerDetectToHalf	The number of calls made during the half hour interval which were not answered.	DBINT	NULL
NoDialToneDetectToHalf	The number of calls in a half-hour period not receiving dial tone.	DBINT	NULL
NoRingBackDetectToHalf	The number of calls in the current half hour period that did not receive a ring-back tone, that were disconnected by the carrier or the network while ringing, or that were flagged with a data error or a no-value call.	DBINT	NULL
PersonalCallbackCountToHalf	The number of calls where the customer requested a personal callback.	DBINT	NULL
RecoveryKey	A value used internally by the system software to track virtual time.	DBFLT8	AK-1 NOT NULL
ReservePortTimeToHalf	The total time all ports configured on the dialer spent reserving agents during the 30 minute interval. This may also include time in queue if the reservation script is using a queue node.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
SITToneDetectToHalf	The number of calls made during the half-hour interval in which SIT tones were detected.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
VoiceDetectToHalf	The number of calls made during the half-hour interval in which a voice was detected.	DBINT	NULL
WrongNumberCountToHalf	The number of calls where the customer phone number was incorrect (the customer did not live there).	DBINT	NULL

Dialer_Interval

This section describes the Dialer Interval table.

Table 167: Fields in Dialer_Interval Table

Name	Description	Data Type	Keys and NULL Option
AbandonDetect	The number of calls made during the reporting interval that were abandoned.	DBINT	NULL
AbandonToIVR	The number of calls in a reporting interval period that had to be abandoned. However, instead of disconnecting the call on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NULL
AgentClosedDetect	The number of preview/callback calls in a reporting interval period that the agent rejected. (These customers are not dialed.	DBINT	NULL
AgentRejectedDetect	The number of preview/callback calls in a reporting interval period that the agent rejected.	DBINT	NULL
AllPortsBusyCount	Reserved for future use.	DBINT	NULL
AllPortsBusyTime	Time (in seconds) when all ports were utilized, and some dialer operations were not attempted because of a lack of port resources.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AnsweringMachineDetect	The number of calls made during the reporting interval in which an answering machine was detected.	DBINT	NULL
BusyDetect	The number of calls in the reporting interval period that detected a busy signal.	DBINT	NULL
CallbackCount	The total number of records scheduled for a callback.	DBINT	NULL
CancelledDetect	The number of calls in a reporting interval period that were dropped while ringing the customer's phone.	DBINT	NULL
ContactsDialed	The number of contacts dialed during the reporting interval.	DBINT	NULL
CustomerAbandonDetect	The number of calls in a reporting interval period that the customer abandonded after they picked up the phone.	DBINT	NULL
CustomerNotHomeCount	The number of calls that the wrong party answered; the customer was not home.	DBINT	NULL
DateTime	The Central Controller date and time at the start of the reporting interval.	DBSMALLDATE	PK1, 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	IE1, NULL
DialerID	The dialer to which these statistics refer.	DBINT	PK2, NOT NULL
DialingTime	The total time all ports configured on the dialer spent dialing contacts during this reporting interval. This includes time spent in transfer and call progress detection.	DBINT	NULL
FaxDetect	The number of calls in a reporting interval period that detected a FAX machine.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
IdlePortTime	The total time all ports configured on the dialer spent idle during a 30-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
LowNoiseVolume	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Number of calls where the voice energy was not significant enough to count.	DBINT	NULL
MaxDialerPorts	The maximum number of dialer ports used during a 30-minute interval on the dialer.	DBINT	NULL
NetworkAnsMachineDetect	The number of calls in a reporting interval period that detected a network answering machine.	DBINT	NULL
NoAnswerDetect	The number of calls made during the reporting interval which were not answered.	DBINT	NULL
NoDialToneDetect	The number of calls in a reporting interval period not receiving dial tone.	DBINT	NULL
NoRingBackDetect	The number of calls in the current reporting interval period that did not receive a ringback tone, that the carrier or the network disconnected while ringing, or that were flagged with a data error or a no-value call.	DBINT	NULL
PersonalCallbackCount	The number of calls where the customer requested a personal callback.	DBINT	NULL
RecoveryKey	A value used internally by the system software to track virtual time.	DBFLT8	AK1, NOT NULL
ReportingHalfHour	The value indicates Half Hour boundary interval (0 to 47). Two 15 minute interval records have a unique half hour boundary value.	DBINT	NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The only valid value is 30 (default).	DBINT	NULL
ReservationCallAttempts	The number of times the dialer attempted to reserve agents during this interval.	DBINT	NULL
ReservePortTime	The total time all ports configured on the dialer spent reserving agents during the 30-minute interval. This may also include time in queue if the reservation script is using a queue node.	DBINT	NULL
SITToneDetect	The number of calls made during the reporting interval in which SIT tones were detected.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK3, NOT NULL
VoiceDetect	The number of calls made during the reporting interval in which a voice was detected.	DBINT	NULL
WrongNumberCount	The number of calls where the customer phone number was incorrect. (The customer did not live there.)	DBINT	NULL

Dialer_Port_Map

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Note If Outbound Option was not selected during setup, this table will contain no data.

Maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports. Use the Blended Agent Configuration option within Unified ICM Configuration Manager to modify Dialer_Port_Map records. The Primary Key **(PK) is nonclustered**.

Related Table

Dialer, on page 217 (via DialerID)

Table 168: Indexes for Dialer_Port_Map Table

index_name	index_description	index_keys
XPKPort_Map	clustered, unique, primary key located on PRIMARY	DialerID, PortNumber

Table 169: Fields in Dialer_Port_Map Table

Name	Description	Data Type	Keys and NULL Option
DialerID	The dialer to which these statistics refer.	DBINT	PK, FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	NULL
PortNumber	Identifies the particular dialer port on this dialer that matches the ACD port.	DBINT	PK NOT NULL
Station	Identifies the ACD station and its mapping to a dialer port.	varchar(32)	NULL

Dialer_Port_Real_Time

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Local database only.

Contains the current status of every telephone line for every dialer in Blended Agent. The Primary Key **(PK) is nonclustered.**

Related Tables

Dialer, on page 217 (via DialerID)

Campaign, on page 153 (via CampaignID)

Query_Rule, on page 358 (via QueryRuleID)

Table 170: Indexes for Dialer_Port_Real_Time Table

index_name	index_description	index_keys
XPKDialer_Port_Real_Time	clustered, unique, primary key located on PRIMARY	DialerID, PortNumber

Table 171: Fields in Dialer_Port_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AccountNumber	If the port is dialing, this value is the account number (if available) being dialed.	VNAME32	NULL
CampaignID	If the port is dialing, this value indicates the campaign from which the contact being dialed was retrieved.	DBINT	FK 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 NOT NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	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 NOT NULL
PortStatus	The current line status (for example, dialing, on-hook, off-hook). To see the list of values, see Port Status, on page 661 .	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 NULL

Dialer_Real_Time

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Local database only.

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

The data in this table is reset nightly.

Related table

Dialer, on page 217 (via DialerID)

Table 172: Indexes for Dialer_Real_Time Table

index_name	index_description	index_keys
XPKDialer_Log_Real_Time	clustered, unique, primary key located on PRIMARY	DialerID

Table 173: Fields in Dialer_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AbandonDetectToday	The number of calls abandoned by customers since midnight.	DBINT	NULL
AbandonToIVRHalf	The number of calls in the current 30 minute period that had to be abandoned. However, the call was not disconnected. Instead, the call was transferred to an IVR that played a message to the customer.	DBINT	NULL
AgentClosedDetectHalf	Number or preview/call-back calls that were rejected by the agent in the current 30 minute period. (These customers will not be dialed.)	DBINT	NULL
AgentRejectedDetectHalf	Number or preview/call-back calls that were rejected by the agent in the current 30 minute period.	DBINT	NULL
AllocatedPorts	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of ports configured now.	DBINT	NULL
AllPortsBusyToday	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of times all ports were busy today.	DBINT	NULL
AllPortsBusyToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of times all ports were busy during the last 30 minute interval.	DBINT	NULL
AnsweringMachineDetectToday	The number of answering machines detected since midnight.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
BusyDetectToday	The number of busy signals detected since midnight.	DBINT	NULL
CallbackCount	The total number of records scheduled for a call-back.	DBINT	NULL
CancelledDetectHalf	The number of calls in the current 30 minute period that were dropped while ringing the customer phone.	DBINT	NULL
ContactsDialedToday	The number of attempted calls since midnight.	DBINT	NULL
ContactsDialedToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of attempted calls within a half-hour period.	DBINT	NULL
CTI_Status	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Status of the CTI connection.	Char(1)	NULL
CustomerAbandonDetectHalf	In the current half-hour period, the number of calls that were abandoned by the customer after they picked up the phone	DBINT	NULL
CustomerNotHomeCount	Number of calls in a 30 minute period that were abandoned by the customer after they picked up the phone.	DBINT	NULL
CustomerPortTimeToday	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total time all ports configured on the dialer spent dialing contacts today. This includes time spent in transfer and call progress detection.	DBINT	NULL
CustomerPortTimeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total time all ports configured on the dialer spent dialing contacts during the last 30 minutes. This includes time spent in transfer and call progress detection.	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 NOT NULL

Name	Description	Data Type	Keys and NULL Option
DialerStatus	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Status of the dialer as observed and reported by the Campaign Manager.	DBINT	NULL
FaxDetectHalf	The number of calls in the current 30 minute period that detected a fax machine.	DBINT	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
MaxDialerPortsNow	The maximum number of ports used at the current time on the dialer.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
IdlePortTimeToday	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total time all ports configured on the dialer spent idle today.	DBINT	NULL
IdlePortTimeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total time all ports configured on this dialer spend idle during the last half hour.	DBINT	NULL
MRStatus	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Status of the Media Routing connection.	Char(1)	NULL
NetworkAnsMachineDetectHalf	The number of calls in the current 30 minute period that detected a network answering machine.	DBINT	NULL
NoAnswerDetectToday	The number of call attempts that were not answered since midnight.	DBINT	NULL
NoDialToneDetectHalf	The number of calls in the current 30 minute period that did not receive dial tone.	DBINT	NULL
NoRingBackDetectHalf	The number of calls in the current 30 minute period that did not receive a ring-back tone, that were disconnected by the carrier or the network while ringing, or that were flagged with a data error or a no-value call.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PersonalCallbackCount	The number of calls where the customer requested a personal call-back.	DBINT	NULL
RegisteredPorts	The number of ports that are in a working state, meaning that they are fully registered.	DBINT	NULL
ReservePortTimeToday	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total time all ports configured on the dialer spent reserving agents today.	DBINT	NULL
ReservePortTimeToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total time all ports configured on this dialer spent reserving agents during the last half hour.	DBINT	NULL
SITToneDetectToday	SIT tones detected since midnight.	DBINT	NULL
SITToneDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The number of calls in a half-hour period that detected a network SIT tone.	DBINT	NULL
VoiceDetectToday	The number of calls answered by people since midnight.	DBINT	NULL
VoiceDetectToHalf	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The total number of calls ending in an agent answering the call during the last half-hour.	DBINT	NULL
WrongNumberCount	The number of calls where the phone number was incorrect (the customer did not live there).	DBINT	NULL

Dialer_Skill_Group_Half_Hour

Note **THIS TABLE IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.**

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

It gets populated on central and HDS databases and provides historical reporting for campaigns running on a dialer. Each skill group maps to a campaign. This is similar to the dump alloc provided in the dialer traces.

Related Tables

Dialer, on page 217 (via DialerID)

Skill_Group, on page 484 (via SkillGroupSkillTargetID)

Table 174: Indexes for Dialer_Skill_Group_Half_Hour Table

index_name	index_description	index_keys
XAK1Dialer_Skill_Group_Half_Hour	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Dialer_Skill_Group_Half_Hour	Nonclustered located on PRIMARY	DbDateTime
XPKDialer_Skill_Group_Half_Hour	Clustered, unique primary key located on PRIMARY	DialerID, DateTime, SkillGroupSkillTargetID, TimeZone

Table 175: Fields in Dialer_Skill_Group_Half_Hour Table

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	NULL
AbandonToIVRToHalf	The number of calls in a half-hour period that had to be abandoned. However, instead of disconnecting the call on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	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	NULL
AgentPercentToHalf	Configured by the script editor, this is the percent of agents within the skill group that the dialer is allowed to reserve.	DBFLT4	NULL
AgentRejectedDetectToHalf	The number of preview/callback calls in a half-hour period that were rejected by the agent.	DBINT	NULL
AnsweringMachineDetectToHalf	The number of calls in a half-hour period that detected an answering machine.	DBINT	NULL
BusyDetectToHalf	The number of calls in a half-hour period that detected a busy signal.	DBINT	NULL
CallbackCountToHalf	The total number of records scheduled for a callback.	DBINT	NULL
CancelledDetectToHalf	The number of calls in a half-hour period where the dialer cancelled a ringing customer call.	DBINT	NULL
ContactsAttemptedToHalf	The number of attempted calls within a half-hour period.	DBINT	NULL

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	NULL
CustomerNotHomeCountToHalf	The number of calls that were answered by the wrong party; the customer was not home.	DBINT	NULL
DateTime	The central controller date and time at the start of the interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the database.	DBDATETIME	IE1-Indexed NULL
DialerID	The unique identifier of the Dialer.	DBINT	PK, FK NOT NULL
DialerSkillGroupEnabled	Indicates whether all of the necessary factors are in place to be dialing right now. (Y or N) This includes, but is not limited to, campaign activation and having available agents.	Char(1)	NULL
DialerSkillGroupMode	Mode of the campaign for this dialer as set in script editor for this skill group. (N=None, P=Preview, R=Predictive/Progressive, A=Callback)	Char(1)	NULL
DialerSkillGroupType	Type or direction of the campaign as set in the script editor for this skill group (N=None, I=Inbound, O=Outbound, B=Blended)	Char(1)	NULL
FaxDetectToHalf	The number of calls in a half-hour period that detected a FAX machine.	DBINT	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
LinesPerAgentToHalf	Number of lines being dialed per agent right now.	DBFLT4	NULL
LowNoiseVolumeToHalf	Number of calls where the voice energy was not significant enough to count.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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	NULL
NoAnswerDetectToHalf	The number of calls in a half-hour period that were not answered.	DBINT	NULL
NoDialToneDetectToHalf	The number of calls in a half-hour period that did not receive a dial tone.	DBINT	NULL
NoRingBackDetectToHalf	The number of calls in a half-hour period that did not receive a ring back tone.	DBINT	NULL
PersonalCallbackCountToHalf	The number of calls where the customer requested a personal callback.	DBINT	NULL
RecoveryKey	The unique record identifier.	DBFLT8	AK1 NOT NULL
SITToneDetectToHalf	The number of calls in a half-hour period that detected a network SIT tone.	DBINT	NULL
SkillGroupSkillTargetID	The unique identifier of the skill group.	DBINT	PK, FK NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
VoiceDetectToHalf	The total number of calls ending in an agent answering the call during the last half-hour. **Outbound Option:** The number of calls in a half-hour period that detected a live person.	DBINT	NULL
WrongNumberCountToHalf	The number of calls where the customer's phone number was incorrect (the customer did not live there).	DBINT	NULL

Dialer_Skill_Group_Real_Time

Note **THIS TABLE IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.**

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Local database only.

Real time reporting for how campaigns are running on a dialer. Each skill group maps to a campaign. This is similar to the dump alloc provided in the dialer traces.

Related Tables

Dialer, on page 217 (via DialerID)

Campaign, on page 153 (via CampaignID)

Skill Group (via SkillGroupSkillTargetID)

Table 176: Indexes for Dialer_Skill_Group_Real_Time Table

index_name	index_description	index_keys
XPKDialer_Skill_Group_Real_Time	clustered, unique primary key located on PRIMARY	DialerID, SkillGroupSkillTargetID

Table 177: Fields in Dialer_Skill_Group_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AgentPercent	Configured by the script editor, this is the percent of agents within this skill group that the dialer is allowed to reserve.	DBFLT4	NULL
AnsweredCountToday	Count of calls that were answered today. This includes calls where agent marked the calls as a Wrong Number or Not Home.	DBINT	NULL
AnsweredCountTo5	Count of calls that were answered to five. This includes calls where agent marked the calls as a Wrong Number or Not Home.	DBINT	NULL
AnsweredCountToHalf	Count of calls that were answered to half. This includes calls where agent marked the calls as a Wrong Number or Not Home.	DBINT	NULL
CallsAbandonedToday	Calls abandoned during this time period.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsAbandonedTo5	Calls abandoned during this time period.	DBINT	NULL
CallsAbandonedToHalf	Calls abandoned during this time period.	DBINT	NULL
CallsAttemptedToday	Calls attempted during this time period.	DBINT	NULL
CallsAttemptedTo5	Calls attempted during this time period.	DBINT	NULL
CallsAttemptedToHalf	Calls attempted during this time period.	DBINT	NULL
CallsCancelledToday	Calls cancelled during this time period.	DBINT	NULL
CallsCancelledTo5	Calls cancelled during this time period.	DBINT	NULL
CallsCancelledToHalf	Calls cancelled during this time period.	DBINT	NULL
CampaignID	The unique identifier for the Campaign.	DBINT	FK NULL
DateTime	The central controller date and time at the start of the interval.	DBDATETIME	NOT NULL
DialerID	The unique identifier of the Dialer.	DBINT	PK, FK NOT NULL
DialerSkillGroupEnabled	Indicates whether all of the necessary factors are in place to be dialing right now (Y or N). This includes, but is not limited to, campaign activation and having available agents.	Char(1)	NULL
DialerSkillGroupMode	Mode of the campaign for this dialer as set in script editor for this skill group. (N=None, P=Preview, R=Predictive/Progressive, A=Callback)	Char(1)	NULL
DialerSkillGroupType	Type or direction of the campaign as set in the script editor for this skill group (N=None, I=Inbound, O=Outbound, B=Blended)	Char(1)	NULL
ErrorCountToday	Errors detected during this time period including no ringback, reorder, no dialer tone.	DBINT	NULL
ErrorCountTo5	Errors detected during this time period including no ringback, reorder, no dialer tone.	DBINT	NULL
ErrorCountToHalf	Errors detected during this time period including no ringback, reorder, no dialer tone.	DBINT	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
IdleRecords	Number of available records in the cache to dial right now.	DBINT	NULL
LinesPerAgent	Number of lines being dialed per agent right now.	DBFLT4	NULL
SkillGroupSkillTargetID	The unique identifier of the Skill Group.	DBINT	PK, FK NOT NULL
UsedRecords	Number of records being used for dialing right now.	DBINT	NULL
VoiceCountToday	Customers contacted during this time period.	DBINT	NULL
VoiceCountTo5	Customers contacted during this time period.	DBINT	NULL
VoiceCountToHalf	Customers contacted during this time period.	DBINT	NULL

ECC_Payload

Each row contains information about the ECC_Payload. Use Unified ICM Configuration Manager to add, update, and delete ECC_Payload records.

Related Tables

- ECC_Payload_Member, on page 247 (through ECCPayloadID)

Table 178: Indexes for ECC_Payload Table

index_name	index_description	index_keys
XPKECC_Payload	Primary key	ECCPayloadID
XAK1ECC_Payload	Unique key	EnterpriseName

Table 179: Fields in ECC_Payload Table

Name	Description	Data Type	Keys and NULL Option
ECCPayloadID	A unique identifier for this ECC payload	DBINT	PK, FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
EnterpriseName	An enterprise name for the payload. This name must be unique among all enterprise routes within the business entity.	VNAME32	AK NOT NULL
Description	Additional information about the ECC payload	DESCRIPTION	NOT NULL
SystemDefined	For future use	DBCHAR	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added or updated.	DBDATETIME	NOT NULL
DepartmentID	For future use	DBINT	NULL

ECC_Payload_Member

Each row contains information regarding the ECC_Payload_Member.

Related Tables

- ECC_Payload, on page 246 (through ECCPayloadID)

Table 180: Indexes for ECC_Payload_Member Table

index_name	index_description	index_keys
XPKECC_Payload_Member	Primary key	ECCPayloadID, ExpandedCallVariableID

Table 181: Fields in ECC_Payload _Member Table

Name	Description	Data Type	Keys and NULL Option
ECCPayloadID	A unique identifier for this ECC payload	DBINT	PK, FK NOT NULL
ExpandedCallVariableID	A unique identifier for the call variable.	DBSMALLINT	PK NOT NULL

Enterprise_Route

This table is one of the Enterprise tables (see Enterprise, on page 615). For database rules see Enterprise Tables, on page 695.

Each row defines an enterprise-wide route composed of routes from different peripherals. Use Unified ICM Configuration Manager to add, update, and delete Enterprise_Route records. The Primary Key **(PK)** is **nonclustered**. The AlternateKey **(AK)** is **clustered**.

Related Tables

Business_Entity, on page 104 (via EntityID)

Enterprise_Route_Member, on page 249 (via EnterpriseRouteID)

Table 182: Indexes for Enterprise_Route Table

index_name	index_description	index_keys
XAK1Enterprise_Route	clustered, unique, unique key located on PRIMARY	EnterpriseName, EntityID
XPKEnterprise_Route	nonclustered, unique, primary key located on PRIMARY	EnterpriseRouteID

Table 183: Fields in Enterprise_Route Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 NOT NULL
EnterpriseRouteID	Unique identifier for this enterprise route.	DBINT	PK NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which this enterprise route belongs.	DBINT	AK-1, FK NOT NULL

Enterprise_Route_Member

This table is one of the Enterprise tables (see Enterprise, on page 615). For database rules see Enterprise Tables, on page 695.

It maps routes to enterprise routes. Use Unified ICM Configuration Manager to add, update, and delete Enterprise_Route_Member records.

Related Table

Enterprise_Route, on page 248 (via EnterpriseRouteID)

Table 184: Indexes for Enterprise_Route_Member Table

index_name	index_description	index_keys
XPKEnterprise_Route_Member	clustered, unique, primary key located on PRIMARY	EnterpriseRouteID, RouteID

Table 185: Fields in Enterprise_Route_Member Table

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

Enterprise_Service

This table is one of the Enterprise tables (see Enterprise, on page 615). For database rules see Enterprise Tables, on page 695.

Each row defines an enterprise-wide service composed of services from different peripherals. Use Unified ICM Configuration Manager to add, update, and delete Enterprise_Service records.

Related Tables

Business_Entity, on page 104 (via EntityID)

Enterprise_Service_Member, on page 250 (via EnterpriseServiceID)

Table 186: Indexes for Enterprise_Service Table

index_name	index_description	index_keys
XAK1Enterprise_Service	nonclustered, unique, unique key located on PRIMARY	EntityID, EnterpriseName
XPKEnterprise_Service	clustered, unique, primary key located on PRIMARY	EnterpriseServiceID

Table 187: Fields in Enterprise_Service Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the enterprise service.	DESCRIPTION	NULL
DepartmentID	A unique identifier that identifies a department in CCDM/CCMP deployment.	DBINT	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 NOT NULL
EnterpriseServiceID	Unique identifier for this enterprise service.	DBINT	PK NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the enterprise service belongs.	DBINT	AK-1, FK NOT NULL

Enterprise_Service_Member

This table is one of the Enterprise tables (see Enterprise, on page 615). For database rules see Enterprise Tables, on page 695.

It maps services to enterprise services. Use Unified ICM Configuration Manager to add or delete Enterprise_Service_Member records.

Related tables

Enterprise_Service, on page 249 (via EnterpriseServiceID)

Service, on page 443 (via SkillTargetID)

Table 188: Indexes for Enterprise_Service_Member Table

index_name	index_description	index_keys
XIE1Enterprise_Service_Member	nonclustered located on PRIMARY	SkillTargetID
XPKEnterprise_Service_Members	clustered, unique, primary key located on PRIMARY	EnterpriseServiceID, SkillTargetID

Table 189: Fields in Enterprise_Service_Member Table

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

Enterprise_Skill_Group

This table is one of the Enterprise tables (see Enterprise, on page 615). For database rules see Enterprise Tables, on page 695.

Each row defines an enterprise-wide skill group composed of skill groups from different peripherals. Use Unified ICM Configuration Manager to add, update, and delete Enterprise_Skill_Group records.

Related Tables

Business_Entity, on page 104 (via EntityID)

Enterprise_Skill_Group_Member, on page 252 (via EnterpriseSkillGroupID)

Table 190: Indexes for Enterprise_Skill_Group Table

index_name	index_description	index_keys
XAK1Enterprise_Skill_Group	nonclustered, unique, unique key located on PRIMARY	EntityID, EnterpriseName
XPKEnterprise_Skill_Group	clustered, unique, primary key located on PRIMARY	EnterpriseSkillGroupID

Table 191: Fields in Enterprise_Skill_Group Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the enterprise skill group.	DESCRIPTION	NULL
DepartmentID	A unique identifier that identifies a department in CCDM/CCMP deployment.	DBINT	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 NOT NULL
EnterpriseSkillGroupID	Unique identifier for this enterprise skill group.	DBINT	PK NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the enterprise skill group belongs.	DBINT	AK-1, FK NOT NULL

Enterprise_Skill_Group_Member

This table is one of the Enterprise tables (see Enterprise, on page 615). For database rules see Enterprise Tables, on page 695.

It maps skill groups to enterprise skill groups. Use Unified ICM Configuration Manager to add or delete Enterprise_Skill_Group_Member records

Related Tables

Enterprise_Skill_Group, on page 251 (via EnterpriseSkillGroupID)

Skill_Group, on page 484 (via SkillTargetID)

Table 192: Indexes for Enterprise_Skill_Group_Member Table

index_name	index_description	index_keys
XIE1Enterprise_Skill_Group_Mem	nonclustered located on PRIMARY	SkillTargetID
XPKEnterprise_Skill_Members	clustered, unique, primary key located on PRIMARY	EnterpriseSkillGroupID, SkillTargetID

Table 193: Fields in Enterprise_Skill_Group_Member Table

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

Event

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Central database only.

Contains system events generated by the system software.

Table 194: Indexes for Event Table

index_name	index_description	index_keys
XIE1Event	nonclustered located on PRIMARY	CentralControllerFileTime
XIE2Event	nonclustered located on PRIMARY	MessageId
XPKEvent	clustered, unique, primary key located on PRIMARY	RecoveryKey

Table 195: Fields in Event Table

Name	Description	Data Type	Keys and NULL Option
BinData	Optional event binary data.	varbinary(max)	NULL
Category	The type of message.	VNAME32	NULL
CentralControllerFileTime	File Time event was processed at the Central Controller.	DBDATETIME	IE-1 NOT NULL
CentralControllerTimeZone	Time zone at the Central Controller. The value is the offset in minutes from UTC (formerly called GMT).	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
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	A value used internally by the system software to track virtual time.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
Severity	The level of the message.	varchar(16)	NULL
Side	Side of event originator: • **A** or**B** = Paired processes • **\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
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

Name	Description	Data Type	Keys and NULL Option
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. To see the list of values, see Event Fields, on page 657.	DBSMALLINT	NOT NULL
VersionNum	EMS version number.	DBSMALLINT	NOT NULL

Expanded_Call_Variable

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

Each row describes an expanded call variable. Use Unified ICM Configuration Manager to add, update, and delete Expanded_Call_Variable records.

Related tables

Route_Call_Variable, on page 383 (via ExpandedCallVariableID)

Termination_Call_Variable, on page 578 (via ExpandedCallVariableID)

Table 196: Indexes forExpanded_Call_Variable Table

index_name	index_description	index_keys
XAK1Expanded_Call_Variable	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XPKExpanded_Call_Variable	clustered, unique, primary key located on PRIMARY	ExpandedCallVariableID

Table 197: Fields in Expanded_Call_Variable Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y**= Yes • **N** = No	DBCHAR	NOT NULL
Description	Additional information about the call variable.	DESCRIPTION	NULL
ECCArray	Indicates whether the call variable is an array: • **Y**= Yes • **N** = No	DBCHAR	NOT NULL
Enabled	Indicates whether the call variable is currently enabled: • **Y** = Yes • **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 NOT NULL
ExpandedCallVariableID	A unique identifier for the call variable.	DBSMALLINT	PK NOT NULL
GeoTelProvided	Indicates whether the call variable is provided by Cisco: • **Y**= Yes • **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

Name	Description	Data Type	Keys and NULL Option
Persistent	Y or N. Default is N. Specifies whether or not each individual ECC variable is persistent (is written to the historical database with the TCD or RCD record). The 'Persistent' value is configurable using the Expanded Call Context Variable list tool. For newly-added ECC variables, the checkbox for the Peristent value is unchecked; that is, the default value is 'N'. To change the value to 'Y', check this box in the configuration tool. In an upgrade, pre-existing ECC variables, which were previously persistent by default, are not changed; they remain 'Y'. You may reconfigure them to 'N' **Note** Only persistent ECC variables (those set to 'Y') are written to the database. Non-persistent ECC variables (those set to 'N') are not written to the database, but they can be used in routing scripts.	DBCHAR	NOT NULL

Feature_Control_Set

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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

Related tables

User_Group, on page 592 (via FeatureSetID)

Customer_Definition, on page 204 (via FeatureSetID)

Table 198: Indexes for Feature_Control_Set Table

index_name	index_description	index_keys
XAKFeature_Control_Set	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XPKFeature_Control_Set	clustered, unique, primary key located on PRIMARY	FeatureSetID

Table 199: Fields in Feature_Control_Set Table

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
DateTimeStamp	Records the date and time when a record is added/updated.	DateTimeStamp	NULL
Description	A description of the feature set.	DESCRIPTION	NULL
EnterpriseName	A unique name among all feature sets in the enterprise.	VNAME32	AK NOT NULL
FeatureSetData	Contains all the information about the feature set.	varbinary(max)	NULL
FeatureSetID	A unique identifier for this feature set.	DBINT	PK NOT NULL

ICR_Globals

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Contains a single record containing general information about the Unified ICM configuration. You can use Unified ICM Configuration Manager to modify some fields of the ICR_Globals records.

Related Tables

Call_Type, on page 109(DefaultCallTypeID maps to Call_Type.CallTypeID)

Network_Vru, on page 311 (DefaultNetworkTargetID maps to Network_VRU.NetworkTargetID)

Table 200: Fields in ICR_Globals Table

Name	Description	Data Type	Keys and NULL Option
AnalyzerIntegrated	Reserved for future use.	DBCHAR	NULL

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**. This fields applies for Call type, Skill Group and Precision Queues.	DBINT	FK NOT NULL
CCDomainName	The name of the NT domain that contains the Central Controller.	VARCHAR(190)	NOT NULL
CLIDMaskingDigitsToMask	The number of digits of CLID to mask.	DBINT	NULL
CLIDMaskingEnable	Valid options are: • **Y** = CLID masking is enabled. • **N** = CLID masking is not enabled.	DBCHAR	NOT NULL
CLIDMaskingMaskCharacter	The character to use when masking digits.	varchar(1)	NULL
CLIDMaskingRemoveDigits	Valid options are: • **Y** = Remove digits. • **N** = Mask digits.	DBCHAR	NULL
CallTypeAbandonCallWaitTime	The minimum time in seconds an incoming call must be in process (in queue, listening to announcements, answering prompts) before being considered an abandoned call if the caller ends the call. 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**.	DBINT	NULL
CallTypeServiceLevelType	Default value that indicates how the system software calculates the service level (that is, how it handles abandoned calls in CallTypeServiceLevelType calculating the service level). The **default** value is **1** - Ignoreabandoned calls.	DBSMALLINT	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CompanyName	Name of the customer.	varchar(32)	NULL
CompatibleECCPayloadRules	Reserved for future use.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ContextServiceConnectionData	An encrypted connectionData string used to access the Context Service APIs. The connection data is set when the user registers with the Context Service using the Unified CCE Administration web application.	varbinary(max)	NULL
CVPCxSurveyAppName	Default CVP Survey App Name Reserved for future use.	Varchar(32)	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DefaultCallTypeID	Identifies a general default call type. This default is used if a call does not map to a specific call type and no default call type is defined for the associated routing client.	DBINT	FK 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 NULL
EnableExpandedCallContext	Indicates whether expanded call context is enabled for the Unified ICM. Valid options are: • **Y** = ECC is enabled • **N**= (Default) ECC is not enabled.	DBCHAR	NOT NULL
EnableHHThrottle	Enable/Disable PG to CC HH Throttling. The default value is Y.	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: • **Y** = External authenticator enabled. • **N**= External authenticator not enabled.	DBCHAR	NOT NULL
ExternalScriptValidation	Name of external DLL to be used for script validation.	Varchar (255)	NULL
GlobalSecureFlag	Flag to enable SHA256 encryption for Agent passwords.	DBCHAR	NULL
HistoricalReportingInterval	The value indicates router to calculate Call Type and Call Type Skill Group data for that interval. Default: 30.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ICRType	Valid options include: • **1** = Standard • **2** = CICM • **3** = NAM	DBINT	NOT NULL
IPCCDeploymentType	Which of the allowed Unified CCE "simplified" deployment options the user has selected in the web-based config "Deployment Wizard".	DBINT	NULL
IPCCDeploymentState	The state of the Unified CCE deployment as known by the web-based config "Deployment Wizard." Values • 0 - Not Done. Value 0 inserted at database create-time. • 1 - Aborted. • 2 - Done.	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: • **Y** = Indicates that LoginNames in the Person table are case sensitive. • **N** = Indicates that the case of LoginNames in the Person table does not matter. **Note** (1) Changing this property will cause ALL person login names in the database to be changed appropriately. (2) It is possible that not all person records can be converted from case sensitive to not case sensitive or the reverse. This can happen if changing the case causes a name conflict with other login names in the system.	DBCHAR	NOT NULL
MaxCorrelationNumber	The maximum value to be used as a correlation value for calls sent to a network VRU.	DBINT	NULL

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
PQAgentOrdering	For future use.	DBINT	NULL
PQServiceLevelThreshold	For future use.	DBINT	NULL
PQServiceLevelType	For future use.	DBSMALLINT	NULL
PartitioningIndicator	Indicates whether or not partitioning is enabled. Valid options are: • **Y** = Partitioning is enabled. • **N** = Partitioning is not enabled. **Note** Partitioning was obsoleted in Unified CCE Release 9.0(1). Database partitioning, if enabled, prevents upgrade to Unified CCE Release 11.5(1). You must remove database partitioning before running Unified CCE Release 11.5(1) installer.	DBCHAR	NULL
PasswordType	Indicates if every component on the system can handle encoded passwords (PGs, 3rd Party applications, and so forth) • **1** = MD5 • **2** = SHA-2 The default is 1.	DBSMALLINT	NOT NULL
SSOEnabled	Indicates whether SSO is enabled: • 0 = SSO not enabled (default) • 1 = SSO enabled • 2 = Hybrid, SSO and non-SSO logins are both in use	DBSMALLINT	NOT NULL

ICR_Instance

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Each row defines an Unified ICM instance. For a Network Applications Manager (NAM), you should configure an instance for each associated Customer ICM. Use Unified ICM Configuration Manager to create, update, or delete an Unified ICM instance.

Related Tables

Application_Gateway, on page 81 (via ICRInstanceID)

Customer_Definition, on page 204 (via ICRInstanceID)

ICR_Node, on page 265 (via ICRInstanceID)

Table 201: Indexes for ICR_Instance Table

index_name	index_description	index_keys
XAK1ICR_Instance	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1ICR_Instance	nonclustered located on PRIMARY	NetworkICRInstanceID
XPKICR_Instance	clustered, unique,primary key located on PRIMARY	ICRInstanceID

Table 202: Fields in ICR_Instance Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Any additional information about the instance.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the instance. This name must be unique for all Unified ICM instances in the enterprise.	VNAME32	AK-1 NOT NULL
ICRInstanceID	A unique identifier for the instance.	DBINT	PK NOT NULL
LastUpdateKey	Key value this instance received from the NAM with the last configuration update.	DBBIGINT	NULL

Name	Description	Data Type	Keys and NULL Option
NetworkICRInstanceID	The Network Unified ICM instance, if any, associated with the instance.	DBINT	FK, IE-1 NULL
Number	The number the identifies the instance in Web Setup.	DBINT	NOT NULL
Type	Indicates whether the instance is Network ICM or a Customer ICM.	DBSMALLINT	NOT NULL

ICR_Locks

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Contains information about system locks currently held by users.

Table 203: Indexes for ICR_Locks Table

index_name	index_description	index_keys
XPKICR_Locks	clustered, unique, primary key located on PRIMARY	LockType, LockID

Table 204: Fields in ICR_Locks Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DataFld	Additional information the system 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 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

Name	Description	Data Type	Keys and NULL Option
LockType	The type of the lock. To see values, see ICR Locks Fields, on page 657.	DBINT	PK NOT NULL
ReleaseOnSend	Indicates whether the system software should automatically release the lock when the associated data are saved to the system 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.	varchar(64)	NOT NULL

ICR_Node

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Each row represents a real- time distributor associated with an Unified 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 Unified ICM Configuration Manager to create, modify, or delete an Unified ICM node.

Related Table

ICR_Instance, on page 263(via ICRInstanceID)

Table 205: Indexes for ICR_Node Table

index_name	index_description	index_keys
XAK1ICR_Node	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1ICR_Node	nonclustered located on PRIMARY	ICRInstanceID
XPKICR_Node	clustered, unique, primary key located on PRIMARY	ICRNodeID

Table 206: Fields in ICR_Node Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ConfigParam	Parameters to be passed to the node at initialization.	varchar(255)	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the node.	DESCRIPTION	NULL
DomainName	The name of the NT domain that contains the node.	varchar(64)	NOT NULL
EnterpriseName	An enterprise name for the node. This name must be unique for all nodes in the enterprise.	VNAME32	AK-1 NOT NULL
ICRInstanceID	The Unified ICM instance associated with the node.	DBINT	FK, IE-1 NOT NULL
ICRNodeID	A unique identifier for the node.	DBINT	PK NOT NULL
SystemName	The host name of the machine on which the node runs.	VNAME32	NOT NULL
Type	The type of node: • **1** = Primary Distributor • **2** = Backup Distributor	DBSMALLINT	NOT NULL

ICR_View

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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

Related Table

Schedule, on page 419 (via ICRViewID)

View_Column, on page 599 (via ICRViewID)

Table 207: Indexes for ICR_View Table

index_name	index_description	index_keys
XAK1ICR_View	nonclustered, unique, unique key located on PRIMARY	EnterpriseName

index_name	index_description	index_keys
XPKICR_View	clustered, unique, primary key located on PRIMARY	ICRViewID

Table 208: Fields in ICR_View Table

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
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the view.	DESCRIPTION	NULL
EnterpriseName	A unique name for the view.	VNAME32	AK-1 NOT NULL
ICRViewID	A unique identifier for the view.	DBINT	PK NOT NULL
ReadBaseTable	Indicates whether fields in the Schedule Import table can be read directly rather than through a view. Valid options are: • Y = Yes • N = No	DBCHAR	NOT NULL
ViewName	The name of the view.	VNAME32	NOT NULL
ViewType	The type of view.	DBINT	NOT NULL

Ids

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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.

Related Tables

Object_List, on page 316 (via ObjectType)

Object_Security, on page 317 (via ObjectType + ObjectID)

User_Security_Control, on page 595 (via ObjectType + ObjectID)

Table 209: Indexes for IDs Table

index_name	index_description	index_keys
XPKIds	clustered, unique, primary key located on PRIMARY	ObjectType, ObjectID

Table 210: Fields in Ids Table

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 NOT NULL
ObjectType	Identifies the object type.	DBINT	PK, FK 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

Import_Log

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

It gets populated on central and HDS databases. This table contains information about schedule import operations that have been performed. The system software automatically creates an Import_Log row each time it imports schedule information. The Primary Key **(PK)** is **nonclustered.**

Related Table

Schedule, on page 419 (via ScheduleID)

Table 211: Indexes for Import_Log Table

index_name	index_description	index_keys
XAK1Import_Log	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey

index_name	index_description	index_keys
XPKImport_Log	Clustered, unique, primary key located on PRIMARY	DateTime, ScheduleID, TimeZone

Table 212: Fields in Import_Log Table

Name	Description	Data Type	Keys and NULL Option
DateTime	The date and time when the row was generated.	DBDATETIME	PK 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 value used internally by the system software to track virtual time.	DBFLT8	AK-1 NOT NULL
RowsCopied	The number of rows imported or modified.	DBINT	NOT NULL
ScheduleID	Identifies the schedule affected.	DBINT	PK, FK NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
WorkstationName	The workstation from which data was imported.	VNAME32	NOT NULL

Import_Rule

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Contains a list of all the import rules and their associated import lists. Use the Blended Agent Configuration option within Unified ICM Configuration Manager to modify Import_Rule records.

Note If Outbound Option was not selected during setup, this table will contain no data.

Related Tables

Query_Rule, on page 358 (via ImportRuleID)

Import_Rule_Clause, on page 273 (via ImportRuleID)

Import_Rule_History, on page 275 (via ImportRuleID)

Import_Rule_Real_Time, on page 277 (via ImportRuleID)

Table 213: Indexes for Import_Rule Table

index_name	index_description	index_keys
XAK1Import_Rule	nonclustered, unique, unique key located on PRIMARY	ImportRuleName
XPKImport_Rule	clustered, unique, primary key located on PRIMARY	ImportRuleID

Table 214: Fields in Import_Rule Table

Name	Description	Data Type	Keys and NULL Option
APIGenerated	Identifies whether this import rule was created using the Outbound API: • Y = campaign created using the API • N = campaign created using the Outbound Option Import Rule tool in the ICM Configuration Manager	DBCHAR	NOT NULL
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
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
DelimiterType	Indicates whether file is fixed format, comma delimited, or pipe delimited. • **F** = Fixed format • **C** = Comma delimited • **P** = Pipe delimited	DBCHAR	NOT NULL
DepartmentID	A unique identifier that identifies a department in CCDM/CCMP deployment.	DBINT	NULL
Enabled	A flag that indicates whether this import should be run at the scheduled time: • **Y** = Run at scheduled time. • **N** = Do not run at scheduled time.	DBCHAR	NOT NULL
FilePath	The directory where the file to be imported is stored. UNC naming convention.	varchar(255)	NULL
FilePollingEnabled	Valid options include: • **Y** = Import files are imported as soon as they are created. After the import is complete, the import file is renamed or deleted. • **N** = Import files are not imported as soon as they are created.	DBCHAR	NOT NULL
FridayEnabled	Flag that indicates if this import should be performed every Friday: • **Y** = Perform import every Friday. • **N** = Do not perform import every Friday.	DBCHAR	NOT NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseVarchar3	Reserved for future use	varchar(64)	NULL
ImportRuleID	A unique identifier for this import rule.	DBINT	PK NOT NULL
ImportRuleName	The customer-entered name for this import rule.	VNAME32	AK-1 NOT NULL
ImportType	Indicates if this is a Contact Import or a Do-Not-Call import: • **Y** = The import type is Contact Import. • **N** = = The import type is Do-Not-Call.	DBINT	NOT NULL
MondayEnabled	Flag that indicates if this import should be performed every Monday: • **Y** = Perform import every Monday. • **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: • **Y** = Import will occur one day per month. • **N** = Import will occur on a daily/weekly basis.	DBCHAR	NOT NULL
OverwriteEnabled	Indicates whether a contact table that already exists should be overwritten: • **Y** = Yes, overwrite • **N** = = No, append to.	DBCHAR	NOT NULL
RenameEnabled	Valid options include: • **Y** = The import file must be renamed after it is imported; otherwise, it will be deleted. • **N** = The import file need not be renamed.	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
SPPostImportEnabled	Not in use.		
SPPreImportEnabled	Not in use.		

Name	Description	Data Type	Keys and NULL Option
SaturdayEnabled	Flag that indicates if this import should be performed every Saturday: • **Y** = Perform import every Saturday. • **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 Central Controller time.	DBINT	NOT NULL
ScheduleStartMinutes	The minute at which the import should start, based on Central Controller time.	DBINT	NOT NULL
SundayEnabled	Flag that indicates if this import should be performed every Sunday: • **Y** = Perform import every Sunday. • **N** = Do not perform import every Sunday.	DBCHAR	NOT NULL
ThursdayEnabled	Flag that indicates if this import should be performed every Thursday: • **Y** = Perform import every Thursday. • **N** = Do not perform import every Thursday.	DBCHAR	NOT NULL
TuesdayEnabled	Flag that indicates if this import should be performed every Tuesday: • **Y** = Perform import every Tuesday. • **N** = Do not perform import every Tuesday.	DBCHAR	NOT NULL
WednesdayEnabled	Flag that indicates if this import should be performed every Wednesday: • **Y** = Perform import every Wednesday. • **N** = Do not perform import every Wednesday.	DBCHAR	NOT NULL

Import_Rule_Clause

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Defines the portions of an import list to be imported by the Blended Agent Import Rule process. Use the Blended Agent Configuration option within Unified ICM Configuration Manager to modify Import_Rule_Clause records.

Note If Outbound Option was not selected during setup, this table will contain no data.

Related Table

Import_Rule, on page 269 (via ImportRuleID)

Table 215: Indexes for Import_Rule_Clause Table

index_name	index_description	index_keys
XPKImport_Rule_Clause	clustered, unique, primary key located on PRIMARY	ImportRuleID, SequenceNumber

Table 216: Fields in Import_Rule_Clause Table

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
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	NULL
ImportRuleID	The import rule to which this clause belongs.	DBINT	PK, FK NOT NULLNULL

Name	Description	Data Type	Keys and NULL Option
IndexColumnEnabled	Valid options include: • **Y** = Index will be created on this column. • **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: • **Y** = Column allows a NULL entry. • **N** = Column does not allow NULL values.	DBCHAR	NOT NULL
SequenceNumber	The index for clauses within a given import rule.	DBINT	PK NOT NULL
StandardColumnType	The name of a Blended Agent standard column to which this field will default.	DBINT	NULL
Type	The data type of the column.	DBINT	NOT NULL

Import_Rule_History

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

It gets populated on central and HDS databases. This table contains the history of every Blended Agent import and shows how many records have succeeded and failed.

Related Table

Import_Rule, on page 269 (via ImportRuleID)

Table 217: Indexes for Import_Rule_History Table

index_name	index_description	index_keys
XAK1Import_Rule_History	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XPKImport_Rule_History	Clustered, unique, primary key located on PRIMARY	StartDateTime, ImportRuleID, TimeZone

Table 218: Fields in Import_Rule_History Table

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
ListImportType	0 = Append, 1 = Overwrite	DBINT	NULL
ImportType	1 = Contact List, 2 = Do Not Call List	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
ImportedToDialingListCount	Number of records which were imported to DialingLists. This number may be larger than the number of records in the import if this import list is associated with more than one campaign query rule.	DBINT	NULL
ImportRuleID	The current active import.	DBINT	PK, FK NOT NULL
RecoveryKey	A value used internally by the system software to track virtual time.	DBFLT8	AK-1 NOT NULL
StartDateTime	The date and time when the import was started.	DBDATETIME	PK NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
TotalRecords	The total number of records contained in the import file.	DBINT	NOT NULL
UnmatchedRegionPrefixCount	Number of records which did not match any of the existing region prefixes, thus getting the default campaign time zone.	DBINT	NULL

Import_Rule_Real_Time

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Local database only.

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

Related Table

Import_Rule, on page 269 (via ImportRuleID)

Table 219: Indexes for Import_Rule_Real_Time Table

index_name	index_description	index_keys
XPKImport_Rule_Real_Time	clustered, unique, primary key located on PRIMARY	ImportRuleID

Table 220: Fields in Import_Rule_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
BadRecords	The number of records that had errors while being imported. (Note: A new-line character with a space character can result in a bad record. For example, if you enter 10 customer records into a text file and then press the Enter key after the 10th record, an 11th "bad record" is created by this process.)	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
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
GoodRecords	The number of records successfully imported so far.	DBINT	NULL
ImportRuleID	The current active import.	DBINT	PK, FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
Status	The real-time import status: 380, Import Begin; 385, Import Update; 420, Import End; 430, DNC Begin; 450 DNC End.	DBINT	NULL
TotalRecords	A count of all records within an import file.	DBINT	NULL

Import_Schedule

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

Defines a command that the system software runs periodically to import data into a schedule. Use the Workforce Management Integration System to schedule import operations.

Related Tables

Schedule, on page 419 (via ScheduleID)

Table 221: Indexes for Import_Schedule Table

index_name	index_description	index_keys
XIE1Import_Schedule	nonclustered located on PRIMARY	ScheduleID
XPKImport_Schedule	clustered, unique, primary key located on PRIMARY	ImportScheduleID

Table 222: Fields in Import_Schedule Table

Name	Description	Data Type	Keys and NULL Option
AtCommand	The command the system software runs to import the data.	varchar(255)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the schedule import.	DESCRIPTION	NULL
ImportScheduleID	A unique identifier for the Import Schedule record.	DBINT	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
ScheduleID	Identifies the Schedule for which the data is imported.	DBINT	FK NOT NULL
WorkstationName	The host name of the workstation from which the system software imports schedule data.	VNAME32	NOT NULL

Label

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Device, on page 612.

Defines the label that is sent to the routing client for each Network Target value. Use the Unified ICM Configuration Manager to add, update, and delete Label records.

Related Tables

Customer_Definition, on page 204 (via CustomerDefinitionID)

Dialed_Number, on page 211 (via LabelID)

Dialed_Number_Label, on page 213(via LabelID)

Network_Target, on page 305(via NetworkTargetID)

Network_Vru, on page 311 (via LabelID)

Routing_Client, on page 407 (via RoutingClientID)

Table 223: Indexes for Label Table

index_name	index_description	index_keys
XAK1Label	nonclustered, unique, unique key located on PRIMARY	RoutingClientID, Label
XIE1Label	nonclustered located on PRIMARY	CustomerDefinitionID
XPKLabel	clustered, unique, primary key located on PRIMARY	LabelID

Table 224: Fields in Label Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL

Name	Description	Data Type	Keys and NULL Option
CustomerDefinitionID	Identifies the customer associated with the label.	DBINT	FK, IE-1 NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 NULL
Label	The label to be returned to the routing client.	VNAME32	AK-1 NOT NULL
LabelID	Unique identifier for this label.	DBINT	PK NOT NULL
LabelType	The type of the label. For the list of values, see LabelType Fields, on page 658.	DBSMALLINT	NOT NULL
NetworkTargetID	Foreign key from the Network Target table. Each label maps to one and only one network target.	DBINT	FK NULL
RoutingClientID	Identifies the routing client that can receive this label.	DBSMALLINT	AK-1, FK NOT NULL

Logger_Admin

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

It gets populated on central and HDS databases. This table contains one record of information for each administrative task the system software applies to the central database. Specifically, this table tracks Purges and Update Statistics operations. These operations are run automatically as scheduled jobs.

Table 225: Indexes for Logger_Admin Table

index_name	index_description	index_keys
XAK1Logger_Admin	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Logger_Admin	Nonclustered located on PRIMARY	TableName, ScheduledAt, FunctionName
XIE2Logger_Admin	Nonclustered located on PRIMARY	DateTime

index_name	index_description	index_keys
XPKLogger_Admin	Clustered, unique, primary key located on PRIMARY	RecoveryKey

Table 226: Fields in Logger_Admin Table

Name	Description	Data Type	Keys and NULL Option
DateTime	The date and time at which the scheduled job was submitted.	DBDATETIME	IE-2 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.	VNAME32	IE-1 NOT NULL
RecoveryKey	A value used internally by the system software to track the time that the record is created.	DBFLT8	PK, AK-1 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 was performed.	DBDATETIME	IE-1 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 NOT NULL
ToRecoveryKey	For a Purge operation, the recovery key of the most recent record purged.	DBFLT8	NULL

Logger_Meters

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Central database only.

Contains performance information about the Logger process. The Logger process on the Central Controller creates a new Logger Meters row in the central database every five minutes.

Table 227: Indexes for Logger_Meters Table

index_name	index_description	index_keys
XAK1Logger_Meters	nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XPKLogger_Meters	clustered, unique, primary key located on PRIMARY	DateTime, TimeZone

Table 228: Fields in Logger_Meters Table

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 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 Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL

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 Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Logger_Type

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Identifies the Logger type (that is, standard, Customer ICM (CICM), or Network Applications Manager (NAM)).

Table 229: Fields in Logger_Type Table

Name	Description	Data Type	Keys and NULL Option
LoggerType	The type of Logger: • **1** =Standard • **2** = CICM • **3**= NAM	DBINT	NOT NULL

Logical_Interface_Controller

This table is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

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

Related Tables

Network_Trunk_Group, on page 306 (via LogicalControllerID)

Peripheral, on page 320 (via LogicalControllerID)

Physical_Interface_Controller, on page 340 (via LogicalControllerID)

Routing_Client, on page 407(via LogicalControllerID)

Service_Array, on page 446 (via LogicalControllerID)

Translation_Route, on page 580 (via LogicalControllerID)

Table 230: Indexes for Logical_Interface_Controller Table

index_name	index_description	index_keys
XAK1Logical_Interface_Controll	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XPKLogical_Interface_Controlle	clustered, unique, primary key located on PRIMARY	LogicalControllerID

Table 231: Fields in Logical_Interface_Controller Table

Name	Description	Data Type	Keys and NULL Option
ACDTimeEnabled	Indicate pg to generate all peripheral related historical data based on the ACD time. Default: 'N'	DBCHAR	NOT NULL
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: *-rtuser UserName -rtpswd Password*	varchar(255)	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **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 logical controllers in the enterprise.	VNAME32	AK-1 NOT NULL

Name	Description	Data Type	Keys and NULL Option
HistoricalReportingInterval	The value indicates PG to calculate historical data at that interval. Default: 30	DBINT	YES
LogicalControllerID	Unique identifier for this logical controller.	DBSMALLINT	PK NOT NULL
LogicalControllerType	The Interface Controller type: • **2** = PG • **3** = NIC	DBSMALLINT	NOT NULL
PrimaryCtiAddress	The address for CTI Server as *IP:port* (either in dotted-numeric or name format).	varchar(32)	NULL
SecondaryCtiAddress	The address for the backup CTI Server as *IP:port (*either in dotted-numeric or name format)	varchar(32)	NULL

Location

Note This section is applicable only for Packaged CCE feature.

Each record in this table represents a location.

Related Tables

- Location_Member, on page 286 (through LocationID)

Table 232: Indexes for Location Table

index_name	index_description	index_keys
XPKLocation	Primary key	LocationID

Table 233: Fields in Location Table

Name	Description	Data Type	Keys and NULL Option
LocationID	Unique identifier of this location.	DBINT	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
LocationName	Name of the location. This value need not be unique since location information are fetched from multiple Unified CM clusters and location names can be duplicated across clusters.	VARCHAR(64)	NOT NULL
Description	Extra information about the location.	DESCRIPTION	NULL
UCMPrimaryKey	Primary Key ID of the location that is fetched from the Unified CM.	VARCHAR(128)	NOT NULL
LocationCode	Location code which can be used as (prefix or suffix) for Routing Pattern.	VARCHAR(16)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL

Location_Member

Note This section is applicable only for Packaged CCE feature.

This table contains a set of associations between machine hosts and locations. Depending on the context the machine host may refer to a remote site or it may refer to a peripheral/device (gateway) that is a part of the peripheral set.

Related Tables

- Location (through LocationID)
- Machine_Host (through MachineHostID)

Table 234: Indexes for Location_Member Table

index_name	index_description	index_keys
XPKLocation_Member	Primary key	LocationID, SequenceNumber

Table 235: Fields in Location_Member Table

Name	Description	Data Type	Keys and NULL Option
LocationID	Location to which the Machine_Host record is associated.	DBINT	PK, FK NOT NULL
SequenceNumber	Incremented for every unique Location and Machine Host.	DBINT	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
MachineHostID	Depending on the MachineType value, MachineHostID may refer to one of the following: • UCM PUBLISHER Remote site (datacenter) Gateway	DBINT	FK NULL
MachineType	Type to indicate whether MachineHostID refers to a remote site or device.	DBINT	NOT NULL

Machine_Address

This table contains network addresses of the hosts. It is a separate table because a host may have multiple network address (for example, public, private). The parent is the Machine_Host table.

Table 236: Fields in Machine_Address Table

Name	Description	Data Type	Keys and NULL Option
Address	The connection address (either the IP address or the hostname).	varchar(256)	NOT NULL
AddressType	The type of address. Valid values are: • 1 = Public • 2 = Private	DBINIT	NOT NULL
MachineAddressID	The database ID of the row. This is needed for the Machine_Service table.	DBINT	NOT NULL
MachineHostID	The foreign key to the Machine_Host table.	DBINT	NOT NULL

Machine_Connection_Profile

This table is reserved for future use.

Machine_Host

This table contains information about the host. The table stores both VM Host and Virtual Machine information. Login information is stored in the Machine_Services table as a machine may support more than one service, each with different authentication credentials.

Table 237: Fields in Machine_Host Table

Name	Description	Data Type	Keys and NULL Option
AutoGenerated	Whether the record was autogenerated by the system. Once a user modifies a record, the value is set to False ('N').	DBCHAR	NOT NULL
ChangeStamp	The change stamp, which is updated every time the Machine_Host or related Machine_Service rows are created or modified.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	The description	DESCRIPTION	NULL
HostName	The host name	varchar(256)	NULL
MachineHostID	The database ID of the row.	DBINT	NOT NULL
MachineName	The external name of the machine. If the machine is a VM, this would be the VM name.	varchar(256)	NOT NULL

Name	Description	Data Type	Keys and NULL Option
MachineType		DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
	The type of the host machine; for example, VM Host, CVP, CVP Reporting Server, Gateway, etc. Valid values are: • 1 = VM Host (ESXi Server) • 2 = Unified CCE Data Server • 3 = Unified CCE Call Server • 4 = Unified CVP • 5 = Unified CM (unknown type) • 6 = Unified CM Publisher • 7 = Unified CM Subscriber • 8 = Unified CVP Reporting Server • 9 = Coresident Unified IC, Live Data, and Identity Service Publisher • 10 = Coresident Unified IC, Live Data, and Identity Service Subscriber • 11 = Unified CVP Operations Console Server • 12 = Finesse • 13 = Gateway • 14 = External Customer Collaboration Platform • 15 = External Unified CM Publisher • 16 = External Unified CM Subscriber • 17 = External CVP Reporting Server • 18 = External CCE HDS • 20 = External Enterprise Chat and Email • 21 = External Third Party Multichannel • 22 = Unified CCE Router • 23 = Unified CCE Peripheral Gateway • 24 = Unified CCE LiveData Server • 25 = Unified CCE Primary AW • 26 = Unified CCE Secondary AW • 27 = Unified CCE Progger		

Name	Description	Data Type	Keys and NULL Option
	• 28 = Unified CCE AW • 29 = Unified CCE Rogger • 30 = Enterprise Chat and Email • 31 = Identity Server Publisher • 32 = Identity Server Subscriber • 33 = Finesse Primary • 34 = Finesse Secondary • 35 = Standalone Unified IC Publisher[1] • 36 = Standalone Unified IC Subscriber • 37 = Cisco Virtualized Voice Browser • 38 = Data Center • 39 = Unified CCE Peripheral Gateway for the remote Data Center • 40 = Unified CVP for the remote Data Center • 41 = Finesse Primary for the remote Data Center • 42 = Finesse Secondary for the remote Data Center • 43 = External Unified CVP Reporting server for remote Data Center • 44 = External Customer Collaboration Platform for remote Data Center • 45 = External ECE for remote Data Center • 46 = External third-party multichannel for remote Data Center • 47 = External CUSP • 48 = External CUSP for remote Data Center • 49 = External Cisco Virtualized Voice Browser for remote Data Center • 50 = External gateway for remote Data Center • 51 = ECE Web Server • 52 = ECE Web Server for remote Data Center • 53 = CCE Logger (For PCCE deployments)		

Name	Description	Data Type	Keys and NULL Option
	• 54 = Data Connector • 55 = External Media Server (For PCCE deployments) • 56 = External Media Server for Data Center (For PCCE deployments) • 58= External third party gateway (For PCCE deployments) • 59= External third party gateway for Data Center (For PCCE deployments)		
VMHostID	If the machine is a VM, this is a pointer to the VM host.	DBINT	NULL
VMInstanceUuid	If the machine is a VM, this is the instance UUID. If the machine is not a VM, this is set to null.	varchar(64)	NULL
ECE_WEB_SERVER			
DC_ECE_WEB_SERVER			

[1] PCCE deployments support Coresident Unified IC Publisher and Coresident Unified IC Subscriber only.

Machine Host Attributes

This table stores Machine host attributes. This table is for future use.

Related Tables

- Machine_Host

Table 238: Indexes for the Machine_Host_Attributes Table

constraint_name	constraint_type	columns_name
XPKMachine_Host_Attributes	Primary key	MachineHostAttributeID Attributename

Table 239: Fields in the Machine_Host_Attributes Table

Name	Description	Data Type	Keys and NULL Option
Attributename	Name of the attribute	VARCHAR(255)	NOT NULL

Name	Description	Data Type	Keys and NULL Option
AttributeValue	Value of the attribute	VARCHAR(512)	NOT NULL
Category	Is used to segregate the attributes type if required for future use	DBSMALLINT	NULL
MachineHostID	Foreign key from the MachineHost	DBINT	NOT NULL
MachineHostAttributeID		DBINT	NOT NULL

Machine_Service

This table stores connection information for each service running on a host. The parent is Machine_Host.

Table 240: Fields in Machine_Service Table

Name	Description	Data Type	Keys and NULL Option
AutoGenerated	Whether the record was autogenerated by the system. Once a user modifies a record, the value is set to False ('N').	DBCHAR	NOT NULL
Description	The description.	DESCRIPTION	NULL
EnablePassword	An optional encrypted password required for some Gateway operations.	varbinary(max)	NULL
MachineAddressID	The Service IP Address (foreign key to the Machine_Address table).	DBINT	NOT NULL
MachineConnectionProfileID	The foreign key to the Machine_Connection_Profile table.	DBINT	NULL
MachineHostID	The parent of the table (foreign key to the Machine_Host table).	DBINT	NOT NULL
MachineServiceID	The database ID of the row.	DBINT	NOT NULL
OutOfSyncTimestamp	Indicates whether the service is configured correctly or not. If the column contains any timestamp, it indicates that the service is currently out-of-sync' and it requires retrial for configuration sync. The timestamp can optionally be used to notify the exact time when the service went 'out-of-sync'. **Note** This table is not applicable for Unified CCE.	DBDATETIME	Optional (NULL)

Name	Description	Data Type	Keys and NULL Option
Pairing	Used to match services paired with one or more peers. ServiceType entries with the same Pairing values are associated with each other and identify alternate service paths for various failure conditions.	varchar(128)	NULL
Password	An optional encrypted password required to connect to a service.	varbinary(max)	NULL
ServicePort	The service port (inull means use default).	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceType		DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
	The machine service type. Valid values are: • 1 = Peripheral Gateway TIP • 2 = Router TIP • 3 = LiveData Active MQ • 4 = Peripheral Gateway TIP TOS • 5 = Router TIP TOS • 6 = LiveData Storm DRPC • 7 = LiveData Socket.IO • 8 = LiveData Web Service Rest API • 9 = LiveData Cassandra • 10 = Administration & Data Server (AW) Rest API • 11 = Media Routing Peripheral Gateway Connection • 12 = Voice Response Unit Connection • 13 = Unified Communications Manager Connection • 1000 = ESXi • 1002 = AXL • 1003 = Diagnostic Portal • 1004 = ISE Authentication • 1006 = Management Link • 1007 = Administration • 1008 = Customer Collaboration Platform REST API • 1009 = Media Routing Peripheral Gateway A • 1010 = Media Routing Peripheral Gateway B • 1011 = Principal AW • 1012 = Context Service • 1013 = Identity Server		

Name	Description	Data Type	Keys and NULL Option
	• 1014 = Publisher/Primary Machine IP Address • 1015 = Identity Server Primary Machine IP Address • 1016 = Identity Server Secondary Machine IP Address • 1025 = Cloud Connect Management Connection • 1028 = Cloud Connect Data Conn Connection The following values are applicable only for PCCE deployments: • 1005 = Gateway • 1017 = Cisco Virtualized Voice Browser IP Address • 1018 = Data Center IP Address • 1019 = Either Side A or Side B of a Machine • 1020 = CVP Machine side A or Side B • 1021= CVP Message Bus information • 1022 = CVP Backup Server • 1023 = FTP_Credential • 1024 = Principal VVB • 1029 = Media Server		
ServiceUri	The uri to service for Web-based services.	varchar(255)	NULL
UserName	An optional user name required to connect to a service.	varchar(255)	NULL

Master_Script

This table is in the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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.

Related Tables

Admin_Script_Schedule_Map, on page 14 (via MasterScriptID)

Customer_Definition, on page 204(via CustomerDefinitionID)

Business_Entity, on page 104 (via EntityID)

Call_Type_Map, on page 126 (via MasterScriptID)

Call_Type_Real_Time, on page 139 (via MasterScriptID)

Script, on page 432 (via MasterScriptID)

Table 241: Indexes for Master_Script Table

index_name	index_description	index_keys
XIE1Master_Script	Nonclustered index located on PRIMARY	DateTimeStamp
XAK1Master_Script	nonclustered, unique, unique key located on PRIMARY	CustomerIdShadow, EntityID, EnterpriseName
XPKMaster_Script	clustered, unique, primary key located on PRIMARY	MasterScriptID

Table 242: Fields in Master_Script Table

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 NULL
CustomerIdShadow	A "shadow" CustomerDefinitionID that allows multiple scripts with the same EnterpriseName and different customer numbers.	DBINT	AK-1 NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	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 NOT NULL

Name	Description	Data Type	Keys and NULL Option
EntityID	If partitioning is enabled, indicates the business entity to which the master script belongs.	DBINT	AK-1, FK NOT NULL
MasterScriptID	Unique identifier for this master script.	DBINT	PK 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

Media_Class

This table is part of the Media Routing category (see Media Routing, on page 617). For database rules, see Media Routing Tables, on page 695.

Information in this table defines a type of media class. This table is populated initially with default media classes.

Related Table

Media_Routing_Domain, on page 300 table via the MediaClassID field.

Table 243: Indexes for Media_Class Table

index_name	index_description	index_keys
XAK1Media_Class	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XPKMedia_Class	clustered, unique, primary key located on PRIMARY	MediaClassID

Table 244: Fields in Media_Class Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about this media class.	DESCRIPTION	NULL

Name	Description	Data Type	Keys and NULL Option
EnterpriseName	A unique name for this media class.	VNAME32	AK-1 NOT NULL
MaxTaskDuration	The maximum time a task can be active for an agent. Default: 28800	DBINT	NOT NULL
MediaClassID	A unique identifier for a media class.	DBINT	PK NOT NULL
TaskLife	If the connection between the Agent PG and the Application Instance drops for more than the TaskLife timeout period, the task is terminated. Default: 1: 1200; 2: 1200; 3: 1200; 4: 300; 5: 300	DBINT	NOT NULL
TaskStartTimeout	After a task is routed to an agent, the Application Instance must send either an Offer Task or Start Task message within the specified TaskStartTimeout. If the TaskStartTimeout expires, the task is marked as abandoned before offered. Default: 30	DBINT	NOT NULL
Type	Media types: 0 – Unknown 1- Telephony 2 - Chat 3 - Email	DBINT	NOT NULL
Type	Media types: 1 - Telephony 2 - Chat 3 - Email 4 - RSS 5 - Facebook 6 - Twitter 7- Push 8 - Task	DBINT	NOT NULL

Media_Routing_Domain

This table is part of the Media Routing category (see Media Routing, on page 617). For database rules, see Media Routing Tables, on page 695.

It 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).

Related Tables

Media_Class, on page 299 (via MediaClassID)

Application_Path_Member, on page 91(via MRDomainID)

Skill_Group, on page 484 (via MRDomainID)

Agent_State_Trace, on page 65 (via MRDomainID)

Agent_Event_Detail, on page 28 (via MRDomainID)

Service, on page 443 (via MRDomainID)

Agent_Real_Time, on page 39 (via MRDomainID)

Agent_Logout, on page 38 (via MRDomainID)

Termination_Call_Detail, on page 561 (via MRDomainID)

Peripheral_Real_Time, on page 329(via MRDomainID)

Peripheral_Default_Route, on page 325 (via MRDomainID)

Dialed_Number, on page 211 (via MRDomainID)

Service_Level_Threshold, on page 463 (via MRDomainID)

Note

- Media Routing Domain and Device Data: Each Media Routing Domain maps to zero one or more Peripheral Half Hour and Peripheral Real Time rows, Peripheral Default Routes, and Dialed Numbers. Each Peripheral Half Hour and Real Time row, each Peripheral Default Route, and each Dialed Number maps to exactly one Media Routing Domain.
- Media Routing Domain and Skill Target Data: Each Media Routing Domain maps to zero one or more Skill Groups, Agent State Trace rows, Agent Half Hour rows, Services, Agent Real Time rows, Agent Logout rows, and Termination Call Detail rows. Each Skill Group, Agent State Trace row, Agent Half Hour row, Service, Agent Real Time row, Agent Logout row, and Termination Call Detail row maps to exactly one Media Routing Domain.

Table 245: Indexes for Media_Routing_Domain Table

index_name	index_description	index_keys
XAK1Media_Routing_Domain	clustered, unique, unique key located on PRIMARY	EnterpriseName
XPKMedia_Routing_Domain	nonclustered, unique, primary key located on PRIMARY	MRDomainID

Table 246: Fields in Media_Routing_Domain Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about this media routing domain.	DESCRIPTION	NULL
EnterpriseName	A unique name for this media class. Initially, the EnterpriseName is set to Cisco_Voice.	VNAME32	AK-1 NOT NULL
Interruptible	Specifies whether or not a task can be interrupted by another task: • **Y** = Task can be interrupted. • **N** = Task cannot be interrupted. **Note** If you change the MRD from interruptible to non-interruptible or vice versa, the change takes effect once the agent logs out and then logs back in on that media routing domain.	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 maximum time a task can be associated with an agent.	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
MediaClassID	A unique identifier for a media class.	DBINT	FK NOT NULL
MRDomainID	Unique identifier for this media routing domain. Initially, the MRDomainID is set to 1.	DBINT	PK NOT NULL
ServiceLevelThreshold	The default value of the ServiceLevelThreshold field for services associated with this MRD.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelType	The default value for the ServiceLevelType field for each service associated with this MRD. This indicates how the system software calculates the service level.	DBSMALLINT	NOT NULL
TaskLife	If the connection between the Agent PG and the Application Instance drops for more than the TaskLife timeout period, the task is terminated. The default value is 300 seconds.	DBINT	NULL
TaskStartTimeout	After a task is routed to an agent, the Application Instance must send either an Offer Task or Start Task message within the specified TaskStartTimeout. If the TaskStartTimeout expires, the task is marked as abandoned before offered.	DBINT	NULL

Network_Event_Detail

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Device, on page 612.

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.

This table can become very large. Running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract the data from the HDS into your own custom database on a separate server (one that is not used for other Unified ICM/Unified CCE components). Use only DBDateTime (date and time of the record that was written to the HDS database) to perform the extraction. The table on the custom database can be indexed according to the custom reporting needs.

Table 247: Indexes for Network_Event_Detail Table

index_name	index_description	index_keys
XAK1Network_Event_Detail	clustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Network_Event_Detail	nonclustered located on PRIMARY	DateTime

Table 248: Fields in Network_Event_Detail Table

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	NOT NULL
Duration	The duration is written for DISCONNECT/UNKNOWN events. Unless an error occurs, the Disconnect event will be written with the duration. If the call ends for a reason other than Disconnect event (e.g. - network stops call), an Unknown event will be written with the duration.	DBINT	NULL
Event	Valid values are: • **1** = RouteSelectFailure • **2** = CallPartyBusy • **3**= NoAnswer • **4** = Answer • **5** = Abandon • **6** = Disconnect • **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 Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
RouterCallKey	Used with RouterCallKeyDay and RouterCallKeySequenceNumber to identify the Route_Call_Detail record. This value forms the unique portion of the 64-bit key for the call. The system software resets this counter at midnight.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
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
RouterCallKeySequenceNumber	Currently set to zero (0).	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	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

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

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

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

Related Tables

Announcement, on page 77 (via NetworkTargetID)

Label, on page 279 (via NetworkTargetID)

Network_Vru, on page 311(via NetworkTargetID)

Peripheral_Target, on page 336 (via NetworkTargetID)

Route_Call_Detail, on page 376 (via NetworkTargetID)

Scheduled_Target, on page 430 (via NetworkTargetID)

Termination_Call_Detail, on page 561 (via NetworkTargetID)

Table 249: Indexes for Network_Target Table

index_name	index_description	index_keys
XPKNetwork_Target	clustered, unique, primary key located on PRIMARY	NetworkTargetID

Table 250: Fields in Network_Target Table

Name	Description	Data Type	Keys and NULL Option
NetworkTargetID	Unique identifier for this target.	DBINT	PK NOT NULL
NetworkTargetType	Type of target: • **1** = Announcement • **2** = Peripheral target • **3** = Device target (deprecated) • **4** = Network VRU Bank (Simplified Unified CCE) • **5** = Scheduled target	DBSMALLINT	NOT NULL

Network_Trunk_Group

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

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

Related Tables

Logical_Interface_Controller, on page 283(via LogicalControllerID)

Network_Trunk_Group_Half_Hour, on page 307 (via NetworkTrunkGroupID)

Network_Trunk_Group_Real_Time, on page 309 (via NetworkTrunkGroupID)

Peripheral, on page 320 (via PeripheralID)

Peripheral_Target, on page 336 (via NetworkTrunkGroupID)

Trunk_Group, on page 584 (via NetworkTrunkGroupID)

Table 251: Indexes for Network_Trunk_Group Table

index_name	index_description	index_keys
XAK1Network_Trunk_Group	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIF126Network_Trunk_Group	nonclustered located on PRIMARY	LogicalControllerID
XPKNetwork_Trunk_Group	clustered, unique, primary key located on PRIMARY	NetworkTrunkGroupID

Table 252: Fields in Network_Trunk_Group Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 NOT NULL
LogicalControllerID	Identifies the PG associated with the network trunk group.	DBSMALLINT	FK NOT NULL
NetworkTrunkGroupID	A unique identifier for the network trunk group.	DBINT	PK NOT NULL

Network_Trunk_Group_Half_Hour

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

It gets populated on central and HDS databases and provides statistics for each network trunk group defined in the system. These statistics are updated every 30 minutes.

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

Related Table

Network_Trunk_Group, on page 306 (via NetworkTrunkGroupID)

Table 253: Indexes for Network_Trunk_Group_Half_Hour Table

index_name	index_description	index_keys
XAK1Network_Trunk_Group_Half_H	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Network_Trunk_Group_Half_H	Nonclustered located on PRIMARY	DbDateTime
XPKNetwork_Trunk_Group_Half_Ho	Clustered, unique, primary key located on PRIMARY	NetworkTrunkGroupID, DateTime, TimeZone

Table 254: Fields in Network_Trunk_Group_Half_Hour Table

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 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 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 NOT NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK 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

Network_Trunk_Group_Real_Time

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

Local database only.

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

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

Related Table

Network_Trunk_Group, on page 306 (via NetworkTrunkGroupID)

Table 255: Indexes for Network_Trunk_Group_Real_Time Table

index_name	index_description	index_keys
XPKNetwork_Trunk_Group_Real_Ti	clustered, unique, primary key located on PRIMARY	NetworkTrunkGroupID

Table 256: Fields in Network_Trunk_Group_Real_Time Table

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

Name	Description	Data Type	Keys and NULL Option
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
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

Name	Description	Data Type	Keys and NULL Option
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 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

Network_Vru

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

Contains one row for each network VRU. The system software can send a customer call to a network VRU. Use Unified ICM Configuration Manager to create, modify, and delete Network VRU rows.

Related Tables

- Customer_Definition, on page 204 (through NetworkTargetID)
- ICR_Globals, on page 258
- Label, on page 279 (through LabelID)
- Network_Target, on page 305 (through NetworkTargetID)
- Network_Vru_Script, on page 313 (through NetworkTargetID)

Table 257: Indexes for Network_Vru Table

index_name	index_description	index_keys
XPKNetwork_Vru	Primary key	NetworkTargetID
XAK1Network_Vru	Unique key	EnterpriseName

Table 258: Fields in Network_Vru Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the network VRU.	DESCRIPTION	NULL
ECCPayloadID	The unique ID of the ECC payload that is used for all messages to this Network VRU. If no value is given, the Network VRU uses the Default ECC payload.	DBINT	NULL
EnterpriseName	A name that is unique among all network VRUs in the enterprise.	VNAME32	AK NOT NULL
NetworkTargetID	Foreign key from the Network Target table.	DBINT	PK, FK 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.) To see more on these values, see Network Vru Type, on page 660.	DBINT	NOT NULL

Network_Vru_Bank

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

This table is mainly used for load-balancing calls across multiple IVRs. The trunk group capacity will be the key to the selection of an IVR for queuing.

Related Tables

Customer_Definition, on page 204 (via CustomerDefinitionID)

Network_Vru, on page 311 (via NetworkTargetID)

Table 259: Indexes for Network_Vru_Bank Table

index_name	index_description	index_keys
XAK1Network_Vru_Bank	nonclustered, unique, unique key located on PRIMARY	TrunkGroupID
XPKNetwork_Vru_Bank	clustered, unique, primary key located on PRIMARY	NetworkTargetID

Table 260: Fields in Network_Vru_Bank Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
NetworkTargetID	Unique identifier for the Network VRU member.	DBINT	PK, NOT NULL
NetworkVruNetworkTargetID	Foreign key from the Network Target table. This is pointing at the type-9 Network VRU.	DBINT	FK, NOT NULL
TranslationRouteSkillTargetID	Foreign key from Translation Route.	DBINT	NULL
TrunkGroupID	Foreign key from the Trunk Group table. Indicates the Trunk Group associated with this Network VRU member.	DBINT	FK, NOT NULL

Network_Vru_Script

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

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 system database or directly managed by the system software. The system software can only direct the VRU to run the script. You can configure a VRU script in the Unified ICM Configuration Manager. You can then reference it in a routing script.

Related Tables

Customer_Definition, on page 204 (via CustomerDefinitionID)

Network_Vru, on page 311 (via NetworkTargetID)

Table 261: Indexes for Network_Vru_Script Table

index_name	index_description	index_keys
XAK1Network_VRU_Script	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XAK2Network_VRU_Script	nonclustered, unique, unique key located on PRIMARY	VruScriptName, NetworkTargetID
XPKNetwork_VRU_Script	clustered, unique, primary key located on PRIMARY	NetworkVruScriptID

Table 262: Fields in Network_Vru_Script Table

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 NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	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 NOT NULL
Interruptible	Indicates whether the script can be interrupted (for example, if an agent becomes available to handle the call): • **Y** = Interruptible • **N** = Not interruptible	DBCHAR	NOT NULL
NetworkTargetID	Identifies the network VRU associated with the script.	DBINT	AK-2, FK NOT NULL
NetworkVruScriptID	A unique identifier the system software uses for the script.	DBINT	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
Overridable	Indicates whether the VRU script itself can override its Interruptible flag: • **Y** = Yes, VRU script can override • **N**= No, VRU script cannot override	DBCHAR	NOT NULL
Timeout	Number of seconds for the system 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 NOT NULL

Next_Available_Number

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Each row identifies the next available unique integer ID value for a specific database table. The system software automatically maintains the Next_Available_Number table.

Table 263: Indexes for Next_Available_Number Table

index_name	index_description	index_keys
XAK1Next_Available_Number	nonclustered, unique, unique key located on PRIMARY	TableName

Table 264: Fields in Next_Available_Number Table

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 NOT NULL

Object_Access_Xref

This table is in the Decurity category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

Lists the access levels available for each object type.

Related Table

Object_List, on page 316 (via ObjectType)

Table 265: Indexes for Object_Access_Xref Table

index_name	index_description	index_keys
XAK1Object_Access_Xref	nonclustered, unique, unique key located on PRIMARY	AccessLevel, ObjectType
XPKObject_Access_Xref	clustered, unique, primary key located on PRIMARY	ObjectAccessXrefID

Table 266: Fields in Object_Access_Xref Table

Name	Description	Data Type	Keys and NULL Option
AccessLevel	Indicates an access level supported by the object type. To see values. see Access Levels, on page 648.	DBINT	AK-1 NOT NULL
ObjectAccessXrefID	A unique identifier for the record.	DBINT	PK NOT NULL
ObjectType	Identifies the object type.	DBINT	AK-1 NOT NULL

Object_List

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

Lists the objects that are available.

Related Tables

ClassID_To_ObjectType, on page 193 (via ObjectType)

Ids, on page 267 (via ObjectType)

Object_Access_Xref, on page 315 (via ObjectType)

Table 267: Indexes for Object_List Table

index_name	index_description	index_keys
XAK1Object_List	nonclustered, unique, unique key located on PRIMARY	Name

index_name	index_description	index_keys
XPKSecurity__Object	clustered, unique, primary key located on PRIMARY	ObjectType

Table 268: Fields in Object_List Table

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 NOT NULL
ObjectType	A unique identifier for the object type.	DBINT	PK NOT NULL

Object_Security

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

Specifies the access level each user or group has to individual objects. The Primary Key **(PK)** is **nonclustered**. The AlternateKey **(AK)** is **clustered**.

Related Tables

Ids, on page 267 (via ObjectType)

User_Group, on page 592 (via UserGroupName)

Table 269: Indexes for Object_Security Table

index_name	index_description	index_keys
XAK1Object_Security	clustered, unique, unique key located on PRIMARY	UserGroupName, ObjectID, ObjectType
XIE1Object_Security	nonclustered located on PRIMARY	UserGroupName
XPKObject_Security	nonclustered, unique, primary key located on PRIMARY	ObjectSecurityID

Table 270: Fields in Object_Security Table

Name	Description	Data Type	Keys and NULL Option
AccessLevel	Specifies the access level the group has to the object. To see values. see Access Levels, on page 648.	DBINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
ObjectID	Identifies the specific object.	DBINT	AK-1 NOT NULL
ObjectSecurityID	A unique identifier for the row.	DBINT	PK NOT NULL
ObjectType	Identifies the type of object.	DBINT	AK-1 NOT NULL
UserGroupName	Identifies the user group.	varchar(64)	AK-1, IE-1 NOT NULL

Person

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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

Related Table

Agent, on page 17 (via PersonID)

Table 271: Indexes for Person Table

index_name	index_description	index_keys
XAK2Person	nonclustered, unique, unique key located on PRIMARY	LoginNameShadow
XIE1Person	nonclustered located on PRIMARY	FirstName, LastName
XPKPerson	clustered, unique, primary key located on PRIMARY	PersonID

Table 272: Fields in Person Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No Incremented when the record is changed in the central database.	DBCHAR	NOT NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	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 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. In a Packaged CCE deployment, the FirstName, LastName, and LoginName appear as the value in the Agent Report Value List.	VARCHAR(255)	NOT NULL
LoginNameShadow	A login name in uppercase or lowercase, as indicated in ICR Globals.	VARCHAR(255)	AK-2 NOT NULL
Password	An optional encrypted password.	varchar	NULL
PasswordChangeRequired	Indicates whether an agent is enabled for digital channel interaction. The values are: • 0 = NO • 1 = YES	DBSMALLINT	NOT NULL
PasswordLastChangedTime	The time when the password was changed last. If it is a new password, the time when it was created.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
PersonID	A unique identifier.	DBINT	PK NOT NULL
SSOEnabled	A flag that indicates if the agent is enabled for SSO Login when the system is configured in hybrid SSO mode. • 0 = Disabled • 1 = Enabled	DBSMALLINT	NOT NULL
VerificationStatus	The verification status of the person's login: • N = Not Verified (the default) • V = Verified • S = Synchronized (loaded from an external source)	CHAR(1)	NULL
ECEPerson*	Indicates if the person is configured in ECE or not. Stored as Y or N. Default = N.	DBCHAR	NOT NULL
Enc2Password	Password encrypted using SHA-256 algorithm	VARCHAR(255)	NULL
ScreenName*	Screen name of the person configured in ECE.	VNAME32	NULL
EmailAddress*	Email address of the person configured in ECE.	VARCHAR(50)	NULL
Languages*	List of languages associated with the person configured in ECE separated by comma.	VARCHAR(128)	NULL

* Indicates the ECE-related attributes for a given Person record. The ECE agent configuration is integrated in Packaged CCE from Release 12.0.

Peripheral

This table is one of the Peripheral tables in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

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

Related Tables

- Agent, on page 17 (via PeripheralID)
- Agent_Desk_Settings, on page 21 (via AgentDeskSettingsID)
- Agent_Distribution, on page 27 (via PeripheralID)

- Agent_Targeting_Rule, on page 70 (via EnterpriseName)
- Application_Path_Member, on page 91 (via PeripheralID)
- Dialer, on page 217 (via PeripheralID)
- Dialer_Detail, on page 221 (via PeripheralID)
- Logical_Interface_Controller, on page 283 (via LogicalControllerID)
- Network_Trunk_Group, on page 306 (via PeripheralID) Network VRU (via NetworkTargetID)
- Peripheral_Default_Route, on page 325 (via PeripheralID)
- Peripheral_Monitor, on page 328 (via PeripheralID)
- Peripheral_Real_Time, on page 329 (via PeripheralID)
- Routing_Client, on page 407 (via PeripheralID)
- Service, on page 443 (via PeripheralID)
- Service_Level_Threshold, on page 463 (via PeripheralID)
- Skill_Group, on page 484 (via PeripheralID)
- Termination_Call_Detail, on page 561 (via PeripheralID)
- Trunk_Group, on page 584 (via PeripheralID)

Table 273: Indexes for Peripheral Table

index_name	index_description	index_keys
XAK1Peripheral	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1Peripheral	nonclustered located on PRIMARY	PeripheralName
XIE2Peripheral	nonclustered located on PRIMARY	LogicalControllerID
XIE3Peripheral	nonclustered located on PRIMARY	AgentDeskSettingsID
XPKPeripheral	clustered, unique, primary key located on PRIMARY	PeripheralID

Table 274: Fields in Peripheral Table

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 disconnects the call.	DBSMALLINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
AgentAutoConfig	Specifies whether agent auto- configuration is enabled for the peripheral. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
AgentDeskSettingsID	Optionally, indicates an Agent Desk Settings record associated with the peripheral.	DBINT	FK, IE-3 NULL
AgentEventDetail	Specifies whether or not Agent Event Detail reporting is enabled for a peripheral. Default value is: • **Y** for an Unified CCE peripherals • **N** for non-Unified CCE peripherals	DBCHAR	NOT NULL
AgentReporting	Specifies whether agent reporting is enabled for the peripheral. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
AgentTargetingMethod	Determines if the Router will target agents based on Rules.	DBINT	NOT 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
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 system software variables.	varchar(128)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ClientType	The type of the peripheral. To see Client Type values, see Client Type, on page 650.	DBSMALLINT	NOT NULL
ConfigParam	Configuration parameters to be passed to the peripheral.	varchar(255)	NULL

Name	Description	Data Type	Keys and NULL Option
CustomerDefinitionID	Maps Customer to Peripheral in CCMP/CCDM deployments.	DBINT	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **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 NOT NULL
InternalIPTAOnly	Indicates whether this is an 'Unified ICM picks the agent' (IPTA) peripheral. Either 'Y' or 'N'. Default = 'N'.	DBCHAR	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 NOT NULL
MaxConcurrentAgentLimit		DBINT	NULL
MaxPeripheralAgentQueuePair		DBINT	NULL
MultilineAgentControl	This setting indicates whether this agent peripheral supports multi-line control for all agents with more than one line configured on the phone. Values: • 0 = Single line monitoring and reporting (default) • 1 = Multi line monitoring and reporting	DBINT	NOT NULL, default=0

Name	Description	Data Type	Keys and NULL Option
MultilineAgentStateBehavior	Indicates how many non-ACD calls the agent initiated on one of the non-ACD line. Only populated when Multi-line feature is enabled. Values: • 0 = Agent State is unchanged when agent is on a call on a secondary line • 1 = Agent State is set to NOT READY with a system reason code when agent answers or places a call on a secondary line while in the AVAILABLE or NOT READY state	DBINT	NOT NULL, default=0
NetworkTargetID	Identifies the network VRU, if any, associated with the peripheral.	DBINT	FK NULL
PeripheralAutoConfig	Used to indicate that the peripheral uses auto-configuration. Default = 'N'.	DBCHAR	NOT NULL
PeripheralID	A unique identifier for this peripheral.	DBSMALLINT	PK NOT NULL
PeripheralName	The name of the peripheral as it is known at the site.	VNAME32	IE-1 NOT NULL
PeripheralServiceLevelType	Default value for the PeripheralServiceLevelType for each service associated with the peripheral. You can override this default for individual services. Valid options for Aspect types are: • **1** = Service Level 1 • **2**= Service Level 2 • **3**= Service Level 3 • **4**= Service Level as Calculated by Call Center. If this field is 0 for a service, the system software assumes the default specified for the associated peripheral. If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).	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

Peripheral_Default_Route

This table is in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

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

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

Related Tables

Media_Routing_Domain, on page 300 (via MRDomainID)

Peripheral, on page 320 (via PeripheralID)

Route, on page 374 (via RouteID)

Table 275: Indexes for Peripheral_Default_Route Table

index_name	index_description	index_keys
XIE1Peripheral_Default_Route	nonclustered located on PRIMARY	RouteID
XPKPeripheral_Default_Route	clustered, unique, primary key located on PRIMARY	PeripheralID, MRDomainID

Table 276: Fields in Peripheral_Default_Route Table

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

Peripheral_Interval

This section describes the Peripheral Interval table.

Table 277: Indexes for Peripheral_Interval Table

index_name	index_description	index_keys
XAK1Peripheral_Interval	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Peripheral_Interval	Nonclustered located on PRIMARY	DbDateTime
XIE2Peripheral_Interval	Nonclustered located on PRIMARY	ReportingHalfHour
XIE3Peripheral_Interval	Nonclustered located on PRIMARY	ReportingInterval
XPKPeripheral_Interval	Clustered, unique, primary key located on PRIMARY	DateTime, PeripheralID, TimeZone, MRDomainID

Table 278: Fields in Peripheral_Interval Table

Name	Description	Data Type	Keys and NULL Option
ActivePeripheralDataTime	Number of seconds the associated Peripheral Gateway was able to provide peripheral data services to the CallRouter during the half-hour interval.	DBINT	NULL
ActiveRoutingClientTime	Number of seconds the associated Peripheral Gateway was able to provide routing client support to the CallRouter during the half-hour interval.	DBINT	NULL
ActivePeripheralTime	Number of seconds the associated Peripheral Gateways connections to the peripheral were in the Active state during the half-hour interval.	DBINT	NULL
ActiveCTIServerTime	Number of seconds the associated CTI Server was active during the half-hour interval.	DBINT	NULL
CallsOffered	Total number of incoming ACD calls and internal ACD calls offered to the peripheral during the reporting interval. In Unified CCE, if a call goes through Redirection on No Answer (RONA) to a VRU and an agent answers later, this field is incremented as follows: **1.** When the call RONAs to the VRU **2.** When the call is sent from the VRU to the agent. **3.** When the agent completes the call. In Unified CCE with a Unified CCE System PG, if a call RONAs to a VRU and an agent answers later, this field is incremented only when the agent completes the call.	DBINT	NULL

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	IE1, NULL
DateTime	Central Controller date and time at the start of the half-hour interval.	DBSMALLDATE	PK1 NOT NULL
MaxCVPCallControlPorts	The maximum number of CVP Call control ports in use for the interval.	DBINT	NULL
MaxNumberLoggedOnAgents	The maximum number of concurrent agents logged on in the half hour interval.	DBINT	NULL
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
MaxVRUPorts	The maximum number of VRU ports in use for the interval.	DBINT	NULL
MRDomainID	The ID for the Media Routing Domain associated with this peripheral.	DBINT	PK4 NOT NULL
NumberOfSamples	The number of calls-in-progress sample periods.	DBINT	YES
PeripheralID	Identifier for the peripheral.	DBSMALLINT	PK2 NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK1 NOT NULL
ReportingHalfHour	The value indicates half hour boundary interval (0 to 47). Two 15 minute interval records have a unique half hour boundary value.	DBINT	IE2 NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The valid values are 30 (default) or 15.	DBINT	IE3 NULL
ServiceLevelCallsOffered	Number of calls to the peripheral that had a service level event during the half-hour interval.	DBINT	NULL
ServiceLevelCalls	Number of calls to the peripheral answered within the service level threshold during the half-hour interval.	DBINT	NULL
ServiceLevelAband	Number of calls to the peripheral abandoned within the service level threshold during the half-hour interval.	DBINT	NULL
ServiceLevel	The system software service level for the peripheral during the half-hour interval.	DBFLT4	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelType	Service Level Type used to calculate Service level for this interval.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK3 NOT NULL
TotalCallsInProgressSamples	The total of PeripheralRealTime. CallsInProgress at all sample points during the reporting 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

Peripheral_Monitor

Table

This table is one of the Peripheral tables in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

Each row describes an entity to be monitored on a peripheral. Currently this table applies only to the Nortel DMS-100, 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.

Note DMS-100 is no longer supported.

Related Table

Peripheral, on page 320 (via PeripheralID)

Table 279: Indexes for Peripheral_Monitor Table

index_name	index_description	index_keys
XIE1Peripheral_Monitor	nonclustered located on PRIMARY	PeripheralID

Table 280: Fields in Peripheral_Monitor Table

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 **DMS-100**, the Primary ACD DN, Secondary DN, or non-digit character.	varchar(10)	NULL
ParamString	A string passed along with the extension number to start event reporting on the entity. For a **DMS-100**, this value can indicate that the extension is a CDN, can specify a CompuCALL session number, or can specify the mapping of an agent DN to an agent position ID. For a **Meridian ACD**, this value indicates the position number and, optionally, the associated Individual Directory Number (IDN).	varchar(32)	NULL
PeripheralID	Identifies the peripheral associated with the row.	DBSMALLINT	FK, IE-1 NOT NULL
PeripheralMonitorID	A unique identifier for the row.	DBINT	PK NOT NULL
PeripheralMonitorType	The type of entity to monitor: • **1** = RCG • **2** = VDN • **3** = ACD DN • **4** = Meridian Position • **5** = Station	DBINT	NOT NULL

Peripheral_Real_Time

This table is one of the Peripheral tables in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

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.

Related Table

Media_Routing_Domain, on page 300 (via MRDomainID)

Peripheral, on page 320 (via PeripheralID)

Table 281: Indexes for Peripheral_Real_Time Table

index_name	index_description	index_keys
XPKPeripheral_Real_Time	clustered, unique, primary key located on PRIMARY	PeripheralID, MRDomainID

Note The ServiceLevel fields do not include the data updates for VRU peripheral devices.

Table 282: Fields in Peripheral_Real_Time Table

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. In Unified CCE, if a call Redirection on No Answer (RONAs) to an IVR and is answered later by an agent, this field is incremented as follows: • When the call RONAs to the IVR • When the call is sent from the IVR to the agent • When the agent completes the call In Unified CCE with an Unified CCE System PG, if a call RONAs to an IVR and is answered later by an agent, this field is incremented when the agent completes the call only.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsOfferedToday	Number of calls offered to the peripheral since midnight.. In Unified CCE, if a call Redirection on No Answer (RONAs) to an IVR and is answered later by an agent, this field is incremented as follows: • When the call RONAs to the IVR • When the call is sent from the IVR to the agent • When the agent completes the call In Unified CCE with an Unified CCE System PG, if a call RONAs to an IVR and is answered later by an agent, this field is incremented when the agent completes the call only.	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: • **0** = Off-line • **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: • **0** = Off-line • **1** = Primary • **2** = Backup	DBINT	NULL
MRDomainID	The identifier for the Media Routing Domain associated with this peripheral.	DBINT	PK, FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
Online	Current on-line state of the peripheral as determined by the Central Controller: • **0** = Off-line • **1** = On-line	DBINT	NOT NULL
PeripheralData1	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData2	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData3	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData4	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData5	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData6	Peripheral-specific data.	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

Name	Description	Data Type	Keys and NULL Option
PeripheralID	Identifier for the peripheral.	DBSMALLINT	PK, FK 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 UTC (formerly called GMT).	DBINT	NULL
ServiceLevelAbandHalf	Total number of calls to the peripheral abandoned within the service level threshold during the current half-hour interval.	DBINT	NULL
ServiceLevelAbandToday	Cumulative total of calls to the peripheral abandoned within the service level threshold since midnight.	DBINT	NULL
ServiceLevelCallsHalf	Total number of calls to the peripheral answered within the service level threshold during the current half-hour interval. Total number of calls to the peripheral answered within the 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	Number of calls to this service handled within the peripheral service level since midnight.	DBINT	NULL
ServiceLevelHalf	Service level for the peripheral for the current half-hour interval.	DBFLT4	NULL
ServiceLevelToday	Service level for the peripheral since midnight.	DBFLT4	NULL
Status	Indicates the current failure state of the peripheral. To see the list of status codes, see Peripheral Real Time Status Field, on page 669.	DBINT	NULL
UserControl	Unused.	DBINT	NULL

Peripheral_Set

Note This table is introduced for Packaged CCE 12K support.

This table represents a PG and its associated peripherals in Packaged CCE 12K. Each record in this table represents a peripheral set, which is a logical grouping of a peripheral gateway and its associated peripherals.

Related Tables

- Peripheral_Set_Controller , on page 334 (through PeripheralSetID)
- Peripheral_Set_Host, on page 335 (through PeripheralSetID)

Table 283: Indexes for Peripheral_Set Table

index_name	index_description	index_keys
XPKPeripheral_Set	Primary key	PeripheralSetID

Table 284: Fields in Peripheral_Set Table

Name	Description	Data Type	Keys and NULL Option
PeripheralSetID	A unique identifier for this peripheral set.	DBINT	PK NOT NULL
PeripheralSetName	An enterprise name for this peripheral set. PeripheralSetName may be duplicated across sites.	VNAME32	NOT NULL
Description	Additional information about the peripheral set.	DESCRIPTION	NULL
ChangeStamp	Incremented when a record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL

Peripheral_Set_Controller

Note This table is introduced for Packaged CCE 12K support.

This table has information of those peripheral gateways (Logical Interface Controllers) that are associated with a given peripheral set.

Related Tables

- Logical_Interface_Controller, on page 283 (through LogicalControllerID)
- Peripheral_Set, on page 334 (through PeripheralSetID)

Table 285: Indexes for Peripheral_Set_Controller Table

index_name	index_description	index_keys
XPKPeripheral_Set_Controller	Primary key	PeripheralSetID, LogicalControllerID

Table 286: Fields in Peripheral_Set_Controller Table

Name	Description	Data Type	Keys and NULL Option
PeripheralSetID	ID of the peripheral set.	DBINT	PK NOT NULL
LogicalControllerID	ID of the peripheral gateway that is being associated to the peripheral Set.	DBSMALLINT	PK, FK NOT NULL

Peripheral_Set_Host

Note This table is introduced for Packaged CCE 12K support.

This table contains a set of associations between the machine hosts and the peripheral sets. Depending on the context, the machine host may refer to a remote site that the peripheral Set is a part of, or it may refer to a peripheral/device (gateway) that is a part of the peripheral set.

Related Tables

- Machine_Host (through MachineHostID)
- Peripheral_Set (through PeripheralSetID)

Table 287: Indexes for Peripheral_Set_Host Table

index_name	index_description	index_keys
XPKPeripheral_Set_Host	Primary key	PeripheralSetID, SequenceNumber

Table 288: Fields in Peripheral_Set_Host Table

Name	Description	Data Type	Keys and NULL Option
PeripheralSetID	Peripheral set to which the Machine_Host record is associated.	DBINT	PK, FK NOT NULL
SequenceNumber	Incremented for every unique peripheral set and host combination.	DBINT	PK NOT NULL
MachineHostID	Depending on the MachineType value this field may contain one of the following information: • ID of the Remote Site (or datacenter) to which the peripheral set is associated. • ID of the device that is associated with this peripheral set.	DBINT	FK NULL
MachineType	Incremented when the record is changed in the central database.	DBINT	NOT NULL

Peripheral_Target

Table

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

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.

Related Tables

Route, on page 374 (via RouteID)

Network_Target, on page 305 (via NetworkTargetID)

Network_Trunk_Group, on page 306 (via NetworkTrunkGroupID)

Table 289: Indexes for Peripheral_Target Table

index_name	index_description	index_keys
XAK1Peripheral_Target	nonclustered, unique, unique key located on PRIMARY	NetworkTrunkGroupID, DNIS
XIE1Peripheral_Target	nonclustered located on PRIMARY	RouteID
XPKPeripheral_Target	clustered, unique, primary key located on PRIMARY	NetworkTargetID

Table 290: Fields in Peripheral_Target Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 NOT NULL
NetworkTargetID	Foreign key from the Network Target table.	DBINT	PK, FK NOT NULL
NetworkTrunkGroupID	Indicates the Network Trunk Group associated with this peripheral target.	DBINT	AK-1, FK NOT NULL
RouteID	Indicates the Route associated with this peripheral target.	DBINT	FK, IE-1 NULL

Persistent_Variable

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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.

Related Table

User_Variable, on page 597 (via UserVariableID)

Table 291: Indexes for Persistent_Variable Table

index_name	index_description	index_keys
XAK1Persistent_Variable	nonclustered, unique, unique key located on PRIMARY	RecoveryKey

index_name	index_description	index_keys
XPKPersistent_Variable	clustered, unique, primary key located on PRIMARY	UserVariableID, ForeignKey1

Table 292: Fields in Persistent_Variable Table

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 NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
UserVariableID	Foreign key from the User_Variable table.	DBINT	PK, FK 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.	DBDATETIME	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

Note To add the persistent user variable data to the Persistent_Variable table, set the following registry key must be set to 1. **HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\[Instance_name]\LoggerA\Logger\CurrentVersion\HistoricalData\Persistent\Variable**.

Physical_Controller_Half_Hour

This table is in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

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

The system software automatically generates Physical_Interface_Controller records.

Related Table

Physical_Interface_Controller, on page 340 (via PhysicalControllerID)

Table 293: Indexes for Physical_Controller_Half_Hour Table

index_name	index_description	index_keys
XAK1Physical_Controller_Half_H	nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Physical_Controller_Half_H	nonclustered located on PRIMARY	DbDateTime
XPKPhysical_Controller_Half_Ho	clustered, unique, primary key located on PRIMARY	DateTime, PhysicalControllerID, TimeZone

Table 294: Fields in Physical_Controller_Half_Hour Table

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 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 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 NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
TimeZone	The Central Controller’s time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Physical_Interface_Controller

This table is in the Device category (see Device, on page 612). To see database rules for these tables, see Device Tables, on page 694.

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.

Related Tables

Logical_Interface_Controller, on page 283 (via LogicalControllerID)

Routing_Client_Five_Minute, on page 411 (via PhysicalControllerID)

Physical_Controller_Half_Hour, on page 338 (via PhysicalControllerID)

Table 295: Indexes for Physical_Interface_Controller Table

index_name	index_description	index_keys
XAK1Physical_Interface_Control	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1Physical_Interface_Control	nonclustered located on PRIMARY	LogicalControllerID
XPKPhysical_Interface_Controll	clustered, unique, primary key located on PRIMARY	PhysicalControllerID

Table 296: Fields in Physical_Interface_Controller Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **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 NOT NULL

Name	Description	Data Type	Keys and NULL Option
LogicalControllerID	Foreign key from Logical Interface Controller table.	DBSMALLINT	FK, IE-1 NOT NULL
PhysicalControllerID	Unique identifier for this physical controller.	DBSMALLINT	PK NOT NULL NULL

Precision_Queue

The Precision_Queue table defines a queue used for precision routing.

Related Tables

- Agent_Real_Time (via PrecisionQueueID)
- Agent_Skill_Group_Interval (via PrecisionQueueID)
- Agent_Skill_Group_Real_Time (via PrecisionQueueID)
- Call_Type_SG_Interval (via PrecisionQueueID)
- Precision_Q_Real_Time (via PrecisionQueueID)
- Precision_Q_Step_Real_Time (via PrecisionQueueID)
- Precision_Queue_Step (via PrecisionQueueID)
- Precision_Queue_Term (via PrecisionQueueID)
- Router_Queue_Interval (via PrecisionQueueID)
- Skill_Group (via PrecisionQueueID)
- Skill_Group_Interval (via PrecisionQueueID)
- Termination_Call_Detail (via PrecisionQueueID)

Table 297: Fields in Precision_Queue Table

Name	Description	Data Type	Keys and NULL Option
AgentOrdering	The ordering used for agents in this queue. Values: • 1 = LAA (agent availability time). This is the default value. • 2 = Most proficient agent • 3 = Least proficient agent	DBINT	NOT NULL
PrecisionQueueID	ID and primary key.	DBINT	PK1,NOT NULL
BucketIntervalID	Foreign key from Bucket_Interval table.	DBINT	FK1, NULL
CallOrdering	The ordering used for calls in this queue. Values: • 1 = Priority, then time in queue. This is the default value.	DBINT	NOT NULL
ChangeStamp	Change stamp	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	NULL
Description	Description	DESCRIPTION	NULL
EnterpriseName	Name of the queue.	VNAME32	AK1, NOT NULL
ForceExpandingQueue	Forces the step configuration for the Precision Queue to always increase the configured agent count. The default setting is Y. **Note** For future use. Not currently used.	DBCHAR	NOT NULL
MRDomainID	Foreign key to the Media_Routing_Domain table. The ID of the Media Routing Domain with which this precision queue is associated. The default is 1, for Voice.	DBINT	NOT NULL
ServiceLevelThreshold	The service level threshold, in seconds, for the service level.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelType	Indicates how the system software calculates the service level for the Precision Queue: • 1 = Ignore Abandoned Calls. (Remove the abandoned calls from the calculation.) • 2 = Abandoned Calls have Negative Impact. (Treat the abandoned calls as though they exceeded the service level threshold.) • 3 = Abandoned Calls have Positive Impact. (Treat the abandoned calls as though they were answered within the service level threshold.) **Note** Note: For each calculation, the system software separately tracks the number of calls abandoned before the threshold expires.	DBSMALLINT	NOT NULL
Deleted	Deleted Flag. Stored as a character. Y = Yes, N = No.	DBCHAR	NOT NULL

Precision_Q_Real_Time Table

This table is in the Precision Queue category.

The system software generates a Precision_Q_Real_Time record for each Precision Queue.

Related Table

Precision_Queue, on page 341

Table 298: Fields in Precision_Q_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AnswerWaitTimeTo5	In Unified CCE, the number of seconds calls spent between first queued being queued to the skill group through Select (LAA) or Queue to skill group nodes to when they were answered by an agent. DelayTime AnswerWaitTime is calculated from the following: • DelayTime • LocalQTime • RingTime • 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. An agent is Application available if the agent is Not Routable and Available for the MRD.	DBINT	NULL
AttributeID1	Attribute 1 associated with the Precision Queue.	DBINT	NULL
AttributeID2	Attribute 2 associated with the Precision Queue.	DBINT	NULL
AttributeID3	Attribute 3 associated with the Precision Queue.	DBINT	NULL
AttributeID4	Attribute 4 associated with the Precision Queue.	DBINT	NULL
AttributeID5	Attribute 5 associated with the Precision Queue.	DBINT	NULL
AttributeID6	Attribute 6 associated with the Precision Queue.	DBINT	NULL
AttributeID7	Attribute 7 associated with the Precision Queue.	DBINT	NULL
AttributeID8	Attribute 8 associated with the Precision Queue.	DBINT	NULL
AttributeID9	Attribute 9 associated with the Precision Queue.	DBINT	NULL
AttributeID10	Attribute 10 associated with the Precision Queue.	DBINT	NULL
Avail	Number of agents for the Precision Queue in Not_Active state with respect to this Precision Queue.	DBINT	NULL
AvailTimeTo5	Total seconds agents in the Precision Queue have been in the Not_Active state during the current five-minute interval. AvailTime is included in the calculation of LoggedOnTime	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls counted as handled by the Precision Queue during the rolling five-minute interval. This value is calculated as follows: HandledCallsTalkTimeTo5 / CallHandledTo5 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.	DBINT	NULL
AvgHandledCallsTimeTo5	Average handle time in seconds for calls counted as handled by the Precision Queue during the rolling five-minute interval. The value is calculated as follows: HandledCallsTalkTimeTo5 / CallHandledTo5 The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.	DBINT	NULL
BusyOther	Number of agents currently in the BusyOther state with respect to this Precision Queue.	DBINT	NULL
BusyOtherTimeTo5	Number of seconds agents have spent in the BusyOther state during the rolling five-minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL
CallsAbandQTo5	The number of calls that abandoned while queued in the router to this agent, in the rolling five-minute interval.	DBINT	NULL
CallsAbandToAgentTo5	In the rolling five-minute interval, the number of calls abandoned after they have been routed to the agent desktop and before they have been answered (for example, Abandon Ringing).. This field is applicable for Unified CCE systems and for systems where calls are translation-routed to Precision Queues.	DBINT	NULL
CallsAbandDequeuedTo5	The number of calls that were de-queued from this Precision Queue, and had to be routed to another Precision Queue or Skill Group in the rolling five-minute interval. This field is incremented when a call is de-queued through the Cancel Queue node.	DBINT	NULL
CallsAnsweredTo5	The number of calls that were answered by the Precision Queue during the rolling five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsDequeuedTo5	The number of calls that were de-queued from this Precision Queue to be routed to another Precision Queue in the rolling five-minute interval. This field is also incremented when a call is de-queued via Cancel Queue node.	DBINT	NULL
CallsHandledTo5	The number of calls that were handled by the Precision Queue during the rolling five-minute interval. A handled call is: • An incoming ACD call that was answered by an agent, and then completed. 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 total number of ongoing non-voice tasks associated with this Precision Queue. This field populates for non-voice tasks only.	DBINT	NULL
CallsOfferedTo5	The number of calls received by this Precision Queue in the rolling five-minute interval. This value is set by the Call Router. A call is counted as offered as soon at it is sent to a Precision Queue. This value is incremented by: CallType short calls, which are counted as abandoned for Precision Queues. (There is no short call count in the Skill_Group_Real_Time table.) Calls that are cancelled by Cancel Queue node and re-queued to the same Precision Queue Calls that are routed to a Precision Queue, re-queried, and re-queued to the same Precision Queue.	DBINT	NULL
CallsQNow	Number of calls currently queued for the Precision Queue at the CallRouter.	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 Precision Queue during the rolling five-minute interval. It is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
HandledCallsTimeTo5	This field only applies to configured skill groups. Total handle time, in seconds, for calls counted as handled by the Precision Queue during the rolling five-minute interval. Handle time is number of seconds an agent spent answering the call (including the time the call was on hold) to the time the agent completed the after-call work associated with the call. HandledCallsTime = HandledCallsTalkTime + HoldTime + (WorkNotReadyTime/WorkReadyTime) The value in this field for the incoming routed calls includes: **1.** Talk time **2.** Total Held time **3.** Work Ready and Work Not Ready time **Note** Database is updated with the cumulative time only after the call completion of both the talk time and the wrap-up time. **Note** This field is applicable for Unified ICM, Unified CCE, and Outbound Option.	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

Name	Description	Data Type	Keys and NULL Option
HoldTimeTo5	Number of seconds where all calls to the agent are on hold during the rolling 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.	DBINT	NULL
IcmAvailable	The number of agents belonging to this Precision Queue who are currently ICMAvailable with respect to the MRD to which the Precision Queue belongs. 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 system software.	DBINT	NULL
InterruptedTimeTo5	The number of seconds during which all calls to the agent are in interrupted state during the rolling five-minute interval.	DBINT	NULL
LoggedOn	Number of agents that are currently logged on to the Precision Queue. This count is updated each time an agent logs on and each time an agent logs off.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
LoggedOnTimeTo5	Total time, in seconds, agents were logged on to the Precision Queue during the current (rolling) five-minute interval. This field is applicable for Unified CCE. This value is based on the following: • HoldTimeTo5 • TalkInTimeTo5 • TalkOutTimeTo5 • TalkOtherTimeTo5 • AvailTimeTo5 • NotReadyTimeTo5 • WorkReadyTimeTo5 • WorkNotReadyTimeTo5 • BusyOtherTimeTo5 • ReservedStateTimeTo5 • TalkAutoOutTimeTo5 • TalkPreviewTimeTo5 • TalkReservedTimeTo5 **Note** This field is applicable for Unified ICM, Unified CCE and Outbound Option.	DBINT	NULL
LongestCallInQ	The time when the longest call in queue was queued for this Precision Queue.	DBDATETIME	NULL
NotReady	Number of agents in the Not Ready state for the Precision Queue.	DBINT	NULL
NotReadyTimeTo5	Total seconds agents in the Precision Queue have been in the Not Ready state during the rolling five-minute interval. NotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
NumAgentsInterruptedNow	The number of agents whose state with respect to this Precision Queue is currently Interrupted.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PercentUtilizationTo5	Percentage of Ready time that agents in the Precision Queue spent talking or doing call work during the rolling five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	DBFLT4	NULL
PrecisionQueueID	Foreign key from Precision Queue table.	DBINT	PK, NOT NULL
Ready	The number of agents who are Routable with respect to the MRD associated with this Precision Queue, and whose state with respect to this Precision Queue is currently something other than NOT_READY or WORK_NOT_READY.	DBINT	NULL
RedirectNoAnsCallsTo5	In the rolling five-minute interval, the number of ACD calls to the Precision Queue that rang at an agent's terminal and redirected on failure to answer. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
ServiceLevelCallsAbandTo5	The count of calls that abandon within the Precision Queue SL threshold in rolling five-minute interval. Calls may abandon while in the Precision Queue queue, or they may abandon after they have been routed to a Precision Queue. Calls that abandon after they are routed to a Precision Queue are identified by TCD records with abandoned call disposition. If the call is queued and abandons before it is routed to any Precision Queues (within the ServiceLevel threshold), the Router will increment this value for ALL the Precision Queues this call was queued for. If the call abandons after it was routed to a Precision Queue, that Precision Queue will have ServiceLevelCallsAband incremented. Dequeuing the call via Cancel Node has no impact on ServiceLevelCallsAband. Calls may be de-queued via Cancel Queue node or de-queued from this Precision Queue to be routed to a different Precision Queue. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCallsDequeuedTo5	The number of calls de-queued from a Precision Queue, within the Precision Queue Service Level threshold, in rolling five-minute interval. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL
ServiceLevelCallsOfferedTo5	The number of calls that are routed to a Precision Queue or queued for a the Precision Queue in the rolling five-minute interval. It includes the following call categories: • Calls that are answered within the ServiceLevel threshold. • Calls that are abandoned within the ServiceLevel threshold. • Calls that are redirected within the ServiceLevel threshold (this is consistent with Call Type ServiceLevel). • Calls that are not complete after the ServiceLevel threshold has passed (that is, calls queued longer than the Service Level threshold). **Note** Calls that end in error state within SL threshold are not counted as ServiceLevelCallsOffered. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL
ServiceLevelCallsTo5	The number of calls that are answered by the Precision Queue within the Service Level threshold in the rolling five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelTo5	Service Level for the Precision Queue in rolling five-minute interval. There are three types of service level calculations, and they are determined by the Service Level type chosen in configuration. They are: 1. **Ignore Abandoned Calls ServiceLevel** = ServiceLevelCalls / (ServiceLevelCallsoffered - ServiceLevelCallsAband - CallsDequeued) 2. **Abandoned Calls have Negative Impact ServiceLevel** = ServiceLevelCalls / ServiceLevelCallsoffered - CallsDequeued) 3. **Abandoned Calls have Positive Impact ServiceLevel** = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - CallsDequeued) **Note** This field is relevant to the Unified CCE environment only.	DBFLT4	NULL
ServiceLevelRONATo5	The calls that redirected on no answer within Service Level threshold within the rolling five-minute interval. These calls are part of the ServiceLevelCallsOffered. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
TalkingIn	Number of agents in the Precision Queue currently talking on inbound calls.	DBINT	NULL
TalkingOther	Number of agents in the Precision Queue currently talking on internal (neither inbound nor outbound) calls. Examples of other calls include agent-to-agent transfers and supervisor calls.	DBINT	NULL
TalkInTimeTo5	Total seconds agents spent talking on inbound calls for the Precision Queue during the rolling five-minute interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TalkOtherTimeTo5	Total seconds agents spent talking on other calls (neither inbound nor outbound) for the Precision Queue during the rolling five-minute interval. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TalkTimeTo5	Total seconds agents in the Precision Queue have been in the Talking state during the rolling five-minute interval. This value is calculated as follows: TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5.	DBINT	NULL
TransferInCallsTimeTo5	Total number of seconds agents spent on calls transferred into the Precision Queue that ended during the rolling 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
TransferInCallsTo5	Number of calls transferred into the Precision Queue 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. For blind transfers in Unified CCE, the value is updated in the database when an agent blind transfers the call to an IVR. For blind transfers in Unified CCE with a Unified CCE System PG, the value is not updated in the database until the call that was blind transferred to an IVR is subsequently transferred to another agent. **Note** For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in Unified CCE without a Unified CCE System PG.	DBINT	NULL
TransferOutCallsTo5	Number of calls transferred out of the Precision Queue that ended during the rolling 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
WorkNotReady	Number of agents in the Precision Queue in the Work Not Ready state.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
WorkNotReadyTimeTo5	Total seconds agents have been in the Work Not Ready state during the rolling five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
WorkReady	Number of agents in the Precision Queue in the Work Ready state.	DBINT	NULL
WorkReadyTimeTo5	Total seconds agents have been in the Work Ready state during the rolling five-minute interval. WorkReadyTime is included in the calculation of LoggedOnTime.	DBINTNULL	

Precision_Queue_Step

The Precision_Queue_Step table defines a set of ordered steps that apply to a Precision Queue. Each ordered step then contains a set of attributes terms that defines what attributes an agent must have to be a member of a Precision Queue step. Basically, it defines a formula that is a list of Attribute tests.

Related Table

Precision_Queue_Term, on page 356 (via PrecisionQueueStepID)

Table 299: Fields in Precision_Queue_Step

Name	Description	Data Type	Keys and NULL Option
ConsiderIf	Consider If expression which must be met in order to perform a particular step.	VARCHAR(255)	NULL
Description		DESCRIPTION	NULL
NextStep	Boolean which indicates whether the next step should be evaluated if the Consider If test fails. Default is Y. A value of N indicates that the node should exit following a False Consider If test.	DBCHAR	NOT NULL
PrecisionQueueID	Foreign key to Precision_Queue table.	DBINT	FK, NOT NULL
PrecisionQueueStepID	Integer that defines the unique row for a Precision Queue step. It is the primary key.	DBINT	PK, NOT NULL
StepOrder	Integer that defines the order of rows for a Precision Queue step. StepOrder begins with 1.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
WaitTime	An optional Wait time to apply before proceeding to the next step (in seconds). Default is 0.	DBINT	NOT NULL

Precision_Q_Step_Real_Time

This table is in the Precision Queue category.

The system software generates a Precision_Q_Step_Real_Time record for each Precision Queue.

Related Tables

- Precision_Queue, on page 341
- Precision_Queue_Step, on page 354

Table 300: Fields in Precision_Q_Step_Real_Time

Name	Description	Data Type	Keys and NULL Option
AgentsAvailable	Number of Agents eligible and available for this Precision Queue Step.	DBINT	NULL
AgentsLoggedIn	Number of Agents logged in for this Precision Queue Step.	DBINT	NULL
PrecisionQueueID	Primary key (together with PrecisionQueueStepID). Foreign key from Precision_Queue table.	DBINT	PK1, NOT NULL
PrecisionQueueStepID	Primary key (together with PrecisionQueueID). Foreign key from Precision_Queue_Step table.	DBINT	PK2, NOT NULL
AvgCallsInQueueTime	Average length of queue time for this Precision Queue Step.	DBINT	NULL
CallsInQueue	Number of calls in queue for this Precision Queue Step	DBINT	NULL
CallsInQueueTime	Total time of calls in queue for this Precision Queue Step.	DBINT	NULL
DateTime	Central Controller date and time that this data was last updated.	DBDATETIME	NOT NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
LongestCallInQueue	The time stamp of the longest call in queue for this Precision Queue Step.	DBDATETIME	NULL
NextAvailAgent	The next Agent to be selected based on the agent ordering criteria of the Precision Queue.	DBINT	NULL

Precision_Queue_Term

The Precision_Queue_Term table defines a set of attribute condition terms that apply to a Precision Queue Step. Each set of terms determine what attributes an agent must have to be a member of the Precision Queue step.

Related Tables

Tables that hold Precision_Queue_Term data are listed below:

- Attribute, on page 93
- Precision_Queue_Step, on page 354

Table 301: Fields in Precision_Queue_Term

Name	Description	Data Type	Keys and NULL Option
PrecisionQueueTermID	Integer that defines the unique row for a Precision Queue Term. It is the primary key.	DBINT	PK, NOT NULL
PrecisionQueueID	Foreign key to Precision_Queue table.	DBINT	FK, NOT NULL
PrecisionQueueStepID	Foreign key to Precision_Queue_Step table.	DBINT	FK, NOT NULL
TermOrder	Integer that defines the order of rows for a Precision Queue Step. It is part of the primary key. TermOrder begins with 1.	DBINT	NOT NULL
AttributeSetID	Foreign Key from Attribute_Set table. Controls which attribute set is tested. Null=Yes to allow for rules which do not test an Attribute Set.	DBINT	FK, NOT NULL

Name	Description	Data Type	Keys and NULL Option
AttributeID	Foreign Key from Attribute table. Controls which attribute set is tested. Null=Yes to allow for rules which do not test an Attribute.	DBINT	FK, NOT NULL
ParenCount	Number of parentheses around this term. A positive number indicates open parenthesis before the term; a negative number indicates closed parenthesis after the term.	DBINT	NOT NULL
TermRelation	Indicates the relationship of this term to the preceding term. Default is 0 for first item, 1 for others. Values are: • 0 = none (only legal on first item for queue, since there is no preceding term) • 1 = AND • 2 = OR • 3 = AND NOT • 4 = OR NOT	DBINT	NOT NULL
AttributeRelation	Indicates what kind of comparison is done on the attribute. Default is 1. Values are: • 0 = Unknown • 1 = equal • 2 = not equal • 3 = less than • 4 = less than or equal • 5 = greater than • 6 = greater than or equal • 7 = between (inclusive) • 8 = member • 9 = agent has attribute, regardless of value • 10 = agent does not have attribute • 11 = not member	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
Value1	The value that the attribute is tested against. If AttributeRelation is member or not member, then this is a JSON compatible string listing the values. Must be convertible to the datatype specified in the Attribute table.	VARCHAR(255)	NULL
Value2	A second value, used only as the upper bound when the AttributeRelation is between. It also can contain additional values for member if Value1 is not enough. Must be convertible to the datatype specified in the Attribute table.	VARCHAR(255)	NULL

Query_Rule

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

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.

Note If Outbound Option was not selected during setup, this table will contain no data.

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

Related Tables

Campaign_Query_Rule_Real_Time, on page 172 (via QueryRuleID)

Campaign_Query_Rule_Half_Hour, on page 166 (via QueryRuleID)

Campaign_Query_Rule, on page 163 (via QueryRuleID)

Dialer_Detail, on page 221 (via QueryRuleID)

Import_Rule, on page 269 (via ImportRuleID)

Table 302: Indexes for Query_Rule Table

index_name	index_description	index_keys
XAK1Query_Rule	nonclustered, unique, unique key located on PRIMARY	QueryRuleName
XPKQuery_Rule	clustered, unique, primary key located on PRIMARY	QueryRuleID

Table 303: Fields in Query_Rule Table

Name	Description	Data Type	Keys and NULL Option
APIGenerated	Identifies whether this campaign was created using the Outbound API: • Y = campaign created using the API • N = campaign created using the Outbound Option Query Rule tool in the ICM Configuration Manager	DBCHAR	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
Description	Description of what the query rule contains or how it is being used.	DESCRIPTION	NULL
DepartmentID	A unique identifier that identifies a department in CCDM/CCMP deployment.	DBINT	NULL
Enabled	Setting of query rule within this campaign: • **Y** = The query rule is enabled. • **N** = the query rule is not enabled.	DBCHAR	NOT NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	NULL

Name	Description	Data Type	Keys and NULL Option
ImportRuleID	Identifies (indirectly) the contact list to which this query rule refers. Foreign key from the Import Rule table.	DBINT	FK NOT NULL
QueryRuleID	A unique identifier for this Query rule.	DBINT	PK NOT NULL
QueryRuleName	The customer-entered name for this query rule.	VNAME32	AK-1 NOT NULL

Query_Rule_Clause

This table is in the Blended Agent category (see Blended Agent (Outbound Option), on page 608). To see database rules for these tables, see Blended Agent Tables (Outbound Option), on page 691.

Note If Outbound Option was not selected during setup, this table will contain no data.

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

Related Table

Query_Rule, on page 358 (via QueryRuleID)

Table 304: Indexes for Query_Rule_Clause Table

index_name	index_description	index_keys
XPKList_Rule	clustered, unique, primary key located on PRIMARY	QueryRuleID, SequenceNumber

Table 305: Fields in Query_Rule_Clause Table

Name	Description	Data Type	Keys and NULL Option
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseVarchar1	Reserved for future use	varchar(64)	NULL
FutureUseVarchar2	Reserved for future use	varchar(64)	NULL
FutureUseVarchar3	Reserved for future use	varchar(64)	NULL
QueryRuleID	The query rule to which this clause belongs. Foreign key from the Query Rule table.	DBINT	PK, FK 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 NOT NULL

Reason_Code

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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

Table 306: Indexes for Reason_Code Table

index_name	index_description	index_keys
XAK1Reason_Code	nonclustered, unique, unique key located on PRIMARY	ReasonCode
XPKReason_Code	clustered, unique, primary key located on PRIMARY	ReasonCodeID

Table 307: Fields in Reason_Code Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Default value is **N**.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
Description	The description of the reason code.	DESCRIPTION	NULL
ReasonCode	Reason code used by agents (configurable). [In addition to reason codes that you have defined, Unified CCE uses some predefined reason codes. See Reason Codes, on page 670.] **Note** In Packaged CCE, 21 pre-defined global reason codes of **Not Ready** and **Logout** types are added to the Reason_Code table.	DBINT	AK-1 NOT NULL
ReasonCodeID	A unique identifier created by the schema.	DBINT	PK NOT NULL
ReasonText	Text associated with the reason code numeric value.	varchar(40)	NOT NULL
Reason Type	Indicates the type of reason code like: Not Ready, Wrap up, and Sign Out. Allowed values are 1,2,3.	DBSMALLINT	NOT NULL
IsGlobal	Denotes that the reason code is global(applicable for all the teams by default/team specific). Allowed values are Y/N(Yes/No)	DBCHAR	NOT NULL

Recovery

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

It gets populated on central and HDS databases. This table contains internal status information for each table in the database.

Table 308: Indexes for Recovery Table

index_name	index_description	index_keys
XAK1Recovery	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Recovery	Nonclustered located on PRIMARY	DateTime
XPKRecovery	Clustered, unique, primary key located on PRIMARY	RecoveryKey

Table 309: Fields in Recovery Table

Name	Description	Data Type	Keys and NULL Option
DateTime	Date and time of the checkpoint.	DBDATETIME	IE-1 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 Unified ICM/Unified CCE software to track the record.	DBFLT8	PK, AK-1 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

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

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.

Related Table

Schedule, on page 419 (via ScheduleID)

Table 310: Indexes for Recurring_Schedule_Map Table

index_name	index_description	index_keys
XPKRecurring_Schedule_Map	clustered, unique, primary key located on PRIMARY	ScheduleID, SequenceNumber

Table 311: Fields in Recurring_Schedule_Map Table

Name	Description	Data Type	Keys and NULL Option
Bool1	Reserved for future use.	DBCHAR	NOT NULL
Bool2	Reserved for future use.	DBCHAR	NOT NULL
DayFlags	A bit mask specifying the days on which the schedule is active. To see values, see Days, on page 652.	DBINT	NOT NULL
DayOfMonth	Indicates to which day of month the schedule applies. To see values, see Days, on page 652.	DBSMALLINT	NOT NULL
DayPosition	In conjunction with DayType, indicates the position of a day within a month. To see values, see Days, on page 652.	DBSMALLINT	NOT NULL
DayType	Indicates to which day the schedule applies. To see values, see Days, on page 652.	DBSMALLINT	NOT NULL
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

Name	Description	Data Type	Keys and NULL Option
MonthOfYear	Indicates to which month the schedule applies: • **0** = Applies to every month. • **1- 12**= Specifies the month of year.	DBSMALLINT	NOT NULL
ScheduleID	Identifies the schedule that recurs.	DBINT	PK, FK NOT NULL
SequenceNumber	Index for schedules associated with a specific service.	DBINT	PK, 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

Region

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697 .

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.

Related Tables

Dialed_Number_Map, on page 214 (via RegionID)

Region_Member, on page 367 (via RegionID)

Region_Prefix, on page 368 (via RegionID)

Region_View_Member, on page 373 (via RegionID)

Table 312: Indexes for Region Table

index_name	index_description	index_keys
XAK1Region	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XPKRegion	clustered, unique, primary key located on PRIMARY	RegionID

Table 313: Fields in Region Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 NOT NULL
RegionID	A unique identifier for the region.	DBINT	PK NOT NULL
RegionType	The type of the region.	DBINT	NOT NULL

Region_Info

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

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

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

Table 314: Fields in Region_Info Table

Name	Description	Data Type	Keys and NULL Option
Comment	Any additional information about the pre-defined regions.	DESCRIPTION	NULL

Name	Description	Data Type	Keys and NULL Option
Location	Identifies the types of prefixes and regions pre-defined by the system 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

This table is part of the Script category (see Script, on page 623 category. For database rules, see Script Tables, on page 697.

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

Related Table

Region, on page 365 (via RegionID and ParentRegionID)

Table 315: Indexes for Region_Member Table

index_name	index_description	index_keys
XIE1Region_Member	nonclustered located on PRIMARY	ParentRegionID
XPKRegion_Member	clustered, unique, primary key located on PRIMARY	RegionID, ParentRegionID

Table 316: Fields in Region_Member Table

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

Region_Prefix

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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

Related Table

Region, on page 365 (via RegionID)

Table 317: Indexes for Region_Prefix Table

index_name	index_description	index_keys
XAK1Region_Prefix	nonclustered, unique, unique key located on PRIMARY	RegionID, RegionPrefix
XPKRegion_Prefix	clustered, unique, primary key located on PRIMARY	RegionPrefixID

Table 318: Fields in Region_Prefix Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DaylightSavingsEnabled	Indicates whether daylight savings time is observed. Values are 'N' and 'Y'. The default is 'N' - daylight savings time is not observed.	DBCHAR	NOT NULL
GMT (Greenwich Mean Time)	Indicates the time zone, the delta is in hours.	DBINT	NULL
RegionID	Identifies the associated region.	DBINT	AK-1, FK NOT NULL
RegionPrefix	An initial string to match against calling line IDs.	varchar(32)	AK-1 NOT NULL
RegionPrefixID	A unique identifier for the record.	DBINT	PK NOT NULL

Region_View

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Each row defines a graphical display of regions.

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

Related Table

Region_View_Member, on page 373 (via RegionViewID)

Table 319: Indexes for Region_View Table

index_name	index_description	index_keys
XAK1Region_View	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XPKRegion_View	clustered, unique, primary key located on PRIMARY	RegionViewID

Table 320: Fields in Region_View Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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. **Note** 84 regions are supported. Some of the examples are New_Jersey, Connecticut, Manitoba, Wyoming, Missouri, Nova_Scotia, Alaska, Jamaica and so on. Regions like CNMI, West Virginia were added later. See the Table 321: Supported Regions table. Unsupported region that were manually added by the customer need to be deleted.	VNAME32	AK-1 NOT NULL

Name	Description	Data Type	Keys and NULL Option
RegionViewID	A unique identifier for the record.	DBINT	PK NOT NULL
RegionViewType	The type of the view: • **1** = Unified ICM-defined • **2** = Custom	DBINT	NOT NULL

Table 321: Supported Regions

EnterpriseName	Short name
New_Jersey	NJ
District_of_Columbia	DC
Connecticut	CT
Manitoba	MB
Alabama	AL
Washington	WA
Maine	ME
Idaho	ID
Wyoming	WY
California	CA
Texas	TX
New York	NY
Pennsylvania	PA
Ohio	OH
Illinois	IL
Minnesota	MN
Indiana	IN
Louisiana	LA
Mississippi	MS
Georgia	GA

EnterpriseName	Short name
Michigan	MI
Florida	FL
Bahamas	BA
Barbados	BD
British_Columbia	BC
North_Carolina	NC
Wisconsin	WI
Anguilla	AI
Antigua	AN
Barbuda	AN
Kentucky	KY
Virginia	VA
British_Virgin_Islands	BV
Ontario	ON
Maryland	MD
Delaware	DE
Colorado	CO
West Virginia	WV
Saskatchewan	SK
Nebraska	NE
Missouri	MO
Kansas	KS
Iowa	IA
Virgin_Islands	VI
Cayman_Islands	CQ
Rhode_Island	RI
Alberta	AB
Oklahoma	OK

EnterpriseName	Short name
Montana	MT
Massachusetts	MA
Quebec	QC
Tennessee	TN
Utah	UT
Bermuda	BM
Grenada	GN
Arkansas	AR
Arizona	AZ
Oregon	OR
New_Mexico	NM
New_Brunswick	NB
New_Hampshire	NH
South_Dakota	SD
Turks_and_Caicos_Islands	TC
Montserrat	RT
CNMI	
N_Mariana_Islands	MP
Guam	GU
North_Dakota	ND
Nevada	NV
Newfoundland	NL
St_Lucia	SA
Dominica	DM
St_Vincent_Grenadines	ZF
Puerto_Rico	PR
Vermont	VT
South_Carolina	SC

EnterpriseName	Short name
Hawaii	HI
Dominican_Republic	DR
Yukon_and_Northwest_Territories	NT
Trinidad_Tobago	TR
StKitts_Nevis	KA
Jamaica	JM
Nova_Scotia	NS
Alaska	AK

Region_View_Member

Table

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Each row associates a specific region with a region view.

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

Related Tables

Region, on page 365 (via RegionID)

Region_View, on page 369 (via RegionViewID)

Table 322: Indexes for Region_View_Member Table

index_name	index_description	index_keys
XIE1Region_View_Member	nonclustered located on PRIMARY	RegionID
XPKRegion_View_Member	clustered, unique, primary key located on PRIMARY	RegionViewID, RegionID

Table 323: Fields in Region_View_Member Table

Name	Description	Data Type	Keys and NULL Option
Color	Identifies the color in which to display the region in the view.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
RegionID	Identifies the region.	DBINT	PK, FK, IE-1 NOT NULL
RegionViewID	A unique identifier for the record.	DBINT	PK NOT NULL

Rename

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

Table 324: Indexes for Rename Table

index_name	index_description	index_keys
XPKRename	clustered, unique, primary key located on PRIMARY	TableName

Table 325: Fields in Rename Table

Name	Description	Data Type	Keys and NULL Option
TableName	The name of the historical table.	VNAME32	PK NOT NULL
Buf	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

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

Each row represents a possible destination for a call. Use Unified ICM Configuration Manager to add, update, and delete Route records.

Related Tables

Peripheral_Default_Route, on page 325 (via RouteID)

Peripheral_Target, on page 336 (via RouteID)

Route_Call_Detail, on page 376 (via RouteID)

Route_Five_Minute, on page 384 (via RouteID)

Route_Half_Hour, on page 388 (via RouteID)

Route_Real_Time, on page 393 (via RouteID)

Service, on page 443 (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill_Target, on page 537 (via SkillTargetID)

Termination_Call_Detail, on page 561 (via RouteID

Table 326: Indexes for Route Table

index_name	index_description	index_keys
XAK1Route	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1Route	nonclustered located on PRIMARY	SkillTargetID, ServiceSkillTargetID
XIE2Route	Nonclustered index located on PRIMARY	DateTimeStamp
XPKRoute	clustered, unique, primary key located on PRIMARY	RouteID

Table 327: Fields in Route Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
Description	Additional information about the route.	DESCRIPTION	NULL
DepartmentID	A unique identifier that identifies a department in CCDM/CCMP deployment.	DBINT	NULL
EnterpriseName	An enterprise name for the route. This must be unique among all routes in the enterprise.	VNAME32	AK-1 NOT NULL

Name	Description	Data Type	Keys and NULL Option
RouteID	Unique identifier for the route.	DBINT	PK NOT NULL
ServiceSkillTargetID	Associated Service.SkillTargetID. Every route that terminates at a peripheral should have a service.	DBINT	FK, IE-1 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 NULL

Route_Call_Detail

This table is one of the tables in the Route category (see Route, on page 619). For more information about database rules of these tables, see Route Tables, on page 696.

It gets populated on the central database. When Detailed Data Server (DDS) role is enabled on Administration and Data Server, this table gets populated on HDS database also.

Whenever the system software receives a routing request, each row in this table records information about the routing request and the route the system software chooses for it. Therefore, the system generates a Route_Call_Detail record for every routing request it processes.

Because this table grows larger in size, running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract data from the HDS into your custom database. The custom database must be on a separate server and ensure that other Unified ICM or Unified CC Enterprise components do not use it. Use only DBDateTime (date and time of the record when written to the HDS database) to perform the extraction. You can index the table on the custom database according to the custom reporting needs.

Related Tables

- Call_Type, on page 109 (through CallTypeID)
- Dialed_Number, on page 211 (through DialedNumberID)
- Network_Target, on page 305 (through NetworkTargetID)
- Route, on page 374 (through RouteID)
- Route_Call_Variable, on page 383 (RecoveryKey maps to Route_Call_Variable.RCDRecoveryKey)
- Routing_Client, on page 407 (through RoutingClientID)
- Script, on page 432 (through ScriptID)
- Script_Cross_Reference, on page 434 (through FinalObjectID)
- Termination_Call_Detail, on page 561 (through Day + RouterCallKey)

Table 328: Indexes for Route_Call_Detail Table

index_name	index_description	index_keys
XPKRoute_Call_Detail	Primary key **Note** Unlike the default, this primary key is nonclustered.	RecoveryKey
XIE1Route_Call_Detail	Inversion key	DateTime
XIE2Route_Call_Detail	Inversion key	DbDateTime
XIE3Route_Call_Detail	Inversion key	DateTime, RouterCallKey, RouterCallKeySequenceNumber

Table 329: Fields in Route_Call_Detail Table

Name	Description	Data Type	Keys and NULL Option
ANI	Automatic Number Identification, identifies the calling party.	VNAME32	NULL
ApplicationGatewayID	Foreign key to the Application_Gateway table and represents the instance that is selected by the Contact sharing node for this route.	DBINT	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
CallStartDateTimeUTC	The time at which the Central Controller started routing the call. It is reported in the UTC format.	DBDATETIME	NULL
CallSegmentTime	Time in seconds that the system took to segment a private network call. For example, if the system software handed off the caller to a menu of choices, CallSegmentTime reflects the length of time the caller spent in the menu.	DBINT	NULL
CallTrace	The system software does not populate this field. It is reserved for future use.	varbinary(max)	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 system software.	DBINT	FK NULL

Name	Description	Data Type	Keys and NULL Option
CDPD	Customer Database Provided Digits. Used to track a 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
ContactShareErrorCode	Contact Share Error code returned by the contact share node. • **0** - No error • **2** - CS_NOT_CONNECTED No connection to the Contact Share process. • **3** - CS_TIMED_OUT Request to the Contact Share process failed. • **4** - CS_CONFIG_ERROR Contact Share process encountered a configuration related error. • **5** - CS_EXECUTION_ERROR Contact Share process encountered an expression execution related error. • **8** - CS_APPGTW_ERROR Unable to lookup application gateway with the code that the Contact Share process returned. • **9** - CS_UNKNOWN_ERROR Contact Sharing encountered an unknown error.	DBINT	NULL
ContactShareGroupID	Foreign key to the Contact_Share_Group table and represents the Contact Share Group ID for this route.	DBINT	NULL
ContactShareQueueID	Foreign key to the Contact_Share_Queue table and represents the Contact Share Queue ID selected by the Contact Sharing node for this route.	DBINT	NULL
ContactShareResult	Result of the Contact Share Calculation as defined by the Rule Expression.	DBFLT4	NULL
ContactShareRuleID	Foreign key to the Contact_Share_Rule table and represents the Contact Share Rule in effect at the time of this route.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DateTime	The date and time when the call was routed.	DBDATETIME	IE-1 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 NULL
DialedNumberID	Foreign key from the Dialed Number table.	DBINT	FK NULL
DialedNumberString	The dialed number for the call. If the dialed number for the call is configured, this is 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 is NULL.	VNAME32	NULL
ECCPayloadID	A unique identifier for this ECC payload	DBINT	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	VARCHAR(64)	NULL
FutureUseVarchar2	Reserved for future use	VARCHAR(64)	NULL
FinalObjectID	Identifies the node ID of the last script node that was run 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 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 NULL

Name	Description	Data Type	Keys and NULL Option
MRDomainID	An identifier for the Media Routing Domain in the Unified ICM system configuration	DBINT	NULL
MsgOrigin	The originator of the request: • **- 1** = Unspecified • **1** = Switch • **2**= CallSim • **3** = TestCall	DBSMALLINT	NULL
NetQTime	Time in seconds the call spent in a network router queue. For **Unified CCE**or **translation routed calls,** NetQTime is included in the computation of answer wait time. 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 or peripheral target that was chosen by the system software.	DBINT	FK 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 request is sent from the ACD to the system software through the Peripheral Gateway. For a list of valid options, see Route Call Detail Fields, on page 661.	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 Unified ICM/Unified CCE software to track the record. **Note** Unlike the default, this primary key is nonclustered.	DBFLT8	PK NOT NULL
RequeryResult	The reason for the last Requery operation.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RequestType	Type of request. For the list of values, see Route Call Detail Fields, on page 661.	DBSMALLINT	NOT NULL
RouteID	Foreign key from the Route table. This system software identifier specifies the route where the call was sent. A route is a value that is 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 Unified ICM central database. Route IDs are generated automatically when a route is configured in the Route Configuration window of Unified ICM Configuration Manager.	DBINT	FK NULL
RouterCallKey	A call key counter created and set by the system software. This value forms the unique portion of the 64-bit key for the call. The system software resets this counter at midnight.	DBINT	NOT NULL
RouterCallKeyDay	A value indicating the day that the call was received and 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. For PG routing clients, this field defines the Termination_Call_Detail instance that initiated the route request.	DBINT	NULL
RouterErrorCode	Error code from the CallRouter process. See *Router Error Codes* for the complete list of RouterError codes.	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

Name	Description	Data Type	Keys and NULL Option
RoutingClientID	Foreign key from the Routing Client table. This is a unique identifier for this routing client. The routing client ID is generated automatically when the routing client is configured in the Routing Client Configuration window of Unified ICM Configuration Manager.	DBSMALLINT	FK NOT NULL
ScriptID	Foreign key from Script table. Indicates the script used to route the call. This unique identifier is generated automatically by the system software.	DBINT	FK NULL
TargetLabel	The label associated with the ultimate target at the switch. For a translation routed call, this is the label of the final destination, not of the translation route itself. If the label for the call is configured, this will be the same as the Label field of the label specified by TargetLabelID. If the label for the call is not configured, this is the final label for the call and TargetLabelID will be NULL.	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
TargetType	A numeric value representing the result of the routing script. To see the list of values, see Route Call Detail Fields, on page 661.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	NULL
Unused	This field is reserved.	CHAR(4)	NULL
UserToUser	ISDN private network User to User information. For tasks related to the Webex Connect integration with CCE, this field displays the client task ID.	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

Name	Description	Data Type	Keys and NULL Option
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

Route_Call_Variable

This table is one of the tables in the Route category (see Route, on page 619). For more information about database rules of these tables, see Route Tables, on page 696.

It gets populated on the central database. When Detailed Data Server (DDS) role is enabled on Administration and Data Server, this table gets populated on HDS database also.

Each row records the value of an expanded call variable for a call routed by the system software. If the expanded call variable is an array, one Route_Call_Variable row is generated for each element of the array. Therefore, the system software generates a Route_Call_Variable record for each enabled persistent expanded call variable for every routing request it processes.

Because this table grows larger in size, running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract data from the HDS into your custom database. The custom database must be on a separate server and ensure that other Unified ICM or Unified CC Enterprise components do not use it. Use only DBDateTime (date and time of the record when written to the HDS database) to perform the extraction. You can index the table on the custom database according to the custom reporting needs.

Related Tables

Expanded_Call_Variable, on page 255 (via ExpandedCallVariableID)

Route_Call_Detail, on page 376 (RCDRecoveryKey maps to Route_Call_Detail.RecoveryKey)

Table 330: Indexes for Route_Call_Variable Table

index_name	index_description	index_keys
XAK1Route_Call_Variable	Clustered, unique, unique key located on PRIMARY	RCDRecoveryKey, ExpandedCallVariableID, ArrayIndex

index_name	index_description	index_keys
XIE1Route_Call_Variable	Nonclustered located on PRIMARY	DateTime
XIE2Route_Call_Variable	Nonclustered located on PRIMARY	DbDateTime
XPKRoute_Call_Variable	Nonclustered, unique, primary key located on PRIMARY	RecoveryKey

Table 331: Fields in Route_Call_Variable Table

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 NOT NULL
DateTime	The date and time when the call was routed.	DBSMALLDATE	IE-1 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 NULL
ECCValue	The value of the call variable or array element.	VARCHAR(255)	NULL
ExpandedCallVariableID	Identifies the expanded call variable.	DBSMALLINT	AK-2, FK NOT NULL
RCDRecoveryKey	The RecoveryKey value from the associated Route_Call_Detail row.	DBFLT8	AK-2 NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL

Route_Five_Minute

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

It gets populated on central and HDS databases. Each row contains statistics about a route during the most recent five-minute interval. The system software generates Route_Five_Minute records for each route.

Related Table

Route, on page 374 (via RouteID)

Table 332: Indexes for Route_Five_Minute Table

index_name	index_description	index_keys
XAK1Route_Five_Minute	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XPKRoute_Five_Minute	Clustered, unique, primary key located on PRIMARY	DateTime, RouteID, TimeZone

Table 333: Fields in Route_Five_Minute Table

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
CallsAnsweredToday	Number of calls to the route answered since midnight.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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). **Handled Call** • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. 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 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
CallsQNow	Calls in queue for the route at the peripheral at the end of the interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsRoutedToday	Running total of calls the system 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 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 Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
RouteID	Foreign key from the Route table.	DBINT	PK, FK NOT NULL
ServiceLevelAbandTo5	Total of calls to the route abandoned within the service level threshold during the five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	Cumulative total of calls to the route abandoned within the 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 service level threshold during the five-minute interval.	DBINT	NULL
ServiceLevelCallsToday	Cumulative total of calls to the route answered within the service level since midnight.	DBINT	NULL
ServiceLevelTo5	Service level for the route for the five-minute interval.	DBFLT4	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelToday	Cumulative service level for this route since midnight. The system software uses the same type of calculation as specified for the service associated with the route.	DBFLT4	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
Unused1	This field is not used.	DBFLT4	NULL

Route_Half_Hour

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

Central database only. Each row contains statistics for each route during the most recent 30-minute interval. The system software generates Route_Half_Hour records for each route.

Related Table

Route, on page 374 (via RouteID)

Table 334: Indexes for Route_Half_Hour Table

index_name	index_description	index_keys
XAK1Route_Half_Hour	nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Route_Half_Hour	nonclustered located on PRIMARY	DbDateTime
XPKRoute_Half_Hour	clustered, unique, primary key located on PRIMARY	DateTime, RouteID, TimeZone

Table 335: Fields in Route_Half_Hour Table

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

Name	Description	Data Type	Keys and NULL Option
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: **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: **DelayQTimeToHalf / CallsQToHalf**	DBINT	NULL
AvgHandleTimeToHalf	The average handled calls time in seconds for calls counted as handled for the route during the half-hour interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call. This value is calculated as follows: **HandleTimeToHalf / CallsHandledToHalf.** The AvgHandleTime value is counted when the after-call work time associated with the call is completed, and the database is updated every half hour.	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: **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: **TalkTimeToHalf / CallsHandledToHalf .**The field is counted when all after-call work associated with the call is completed, and the database is updated every half hour.	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

Name	Description	Data Type	Keys and NULL Option
CallsAnsweredToHalf	The total number of calls answered by agents, IVRs, or voice-mail ports for the route during the half-hour interval.	DBINT	NULL
CallsHandledToHalf	Total number of calls handled on this route during the half-hour interval. CallsHandled includes all calls handled by any answering resource for the route (for example, an IVR, agent, or voice mail port). A **handled call** is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. 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 system 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 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 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

Name	Description	Data Type	Keys and NULL Option
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
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 system 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

Name	Description	Data Type	Keys and NULL Option
OverflowOutToHalf	Number of calls the peripheral retargeted, or overflowed, out of the route during the half-hour interval. The system 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
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
RedirectNoAnsCallsToHalf	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the current half-hour interval.	DBINT	NULL
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use.	DBINT	NULL
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	NULL
RouteID	Foreign key from the Route table.	DBINT	PK, FK NOT NULL
ServiceLevelAbandToHalf	Cumulative total of calls to the route abandoned within the 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 service level during the half-hour interval.	DBINT	NULL
ServiceLevelToHalf	Cumulative service level for the route during the half-hour interval. The system 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

Name	Description	Data Type	Keys and NULL Option
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 Unified 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 counted when any after-call work associated with the call is completed, and the database is updated every half hour.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	NOT NULL

Route_Real_Time

Table

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

Local database only.

Each row contains real time information about a route. The system software generates a Route_Real_Time record for each route.

Related Table

Route, on page 374 (via RouteID)

Table 336: Indexes for Route_Real_Time Table

index_name	index_description	index_keys
XPKRoute_Real_Time	clustered, unique, primary key located on PRIMARY	RouteID

Table 337: Fields in Route_Real_Time Table

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 rolling 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 rolling 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 rolling five-minute interval: **HandleTimeTo5 / CallsHandledTo5**.	DBINT	NULL
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the route during the rolling five-minute interval: **AnswerWaitTimeTo5 / CallsAnsweredTo5**.	DBINT	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the route ending during the rolling 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
CallsAbandQTo5	Number of calls to the route abandoned while in queue or ringing during the rolling 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 rolling five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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. A **handled call** is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. 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 rolling five-minute interval. 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 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 rolling 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 rolling five-minute interval.	DBINT	NULL
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

Name	Description	Data Type	Keys and NULL Option
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 system 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 rolling 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 rolling 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 rolling five-minute interval.	DBINT	NULL
HoldTimeToday	The total hold time in seconds for calls to the route ending since midnight.	DBINT	NULL
LongestCallQ	TTime 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
RedirectNoAnsCallsHalf	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the current half-hour interval.	DBINT	NULL
RedirectNoAnsCallsTo5	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the rolling five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RedirectNoAnsCallsToday	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service since midnight.	DBINT	NULL
RouteID	Foreign key from the Route table.	DBINT	PK, FK NOT NULL
ServiceLevelAbandHalf	Number of calls to the route abandoned within the service level threshold during the current half-hour interval.	DBINT	NULL
ServiceLevelAbandTo5	Number of calls abandoned within the service level threshold during the rolling five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	Number of calls to the route abandoned within the service level threshold since midnight.	DBINT	NULL
ServiceLevelCallsHalf	Number of calls to the route answered within the 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 rolling 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 service level threshold during the rolling five-minute interval.	DBINT	NULL
ServiceLevelCallsToday	Number of calls to the route answered within the service level threshold since midnight.	DBINT	NULL
ServiceLevelHalf	Service level for the route during the current half-hour interval.	DBFLT4	NULL
ServiceLevelTo5	Service level for the route during the rolling five-minute interval.	DBFLT4	NULL
ServiceLevelToday	Service level for the route since midnight. The system software uses the same type of calculation as specified for the service associated with the route.	DBFLT4	NULL

Name	Description	Data Type	Keys and NULL Option
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 rolling five-minute interval.	DBINT	NULL
TalkTimeToday	The total talk time in seconds for calls to the route ending since midnight.	DBINT	NULL

Router_Queue_Interval

This table defines the statistics about each Precision Queue during the last 15 or 30 minute interval.

Table 338: Indexes for Router_Queue_Interval Table

index_name	index_description	index_keys
XAK1Router_Queue_Interval	nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Router_Queue_Interva	nonclustered located on PRIMARY	DbDateTime
XPKRouter_Queue_Interval	Clustered unique primary key located on PRIMARY	DateTime, PrecisionQueueID, TimeZone

Table 339: Fields in Router_Queue_Interval Table

Name	Description	Data Type	Keys and NULL Option
AbandInterval1	The number of calls abandoned within Interval 1. For Router Queue Interval, AbandInterval is calculated from the time the call is queued to a skill group or a precision queue, to the time the call is abandoned. This includes any requery time.	DBINT	NULL
AbandInterval2	Number of calls abandoned within interval 2. See AbandInterval1.	DBINT	NULL
AbandInterval3	Number of calls abandoned within interval 3. See AbandInterval1.	DBINT	NULL
AbandInterval4	Number of calls abandoned within interval 4. See AbandInterval1.	DBINT	NULL
AbandInterval5	Number of calls abandoned within interval 5. See AbandInterval1.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AbandInterval6	Number of calls abandoned within interval 6. See AbandInterval1.	DBINT	NULL
AbandInterval7	Number of calls abandoned within interval 7. See AbandInterval1.	DBINT	NULL
AbandInterval8	Number of calls abandoned within interval 8. See AbandInterval1.	DBINT	NULL
AbandInterval9	Number of calls abandoned within interval 9. See AbandInterval1.	DBINT	NULL
AbandInterval10	Number of calls abandoned within interval 10. See AbandInterval1.	DBINT	NULL
AbandStep1	Number of calls abandoned in step 1.	DBINT	NULL
AbandStep2	Number of calls abandoned in step 2.	DBINT	NULL
AbandStep3	Number of calls abandoned in step 3.	DBINT	NULL
AbandStep4	Number of calls abandoned in step 4.	DBINT	NULL
AbandStep5	Number of calls abandoned in step 5.	DBINT	NULL
AbandStep6	Number of calls abandoned in step 6.	DBINT	NULL
AbandStep7	Number of calls abandoned in step 7.	DBINT	NULL
AbandStep8	Number of calls abandoned in step 8.	DBINT	NULL
AbandStep9	Number of calls abandoned in step 9.	DBINT	NULL
AbandStep10	Number of calls abandoned in step 10.	DBINT	NULL
AnsInterval1	The number of calls answered within Interval 1. For Router Queue Interval, AnsInterval is calculated from the time the call is queued to a skill group or a precision queue, to the time the call is answered. This includes any requery time.	DBINT	NULL
AnsInterval2	Number of calls answered within interval 2. See AnsInterval1.	DBINT	NULL
AnsInterval3	Number of calls answered within interval 3. See AnsInterval1.	DBINT	NULL
AnsInterval4	Number of calls answered within interval 4. See AnsInterval1.	DBINT	NULL
AnsInterval5	Number of calls answered within interval 5. See AnsInterval1.	DBINT	NULL
AnsInterval6	Number of calls answered within interval 6. See AnsInterval1.	DBINT	NULL
AnsInterval7	Number of calls answered within interval 7. See AnsInterval1.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AnsInterval8	Number of calls answered within interval 8. See AnsInterval1.	DBINT	NULL
AnsInterval9	Number of calls answered within interval 9. See AnsInterval1.	DBINT	NULL
AnsInterval10	Number of calls answered within interval 10. See AnsInterval1.	DBINT	NULL
AnsStep1	Number of calls answered in step 1.	DBINT	NULL
AnsStep2	Number of calls answered in step 2.	DBINT	NULL
AnsStep3	Number of calls answered in step 3.	DBINT	NULL
AnsStep4	Number of calls answered in step 4.	DBINT	NULL
AnsStep5	Number of calls answered in step 5.	DBINT	NULL
AnsStep6	Number of calls answered in step 6.	DBINT	NULL
AnsStep7	Number of calls answered in step 7.	DBINT	NULL
AnsStep8	Number of calls answered in step 8.	DBINT	NULL
AnsStep9	Number of calls answered in step 9.	DBINT	NULL
AnsStep10	Number of calls answered in step 10.	DBINT	NULL
AttributeID1	Attribute 1 associated with the precision queue.	DBINT	NULL
AttributeID2	Attribute 2 associated with the precision queue.	DBINT	NULL
AttributeID3	Attribute 3 associated with the precision queue.	DBINT	NULL
AttributeID4	Attribute 4 associated with the precision queue.	DBINT	NULL
AttributeID5	Attribute 5 associated with the precision queue.	DBINT	NULL
AttributeID6	Attribute 6 associated with the precision queue.	DBINT	NULL
AttributeID7	Attribute 7 associated with the precision queue.	DBINT	NULL
AttributeID8	Attribute 8 associated with the precision queue.	DBINT	NULL
AttributeID9	Attribute 9 associated with the precision queue.	DBINT	NULL
AttributeID10	Attribute 10 associated with the precision queue.	DBINT	NULL
BucketIntervalID	Foreign Key to the BucketInterval table.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsAbandDequeued	The number of calls that were abandoned and de-queued from this Precision Queue. When a call is queued to multiple Skill Groups or Precision Queues and abandoned, the CallsAbandQ field is incremented for one Skill Group or Precision Queue and CallsAbandDequeued is incremented for all of the other skill groups and or Precision Queues. The Skill Group or Precision Queue that is charged with the abandon is the one to which the call had been continuously queued to the longest at the time of the abandon. Usually, this would be the first Skill Group or Precision Queue the script queued the call to, unless a more complicated dequeue, queue, or requeue scenario changes the order. The term "continuously queued" means that if a call is queued to a group, later dequeued, and still later requeued, the earlier time in queue is not used in determining which group the abandon is charged against. This field is applicable to Unified CCE environments and to Unified ICM environments where calls are translation-routed to Skill Groups. This value is set by the Call Router.	DBINT	NULL
CallsAbandToAgent	In the reporting interval, the number of calls abandoned after they have been routed to the agent desktop and before they have been answered (for example, Abandon Ringing). This field is applicable for Unified CCE systems and for systems where calls are translation-routed to Skill Groups.	DBINT	NULL
CallsAbandQ	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.	DBINT	NULL
CallsAnswered	Number of calls answered by this precision queue across all peripherals.	DBINT	NULL
CallsDequeued	The number of calls that were de-queued from this skill group to be routed to another Skill Group or Precision Queue in the reporting interval. This field is also incremented when a call is de-queued via Cancel Queue node. This field is applicable to Unified CCE environments and to Unified ICM environments where calls are translation-routed to Skill Groups.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsOffered	The number of calls routed or queued for the Precision Queue in the reporting interval. This value is set by the Call Router. This fields does not include local ACD calls, not routed by Unified ICM. Such calls are counted in the CallsOffered field of Skill_Group tables. **Note** CallsOffered = CallsAbandToAgent + CallsHandled + CallsDequeued + RedirectNoAnsCalls + RouterError + CallsAbandQ + CallsAbandDequeued. This field is applicable to Unified CCE environments and to Unified ICM environments where calls are translation-routed to Skill Groups. This value is incremented by: • CallType short calls that are counted as abandoned for Skill Groups. (There is no short call count in the Skill_Group_Real_Time table.) • Calls that are cancelled bis Cancel Queue node and re-queued to the same Skill Group. • Calls that are routed to a Skill Group, re-queried, and re-queued to the same Skill Group	DBINT	NULL
DateTime	The date and time at the start of the reporting interval.	DBSMALLDATE	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
DelayQAbandTime	The summation of time spent waiting in queue with this skill group by callers that abandon before being routed to an agent.	DBINT	NULL
RedirectNoAnsCalls	The value represents the number of calls that reached an agent's terminal and been redirected on failure to answer in this Precision Queue during the current reporting interval.	DBINT	NULL
CallsHandled	The value represents the number of inbound routed calls answered and wrap-up completed by agents associated with this Precision Queue during the reporting interval. This field is applicable for Unified CCE. A handled call is either: • An incoming routed call that was answered by an agent and then completed. • A non-voice task that the agent started working on then completed. A handled call or task is completed when the agent associated with the call or task finishes the wrap-up work associated with the call or task.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt1	The value represents the number of abandoned short calls. If the call abandons before the Abandon Call Wait Time threshold, the call is reported as a short call. For every abandoned short call, the value is incremented by 1.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
MaxCallsQueued	The maximum number of calls queued for this skill group during this interval. Calls queued against multiple skill groups are included in the count for each skill group to which the calls are queued.	DBINT	NULL
MaxCallWaitTime	The longest a call had to wait before being answered, abandoned, or otherwise ended. This includes time in the network queue, local queue, and ringing at the agent if applicable.	DBINT	NULL
OfferedStep1	Number of calls offered in step 1.	DBINT	NULL
OfferedStep2	Number of calls offered in step 2.	DBINT	NULL
OfferedStep3	Number of calls offered in step 3.	DBINT	NULL
OfferedStep4	Number of calls offered in step 4.	DBINT	NULL
OfferedStep5	Number of calls offered in step 5.	DBINT	NULL
OfferedStep6	Number of calls offered in step 6.	DBINT	NULL
OfferedStep7	Number of calls offered in step 7.	DBINT	NULL
OfferedStep8	Number of calls offered in step 8.	DBINT	NULL
OfferedStep9	Number of calls offered in step 9.	DBINT	NULL
OfferedStep10	Number of calls offered in step 10.	DBINT	NULL
PrecisionQueueID	Reserved for future use.	DBINT	NULL
PickRequests	The total number of pick requests successfully routed by the precision queue.	DBINT	NULL
PullRequests	The total number of pull requests successfully routed by the precision queue.	DBINT	NULL
PickErrors	Number of pick requests resulting in an error.	DBINT	NULL
PullErrors	Number of pull requests resulting in an error.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
QueueCalls	Number of calls queued to the group by the CallRouter during the reporting interval. This field is set by the CallRouter.	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 Unified ICM/Unified CCE software to track the record.	DBFLT8	NOT NULL
ReportingHalfHour	The value indicates Half Hour boundary interval (0 - 47). Two 15 minute interval records will have a unique half hour boundary value.	DBINT	NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The valid values are 30 (default) or 15.	DBINT	NULL
RoutedToAgent	Number of calls sent to an agent using this precision queue.	DBINT	NULL
RouteError	The number of calls that resulted in an error condition in the reporting interval. This field is applicable to Unified CCE environments and to Unified ICM environments where calls are translation-routed to Skill Groups.	DBINT	NULL
ServiceLevel	Service Level for the skill group during the reporting interval. This value is computed based on the ServiceLevelCalls, ServiceLevelCallsoffered, ServiceLevelCallsAband and CallsDequeued. There are three types of service level calculations, and they are determined by the Service Level type chosen in configuration. They are: • Ignore Abandoned Calls ServiceLevel = ServiceLevelCalls / (ServiceLevelCallsoffered - ServiceLevelCallsAband - CallsDequeued) • Abandoned Calls have Negative Impact ServiceLevel = ServiceLevelCalls / ServiceLevelCallsoffered - CallsDequeued) • Abandoned Calls have Positive Impact ServiceLevel = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - CallsDequeued) **Note** This field is relevant to the Unified CCE environment only.	DBFLT4	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCalls	For Router Queue Interval, ServiceLevelCalls is calculated from the time the call type changes to the time the call is answered. Calls may abandon while in the Skill Group queue, or they may abandon after they have been routed to a Skill Group. Calls that abandon after they are routed to a Skill Group are identified by TCD records with abandoned call disposition flag. If the call is queued and abandons before it is routed to any Skill Groups (within the ServiceLevel threshold), the Router will increment this value for ALL the Skill Groups this call was queued for. If the call abandons after it was routed to a Skill Group, that Skill Group will have ServiceLevelCallsAband incremented. **Note** This field is relevant to the Unified CCE environment only.	DBINT	NULL
ServiceLevelCallsAband	For Router Queue Interval, ServiceLevelAband is calculated from the time the call type changes to the time the call is abandoned. The number of calls that abandoned within the skill group ServiceLevel threshold in the reporting interval. Calls may abandon while in the Skill Group queue, or they may abandon after they have been routed to a Skill Group. Calls that abandon after they are routed to a Skill Group are identified by TCD records with abandoned call disposition. If the call is queued and abandons before it is routed to any Skill Groups (within the ServiceLevel threshold), the Router will increment this value for ALL the Skill Groups this call was queued for. If the call abandons after it was routed to a Skill Group, that Skill Group will have ServiceLevelCallsAband incremented. Other Skill Groups will have ServiceLevelCallsDequeued incremented. Dequeuing the call via Cancel Node has no impact on ServiceLevelCallsAband. **Note** This field is relevant to the Unified CCE environment only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL
ServiceLevelCallsDequeue	The number of queued calls de-queued from a skill group within the skill ServiceLevel threshold in the reporting interval. Calls may be de-queued via Cancel Queue node or de-queued from this Skill Group to be routed to a different Skill Group. Note: This field is relevant to the Unified CCE environment only. Note: With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCallsOffered	The number of calls routed to a skill group or queued for a skill group in the reporting interval. Includes the following categories of calls: • Calls that are answered within the ServiceLevel threshold • Calls that are abandoned within the ServiceLevel threshold • Calls that are redirected within the ServiceLevel threshold (this is consistent with Call Type ServiceLevel) • Calls that are not complete after the ServiceLevel threshold has passed (that is, calls queued longer than the Service Level threshold). **Note** ServicelevelCallsOffered field, calls that encountered an error are counted, irrespective of how the calls ended (within or beyond the threshold). You can use the RouterError field to exclude all the erroneous calls and ServiceLevelError field to exclude erroneous calls before threshold.Note: This field is relevant to the Unified CCE environment only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL
ServiceLevelError	The calls that ended in Error state within the skill group Service Level threshold during the reporting interval **Note** This field is relevant to the Unified CCE environment only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL
ServiceLevelRONA	The calls that redirected on no answer within the Service Level threshold during the reporting interval. These calls are part of the ServiceLevelCallsOffered. **Note:** This field is relevant to the Unified CCE environment only. **Note:** With the existence of a network VRU, this value includes time in the network queue. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
SkipStep1	Number of calls skipped due to Consider If in step 1.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
SkipStep2	Number of calls skipped due to Consider If in step 2.	DBINT	NULL
SkipStep3	Number of calls skipped due to Consider If in step 3.	DBINT	NULL
SkipStep4	Number of calls skipped due to Consider If in step 4.	DBINT	NULL
SkipStep5	Number of calls skipped due to Consider If in step 5.	DBINT	NULL
SkipStep6	Number of calls skipped due to Consider If in step 6.	DBINT	NULL
SkipStep7	Number of calls skipped due to Consider If in step 7.	DBINT	NULL
SkipStep8	Number of calls skipped due to Consider If in step 8.	DBINT	NULL
SkipStep9	Number of calls skipped due to Consider If in step 9.	DBINT	NULL
SkipStep10	Number of calls skipped due to Consider If in step 10.	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	NOT NULL

Routing_Client

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

Each row corresponds to a routing client; that is, an entity that can submit routing requests to the system 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.

Related Tables

Default_Call_Type, on page 206 (via RoutingClientID)

Dialed_Number, on page 211 (via RoutingClientID)

Label, on page 279 (via RoutingClientID)

Logical_Interface_Controller, on page 283(via LogicalControllerID)

Peripheral, on page 320 (via PeripheralID)

Route_Call_Detail, on page 376 (via RoutingClientID)

Routing_Client_Five_Minute, on page 411 (via RoutingClientID)

Translation_Route_Half_Hour, on page 581 (via RoutingClientID)

Table 340: Indexes for Routing_Client Table

index_name	index_description	index_keys
XAK1Routing_Client	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1Routing_Client	nonclustered located on PRIMARY	PeripheralID
XIE2Routing_Client	nonclustered located on PRIMARY	LogicalControllerID
XPKRouting_Client	clustered, unique, primary key located on PRIMARY	RoutingClientID

Table 341: Fields in Routing_Client Table

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. To see Client Type values, see Client Type, on page 650.	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

Name	Description	Data Type	Keys and NULL Option
CongestionTreatmentMode	Congestion treatment mode for routing clients. Values for this field include the following: • 0 - **Use System Congestion Control**: The call treatment will be applied based on System Congestion Control settings. • 1 - **Treat call with Dialed Number Default Label**: The calls to be rejected due to congestion are treated with the default label of the dialed number on which the new call arrived. • 2 - **Treat call with Routing Client Default Label**: The calls to be rejected due to congestion are treated with the default label of the routing client which of the new call arrived. • 3 - **Treat call with System Default Label**: The calls to be rejected due to congestion are treated with the system default label set in Congestion Control settings. • 4 - **Terminate call with a Dialog Fail or RouteEnd**: Terminates the new call dialog with a dialog failure. • 5 - **Treat call with a Release Message to the Routing Client**: Terminates the new call dialog with a release message.	DBINT	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DefaultLabel	Default label for the routing client to treat the call. This label will respond when congestion treatment is set to **Treat call with System Default Label (3)**. The label will be sent only to the calls to be rejected.	VNAME32	NULL
DefaultMRDomainID	The default Media Routing Domain associated with this routing client.	DBINT	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N**= No	DBCHAR	NOT NULL
Description	Additional information about the routing client.	DESCRIPTION	NULL

Name	Description	Data Type	Keys and NULL Option
DialedNumberLabelMapPresent	• **0** =Not to use DN/Label map • **1** =Use DN/Label map for labels, excluding translation route labels • **2**=Use DN/Label map for all labels, including translation route labels	DBSMALLINT	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 NOT NULL
LateThreshold	Threshold value, in milliseconds, for classifying responses as late. Any response that exceeds this threshold is considered late even if it does not exceed the TimeoutThreshold.	DBSMALLINT	NOT NULL
LogicalControllerID	Specifies the logical interface controller (PG or NIC) that services the routing client.	DBSMALLINT	FK,, IE-2 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: • Y = Network Transfer is preferred • N = Network Transfer is not preferred.	DBCHAR	NOT NULL
PeripheralID	Indicates which peripheral is acting as the interface to the system software within a private network.	DBSMALLINT	FK, IE-1 NULL
RoutingClientID	Unique identifier for this routing client.	DBSMALLINT	PK NOT NULL
RoutingType	Type of routing for MR client type. The value is NONE by default, or Multichannel when implemented with Social Media.	DBINT	NULL
TimeoutLimit	Maximum time, in seconds, for which the routing client waits for a response. If the routing client receives no responses from the system software within this limit, it terminates routing operation.	DBSMALLINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
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

Routing_Client_Five_Minute

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

It gets populated on central and HDS databases. This table contains statistics for each routing client during the five-minute interval.

The system software generates Routing_Client_Five_Minute records for each routing client.

Related Tables

Physical_Interface_Controller, on page 340(via PhysicalControllerID)

Routing_Client, on page 407 (via RoutingClientID)

Table 342: Indexes for Routing_Client_Five_Minute Table

index_name	index_description	index_keys
XAK1Routing_Client_Five_Minute	nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XPKRouting_Client_Five_Minute	clustered, unique, primary key located on PRIMARY	DateTime, RoutingClientID, PhysicalControllerID, TimeZone

Table 343: Fields in Routing_Client_Five_Minute Table

Name	Description	Data Type	Keys and NULL Option
AbandonTo5	Number of Abandoned messages the routing client sent to the system 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 system software sent to the routing client during the five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AnswerTo5	Number of Answered messages the routing client sent to the system software during the five-minute interval.	DBINT	NULL
CalledPartyBusyTo5	Number of Called Party Busy messages the routing client sent to the system software during the five-minute interval.	DBINT	NULL
CallEventReportTo5	Number of Call Event Report messages the routing client sent to the system software during the five-minute interval.	DBINT	NULL
CallGapTo5	Number of Call Gap messages the system software sent to the routing client during the five-minute interval.	DBINT	NULL
CallRouterQueueTo5	Number of CallRouter queue messages the system software sent to the routing client during the five-minute interval.	DBINT	NULL
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
CongestionDurationTo5	Congestion duration in number of seconds during the five minute interval.	DBINT	NULL
ConnectTo5	Number of Connect messages the system 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 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 NULL
DestinationTo5	Number of destination labels the system 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 system software during the five-minute interval.	DBINT	NULL
DialogFailTo5	Number of Dialog Fail messages the system software sent to the routing client during the five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DiscardedCallsTo5	During the five-minute, the 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 system software during the five-minute interval.	DBINT	NULL
HighestCongestionLevelTo5	Highest congestion level in a 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
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

Name	Description	Data Type	Keys and NULL Option
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	Number of responses to the routing client that exceeded the late threshold but did not timeout.	DBINT	NULL
LateCallsTo5	Total number of calls during the five-minute interval that were responded to after the late threshold.	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 system software sent to the routing client during the five-minute interval.	DBINT	NULL
NetworkDefaultTo5	Number of Network Default responses the system software sent to the routing client during the five-minute interval.	DBINT	NULL
NetworkPostQueryTo5	Number of Post-Query labels the system software sent to the routing client during the five-minute interval.	DBINT	NULL
NetworkResourceTo5	Number of Network Resource labels the system software sent to the routing client during the five-minute interval.	DBINT	NULL
NetworkRingTo5	Number of Ring labels the system software sent to the routing client during the five-minute interval.	DBINT	NULL
NewCallTo5	Number of New Call messages the routing client sent to the system software during the five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
NoAnswerTo5	Number of No Answer messages the routing client sent to the system software during the five-minute interval.	DBINT	NULL
NumAlternateCallConfTo5	Number of Alternate Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumAlternateCallReqTo5	Number of Alternate Requests sent (PG) or received (NIC) in the five-minute window.	DBINT	NULL
NumBlindTransferConfTo5	The number of blind transfer confirmation messages the routing client sent during the five-minute interval.	DBINT	NULL
NumCallEstablishedEventTo5	Number of Established Events sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumCallFailedEventTo5	The number of call failure event messages the routing client sent during the five-minute interval.	DBINT	NULL
NumCallHeldEventTo5	Number of Held Events sent (NIC) or received (PG) in the five-minute window..	DBINT	NULL
NumCallOriginatedEventTo5	Number of Originated Events sent (NIC) or received (PG) in the five-minute window..	DBINT	NULL
NumCancelInd	The number of cancel indications the VRU routing client sent to the VRU during the five-minute interval.	DBINT	NULL
NumConferenceCallConfTo5	Number of Conference Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumConferenceCallReqTo5	Number of Conference Requests sent (PG) or received (NIC) in the five-minute window.	DBINT	NULL
NumConferencedEventTo5	Number of Conferenced Events sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumConnectionClearedEventTo5	Number of Connection Cleared Events sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumConsultConfTo5	Number of Network Consult Confirmations (responses to Connect with operation code Consult) sent (NIC) or received (PG) in the five-minute window..	DBINT	NULL
NumConsultTransferConfTo5	Number of Consultative Transfer Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
NumConsultTransferReqTo5	Number of Consultative Transfer Requests sent (PG) or received (NIC) in the five-minute window.	DBINT	NULL
NumDropConnectionConfTo5	Number of Drop Connection Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumDropConnectionReqTo5	Number of Drop Connection Requests sent (PG) or received (NIC) in the five-minute window.	DBINT	NULL
NumReconnectCallConfTo5	Number of Reconnect Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumReconnectCallReqTo5	Number of Reconnect Requests sent (PG) or received (NIC)in the five-minute window.	DBINT	NULL
NumRetrievedEventTo5	Number of Retrieved Events sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumReleaseInd	The number of release indications the VRU routing client sent to the VRU in the five-minute window.	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 system software sent to the routing client during the rollling five-minute interval.	DBINT	NULL
PhysicalControllerID	Foreign key from Physical Interface Controller table.	DBSMALLINT	PK, FK NOT NULL
RcvInErrorTo5	Number of requests from the routing client that produced errors during the five-minute interval. **Note** This field will increment only when: - 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. - 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

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 Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
RejectedRequestsTo5	The total number of calls rejected due to congestion in the five-minute interval	DBINT	NULL
ReqInstrTo5	Number of Request Instruction messages the routing client sent to the system software during the five-minute interval.	DBINT	NULL
ReRouteReqTo5	Number of ReRoute Request messages the routing client sent to the system 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 system software during the five-minute interval.	DBINT	NULL
RoutingClientID	Foreign key from Routing Client table.	DBSMALLINT	PK, FK NOT NULL
RunScriptTo5	Number of Run Script messages the system 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 system software during the five minute interval.	DBINT	NULL
TimeoutCallsTo5	Total number of calls during the five-minute interval that were responded to after the timeout threshold.	DBINT	NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
TranslationRouteAbortedTo5	Number of translation route requests initiated by the routing client that were aborted during the five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TranslationRouteTimedOutTo5	Number of translation route requests received by the routing client that exceeded the timeout threshold during the rollingfive-minute interval.	DBINT	NULL

Routing_Pattern

This table helps Unified CVP to maintain the routing pattern and decide the destination of the calls

Note This table is not applicable for Unified CCE.

Related Tables

- Machine Host (through MachineHostID)

Table 344: Indexes for Routing_Pattern Table

index_name	index_description	index_keys
XPKRouting_Pattern	Primary key	PatternID
XAK1Routing_Pattern	Unique key	Pattern

Table 345: Fields in Routing_Pattern Table

Name	Description	Data Type	Keys and NULL Option
PatternID	A primary key that identifies the pattern.	DBINT	PK NOT NULL
Pattern	The pattern for routing the call.	varchar(24)	AK NOT NULL
MachineHostID	The MachineHostID for the site name the pattern is associated to. In case of main site, the value is NULL.	DBINT	FK NULL
Description	The description of the pattern.	DESCRIPTION	NULL

Name	Description	Data Type	Keys and NULL Option
PatternType	The type of the pattern. Valid routing pattern types and their values are as follows: • VRU = 1 • Agent = 2 • External = 3	DBINT	NOT NULL
Destination	The destination where the pattern will route the call to. The destination is either SIP server group or Fully Qualified Domain Name (FQDN).	varchar(255)	NOT NULL
SendToOriginator	Enables 'Send Call to Originator'. **Note** This feature is supported only for VXML Gateway. It routes the VXML invite to the same gateway from where the call came. If the feature is not selected, the value is NULL. This field has only three possible values: 'Y', 'N', and NULL.	DBCHAR	NULL
RNATimeout	Enables 'RNA Timeout for Outbound Calls'. If the feature is not selected, the value is NULL.	DBSMALLINT	NULL
ConfigParam	Reserved for future use.	varchar(512)	NULL
ChangeStamp	A value that increments when the record changes the CHANGESTAMP in the central controller database.	CHANGESTAMP	NOT NULL

Schedule

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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.

Related Tables

Agent, on page 17 (via ScheduleID)

Business_Entity, on page 104 (via EntityID)

ICR_View, on page 266 (via ICRViewID)

Import_Log, on page 268 (via ScheduleID)

Import_Schedule, on page 278 (via ScheduleID)

Schedule_Import, on page 421(via ScheduleID)

Schedule_Import_Real_Time, on page 423 (via ScheduleID)

Schedule_Map, on page 426 (via ScheduleID)

Schedule_Report, on page 427 (via ScheduleReportID)

Schedule_Source, on page 429(via ScheduleSourceID)

Scheduled_Target, on page 430 (via ScheduleID)

Service, on page 443 (via ScheduleID)

Service_Array, on page 446 (via ScheduleID)

Skill_Group, on page 484 (via ScheduleID)

Table 346: Indexes for Schedule Table

index_name	index_description	index_keys
XAK1Schedule	nonclustered, unique, unique key located on PRIMARY	EntityID, EnterpriseName
XIE1Schedule	nonclustered located on PRIMARY	ScheduleReportID
XIE2Schedule	nonclustered located on PRIMARY	ScheduleSourceID
XIE3Schedule	nonclustered located on PRIMARY	ICRViewID
XPKSchedule	clustered, unique, primary key located on PRIMARY	ScheduleID

Table 347: Fields in Schedule Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N**=No	DBCHAR	NOT NULL
Description	Additional information about the schedule.	DESCRIPTION	NULL
EnterpriseName	A unique name for the schedule.	VNAME32	AK-1 NOT NULL

Name	Description	Data Type	Keys and NULL Option
EntityID	If partitioning is enabled, indicates the business entity to which the schedule belongs.	DBINT	AK-1, FK NOT NULL
ICRViewID	Foreign key to a description of how the system software interprets the Schedule_Import data for the schedule.	DBINT	FK, IE-3 NULL
ScheduleID	A unique identifier for the schedule.	DBINT	PK NOT NULL
SchedulePeriod	The number of minutes in each scheduling interval. A schedule can contain different data for each interval.	DBINT	NOT NULL
ScheduleReportID	Foreign key to the schedule report.	DBINT	FK, IE-1 NULL
ScheduleSourceID	Foreign key to a description of the source from which the schedule is imported.	DBINT	FK, IE-2 NULL
ScheduleType	The type of the schedule: • **1** = TCS • **2** = Custom • **5** = Report Export • **6** = Periodic	DBINT	NOT NULL

Schedule_Import

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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.

Related Table

Schedule, on page 419 (via ScheduleID)

Table 348: Indexes for Schedule_Import Table

index_name	index_description	index_keys
XAK1Schedule_Import	nonclustered, unique, unique key located on PRIMARY	RecoveryKey

index_name	index_description	index_keys
XPKSchedule_Import	clustered, unique, primary key located on PRIMARY	DateTime, ScheduleID, TimeZone

Table 349: Fields in Schedule_Import Table

Name	Description	Data Type	Keys and NULL Option
Bool1	An imported value.	DBCHAR	NOT NULL
Bool2	An imported value.	DBCHAR	NOT NULL
DateTime	The date and time at which the schedule data in the record becomes effective.	DBDATETIME	PK 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

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 Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
ScheduleID	Foreign key to the Schedule for which the data are imported.	DBINT	PK, FK 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 Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Schedule_Import_Real_Time

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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

Related Table

Schedule, on page 419 (viaScheduleID)

Table 350: Indexes for Schedule_Import_Real_Time Table

index_name	index_description	index_keys
XPKSchedule_Import_Real_Time	clustered, unique, primary key located on PRIMARY	DateTime, ScheduleID, TimeZone

Table 351: Fields in Schedule_Import_Real_Time Table

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 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

Name	Description	Data Type	Keys and NULL Option
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
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	An imported value. Foreign key to the Schedule for which the data are imported.	DBINT	PK, FK 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 Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Schedule_Map

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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.

Related Table

Schedule, on page 419 (viaScheduleID)

Table 352: Indexes for Schedule_Map Table

index_name	index_description	index_keys
XIE1Schedule_Map	nonclustered located on PRIMARY	ScheduleID
XPKSchedule_Map	clustered, unique, primary key located on PRIMARY	ScheduleMapID

Table 353: Fields in Schedule_Map Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	IAdditional 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 NOT NULL
ScheduleMapID	A unique identifier for the record.	DBINT	PKNOT NULL

Schedule_Report

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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

Related Tables

Schedule, on page 419 (via ScheduleReportID)

Schedule_Report_Input, on page 428 (via ScheduleReportID)

Table 354: Indexes for Schedule_Report Table

index_name	index_description	index_keys
XAK1Schedule_Report	nonclustered, unique, unique key located on PRIMARY	EntityID, EnterpriseName
XPKSchedule_Report	clustered, unique, primary key located on PRIMARY	ScheduleReportID

Table 355: Fields in Schedule_Report Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the report.	DESCRIPTION	NULL
EnterpriseName	A name that is unique among all schedule reports defined in the system database.	VNAME32	AK-1 NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the schedule belongs.	DBINT	AK-1, FK NOT NULL
PathName	For a SQL report, the UNC name of the file.	varchar(255)	NULL
ReportType	The type of report: • **8** = Based on a template. • **9**= Based on a SQL report.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ScheduleReportID	A unique identifier for the report.	DBINT	PK 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

Schedule_Report_Input

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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

Related Tables

Schedule_Report, on page 427 (via ScheduleReportID)

Table 356: Indexes for Schedule_Report_Input Table

index_name	index_description	index_keys
XIE1Schedule_Report_Input	nonclustered located on PRIMARY	ScheduleReportID
XPKSchedule_Report_Input	clustered, unique, primary key located on PRIMARY	ScheduleReportInputID

Table 357: Fields in Schedule_Report_Input Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 NOT NULL
ScheduleReportInputID	A unique identifier for the report input row. To see the possible values, see Target Types: Script Cross Reference and Scheduled Report Input, on page 674.	DBINT	PK NOT NULL
TargetType	Type of table to which the ForeignKey applies. To see the list of values, see Target Types: Script Cross Reference and Scheduled Report Input, on page 674.	DBINT	NOT NULL

Schedule_Source

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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

Related Table

Schedule, on page 419 (via ScheduleSourceID)

Table 358: Indexes for Schedule_Source Table

index_name	index_description	index_keys
XIE1Schedule_Source	nonclustered located on PRIMARY	EntityID
XPKSchedule_Source	clustered, unique, primary key located on PRIMARY	ScheduleSourceID

Table 359: Fields in Schedule_Source Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 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 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 UTC (formerly called GMT).	varchar(255)	NULL
SystemType	The type of system from which the data are imported.	DBINT	NOT NULL

Scheduled_Target

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

Each row represents a scheduled target. A scheduled target is not associated with a peripheral and the system 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.

Related Tables

Customer_Definition, on page 204 (via CustomerDefinitionID)

Network_Target, on page 305 (via NetworkTargetID)

Schedule, on page 419 (via ScheduleID)

Scheduled_Target_Real_Time, on page 431 (via NetworkTargetID)

Table 360: Indexes for Schedule_Target Table

index_name	index_description	index_keys
XAK1Scheduled_Target	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1Scheduled_Target	nonclustered located on PRIMARY	CustomerDefinitionID
XPKScheduled_Target	clustered, unique, primary key located on PRIMARY	NetworkTargetID

Table 361: Fields in Scheduled_Target Table

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 NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the scheduled target.	DESCRIPTION	NULL
EnterpriseName	A name that is unique among all scheduled targets defined in the system database.	VNAME32	AK-1 NOT NULL
NetworkTargetID	Identifier that is unique among all announcements, peripheral targets, and scheduled targets in the system.	DBINT	PK, FK NOT NULL
ScheduleID	Identifies the schedule associated with the scheduled target.	DBINT	FK NULL

Scheduled_Target_Real_Time

This table is in the Route category (see Route, on page 619). To see database rules for these tables, see Route Tables, on page 696.

Local database only.

Contains one row for each scheduled target. The system 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 Administration & Data Server receives updated data every 15 seconds.

Related Table

Scheduled_Target, on page 430 (via NetworkTargetID)

Table 362: Indexes for Scheduled_Target_Real_Time Table

index_name	index_description	index_keys
XPKScheduled_Target_Real_Time	clustered, unique, primary key located on PRIMARY	NetworkTargetID

Table 363: Fields in Scheduled_Target_Real_Time Table

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 NOT NULL
RouterCallsQNow	Number of calls currently queued at the CallRouter for this target.	DBINT	NULL

Script

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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.

Related Tables

Call_Type_Real_Time, on page 139 (via ScriptID)

Master_Script, on page 297 (via MasterScriptID)

Route Call Data (via ScriptID)

Script_Cross_Reference, on page 434 (via ScriptID)

Script_Data, on page 435 (via ScriptID)

Script_Five_Minute, on page 436 (via ScriptID)

Script_Print_Control, on page 437(via ScriptID)

Script_Real_Time, on page 438 (via ScriptID)

Script_Queue_Real_Time, on page 438 (via ScriptID)

Table 364: Indexes for Script Table

index_name	index_description	index_keys
XIE1Script	Nonclustered index located on PRIMARY	DateTimeStamp
XAK1Script	nonclustered, unique, unique key located on PRIMARY	MasterScriptID, Version
XPKScript	clustered, unique, primary key located on PRIMARY	ScriptID

Table 365: Fields in Script Table

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
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DateTime	The date and time when the script version was saved.	DBDATETIME	NOT NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **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 NOT NULL

Name	Description	Data Type	Keys and NULL Option
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 NOT NULL
Valid	Indicates whether the script was saved in an invalid state.	DBCHAR	NOT NULL
Version	The active version of the master script. The system software uses only the active version.	DBINT	AK-1 NOT NULL

Script_Cross_Reference

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

It 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 system software automatically maintains the Script_Cross_Reference table.

Related Tables

Route_Call_Detail, on page 376 (via LocalID)

Script, on page 432 (via ScriptID)

Table 366: Indexes for Script_Cross_Reference Table

index_name	index_description	index_keys
XIE1Script_Cross_Reference	nonclustered located on PRIMARY	ForeignKey
XPKScript_Cross_Reference	clustered, unique, primary key located on PRIMARY	ScriptID, LocalID

Table 367: Fields in Script_Cross_Reference Table

Name	Description	Data Type	Keys and NULL Option
ForeignKey	Foreign key from a configuration table. This is always an ID field.	DBINT	IE-1 NOT NULL

Name	Description	Data Type	Keys and NULL Option
LocalID	Local ID in script that cross references a foreign key field in one of the other configuration tables.	DBINT	PK NOT NULL
ScriptID	Foreign key from Script table.	DBINT	PK, FK, NOT NULL
TargetType	Type of table to which the ForeignKey applies. To see the possible values, see Target Types: Script Cross Reference and Scheduled Report Input, on page 674.	DBSMALLINT	NOT NULL

Script_Data

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

It 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.

Related Tables

Script, on page 432 (via ScriptID)

Table 368: Indexes for Script_Data Table

index_name	index_description	index_keys
XPKScript_Data	clustered, unique, primary key located on PRIMARY	ScriptID, RowOrder

Table 369: Fields in Script_Data Table

Name	Description	Data Type	Keys and NULL Option
RowOrder	Ordinal number of the rows that apply to a specific script.	DBINT	PK NOT NULL
ScriptData	Internal script representation.	varbinary(max)	NULL
ScriptID	Foreign key from Script table.	DBINT	PK, FK NOT NULL

Script_Five_Minute

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

It gets populated on central and HDS databases. This table contains statistics about each script version for the most recent five-minute interval. The system software generates Script_Five_Minute records for each script.

Related Tables

Script, on page 432 (via ScriptID)

Table 370: Indexes for Script_Five_Minute Table

index_name	index_description	index_keys
XAK1Script_Five_Minute	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XPKScript_Five_Minute	Clustered, unique, primary key located on PRIMARY	ScriptID, DateTime, TimeZone

Table 371: Fields in Script_Five_Minute Table

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.	varchar	NOT NULL
CallsRoutedTo5	Number of calls that came into the script during the five-minute interval.	DBINT	NOT NULL
DateTime	Central Controller date and time at start of five-minute interval.	DBSMALLDATE	PK 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 Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
ScriptID	Foreign key from the Script table.	DBINT	PK, FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL

Script_Print_Control

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Each row contains default print settings for a specific script version. The Script Editor automatically maintains the Script_Print_Control table.

Related Tables

Script, on page 432 (via ScriptID)

Table 372: Indexes for Script_Print_Control Table

index_name	index_description	index_keys
XAK1Script_Print_Control	nonclustered, unique, unique key located on PRIMARY	ScriptID
XPKScript_Print_Control	clustered, unique, primary key located on PRIMARY	ScriptPrintControlID

Table 373: Fields in Script_Print_Control Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
PrintControlSettings	A string specifying the print settings for the script.	varchar(255)	NULL
ScriptID	Foreign key from Script table.	DBINT	AK-1, FK NOT NULL
ScriptPrintControlID	A unique identifier for the row.	DBINT	PK NOT NULL

Script_Queue_Real_Time

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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

Related Tables

Script, on page 432 (via ScriptID)

Table 374: Indexes for Script_Queue_Real_Time Table

index_name	index_description	index_keys
XPKScript_Queue_Real_Time	clustered, unique, primary key located on PRIMARY	ScriptID, QueueNode

Table 375: Fields in Script_Queue_Real_Time Table

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 NOT NULL
ScriptID	The system identifier of the application path with which this row is associated.	DBINT	PK, FK 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

Script_Real_Time

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Local database only.

Contains real time information about each script. The system software updates the real-time data each time it runs a script. The Administration & Data Server receives updated data every 15 seconds. The real-time data for current script versions is updated at midnight.

Related Tables

Script, on page 432 (via ScriptID)

Table 376: Indexes for Script_Real_Time Table

index_name	index_description	index_keys
XPKScript_Real_Time	clustered, unique, primary key located on PRIMARY	ScriptID

Table 377: Fields in Script_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
Calls	Number of times the script has run 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 NOT NULL
ScriptMeters	Internal real time data for the script.	varbinary(max)	NULL

Script_Table

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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

Related Tables

Script_Table_Column, on page 441 (via ScriptTableID)

Table 378: Indexes for Script_Table Table

index_name	index_description	index_keys
XAK1Script_Table	nonclustered, unique, unique key located on PRIMARY	EnterpriseName

index_name	index_description	index_keys
XPKScript_Table	clustered, unique, primary key located on PRIMARY	ScriptTableID

Table 379: Fields in Script_Table Table

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
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Further information about the external table.	DESCRIPTION	NULL
EnterpriseName	A name that is unique among all script tables defined in the system database.	VNAME32	AK-1 NOT NULL
ScriptTableID	A unique identifier for the external table.	DBINT	PK NOT NULL
SideA	The path of the database table as reached by Side A of the Central Controller.	DESCRIPTION	NULL
SideB	The path of the database table as reached by Side B of the Central Controller.	DESCRIPTION	NULL
SecuredMode	Indicates the connection mode type to the external database. 0 - Non-Secured Mode 1 - Secured mode **Note** The default values is 0.	DBINT	NOT NULL
FutureUseInt1	Future use	DBINT	NULL
FutureUseInt2	Future use	DBINT	NULL
FutureUseVarChar1	Future Use	VARCHAR(64)	NULL
FutureUseVarChar2	Future Use	VARCHAR(64)	NULL

Script_Table_Column

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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

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

Related Tables

Script, on page 432 (via ScriptTableID)

Table 380: Indexes for Script_Table_Column Table

index_name	index_description	index_keys
XAK1Script_Table_Column	nonclustered, unique, unique key located on PRIMARY	ScriptTableID, ColumnName
XPKScript_Table_Column	clustered, unique, primary key located on PRIMARY	ScriptTableColumnID

Table 381: Fields in Script_Table_Column Table

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 NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the column.	DESCRIPTION	NULL
ScriptTableColumnID	A unique identifier for this script table column.	DBINT	PK NOT NULL
ScriptTableID	Foreign key from the Script_Table table.	DBINT	AK-1, FK NOT NULL

Sec_Group

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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.

Related Table

User_Group, on page 592 (via UserGroupID)

Table 382: Indexes for Sec_Group Table

index_name	index_description	index_keys
XPKSec_Group	clustered, unique, primary key located on PRIMARY	UserGroupID

Table 383: Fields in Sec_Group Table

Name	Description	Data Type	Keys and NULL Option
UserGroupID	Foreign key from the User_Group table.	DBINT	PK, FK NOT NULL
UserGroupName	The name of the group.	varchar(64)	NOT NULL

Sec_User

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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).

Related Table

User_Group, on page 592 (via UserGroupID)

Table 384: Indexes for Sec_User Table

index_name	index_description	index_keys
XPKSec_User	clustered, unique, primary key located on PRIMARY	UserGroupID

Table 385: Fields in Sec_User Table

Name	Description	Data Type	Keys and NULL Option
UserGroupID	Foreign key from the User_Group table.	DBINT	PK, FK NOT NULL
UserGroupName	The name of the user.	varchar(64)	NOT NULL

Service

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

Each row describes a service available at a peripheral.

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

Related Tables

Enterprise_Service_Member, on page 250(via SkillTargetID)

Media_Routing_Domain, on page 300 (via MRDomainID)

Peripheral, on page 320 (via PeripheralID)

Route, on page 374 (via SkillTargetID)

Schedule, on page 419 (via ScheduleID)

Service_Array_Member, on page 448 (SkillTargetID maps to Service_Array_Member.ServiceSkillTargetID)

Service_Five_Minute, on page 449 (via SkillTargetID)

Service_Member, on page 464 (via SkillTargetID)

Service_Real_Time, on page 465 (via SkillTargetID)

Skill_Target, on page 537 (via SkillTargetID)

Termination_Call_Detail, on page 561(ServiceSkillTargetID maps to Service.SkillTargetID)

Table 386: Indexes for Service Table

index_name	index_description	index_keys
XAK1Service	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XAK2Service	nonclustered, unique, unique key located on PRIMARY	PeripheralID, PeripheralNumber
XIE1Service	nonclustered located on PRIMARY	ScheduleID

index_name	index_description	index_keys
XIE2Service	Nonclustered index located on PRIMARY	DateTimeStamp
XPKService	clustered, unique, primary key located on PRIMARY	SkillTargetID

Table 387: Fields in Service Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	Incremented when the record is changed in the central database.	varchar(255)	NULL
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
Description	Additional information about the service.	DESCRIPTION	NULL
DepartmentID	A unique identifier that identifies a department in CCDM/CCMP deployment.	DBINT	NULL
EnterpriseName	An enterprise name for the service. This name must be unique among all the services in the enterprise.	VNAME32	AK-1 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 NOT NULL
PeripheralID	Foreign key from the Peripheral table.	DBSMALLINT	AK-2, FK 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 NOT NULL

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: • **1** = Service Level 1 • **2** = Service Level 2 • **3** = Service Level 3 • **4** = Service Level as Calculated by Call Center. If this field is **0** for a service, the system software assumes the default specified for the associated peripheral. If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral)	DBSMALLINT	NOT NULL
ScheduleID	Identifies an imported schedule associated with the service.	DBINT	FK, IE-1 NULL
ServiceLevelThreshold	The service level threshold, in seconds, for the service level. If this field is negative, the value of the ServiceLevelThreshold field in the Peripheral table is used.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelType	**For Non-Unified CCE**, indicates how the system software calculates the service level for the service: • **0** = Use the default specified for the associated peripheral. • **1** = Ignore Abandoned Calls. (Remove the abandoned calls from the calculation.) • **2** = Abandoned Calls have Negative Impact. (Treat the 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** Regardless of which calculation you choose, the system software always tracks separately the number of calls abandoned before the threshold expired. **For Unified CCE**the value of this field is always **1** (ignore abandoned calls) for services associated with Unified CM peripherals. This is because calls to a Unified CM 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 Unified CM service.	DBSMALLINT	NOT NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK, FK NOT NULL
UserDeletable	Indicates if the record can by deleted by a user. Default is Y.	DBCHAR	NOT NULL

Service_Array

This table is one of the Enterprise tables (see Enterprise, on page 615). For database rules see Enterprise Tables, on page 695.

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.

Related Tables

Logical_Interface_Controller, on page 283(via LogicalControllerID)

Schedule, on page 419 (via ScheduleID)

Service_Array_Member, on page 448 (via SkillTargetID)

Skill_Group, on page 484 (via SkillTargetID)

Skill_Target, on page 537 (via SkillTargetID)

Table 388: Indexes for Service_Array Table

index_name	index_description	index_keys
XAK1Service_Array	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIF110Service_Array	nonclustered located on PRIMARY	SkillTargetID
XIF120Service_Array	nonclustered located on PRIMARY	LogicalControllerID
XIF121Service_Array	nonclustered located on PRIMARY	ScheduleID
XPKService_Array	clustered, unique, primary key located on PRIMARY	SkillTargetID

Table 389: Fields in Service_Array Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 NOT NULL
LogicalControllerID	Identifies the Peripheral Gateway associated with the service array.	DBSMALLINT	FK NOT NULL
ScheduleID	Identifies a schedule associated with the service array.	DBINT	FK NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK NOT NULL

Service_Array_Member

This table is one of the Enterprise tables (see Enterprise, on page 615). For database rules see Enterprise Tables, on page 695.

It 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.

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

Related Tables

Service_Array, on page 446 (ServiceArraySkillTargetID maps to Service_Array.SkillTargetID)

Service, on page 443 (ServiceSkillTargetID maps to Service.SkillTargetID)

Table 390: Indexes for Service_Array_Member Table

index_name	index_description	index_keys
XIF122Service_Array_Member	nonclustered located on PRIMARY	ServiceArraySkillTargetID
XIF123Service_Array_Member	nonclustered located on PRIMARY	ServiceSkillTargetID
XPKService_Array_Member	clustered, unique, primary key located on PRIMARY	ServiceArraySkillTargetID, ServiceSkillTargetID

Table 391: Service_Array_Member Table Constraints

Constraint	Field name
PK	ServiceArraySkillTargetID
PK	ServiceSkillTargetID
FK	ServiceArraySkillTargetID

Table 392: Fields in Service_Array_Member Table

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

Service_Five_Minute

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

It gets populated on central and HDS databases. This table contains statistics about each service during the most recent five-minute interval. The system software generates Service_Five_Minute records for each service.

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

Related Table

Service, on page 443 (via SkillTargetID)

Table 393: Indexes for Service_Five_Minute Table

index_name	index_description	index_keys
XAK1Service_Five_Minute	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XPKService_Five_Minute	Clustered, unique, primary key located on PRIMARY	DateTime, SkillTargetID, TimeZone

Table 394: Fields in Service_Five_Minute Table

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

Name	Description	Data Type	Keys and NULL Option
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
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. A **handled call** is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. 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

Name	Description	Data Type	Keys and NULL Option
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 system software routed to this service since midnight.	DBINT	NULL
DateTime	Date and time at the start of the five-minute interval.	DBSMALLDATE	PK 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 system 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 system 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 the rollingfive-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

Name	Description	Data Type	Keys and NULL Option
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 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
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

Name	Description	Data Type	Keys and NULL Option
ServiceLevelTo5	Service level during the five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsOfferedTo5. There are three types of service level calculations, and they are determined by the Service Level type chosen in configuration. They are: 1. **Ignore Abandoned Calls ServiceLevel** = ServiceLevelCalls / (ServiceLevelCallsoffered - ServiceLevelCallsAband - RouterCallsDequeued) 2. **Abandoned Calls have Negative Impact ServiceLevel** = ServiceLevelCalls / ServiceLevelCallsoffered - RouterCallsDequeued) 3. **Abandoned Calls have Positive Impact ServiceLevel** = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - RouterCallsDequeued) **Note** This field is relevant to the Unified CCE environment only.	DBFLT4	NULL
ServiceLevelToday	Cumulative 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 NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
Unused1	This field is not currently used.	DBINT	NULL

Service_Interval

This section describes the Service Interval table.

Table 395: Fields in Service_Interval Table

Name	Description	Data Type	Keys and NULL Option
AutoOutCalls	Number of AutoOut (predictive) calls made by this service that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid for Unified CCE.	DBINT	YES
AutoOutCallsTime	Total handle time, in seconds, for AutoOut (predictive) calls handled this service that ended during the reporting 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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid for Unified CCE.	DBINT	YES
AutoOutCallsTalkTime	Total talk time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the reporting 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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid for Unified CCE.	DBINT	YES
AutoOutCallsOnHold	Number of ended AutoOut (predictive) calls that this service has placed on hold at least once. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid for Unified CCE.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AutoOutCallsOnHoldTime	Number of seconds that AutoOut (predictive) calls were placed on hold by this service during the reporting interval. This data element is based on HoldTime. The value is counted when the after-call work associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid forUnified CCE.	DBINT	YES
AvgDelayQ	Average delay in the queue for calls to the service during the reporting interval: DelayQTime / CallsQ. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
AvgDelayQAband	Average delay time of calls to the service abandoned in queue during the reporting interval. This value is calculated as follows: DelayQAbandTime / CallsAbandQ Not valid forUnified CCE. Not valid for non-voice tasks. Set to zero by OPC. **Note** When Unified ICM is connected with Unified CCE through a Unified CCE Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	YES
AvgHandleTime	The average handled calls time in seconds for calls counted as handled by the service during the reporting interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the angent answering the call to the time the agent completing after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call. The AvgHandleTime value is counted when the after-call work time associated with the call is completed. The value is calculated as follows: HandleTime / CallsHandled Valid for Unified CCE.	DBINT	YES
AvgSpeedAnswer	The average answer wait time that all calls offered to the service waited before being answered. This value is calculated as follows: AnswerWaitTime / CallsAnswered Valid for Unified CCE.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AnswerWaitTime	The sum of AnswerWaitTime in seconds for all calls answered for the service during the last reporting 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. For multimedia, the sum of the answer wait times of all tasks associated with this service that began in this reporting interval.	DBINT	YES
AvgTalkTime	The average handled calls time in seconds for calls counted as handled by the service during the reporting interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the agent answering the call to the agent completing after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call. The AvgHandleTime value is counted when the after-call work time associated with the call is completed. The value is calculated as follows: HandleTime / CallsHandled Valid for Unified CCE.	DBINT	YES
BlindTransfersOut	Number of calls that were blind transferred out by agents in this service during the reporting interval.	DBINT	YES
CallsAnswered	The number of calls handled for the service during the reporting interval. For multimedia, the number of tasks associated with this service that were ended in this reporting interval. Valid for Unified CCE.	DBINT	YES
CallsOut	Number of outbound calls placed by agents for the service during the reporting interval. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
CallsTerminatedOther	Number of calls handled by the service but not otherwise accounted for during the reporting 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. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
CallsOffered	Number of incoming calls plus internal calls offered to the service during the reporting interval. Valid for Unified CCE.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
CallsIncoming	Number of incoming calls to the service during the reporting interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated). Valid for Unified ICM and Unified CCE.	DBINT	YES
CallsRouted	Number of tasks routed by the system software to the service during the reporting interval. For multimedia, the number of tasks routed to the service during the reporting interval. Valid for Unified CCE.	DBINT	YES
CallsHandled	The number of tasks that became associated with this service in this reporting 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. A handled call is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. A handled call or task is completed when the agent associated with the call or task finishes the wrap-up work associated with the call or task. This field is applicable for Unified CCE.	DBINT	YES
CallsAbandQ	Number of calls abandoned in queue for the service during the reporting interval. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC. **Note** When Unified ICM is connected with Unified CCE through a Unified CCE Gateway PG, this value increments for any condition on the child that causes the call to terminate while in the queue.	DBINT	YES
CallsQ	Number of calls to the service in the queue during the reporting interval. A call that queues multiple times is counted as queued once for the service. This field is not valid for Unified CCE or for non-voice tasks. Set to zero by OPC.	DBINT	YES
DateTime	Central Controller date and time at the start of the reporting interval.	DBSMALLDATE	PK1, NOT NULL

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	IE1, YES
DelayQTime	Sum of delay time of all calls to the service in queue during the reporting interval. This field is populated from the LocalQTime. This field is not valid for Unified CCE or for non-voice tasks. Set to zero by OPC.	DBINT	YES
DelayQAbandTime	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. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
ForcedClosedCalls	Number of calls to the service that were determined to be closed following an interruption in data during the reporting interval. ForcedClosedCalls are calls that terminated because of errors tracking the calls state transition. Calls may become forced closed if there is lack of events from the ACD CTI interfaces (for example, a lack of a Disconnect event, or failure on the switch CTI connection). Not valid for Unified CCE.	DBINT	YES
HandleTime	The total time in seconds that calls were handled for the service during the reporting interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the agent answering the call to the agent completing 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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting. For multimedia, this is TalkTime + HoldTime + HandledWorkReadyTime. Valid for Unified CCE.	DBINT	YES
HoldTime	The total time in seconds for calls to the service that ended during the reporting interval. For multimedia, the number of seconds that agents spent in the PAUSED state for tasks associated with this service that ended in this reporting interval. Valid for Unified CCE.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
LongestCallAbandTime	Longest time in seconds a call was in queue for the service before being abandoned during the reporting interval. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
LongestCallDelayQTime	Longest time in seconds a call was in queue for the service before being abandoned during the reporting interval. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
NumMissingTasks	Valid for multimedia only. The number of tasks whose Start Task Timeout Period expired in this reporting interval.	DBINT	YES
OverflowIn	Number of calls that the peripheral re-targeted, or overflowed, into this service during the reporting interval. The system 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). Not valid for Unified CCE.	DBINT	YES
OverflowOut	Number of calls that the peripheral re-targeted, or overflowed, out of this service during the reporting interval. The system 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). Not valid for Unified CCE.	DBINT	YES
PeriphServiceLevelOffer	Number of offered calls used in the peripheral service level calculation for the reporting interval. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
PeriphServiceLevel	Peripheral service level during the reporting interval. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBFLT4	YES
PeriphServiceLevelCalls	Number of calls to the service answered within the service level, as counted by the peripheral, during the reporting interval. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
PreviewCalls	Number of outbound Preview calls made by this service that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid for Unified CCE.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
PreviewCallsTime	Total handle time, in seconds, for outbound Preview calls handled by this service that ended during the reporting 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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid for Unified CCE.	DBINT	YES
PreviewCallsTalkTime	Total talk time, in seconds, for outbound Preview calls handled by this service that ended during the reporting 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 counted when the after-call-work time associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid for Unified CCE.	DBINT	YES
PreviewCallsOnHold	Number of ended outbound Preview calls that this service placed on hold at least once. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid forUnified CCE.	DBINT	YES
PreviewCallsOnHoldTime	Number of seconds outbound Preview calls were placed on hold this service during the reporting interval. This data element is based on HoldTime. The value is counted when the after-call work associated with the call (if any) has completed, and the database is updated every reporting. Not currently used for Outbound Option. Not valid for Unified CCE.	DBINT	YES
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK1, NOT NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ReportingHalfHour	The value indicates Half Hour boundary interval (0 to 47). Two 15 minute interval records have a unique half hour boundary value.	DBINT	IE2, NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The valid values are 30 (default) or 15.	DBINT	IE3, NULL
ReserveCalls	Not currently used.	DBINT	YES
ReserveCallsTime	Not currently used.	DBINT	YES
ReserveCallsTalkTime	Not currently used.	DBINT	YES
ReserveCallsOnHold	Not currently used.	DBINT	YES
ReserveCallsOnHoldTime	Not currently used.	DBINT	YES
RedirectNoAnsCalls	Number of calls that rang at an agents terminal and redirected on failure to answer in this service during the current reporting interval.	DBINT	YES
Reserved1	Reserved for future use.	DBINT	YES
Reserved2	Reserved for future use.	DBINT	YES
Reserved3	Reserved for future use.	DBINT	YES
Reserved4	Reserved for future use.	DBINT	YES
Reserved5	Reserved for future use.	DBFLT4	YES
SkillTargetID	The SkillTargetID of this service. Foreign key from the Service table.	DBINT	PK2, NOT NULL
ServiceLevel	Service level for the service during the reporting interval. For non-voice tasks and for Unified CCE calls, the ServiceLevelType is always set to ignore abandoned calls.	DBFLT4	YES
ServiceLevelCalls	Number of calls to the service answered within the service level threshold during the reporting interval. Not valid for Unified CCE.	DBINT	YES
ServiceLevelAband	Number of calls to the service abandoned within the service level threshold during the reporting interval. Set to zero for Unified CCE voice tasks and for non-voice tasks.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCallsOffered	Number of calls to the service that had service level events during the reporting interval. Not valid for Unified CCE.	DBINT	YES
ShortCalls	Number of calls to the service during the reporting 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 Unified ICM abandoned calls calculations. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
ShortCallsTime	Time, in seconds, accumulated by calls that were too short to be counted as abandoned during the reporting interval. These calls were abandoned before the abandoned call wait time expired. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
ServiceLevelType	Service Level Type used to calculate Service level for this interval. Not currently used for Outbound Option. Not valid forUnified CCE.	DBINT	YES
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK3, NOT NULL
TransferInCalls	Number of calls transferred into the service during the reporting 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. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES
TransferOutCalls	Number of calls transferred out of the service during the reporting 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. Not valid for Unified CCE. Not valid for non-voice tasks. Set to zero by OPC.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
TalkTime	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 reporting interval.	DBINT	YES

Service_Level_Threshold

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

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

Related Tables

Media_Routing_Domain, on page 300 (via MRDomainID)

Peripheral, on page 320 (via PeripheralID)

Table 396: Indexes for Service_Level_Threshold Table

index_name	index_description	index_keys
XPKService_Level_Threshold	clustered, unique, primary key located on PRIMARY	PeripheralID, MRDomainID

Table 397: Fields in Service_Level_Threshold Table

Name	Description	Data Type	Keys and NULL Option
MRDomainID	Foreign key from the Media_Routing_Domain table.	DBINT	PK NOT NULL
PeripheralID	The ICM ID of the peripheral with which this row is associated.	DBSMALLINT	PK, FK NOT NULL
ServiceLevelThreshold	The default value of the ServiceLevelThreshold field for services associated with this peripheral and media routing domain.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelType	The default value for the ServiceLevelType field for each service associated with this peripheral and media routing domain. This value indicates how the system software calculates the service level. **For Unified CCE** the value of this field is always 1 (ignore abandoned calls) for Unified CM peripherals. This is because calls to a Unified CM 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 Unified CM service.	DBSMALLINT	NOT NULL

Service_Member

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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.

Related Tables

Service, on page 443 (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill_Group, on page 484 (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Table 398: Indexes for Service_Member Table

index_name	index_description	index_keys
XIE1Service_Member	nonclustered located on PRIMARY	SkillGroupSkillTargetID
XPKService_Member	clustered, unique, primary key located on PRIMARY	ServiceSkillTargetID, SkillGroupSkillTargetID

Table 399: Fields in Service_Member Table

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

Service_Real_Time

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

Note When Unified ICM is connected with Unified CCE through a Unified CCE Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Local database only. Contains real time information about each service.

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

Related Table

Service, on page 443 (via SkillTargetID)

Table 400: Indexes for Service_Real_Time Table

index_name	index_description	index_keys
XPKService_Real_Time	clustered, unique, primary key located on PRIMARY	SkillTargetID

Table 401: Fields in Service_Real_Time Table

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
AnswerWaitTimeTo5	Sum of answer wait time in seconds for all incoming calls to the service during the rolling 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 current half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsNow	Number of agents currently talking on AutoOut (predictive) calls for the service. 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 during the current half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed. 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 current 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. Unsupported for **Outbound Option**.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AutoOutCallsOnHoldTimeTo5	Total handle time, in seconds, for AutoOut (predictive) calls handled by agents for this service that ended in the rolling five-minute window. 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. 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. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsOnHoldTo5	Total number of AutoOut (predictive) calls made for this service that ended in the rolling five-minute window. The value is updated in the database when the after-call work time associated with the call (if any) has completed. 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. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsTalkTimeHalf	Total talk time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the current 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.. Unsupported for **Outbound Option**.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AutoOutCallsTalkTimeTo5	Total talk time, in seconds, for complete Unsupported for **Outbound Option**. AutoOut (predictive) calls handled by the service during the rolling 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. Unsupported for **Outbound Option**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsTimeHalf	Total handle time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsTimeTo5	Total handle time, in seconds, for AutoOut (predictive) calls handled by this service that ended during the rolling five-minute window. 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. Unsupported for **Outbound Option**.	DBINT	NULL

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. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsTo5	Number of AutoOut (predictive) calls made by agents for the service that ended during the rolling five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed. 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. Unsupported for **Outbound Option**.	DBINT	NULL
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue during the rolling five-minute interval. This value is calculated as follows: **DelayQAbandTimeTo5 / CallsAbandQTo5**.	DBINT	NULL
AvgDelayQNow	Average delay for calls currently in queue for the service.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AvgHandleTimeTo5	Average handle time in seconds for calls to the service during the rolling five-minute interval. The value is calculated as follows: **HandleTimeTo5 / CallsHandledTo5** HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call. 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 rolling five-minute interval: AnswerWaitTimeTo5 / CallsAnsweredTo5.	DBINT	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the service ending during the rolling five-minute interval. The value is calculated as follows: **TalkTimeTo5 / CallsHandledTo5** Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the service or route. 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 current half-hour interval.	DBINT	NULL
CallsAbandQTo5	Number of calls to the service abandoned while in queue or ringing during the rolling 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 rolling five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsAnsweredToday	Number of calls answered by service agents since midnight.	DBINT	NULL
CallsHandledHalf	Number of calls handled for this service during the current half-hour interval. A handled call is: • An incoming ACD call that was answered by an agent, and then completed. • A call associated with Outbound Option that the agent answered, and then completed. • A non-voice task that the agent started working on then completed. 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 rolling 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 rolling 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

Name	Description	Data Type	Keys and NULL Option
CallsLeftQTo5	Number of calls to the service that were removed from queue during the rolling 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 rolling five-minute interval.	DBINT	NULL
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 rolling 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 system software for the current half-hour interval.	DBINT	NULL
CallsRoutedToday	Number of calls routed to this service by the system 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

Name	Description	Data Type	Keys and NULL Option
CallsTerminatedOtherTo5	Number of calls offered to the service but not otherwise accounted for during the rolling 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 rolling five-minute interval.	DBINT	NULL
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 rolling 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 rolling 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

Name	Description	Data Type	Keys and NULL Option
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 rolling 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
OverflowOutNow	The number of tasks that have overflowed out of this service to some other service (call it service X) and have **not overflowed out of service X**.	DBINT	NULL
OverflowOutTo5	Number of calls overflowed out of this service during the rolling 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

Name	Description	Data Type	Keys and NULL Option
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 rolling 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 current half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsNow	Number of agents currently talking on outbound Preview calls for the service. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsOnHoldHalf	In the current half-hour interval, the 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsOnHoldTimeHalf	Number of seconds outbound Preview calls were placed on hold by agents for this service during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsOnHoldTimeTo5	Number of seconds outbound Preview calls were placed on hold by agents for this service during the rollingfive-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. Unsupported for **Outbound Option**.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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. 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 rolling five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed. 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsTalkTimeHalf	Total talk time, in seconds, for outbound Preview calls handled by the service that ended during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsTalkTimeTo5	Total talk time, in seconds, for outbound Preview calls handled by the service that ended during the rolling 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. Unsupported for **Outbound Option**.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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 a DBINTssociated with the call (if any) has completed. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsTimeHalf	Total handle time, in seconds, for outbound Preview calls handled by this service that ended during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsTimeTo5	Total handle time, in seconds, for outbound Preview calls handled by the service that ended during the rolling 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. 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. Unsupported for **Outbound Option**.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PreviewCallsTo5	Number of outbound Preview calls made by agents for the service during the rolling five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed. 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. Unsupported for **Outbound Option**.	DBINT	NULL
RedirectNoAnsCallsHalf	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the current half-hour interval.	DBINT	NULL
RedirectNoAnsCallsTo5	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the rolling five-minute interval.	DBINT	NULL
RedirectNoAnsCallsToday	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service since midnight.	DBINT	NULL
ReserveCallsHalf	Not currently used.	DBINT	NULL
ReserveCallsNow	Not currently used.	DBINT	NULL
ReserveCallsOnHoldHalf	Not currently used.	DBINT	NULL
ReserveCallsOnHoldTimeHalf	Not currently used.	DBINT	NULL
ReserveCallsOnHoldTimeTo5	Not currently used.	DBINT	NULL
ReserveCallsOnHoldTimeToday	Not currently used.	DBINT	NULL
ReserveCallsOnHoldTo5	Not currently used.	DBINT	NULL
ReserveCallsOnHoldToday	Not currently used.	DBINT	NULL
ReserveCallsTalkTimeHalf	Not currently used.	DBINT	NULL
ReserveCallsTalkTimeTo5	Not currently used.	DBINT	NULL
ReserveCallsTalkTimeToday	Not currently used.	DBINT	NULL
ReserveCallsTimeHalf	Not currently used.	DBINT	NULL
ReserveCallsTimeTo5	Not currently used.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ReserveCallsTimeToday	Not currently used.	DBINT	NULL
ReserveCallsTo5	Not currently used.	DBINT	NULL
ReserveCallsToday	Not currently used.	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 rolling five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	Number of calls to the service abandoned within the 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 rolling 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 service level during the rolling 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	Service level for the service during the current half-hour interval.	DBFLT4	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelTo5	Service level during the rolling five-minute interval. There are three types of service level calculations, and they are determined by the Service Level type chosen in configuration. They are: 1. **Ignore Abandoned Calls ServiceLevel** = ServiceLevelCalls / (ServiceLevelCallsoffered - ServiceLevelCallsAband - RouterCallsDequeued) 2. **Abandoned Calls have Negative Impact ServiceLevel** = ServiceLevelCalls / ServiceLevelCallsoffered - RouterCallsDequeued) 3. **Abandoned Calls have Positive Impact ServiceLevel** = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - RouterCallsDequeued) **Note** This field is relevant to the Unified CCE environment only.	DBFLT4	NULL
ServiceLevelToday	Service level for the service since midnight.	DBFLT4	NULL
ServiceModeIndicator	The current mode of the service: • **1** = Day service • **2** = Night service • **3** = Closed with answer • **4**= Closed, no answer • **5** = Transition • **6**= Open • **13** = Pilot Status Other.	DBINT	NULL
SkillTargetID	Foreign key from Service table.	DBINT	PK, FK NOT NULL
TalkTimeHalf	Total talk time in seconds for calls to the service ending during the current half-hour interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TalkTimeTo5	Total talk time in seconds for calls to the service ending during the rolling 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 rolling 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 rolling five-minute interval.	DBINT	NULL
TransferOutCallsToday	Number of calls transferred out of the service since midnight.	DBINT	NULL

Shift

Provides the name, start time, and end time of the current shift.

Table 402: Indexes for Shift Table

index_name	index_description	index_keys
XPKShift	nonclustered, unique, primary key located on PRIMARY	ShiftName

Table 403: Fields in Shift Table

Name	Description	Data Type	Keys and NULL Option
ShiftName	Name of the Shift scheduled.	VNAME32	PK NOT NULL
StartTime	Shift start time.	SMALLDATETIME	NOT NULL

Name	Description	Data Type	Keys and NULL Option
StopTime	Shift end time.	SMALLDATETIME	NOT NULL

SIP_Server_Group

This table contains logical grouping of destinations like Browsers and Call Managers.

Unified CVP does the load balancing to these elements in Server Group and provides High Availability of SIP Component.

Note This table is not applicable for Unified CCE.

Related Tables

- Machine_Host (through MachineHostID)
- SIP_Server_Group_Elements (through SipServerGroupID)

Table 404: Indexes for SIP_Server_Group Table

index_name	index_description	index_keys
XPKSip_Server_Group	Primary key	SipServerGroupID
XAK1Sip_Server_Group	Unique key	GroupName

Table 405: Fields in SIP_Server_Group Table

Name	Description	Data Type	Keys and NULL Option
SipServerGroupID	A unique primary key that identifies the SIP server group.	DBINT	PK, FK NOT NULL
GroupName	The server group FQDN.	varchar(255)	NOT NULL
Description	The description of the SIP server group.	DESCRIPTION	NULL
MachineHostID	The MachineHostID for the site name the pattern is associated to. In case of main site, the value is NULL.	DBINT	FK NULL

Name	Description	Data Type	Keys and NULL Option
SipServerType	The type of the SIP server group. The valid SIP Server types and their values are as follows: • VRU = 0 • Agent = 1 • External = 2	DBINT	NOT NULL
DefaultForRoutePattern	A value that indicates whether the SIP server group is a default group for all the route pattern. The default value is N.	DBCHAR	NOT NULL
ChangeStamp	A value that increments when the record changes the CHANGESTAMP in the central controller database.	CHANGESTAMP	NOT NULL

SIP_Server_Group_Elements

This table contains the elements of the SIP Server Group.

Note This table is not applicable for Unified CCE.

Related Tables

- Machine_Host (through MachineHostID)
- SIP_Server_Group (through SipServerGroupID)

Table 406: Indexes for SIP_Server_Group_Elements Table

index_name	index_description	index_keys
XPKSip_Server_Group_Elements	Primary key	SipServerGroupElementID

Table 407: Fields in SIP_Server_Group_Elements Table

Name	Description	Data Type	Keys and NULL Option
SipServerGroupElementID	A unique primary key that identifies the SIP server group element.	DBINT	PK NOT NULL
SipServerGroupID	A unique primary key that identifies the SIP server group.	DBINT	FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
MachineHostID	The MachineHostID for the element present in the group.	DBINT	FK NOT NULL
Port	The port on which the SIP server group sends the SIP Request.	DBINT	NULL
SecurePort	The secure port on which the SIP server group sends the SIP request.	DBINT	NULL
Priority	The priority of the element in the group.	DBINT	NOT NULL
Weight	The weight of the element in the group.	DBINT	NOT NULL
ChangeStamp	A value that increments when the record changes the CHANGESTAMP in the central controller database.	CHANGESTAMP	NOT NULL

Skill_Group

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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

Note **Clarification Regarding the DefaultEntry field:** If you look at the Skill_Group table for a skill group that you have created, the DefaultEntry field will have the value 0 (even if this skill group has sub-skill groups). If a default skill group has been created (for example, a default skill group is automatically created when you establish Peripheral Gateways for an Unified CCE system), and you look at the Skill_Group table for this skill group, then--provided that this skill group has no sub-skill groups--the DefaultEntry field will have the value 1. For additional information, see the description of the DefaultEntry field.

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

Related Tables

- Dialer_Detail, on page 221 (via SkillTargetID)
- Dialer_Skill_Group_Half_Hour, on page 240 (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)
- Dialer_Skill_Group_Real_Time, on page 244 (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)
- Enterprise_Skill_Group_Member, on page 252 (via SkillTargetID)
- Media_Routing_Domain, on page 300 (via MRDomainID)
- Peripheral, on page 320 (via PeripheralID)
- Precision_Queue, on page 341 (via PrecisionQueueID)
- Schedule, on page 419 (via ScheduleID)

- Service_Array, on page 446 (via SkillTargetID)
- Service_Member, on page 464 (via SkillTargetID)
- Skill_Group_Five_Minute, on page 488 (via SkillTargetID)
- Skill_Group_Member, on page 520 (via SkillTargetID)
- Skill_Group_Real_Time, on page 521 (via SkillTargetID)
- Skill_Target, on page 537 (via SkillTargetID)
- Termination_Call_Detail, on page 561(SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Table 408: Indexes for Skill_Group Table

index_name	index_description	index_keys
XAK1Skill_Group	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XAK2Skill_Group	nonclustered, unique, unique key located on PRIMARY	PeripheralID, PeripheralNumber, Priority
XIE1Skill_Group	nonclustered located on PRIMARY	ScheduleID
XIE2Skill_Group	nonclustered located on PRIMARY	BaseSkillTargetID
XIE3Skill_Group	nonclustered located on PRIMARY	DateTimeStamp
XPKSkill_Group	clustered, unique, primary key located on PRIMARY	SkillTargetID

Table 409: Fields in Skill_Group Table

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 NULL
BucketIntervalID	The ID of bucket intervals from the Bucket_Interval table used to generate the AnsInterval and AbandInterval fields in this record. If NONE is selected for the bucket interval, then Default_Bucket_Intervals is used for calculation.	DBINT	YES

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 system software sends to the peripheral to initialize the skill group.	varchar(255)	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DefaultEntry	Usual entries are 0 (zero). Any records with DefaultEntry value > (greater than) 0 will be considered a default skill group for configuration purposes. Records having a DefaultEntry value of 1 are used by OPC as the default target skill group. Where only a base default skill group 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 2. **Note** An automatic DefaultEntry is created with each possible combination of Peripheral and MRDomain (PeripheralID and MRDOmainID) in the system. These entries are visible to configuration applications but cannot be directly modified.	DBINT	NOT NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
DepartmentID	Foreign key from Department. NULL for global department.	DBINT	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 NOT NULL
Extension	The extension number for the service (used by Lucent DEFINITY ECS).	VTELNO10	NULL

Name	Description	Data Type	Keys and NULL Option
IPTA	Indicates whether or not this is an 'Unified ICM picks the agent (IPTA)' skill group: • **Y** = Yes, this is an IPTA skill group. • **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 NOT NULL
PeripheralID	Foreign key from Peripheral table.	DBSMALLINT	AK-2, FK 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 NOT NULL
PrecisionQueueID	Foreign key to the Precision Queue table.	DBINT	FK, NULL
Priority	The routing priority of this group for the skill: • **1** = primary • **2** = secondary • **3**= tertiary; etc. **Note** The value 0 indicates a base skill group.	DBSMALLINT	AK-2 NOT NULL
ScheduleID	Identifies an imported schedule associated with the skill group.	DBINT	FK, IE-1 NULL
ServiceLevelThreshold	The service level threshold, in seconds, for the service level. If this field is negative, the value of the ServiceLevelThreshold field in the Service_Level_Threshold table (for this Peripheral/MRD pair) is used. The default value is -1 which means SL computation is disabled for this SG.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelType	Indicates how the system software calculates the service level for the skillgroup. If this field is 0, Unified ICM uses the default specified for the associated Peripheral/MRD pair in the Service_Level_Threshold table. Possible values: • 0 = Use Default • 1 = Ignore Abandoned Calls • 2 = Abandoned Call Has Negative Impact: • 3 = Abandoned Call Has Positive Impact:	DBSMALLINT	NOT 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: • **0** = Use peripheral default. • **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
UserDeletable	Indicates if the record can be deleted by a user. Default is Y.	DBCHAR	NOT NULL

Skill_Group_Five_Minute

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

It gets populated on central and HDS databases. This table contains statistics about each skill group during the five-minute interval.

The Unified ICM generates Skill_Group_Five_Minute records for each skill group.

Related table

Skill_Group, on page 484 (via SkillTargetID)

Table 410: Indexes for Skill_Group_Five_Minute Table

index_name	index_description	index_keys
XAK1Skill_Group_Five_Minute	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XPKSkill_Group_Five_Minute	Clustered, unique, primary key located on PRIMARY	DateTime, SkillTargetID, TimeZone

Table 411: Fields in Skill_Group_Five_Minute Table

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.	DBINT	NULL
AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the five-minute window. This value is calculated as follows: **HandledCallsTalkTimeTo5 / CallsHandledTo5** AvgHandledCallsTalkTime is calculated only for handled calls, which are calls that are finished (that is, any after-call work associated with the call has been completed). This field is updated in the database when any after-call work associated with the call is completed.	DBINT	NULL
AvgHandledCallsTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the five-minute window. This value is calculated as follows: **HandledCallsTalkTimeTo5 / CallsHandledTo5** The AvgHandledCallsTime value is updated in the database when any after-call work time associated with the call is completed.	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 during the five-minute window. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsAnsweredTo5	Number of calls answered by agents in the skill group during the five-minute window. The count for CallsAnswered is updated at the time the call is answered.	DBINT	NULL
CallsHandledTo5	Calls that by been answered and have completed wrap-up by the skill group during the five-minute window. A handled call is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. 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 NOT NULL
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 window. 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 window. This is the percentage of time agents spend working on calls versus the time agents were ready.	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

Name	Description	Data Type	Keys and NULL Option
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
ReservedStateTimeTo5	Time agents in the skill group spent in the Reserved state during the five-minute window. ReservedStateTime is included in the calculation of LoggedOnTime.	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 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
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 window. This field is applicable for **Unified ICM, Unified CCE** and **Outbound Option.**	DBINT	NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	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 window. WorkNotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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.	DBINT	NULL

Skill_Group_Interval

This section describes the Skill Group Interval table.

For any calls that are routed using a Precision Queue, RouterCallsOffered and RouterErrorCode fields in the corresponding Skill_Group_Interval table are updated.

Note In the Skill_Group_Interval table, the *Hold time* is calculated based on the agent state.

Table 412: Indexes for Skill_Group_Interval Table

index_name	index_description	index_keys
XPKSkill_Group_Interval	PRIMARY KEY	DateTime, SkillTargetID, Timezone
XAK1Skill_Group_Interval	UNIQUE	Recovery Key
XIE1Skill_Group_Interval	Nonclustered	DbDateTime

Table 413: Fields in Skill_Group_Interval Table

Name	Description	Data Type	Keys and NULL Option
AbandonHoldCallsOut	The number of outbound calls that abandon while on hold. This is reported by OPC.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AvgHandledCallsTalkTime	Average talk time in seconds for inbound calls associated with the skill group that were handled during the reporting interval. This value is calculated as follows: **HandledCallsTalkTime / CallHandled**. 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 counted when any after-call work associated with the call is completed, and the database is updated every reporting. **Note** In a Unified CCE Enterprise Gateway deployment, a Unified ICM (parent) connected with a Unified CCE with a Unified CCE System PG (child) or Cisco Unified Contact Center Express (child) through Unified CCE Gateway PG, network queuing data is not available in the child or in the child agent or supervisor desktops. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager, who would usually only look at the Unified CCE child reports, must also look at the parent Unified ICM reports for network queuing data.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AnswerWaitTime	The sum of the answer wait times of all calls associated to an agent in this skill group or precision queue answered during the reporting interval. AnswerWaitTime is updated at the time the call is answered, and the database is updated at every reporting interval. In Unified ICM, AnswerWaitTime is calculated from the following fields in the Termination_Call_Detail table: • DelayTime • LocalQTime • RingTime In Unified CCE, AnswerWaitTime is calculated from the following fields in the Termination_Call_Detail table: • DelayTime • RingTime • NetworkSkillGroupQTime	DBINT	YES
AbandonRingCalls	Total number of ACD calls to the skill group that were abandoned while ringing at an agent's position. The value is counted at the time the call disconnects, and the database is updated every reporting.	DBINT	YES
AbandonRingTime	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 counted at the time the call disconnects, and the database is updated every reporting.	DBINT	YES
AbandonHoldCalls	The total number of ACD calls to the skill group that abandoned while being held at an agents position. The value is counted at the time the call disconnects, and the database is updated every reporting.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AgentOutCallsTalkTime	Total talk time, in seconds, outbound ACD calls handled by agents associated with this skill group that ended during the reporting interval. The value includes the time spent from the agent beginning the call to when the agent begins after-call work for the call. The value is counted when the after-call-work time associated with the call (if any) is completed, and the database is updated every reporting. **Note** This field does not include the hold time; it is recorded in the AgentOutCallsOnHoldTime field.	DBINT	YES
AgentOutCallsOnHold	The total number of outbound ACD calls by an agent associated with this skill group that ended during the current reporting interval that were placed on hold at least once during the life of the call. The value is counted when the after-call work associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES
AgentOutCallsOnHoldTime	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.	DBINT	YES
AgentTerminatedCalls	Not currently used.	DBINT	YES
AvgHandledCallsTime	Average handle time in seconds for inbound calls associated with the skill group that were handled during the reporting interval. This value is calculated as follows: HandledCallsTime / CallsHandled. The AvgHandledCallsTime value is counted when any after-call work time associated with the call is completed, and the database is updated every reporting.	DBINT	YES
AutoOutCalls	The total number of AutoOut (predictive) calls made by agents associated with this skill group that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AutoOutCallsTime	The total handle time, in seconds, for AutoOut (predictive) calls handled by agents associated with this skill group that ended during the reporting interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime value includes the time spent from the call being initiated to when the agent completes after-call work time for the call. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES
AutoOutCallsTalkTime	Total talk time, in seconds, for AutoOut (predictive) calls handled by agents associated with this skill group that ended during the reporting interval. This value includes the time spent from the call being initiated to when the agent begins after-call work for the call. It includes the HoldTime associated with the call. AutoOutCallsTalkTime is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES
AutoOutCallsOnHold	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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES
AutoOutCallsOnHoldTime	The total number of seconds that AutoOut (predictive) calls were placed on hold by agents associated with this skill group during the reporting interval. The value is counted when the after-call work associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES
AgentOutCallsTime	The total handle time, in seconds, for outbound ACD calls handled by the skill group that ended during the reporting interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AgentOutCallsTime value includes the time spent from the agent beginning the call to when the agent completes after-call work time for the call. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
AgentOutCalls	The total number of outbound ACD calls made by agents in the skill group that ended during a reporting interval. The value is counted when any after-call work time associated with the call is completed, and the database is updated every reporting.	DBINT	YES
AvailTime	Total time in seconds agents associated with this skill group were in the Not_Active state for this skill group during the reporting interval. AvailTime is included in the calculation of LoggedOnTime.	DBINT	YES
BargeInCalls	The number of calls associated with this skill group barged in on either by the supervisor or by the agent. This field is applicable for Unified CCE only.	DBINT	YES
BucketIntervalID	The ID of Bucket Intervals from the Bucket_Interval table used to generate the following RouterAnsInterval and RouterAbandInterval fields in this record.	DBINT	NULL
BusyOtherTime	Number of seconds agents have spent in the BusyOther state for this skill group during the reporting interval. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	YES
CampaignID	For skill groups assigned to campaigns only per the Campaign Skill Group. As skill groups are often reused for new campaigns, this provides a historical trail for proper reporting. Filled in by the CallRouter.	DBINT	YES
CallbackMessages	Number of callback messages processed by the skill group during the reporting interval.	DBINT	YES
CallbackMessagesTime	Number of seconds the skill group spent processing callback messages during the reporting interval.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
CallsHandled	The number of inbound ACD calls answered and wrap-up completed by agents associated with this skill group during the reporting interval. This field is applicable for Unified ICM and Unified CCE. A handled call is: 1. An incoming ACD call that was answered by an agent, and then completed. 2. A non-voice task that the agent started working on then completed. A handled call or task is completed when the agent associated with the call or task finishes the wrap-up work associated with the call or task.	DBINT	YES
CallsAnswered	Number of routed calls answered by agents associated with this skill group during the given interval. CallsAnswered is incremented in the interval where the call is answered, as opposed to CallsHandled which is incremented in the interval where the call ends. **Note** With the existence of a network VRU, in a Unified CCE deployment with a Unified CCE System PG, this value does not include time spent in the network VRU.	DBINT	YES
ConsultOutCalls	The number of external consult calls the agents in this skill group completed during this interval.	DBINT	NULL
ConsultOutCallsTime	Time the agents in this skill group spent on consult external calls. It includes talk, hold, and wrap time. Time is counted when the call ends. This time	DBINT	NULL
ConsultativeCalls	The number of consultative calls agents associated with the skill group that ended in this reporting. The count is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every reporting.	DBINT	YES
ConsultativeCallsTime	The number of seconds agents associated with this skill group spent handling a consultative call. The value is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every reporting.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
CallsOffered	The number of calls received by this skill group for the current reporting interval. In Unified CCE with a Unified CCE System PG, a call is counted as offered when it is sent to a skill group. In Unified CCE without a Unified CCE System PG, a call is counted as offered only when it is answered. **Note** For consistent values, in Unified CCE regardless of whether there is a Unified CCE System PG, use RouterCallsOffered.	DBINT	YES
CallsQueued	The number of calls queued to this skill group by the ACD in the current reporting interval. In Unified CCE with a Unified CCE System PG, this field is applicable and is updated when a call is queued to the skill group. **Note** Not applicable for Unified CCE without a Unified CCE System PG and is not updated. For consistent values, in Unified CCE regardless of whether there is a Unified CCE System PG, use RouterQueueCalls.	DBINT	YES
ConferencedInCalls	The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting. **Note** For blind conferences in Unified CCE with a Unified CCE System PG, this field is updated when an agent later answers the call that was blind conferenced to a VRU. For this call scenario, this field is not updated in Unified CCE without a Unified CCE System PG.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ConferencedInCallsTime	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 counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting. For blind conferences in Unified CCE, the value is counted when an agent blind conferences the call to a VRU, and the database is updated every reporting. For blind conferences in Unified CCE with a Unified CCE System PG, the value is not updated in the database until another agent later answers the call that was blind conferenced to a VRU. **Note** For blind conferences in Unified CCE with a Unified CCE System PG, this field is updated when another agent later answers the call that was blind conferenced to a VRU. For this call scenario, this field is not updated in Unified CCE without a Unified CCE System PG.	DBINT	YES
ConferencedOutCalls	The number of conference calls that the skill group agents initiated. The conferenced out calls include ACD and non-ACD calls. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	YES
ConferencedOutCallsTime	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 counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	YES
DateTime	The date and time at the start of the reporting interval.	DBSMALLDATE	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	YES
EmergencyAssists	The number of emergency assist requests either by the agent or by the supervisor. This field is applicable for Unified CCE only.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
HoldTime	Number of seconds where all calls to an agent are on hold during the reporting interval. HoldTime is counted only while the agent is doing no other call-related activity. HoldTime is included in the calculation of LoggedOnTime.	DBINT	YES
HandledCallsTalkTime	The number of seconds that agents spent in TalkTime for calls associated with this skill group that ended in this reporting interval. This field is applicable for both Unified ICM, Unified CCE and Outbound Option.	DBINT	YES
HandledCallsTime	This field only applies to configured skill groups. The number of seconds an agent spent answering the call (including the time the call was on hold) to the time the agent completed the after-call work associated with the call. HandledCallsTime = HandledCallsTalkTime + HoldTime + (WorkNotReadyTime/WorkReadyTime) The value in this field for the incoming routed calls includes: **1.** Talk time **2.** Total Held time **3.** Work Ready and Work Not Ready time **Note** Database is updated with the cumulative time only after the call completion of both the talk time and the wrap-up time. **Note** This field is applicable for Unified ICM, Unified CCE, and Outbound Option.	DBINT	YES
IncomingCallsOnHoldTime	Total number of seconds that inbound ACD calls that agents associated with the skill group placed on hold that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
IncomingCallsOnHold	The total number of inbound ACD calls that agents associated with the skill group placed on hold at least once during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES
InternalCallsOnHoldTime	The total number of seconds internal calls agents associated with the skill group ended in this reporting ever put on hold. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES
InternalCallsOnHold	The total number of internal calls that agents associated with the skill group ended in this reporting that were ever placed on hold. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES
InternalCallsRcvdTime	Number of seconds spent on internal calls received by the agent during the reporting interval. The value is incremented when the after-call-work time associated with the call has completed.	DBINT	YES
InternalCallsRcvd	Number of internal calls associated with this skill group that agents received and that ended during this reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES
InternalCalls	Number of internal calls agents associated with this skill group ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES
InternalCallsTime	Number of seconds spent on internal calls initiated by the agent during the reporting interval. The value is incremented when the after-call-work time associated with the call has completed.	DBINT	YES
InterruptedTime	The number of seconds during which all calls to the agent are in interrupted state during the reporting interval.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
InterceptCalls	The number of calls intercepted either by the supervisor or by the agent. This field is applicable for Unified CCE only.	DBINT	YES
LoggedOnTime	Total time, in seconds, agents associated with this skill group were logged on during the reporting interval. This field is applicable for both Unified ICM, Unified CCE and Outbound Option. This value is based on the sum of the following: **1.** HoldTime **2.** TalkInTime **3.** TalkOutTime **4.** TalkOtherTime **5.** NotReadyTime **6.** WorkReadyTime **7.** WorkNotReadyTime **8.** BusyOtherTime **9.** ReservedStateTime **10.** TalkAutoOutTime **11.** TalkPreviewTime **12.** TalkReservedTime **13.** InterruptedTime	DBINT	YES
MonitorCalls	The number of calls monitored either by the supervisor or by the agent. This field is applicable for Unified CCE only.	DBINT	YES
NetConsultativeCalls	The number of Network consultative calls completed by agents in the skill group with at least one call on hold. The count is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every reporting.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
NetConsultativeCallsTime	The number of seconds agents in the skill group spent handling a Network consultative call with at least one call on hold. The value is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every reporting.	DBINT	YES
NetConferencedOutCalls	The number of Network conference calls that the skill group agents initiated. The conferenced out calls only include Network conference calls. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	YES
NetConfOutCallsTime	The number of seconds that agents spent on Network conference calls that they initiated. This only includes time spent on Network conference calls initiated by the agent. This database element uses ConferenceTime from the Termination_Call_Detail table. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every reporting.	DBINT	YES
NetTransferOutCalls	Number of calls that were network (Blind and Consultative) transferred out of the skill group during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting.	DBINT	YES
NotReadyTime	Total seconds agents were in the Not Ready state for this skill group during the reporting interval. NotReadyTime is included in the calculation of LoggedOnTime.	DBINT	YES
PickRequests	The total number of pick requests successfully routed to this skill group for this interval.	DBINT	NULL
PullRequests	The total number of pull requests successfully routed to this skill group for this interval .	DBINT	NULL
PickErrors	Number of pick requests resulting in an error.	DBINT	NULL
PullErrors	Number of pull requests resulting in an error.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PercentUtilization	Percentage of Ready time that agents associated with this skill group spent talking or doing call work during the reporting interval. This is the percentage of time these agents spent working on calls versus the time agents were ready.	DBFLT4	YES
PrecisionQueueID	Foreign Key from Precision_Queue table.	DBINT	NULL
PreviewCalls	Total number of outbound Preview calls made by agents associated with this skill group that ended during the reporting interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES
PreviewCallsTime	Total handle time, in seconds, for outbound Preview calls handled by agents associated with this skill group that ended during the reporting interval. Handle time includes WorkTime, TalkTime, and HoldTime. The PreviewCallsTime value includes the time spent from the call being initiated to when the agent completes after-call work time for the call. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES
PreviewCallsTalkTime	Total talk time, in seconds, for outbound Preview calls handled by agents associated with this skill group that ended during the reporting interval. This value includes the time spent from the call being initiated to when the agent begins after-call work for the call. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is counted when the after-call work time associated with the call (if any) has completed. This field is applicable for both Unified ICM and Unified CCE, and the database is updated every reporting.	DBINT	YES
PreviewCallsOnHold	The total number of ended outbound Preview calls that agents associated with this skill group have placed on hold at least once during the reporting interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
PreviewCallsOnHoldTime	The total number of seconds outbound Preview calls were placed on hold by agents associated with this skill group during the reporting interval. The value is counted when the after-call work associated with the call (if any) has completed, and the database is updated every reporting.	DBINT	YES
ReserveCalls	For Outbound Option, the number of reservation calls received by agents in this skill group during the reporting interval.	DBINT	YES
ReserveCallsTime	For Outbound Option, the time during the reporting interval that outbound agents in this skill group spent on reservation calls waiting for delivery of a Campaign customer call. This includes preview time for Preview, Direct Preview, and Personal Callback calls.	DBINT	YES
ReserveCallsTalkTime	For Outbound Option, the talk time for agents in this skill group on reservation calls during the reporting interval. This is calculated using Call State.	DBINT	YES
ReserveCallsOnHold	For Outbound Option, the number of reservation calls for agents in this skill group placed on hold during the reporting interval.	DBINT	YES
ReserveCallsOnHoldTime	For Outbound Option, the time that reservation calls for agents in this skill group are on hold during the reporting interval.	DBINT	YES
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/Unified CCE software to track the record.	DBFLT8	NOT NULL
RedirectNoAnsCalls	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 counted at the time the call is diverted to another device, and the database is updated every reporting. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
RedirectNoAnsCallsTime	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 counted at the time the call is diverted to another device, and the database is updated every reporting. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	YES
RouterAbandInterval1	Number of calls abandoned within interval 1. For Skill Group Interval, RouterAbandInterval is calculated from when the call is queued to a skill group or a precision queue, to when the call is abandoned. This column is applicable to both third-party ACDs and Unified CCE with the following exception: the column is not incremented if the call abandons after it is routed to a standard ACD, unless the call was translation routed. In a Unified CCE Enterprise Gateway deployment, a Unified ICM (parent) connected with a Unified CCE and with a Unified CCE System PG (child) or Cisco Unified Contact Center Express (child) through Unified CCE Gateway PG, network queuing data is not available in the child or in the child agent or supervisor desktops. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager, who would usually only look at the Unified CCE child reports, must also look at the parent Unified ICM reports for network queuing data.	DBINT	NULL
RouterAbandInterval2	Number of calls abandoned within interval 2. See RouterAbandInterval1.	DBINT	NULL
RouterAbandInterval3	Number of calls abandoned within interval 3. See RouterAbandInterval1.	DBINT	NULL
RouterAbandInterval4	Number of calls abandoned within interval 4. See RouterAbandInterval1.	DBINT	NULL
RouterAbandInterval5	Number of calls abandoned within interval 5. See RouterAbandInterval1.	DBINT	NULL
RouterAbandInterval6	Number of calls abandoned within interval 6. See RouterAbandInterval1.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RouterAbandInterval7	Number of calls abandoned within interval 7. See RouterAbandInterval1.	DBINT	NULL
RouterAbandInterval8	Number of calls abandoned within interval 8. See RouterAbandInterval1.	DBINT	NULL
RouterAbandInterval9	Number of calls abandoned within interval 9. See RouterAbandInterval1.	DBINT	NULL
RouterAbandInterval10	Number of calls abandoned within interval 10. See RouterAbandInterval1.	DBINT	NULL
RouterAnsInterval1	Number of calls answered within interval 1. For Skill Group Interval, RouterAnsInterval is calculated from when the call is queued to a skill group or a precision queue, to when the call is answered. This column is applicable to both third-party ACDs and CC Enterprise with the following exception: the column is not incremented if an agent on a third-party ACD answers the call, unless the call was translation routed. In a Unified CCE Enterprise Gateway deployment,a Unified ICM (parent) connected with a Unified CCE with a Unified CCE System PG (child) or Cisco Unified Contact Center Express (child) through Unified CCE Gateway PG, network queuing data is not available in the child or in the child agent or supervisor desktops. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager, who would usually only look at the Unified CCE child reports, must also look at the parent Unified ICM reports for network queuing data. With the existence of a network VRU, for Unified CCE and for Unified ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must change the call type of the call when self-service is completed. Otherwise, the time spent in self-service negatively impacts the Service Level.	DBINT	NULL
RouterAnsInterval2	Number of calls answered within interval 2. See RouterAnsInterval1.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RouterAnsInterval3	Number of calls answered within interval 3. See RouterAnsInterval1.	DBINT	NULL
RouterAnsInterval4	Number of calls answered within interval 4. See RouterAnsInterval1.	DBINT	NULL
RouterAnsInterval5	Number of calls answered within interval 5. See RouterAnsInterval1.	DBINT	NULL
RouterAnsInterval6	Number of calls answered within interval 6. See RouterAnsInterval1.	DBINT	NULL
RouterAnsInterval7	Number of calls answered within interval 7. See RouterAnsInterval1.	DBINT	NULL
RouterAnsInterval8	Number of calls answered within interval 8. See RouterAnsInterval1.	DBINT	NULL
RouterAnsInterval9	Number of calls answered within interval 9. See RouterAnsInterval1.	DBINT	NULL
RouterAnsInterval10	Number of calls answered within interval 10. See RouterAnsInterval1.	DBINT	NULL
RouterCallsAbandQ	Number of calls queued to the group by the CallRouter that were abandoned during the half-hour interval. The CallRouter sets this field.	DBINT	YES
RouterDelayQAbandTime	The summation of time spent waiting in queue with this skill group by callers that abandon before being routed to an agent. The CallRouter sets this field.	DBINT	
RouterMaxCallsQueued	The maximum number of calls queued for this skill group during this interval. Calls queued against multiple skill groups are included in the count for each skill group it was queued to. The CallRouter sets this field.	DBINT	NULL
RouterMaxCallWaitTime	The longest a call had to wait before being answered, abandoned, or otherwise ended. This includes time in the network queue, local queue, and ringing at the agent if applicable. The CallRouter sets this field.	DBINT	NULL
RouterQueueCalls	Number of calls queued to the group by the CallRouter during the reporting interval. The CallRouter sets this field.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
ReportingHalfHour	The value indicates Half Hour boundary interval (0 - 47). Two 15 minute interval records will have a unique half hour boundary value.	DBINT	NULL
ReportingInterval	This value indicates the period, in minutes, over which the router calculates the Call Type and Call Type Skill Group data. The valid values are 30 (default) or 15.	DBINT	NULL
ReservedStateTime	How long an agent is in Reserved state. This is counted using Agent State.	DBINT	YES
RouterCallsOffered	The number of calls routed or queued for the Skill Group in the reporting interval. The CallRouter sets this field. This fields does not include local ACD calls, not routed by Unified ICM. Such calls are counted in the CallsOffered field of Skill_Group tables. Note: RouterCallsOffered = RouterCallsAbandToAgent + CallsHandled + RouterCallsDequeued + RedirectNoAnsCalls + RouterError + ReserveCalls + RouterCallsAbandQ + RouterCallsAbandDequeued This field is applicable to Unified CCE environments and to Unified ICM environments where calls are translation-routed to Skill Groups. This value is incremented by: **1.** CallType short calls, which are counted as abandoned for Skill Groups. (There is no short call count in the Skill_Group_Real_Time table.) **2.** Calls that are cancelled bis Cancel Queue node and re-queued to the same Skill Group. **3.** Calls that are routed to a Skill Group, re-queried, and re-queued to the same Skill Group. **Note** For precision queue skill groups, this value increments when a call is sent to a peripheral.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
RouterCallsAbandToAgent	In the reporting interval, the number of calls abandoned after they have been routed to the agent desktop and before they have been answered (for example, Abandon Ringing). This field is applicable for Unified CCE systems and for systems where calls are translation-routed to Skill Groups. The CallRouter sets this field. **Note** For precision queue skill groups, this value counts the number of calls abandoned after the calls are routed to an agent desktop and before the calls are answered.	DBINT	YES
RouterCallsDequeued	The number of calls that were de-queued from this skill group to be routed to another skill group in the reporting interval. This field is also incremented when a call is de-queued by a Cancel Queue node. This field is applicable to Unified CCE environments and to ICM environments where calls are translation-routed to Skill Groups. The CallRouter sets this field.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
RouterError	The number of calls that resulted in an error condition in the reporting interval. A few examples of error condition are: • CCE Script implementation is unable to find a target for the call due to any scripting or configuration error. • The system is unable to route the call to the identified Agent for any error in the network or device. • Calls with mis-configured labels do not use default routing; for example, when a route has not been defined. This field is applicable to Unified CCE environments and to Unified ICM environments where calls are translation-routed to Skill Groups. The CallRouter sets this field. **Note** For precision queue skill groups, this value counts the number of calls resulting in an error condition after the calls are routed to an agent desktop. See *Router Error Codes* for the complete list of RouterError codes.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
RouterCallsAbandDequeued	The number of calls that were abandoned and de-queued from this skill group. When a call is queued to multiple skill groups and abandoned, the RouterCallsAbandQ field is incremented for one skill group and RouterCallsAbandDequeued is incremented for all the other skill groups. The group that is charged with the abandon is the group to which the call had been continuously queued to the longest at the time of the abandon. Usually, this would be the first group the script queued the call to, unless a more complicated dequeue, queue, or requeue scenario changes the order. The term "continuously queued" means that if a call is queued to a group, later dequeued, and still later requeued, the earlier time in queue is not used in determining which group the abandon is charged against. This field is applicable to Unified CCE environments and to Unified ICM environments where calls are translation-routed to Skill Groups. The CallRouter sets this field.	DBINT	YES
Reserved1	Reserved for future use.	DBINT	YES
Reserved2	Reserved for future use.	DBINT	YES
Reserved3	Reserved for future use.	DBINT	YES
Reserved4	Reserved for future use.	DBINT	YES
Reserved5	Reserved for future use.	DBFLT4	YES
SkillTargetID	The SkillTargetID of the skill group. Together with the SkillGroupSkillTargetID, identifies the skill group member.	DBINT	NOT NULL
SupervAssistCalls	Number of calls for which agents received supervisor assistance during the reporting interval. The value is counted when the supervisor-assisted call completes, and the database is updated every reporting. This field is applicable for Unified CCE.	DBINT	YES
SupervAssistCallsTime	Number of seconds agents associated with this skill group spent on supervisor-assisted calls during the reporting interval. The value is counted when the supervisor-assisted call completes, and the database is updated every reporting. This field is applicable for Unified CCE.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ShortCalls	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. Inbound ACD short calls are counted as Handled. AGENT_INSIDE short calls are counted as InternalCallsRcvd.	DBINT	YES
ServiceLevel	Service Level for the skill group during the reporting interval. This value is computed based on the ServiceLevelCalls, ServiceLevelCallsoffered, ServiceLevelCallsAband, and CallsDequeued. There are three types of service level calculations, and they are determined by the Service Level type chosen in configuration. They are: 1. **Ignore Abandoned Calls ServiceLevel** = ServiceLevelCalls / (ServiceLevelCallsoffered - ServiceLevelCallsAband - RouterCallsDequeued - RouterCallsAbandDequeue). 2. **Abandoned Calls have Negative Impact ServiceLevel** = ServiceLevelCalls / ServiceLevelCallsoffered - RouterCallsDequeued - RouterCallsAbandDequeue). 3. **Abandoned Calls have Positive Impact ServiceLevel** = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - RouterCallsDequeued - RouterCallsAbandDequeue). **Note** This field is relevant to the Unified CCE environment only.	DBFLT4	YES

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCalls	The total number of calls of this skill group answered within the service level threshold during the reporting interval. For Skill Group Interval, ServiceLevelCalls is calculated from when the call is queued to a skill group or a precision queue, to when the call is answered. Calls may abandon while in the Skill Group queue, or they may abandon after they have been routed to a Skill Group. Calls that abandon after they are routed to a Skill Group are identified by TCD records with abandoned call disposition. If the call is queued and abandons before it is routed to any Skill Groups (within the ServiceLevel threshold), the Router increments this value for ALL the Skill Groups this call was queued for. If the call abandons after it was routed to a Skill Group, that Skill Group will have ServiceLevelCallsAband incremented. Other Skill Groups have ServiceLevelCallsDequeued incremented. Dequeuing the call by a Cancel Node has no impact on ServiceLevelCallsAband. This field is relevant to the Unified CCE environment only. With the existence of a network VRU, this value includes time in the network queue.	DBINT	YES
ServiceLevelCallsAband	The total number of calls of this skill group abandoned within the service level threshold during the reporting interval. For Skill Group Interval, ServiceLevelCallsAband is calculated from when the call is queued to a skill group or a precision queue, to when the call is abandoned. Calls may abandon while in the Skill Group queue, or they may abandon after they have been routed to a Skill Group. Calls that abandon after they are routed to a Skill Group are identified by TCD records with abandoned call disposition flag. If the call is queued and abandons before it is routed to any Skill Groups (within the ServiceLevel threshold), the Router increments this value for ALL the Skill Groups this call was queued for. If the call abandons after it was routed to a Skill Group, that Skill Group will have ServiceLevelCallsAband incremented. This field is relevant to the Unified CCE environment only.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCallsDequeue	The number of queued calls de-queued from a skill group within the skill ServiceLevel threshold in the reporting interval. Calls may be de-queued by a Cancel Queue node or de-queued from this Skill Group to be routed to a different Skill Group. **Note** This field is relevant to the Unified CCE environment only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	YES
ServiceLevelError	The calls that ended in Error state within the skill group Service Level threshold during the reporting interval. **Note** This field is relevant to the Unified CCE environment only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	YES
ServiceLevelRONA	The calls that redirected on no answer within the Service Level threshold during the reporting interval. These calls are part of the ServiceLevelCallsOffered. **Note:** This field is relevant to the Unified CCE environment only. **Note:** With the existence of a network VRU, this value includes time in the network queue. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCallsOffered	The number of calls routed to a skill group or queued for a skill group in the reporting interval. Includes the following categories of calls: **1.** Calls that are answered within the ServiceLevel threshold. **2.** Calls that are abandoned within the ServiceLevel threshold. **3.** Calls that are redirected within the ServiceLevel threshold. (This is consistent with Call Type ServiceLevel). **4.** Calls that are not complete after the ServiceLevel threshold has passed (that is, calls queued longer than the Service Level threshold). **Note** ServicelevelCallsOffered field, calls that encountered an error are counted, irrespective of how the calls ended (within or beyond the threshold). You can use the RouterError field to exclude all the erroneous calls and ServiceLevelError field to exclude erroneous calls before threshold. **Note** This field is relevant to the Unified CCE environment only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	YES
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	NOT NULL
TalkInTime	Number of seconds agents associated with this skill group spent talking on inbound ACD calls (neither internal nor outbound) during the reporting interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
TalkOutTime	Number of seconds agents associated with this skill group spent talking on external outbound or consultative transfer calls during the reporting interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	YES
TalkOtherTime	Number of seconds agents spent talking on other calls (neither inbound nor outbound) during the reporting interval. Examples of other calls include agent-to-agent transfers and supervisor calls. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	YES
TransferInCalls	Number of calls transferred into the skill group during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting. In Unified CCE with a Unified CCE System PG, a call is counted as offered when it is sent to a skill group. In Unified CCE, a call is counted as offered only when it is answered. This field is applicable for both Unified ICM and Unified CCE. **Note** For blind transfers in Unified CCE with a Unified CCE System PG, this field updates when the call that is blind transferred to a VRU is subsequently transferred to another agent and the agent answers the call. For this call scenario, this field is not updated in Unified CCE without a Unified CCE System PG. **Note:** "Calls" may include voice calls and non-voice tasks from ECE or third-party multichannel applications that use the Task Routing APIs.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
TalkTime	Total seconds agents associated with this skill group were in the Talking state during the reporting interval. This value is based on the following: **1.** TalkInTime **2.** TalkOutTime **3.** TalkOtherTime **4.** TalkAutoOutTime **5.** TalkPreviewTime **6.** TalkReservedTime	DBINT	YES
TransferInCallsTime	Number of seconds agents associated with this skill group spent handling transferred in calls that ended during this reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting. **Note:** For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated when the call that was blind transferred to an IVR is later transferred to another agent and the agent answers the call. For this call scenario, this field is not updated in Unified CCE without a Unified CCE System PG. **Note:** "Calls" may include voice calls and nonvoice tasks from ECE or third-party multichannel applications that use the Task Routing APIs.	DBINT	YES
TransferOutCalls	Number of calls transferred out of the skill group during the reporting interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every reporting. **Note:** "Calls" may include voice calls and nonvoice tasks from ECE or third-party multichannel applications that use the Task Routing APIs.	DBINT	YES
TalkAutoOutTime	Number of seconds the agent spent talking on AutoOut (predictive) calls during the reporting interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.	DBINT	YES

Name	Description	Data Type	Keys and NULL Option
TalkPreviewTime	Number of seconds the agent spent talking on outbound Preview calls during the reporting interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.	DBINT	YES
TalkReserveTime	Number of seconds the agent spent talking on agent reservation calls during the reporting interval. TalkReserveTime is included in the calculation of LoggedOnTime.	DBINT	YES
WorkNotReadyTime	Total time in seconds agents associated with this skill group were in the WORK_NOT_READY state during the reporting interval. WorkNotReadyTime is included as in the calculation of LoggedOnTime.	DBINT	YES
WorkReadyTime	Total seconds agents in the skill group were in the WORK_READY state for tasks associated with this skill group that ended during this reporting interval. WorkReadyTime is included in the calculation of LoggedOnTime.	DBINT	YES
WhisperCalls	The number of calls coached either by the supervisor or by the agent. This field is applicable for Unified CCE only.	DBINT	YES

Skill_Group_Member

Table

This table is one of the Skill Group Member Detail tables in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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.

Related Tables

Agent, on page 17 (AgentSkillTargetID maps to Agent.SkillTargetID)

Skill_Group, on page 484 (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Table 414: Indexes for Skill_Group_Member Table

index_name	index_description	index_keys
XIE1Skill_Group_Member	nonclustered located on PRIMARY	AgentSkillTargetID

index_name	index_description	index_keys
XPKSkill_Group_Members	clustered, unique, primary key located on PRIMARY	SkillGroupSkillTargetID, AgentSkillTargetID

Table 415: Fields in Skill_Group_Member Table

Name	Description	Data Type	Keys and NULL Option
AgentSkillTargetID	The agent's SkillTargetID value.	DBINT	PK, FK, IE-1 NOT NULL
SkillGroupSkillTargetID	The skill group's SkillTargetID value.	DBINT	PK, FK NOT NULL

Skill_Group_Real_Time

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

Note In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with an Unified CCE with an IPCC System PG (child) or Cisco Unified Contact Center Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would usually only look at the Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

Local database only. Contains real time information about each skill group.

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

Related Table

Skill_Group, on page 484 (via SkillTargetID)

Table 416: Indexes for Skill_Group_Real_Time Table

index_name	index_description	index_keys
XPKSkill_Group_Real_Time	clustered, unique, primary key located on PRIMARY	SkillTargetID

Table 417: Fields in Skill_Group_Real_Time Table

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 rolling five-minute 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.	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.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AnswerWaitTimeTo5	It is the current (rolling) five-minute interval total of: • In **Unified ICM**, the time in seconds from when the call first arrives at the ACD to when the agent answers the call. *AnswerWaitTime* is calculated from the following: • *DelayTime* • *LocalQTime* • *RingTime* • In **Unified CCE**, 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. *AnswerWaitTime* is calculated from the following: • *DelayTime* • *LocalQTime* • *RingTime* • *NetworkQTime* **Note** With the existence of a network VRU, in a Unified CCE deployment with a Unified CCE System PG, this value will not include time spent in the network VRU.	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. 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 Email and Web Manager.	DBINT	NULL

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.	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.	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.	DBINT	NULL
AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the rolling five-minute interval. This value is calculated as follows: **HandledCallsTalkTimeTo5 / CallHandledTo5** 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.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
AvgHandledCallsTimeTo5	Average handle time in seconds for calls counted as handled by the skill group during the rolling five-minute interval. The value is calculated as follows: **HandledCallsTimeTo5 / CallHandledTo5** The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.	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 rolling five-minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL
CallsAnsweredTo5	The number of calls that were answered by the skill group during the rolling five-minute interval.	DBINT	NULL
CallsHandledTo5	The number of calls that were handled by the skill group during the rolling five-minute interval. This field is applicable for both Unified ICM and Unified CCE. A handled call is: • An incoming ACD call that was answered by an agent, and then completed. • A non-voice task that the agent started working on then completed. 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 total number of ongoing non-voice tasks associated with this skill group. This field populates for non-voice tasks only.	DBINT	NULL
CallsOfferedTo5	Number of calls offered to the skill group during the rolling five-minute interval. A call is counted only when it is answered. This field represents local queue counts at the ACD. It is incremented only in the event of local queueing. In the event of Network Queueing, the field incremented in RouterCallsOfferedTo5.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallsQueuedNow	The number of calls currently queued to this skill group by the ACD. This field represents local queue counts at the ACD. It is incremented only in the event of local queueing. In the event of Network Queueing, the field incremented in RouterCallsQNow.	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 rolling five-minute interval. It is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
HandledCallsTimeTo5	This field only applies to configured skill groups. Total handle time, in seconds, for calls counted as handled by the Precision Queue during the rolling five-minute interval. Handle time is number of seconds an agent spent answering the call (including the time the call was on hold) to the time the agent completed the after-call work associated with the call. HandledCallsTime = HandledCallsTalkTime + HoldTime + (WorkNotReadyTime/WorkReadyTime) The value in this field for the incoming routed calls includes: **1.** Talk time **2.** Total Held time **3.** Work Ready and Work Not Ready time **Note** Database is updated with the cumulative time only after the call completion of both the talk time and the wrap-up time. **Note** This field is applicable for Unified ICM, Unified CCE, and Outbound Option.	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 rolling 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.	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. 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 system software.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
InterruptedTimeTo5	The number of seconds during which all calls to the agent are in interrupted state during the rolling five-minute interval.	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
LoggedOnTimeTo5	Total time, in seconds, agents were logged on to the skill group during the current (rolling) five-minute interval. This value is based on the following: • **HoldTimeTo5** • **TalkInTimeTo5** • **TalkOutTimeTo5** • **TalkOtherTimeTo5** • **AvailTimeTo5** • **NotReadyTimeTo5** • **WorkReadyTimeTo5** • **WorkNotReadyTimeTo5** • **BusyOtherTimeTo5** • **ReservedStateTimeTo5** • **TalkAutoOutTimeTo5** • **TalkPreviewTimeTo5** • **TalkReservedTimeTo5** This field is applicable for both **Unified ICM, Unified CCE**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

Name	Description	Data Type	Keys and NULL Option
LongestCallQ	The date and time that the longest call in the queue for the skill group was placed in the queue. **Note** Not applicable for Unified CCE without a Unified CCE System PG and is not updated. In Unified CCE, with a Unified CCE System PG, this field is applicable and is updated when a call is queued to the skill group. For consistent values, in Unified CCE regardless of whether or not there is a Unified CCE System PG, use **RouterLongestCallInQ**.	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 rolling five-minute interval. NotReadyTime is included in the calculation of LoggedOnTime.	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 rolling five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	DBFLT4	NULL
PreviewCallsTalkTimeTo5	Total handle time, in seconds, for outbound Preview calls handled by agents in the skill group that ended during the rolling 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.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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.	DBINT	NULL
PreviewCallsTo5	Total number of outbound Preview calls made by agents in the skill group that ended during the rolling five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
Ready	The number of agents who are Routable with respect to the MRD associated with this skill group, and whose state with respect to this skill group is currently something other than NOT_READY or WORK_NOT_READY.	DBINT	NULL
ReserveCallsTalkTimeTo5	This is the talk time for the reservation call. It should be either zero or a few seconds. This is counted using Call State.	DBINT	NULL
RedirectNoAnsCallsTo5	In the rolling five-minute interval, the number of ACD calls to the skill group that rang at an agent's terminal and redirected on failure to answer. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
ReserveCallsTimeTo5	This is the sum of the total number of reservation calls placed on hold and the talk time for the reservation call. This is counted using Call State.	DBINT	NULL
ReserveCallsTo5	Number of reservation calls. This should always equal to the ReserveCallsOnHoldToHalf.	DBINT	NULL
ReservedAgents	Number of agents for the skill group currently in the Reserved state.	DBINT	NULL
ReservedStateTimeTo5	How long an agent is in Reserved state. This is counted using Agent State.	DBINT	NULL
RouterCallsAbandQTo5	The number of calls that abandoned while queued in the router to this agent, in the rolling five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RouterCallsAbandToAgentTo5	In the rolling five-minute interval, the number of calls abandoned after they have been routed to the agent desktop and before they have been answered (for example, Abandon Ringing). This field is applicable for **Unified CCE systems** and for **systems where calls are translation-routed to Skill Groups**.	DBINT	NULL
RouterCallsAbandDequeuedTo5	The number of calls that were de-queued from this skill group, and had to be routed to another skill group in the rolling five-minute interval. This field is incremented when a call is de-queued through the Cancel Queue node.	DBINT	NULL
RouterCallsDequeuedTo5	The number of calls that were de-queued from this skill group to be routed to another skill group in the rolling five-minute interval. This field is also incremented when a call is de-queued via Cancel Queue node.	DBINT	NULL
RouterCallsOfferedTo5	The number of calls received by this skill group in the rolling five-minute interval. This value is set by the Call Router. A call is counted as offered as soon at it is sent to a Skill Group. This value is incremented by: • CallType short calls, which are counted as abandoned for Skill Groups. (There is no short call count in the Skill_Group_Real_Time table.) • Calls that are cancelled by Cancel Queue node and re-queued to the same Skill Group • Calls that are routed to a Skill Group, re-queried, and re-queued to the same Skill Group This field does not include local ACD calls, not routed by Unified ICM. Such calls are counted in the CallsOfferedTo5 field of Skill_Group tables.	DBINT	NULL
RouterCallsQNow	Number of calls currently queued for the skill group at the CallRouter. This field does not include local ACD calls, not routed by Unified ICM. Such calls are counted in the CallsQueuedNow field of Skill_Group tables.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RouterLongestCallInQ	The time when the longest call in queue was queued for this skill group.	DBDATETIME	NULL
ServiceLevelCallsAbandTo5	The count of calls that abandon within the skill group SL threshold in rolling five-minute interval. Calls may abandon while in the Skill Group queue, or they may abandon after they have been routed to a Skill Group. Calls that abandon after they are routed to a Skill Group are identified by TCD records with abandoned call disposition. If the call is queued and abandons before it is routed to any Skill Groups (within the ServiceLevel threshold), the Router will increment this value for ALL the Skill Groups this call was queued for. If the call abandons after it was routed to a Skill Group, that Skill Group will have ServiceLevelCallsAband incremented. Dequeuing the call via Cancel Node has no impact on ServiceLevelCallsAband. Calls may be de-queued via Cancel Queue node or de-queued from this Skill Group to be routed to a different Skill Group. **Note** This field is applicable to the **Unified CCE environment** only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL
ServiceLevelCallsDequeuedTo5	The number of calls de-queued from a skill group, within the skill group Service Level threshold, in rolling five-minute interval. **Note** This field is applicable to the **Unified CCE environment** only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelCallsOfferedTo5	The number of calls that are routed to a skill group or queued for a the skill group in the rolling five-minute interval Includes these categories of calls • Calls that are answered within the ServiceLevel threshold • Calls that are abandoned within the ServiceLevel threshold • Calls that are redirected within the ServiceLevel threshold (this is consistent with Call Type ServiceLevel) • Calls that are not complete after the ServiceLevel threshold has passed (that is, calls queued longer than the Service Level threshold). **Note** Calls that end in error state within SL threshold are not counted as ServiceLevelCallsOffered. **Note** This field is applicable to the **Unified CCE environment** only. **Note** With the existence of a network VRU, this value includes time in the network queue.	DBINT	NULL
ServiceLevelCallsTo5	The number of calls that are answered by the skill group within the Service Level threshold in the rolling five-minute interval. **Note** This field is applicable to the **Unified CCE environment** only.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
ServiceLevelTo5	Service Level for the skill group in rolling five-minute interval. There are three types of service level calculations, and they are determined by the Service Level type chosen in configuration. They are: 1. **Ignore Abandoned Calls ServiceLevel** = ServiceLevelCalls / (ServiceLevelCallsoffered - ServiceLevelCallsAband - RouterCallsDequeued) 2. **Abandoned Calls have Negative Impact ServiceLevel** = ServiceLevelCalls / ServiceLevelCallsoffered - RouterCallsDequeued) 3. **Abandoned Calls have Positive Impact ServiceLevel** = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - RouterCallsDequeued) **Note** This field is relevant to the Unified CCE environment only.	DBFLT4	NULL
ServiceLevelRONATo5	The calls that redirected on no answer within Service Level threshold within the rolling five-minute interval. These calls are part of the ServiceLevelCallsOffered. This field is applicable to the **Unified CCE environment** only. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL
SkillTargetID	Foreign key from the Skill Group table. The SkillTargetID of the agent. Together with the SkillGroupSkillTargetID, identifies the skill group member.	DBINT	PK, FK NOT NULL
TalkAutoOutTimeTo5	Number of seconds agents in the skill group spent talking on AutoOut (predictive) calls during the rolling five-minute interval.	DBINT	NULL
TalkingAutoOut	Number of agents in the skill group currently talking on AutoOut (predictive) calls.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
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 rolling five-minute interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TalkOtherTimeTo5	Total seconds agents spent talking on other calls (neither inbound nor outbound) for the skill group during the rolling five-minute interval. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TalkOutTimeTo5	Total seconds agents spent talking on outbound calls for the skill group during the rolling five-minute interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TalkPreviewTimeTo5	Number of seconds agents in the skill group spent talking on outbound Preview calls during the current five-minute interval.	DBINT	NULL
TalkReserveTimeTo5	Number of seconds agents in the skill group spent talking on agent reservation calls during the rolling five-minute interval.	DBINT	NULL
TalkTimeTo5	Total seconds agents in the skill group have been in the Talking state during the rolling five-minute interval. This value is calculated as follows: **TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5**	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TransferInCallsTimeTo5	Total number of seconds agents spent on calls transferred into the skill group that ended during the rolling five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed. For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario, this field is not updated in Unified CCE without a Unified CCE System PG. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	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. For blind transfers in Unified CCE, the value is updated in the database when an agent blind transfers the call to an IVR. For blind transfers in Unified CCE with a Unified CCE System PG, the value is not updated in the database until the call that was blind transferred to an IVR is subsequently transferred to another agent. **Note:** For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario, this field is not updated in **Unified CCE without a Unified CCE System PG**. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TransferOutCallsTo5	Number of calls transferred out of the skill group that ended during the rolling five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed. **Note:** "Calls" may include voice calls and nonvoice tasks from third-party multichannel applications that use the Task Routing APIs.	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 rolling five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
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 rolling five-minute interval. WorkReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL

Skill_Target

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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.

Related Tables

Agent, on page 17 (via SkillTargetID)

Route, on page 374 (via SkillTargetID)

Service, on page 443 (via SkillTargetID)

Service_Array, on page 446 (via SkillTargetID)

Skill_Group, on page 484 (via SkillTargetID)

Translation_Route, on page 580 (via SkillTargetID)

Table 418: Indexes for Skill_Target Table

index_name	index_description	index_keys
XPKSkill_Target	clustered, unique, primary key located on PRIMARY	SkillTargetID

Table 419: Fields in Skill_Target Table

Name	Description	Data Type	Keys and NULL Option
SkillTargetID	A unique identifier for the skill target.	DBINT	PK NOT NULL
SkillTargetType	Type of target: • **1** = Service • **2** = Skill Group • **3** = Agent • **4** = Translation Routes • **5**= Service Array	DBSMALLINT	NOT NULL

Smart_License_Entitlements

This table is one of the Smart License tables.

This table stores the information on the pre-defined entitlement tags for identifying and reporting licenses on CSSM.

The information is presented in the table in multiple rows, one for each supported entitlement such as Standard and Premium Agent Entitlement for each supported product.

Related Tables

- Smart_License_Info
- Smart_License_Product
- Smart_License_Server

Table 420: Indexes for the Smart_License_Server Table

index_name	index_description	index_keys
XPKSmart_License_Entitlements	Primary key	SmartLicenseEntitlementsTagID

Table 421: Fields in the Smart_License_Server Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Increments when the record is changed in the database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
DeploymentType	Deployment mode of the system.	varchar(255)	NULL
EntitlementTag	Unique tag per Product ID (PID). For example, Standard or Premium Agent EntitlementTag. EntitlementTag names are different for different types licenses.	VARCHAR(255)	NULL
EntitlementDisplayname	Identifies the entitlement names for the configured deployment.	VARCHAR(255)	NULL
EntitlementDescription	Displays the description of the Entitlement on CSSM. 1 - Direct 2 - Proxy 3 - Satellite Connected 4 - Satellite Disconnected	VARCHAR(255)	NULL
EntitlementVersion	Entitlement Version is usually 1.0 unless multiple versions are required by the product.	VARCHAR(255)	NULL

Name	Description	Data Type	Keys and NULL Option
EnforcementMode	Current enforcement mode of the entitlement. List of the probable modes: • Invalid • Licenses not in use • Waiting • InCompliance • OutOfCompliance • Overage • Evaluation Mode • EvalExpired • AuthorizedPeriodExpired • Disabled • InvalidTag • NotApplicable • ReservedInCompliance • NotAuthorized • NotInUse	VARCHAR(50)	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
LicenseType	The two types of license supported are: • 1 - Perpetual • 2 - Flex The default value 1(Perpetual).	DBINT	NULL
LockUsage	It is the highest license consumption value above and beyond entitlement value when the system is in Out-of-compliance state.	DBINT	NULL
OutOfCompliance	This flag tells whether this Entitlement is in OutOfCompliance.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
OutOfComplianceCount	Displays the number of times the Entitlements are OutOfCompliance.	DBINT	NULL
PeakUsage	Displays the peak usage of this entitlement	DBINT	NULL
SmartLicense EntitlementsTagID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	NOT NULL

Smart_License_Info

This table is one of the Smart License tables.

This table captures the Registration and Authorization status for a Smart License Agent instance running on a Unified CCE instance. The fields in this table represent the responses received from the Cisco Smart Software Manager (CSSM) portal using internal APIs.

Each row displays the information for one Smart Agent instance.

Related Tables

- Smart_License_Server
- Smart_License_Product
- Smart_License_Entitlements

Table 422: Indexes for the Smart_License_Info Table

index_name	index_description	index_keys
XPKSmart_License_Info	Primary key	SmartLicenseInfoID

Fields in the Smart_License_Info Table

Name	Description	Data Type	Keys and NULL Option
AuthorizationExpires	Date and time of expiry of the product license authorization. Product license authorization must be renewed before this date.	DBDATETIME	NULL
AuthorizationFailedReason	Reason for failure of authorization attempt.	VARCHAR(255)	NULL
ChangeStamp	Incremented when the record is changed in the database.	CHANGESTAMP	NOT NULL

Name	Description	Data Type	Keys and NULL Option
CssmAuthorizationStatus	Authorization status ID of Unified CCE with CSSM or Satellite. Default value is 5	DBINT	NULL
CssmRegistrationStatus	Registration status ID of Unified CCE with CSSM or Satellite. Default value is 2	DBINT	NULL
DaysLeftInEvaluationMode	Number of days left in evaluation mode.	DBINT	NULL
DaysLeftInOutOfCompliance	Number of days left in Out Of Compliance mode.	DBINT	NULL
DateTimeStamp	Records the date and time when the record is added/updated.	DBDATETIME	NULL
ExportControlledAllow	**N** indicates that encryption cannot be turned on. Values Y or N are allowed	DBCHAR	NULL
EvaluationExpiredTime	Date and time of expiry of the product evaluation period.	DBDATETIME	NULL
FutureUseDateTime1	Reserved Field	DBDATETIME	NULL
FutureUseInt1	Reserved Field	DBINT	NULL
FutureUseInt1	Reserved Field	DBINT	NULL
FutureUseInt2	Reserved Field	DBINT	NULL
FutureUseInt3	Reserved Field	DBINT	NULL
FutureUseInt4	Reserved Field	DBINT	NULL
FutureUseInt5	Reserved Field	DBINT	NULL
FutureUseInt6	Reserved Field	DBINT	NULL
FutureUseVarChar1	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar3	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar4	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar5	Reserved Field	VARCHAR(255)	NULL

Name	Description	Data Type	Keys and NULL Option
IsAuthorizationFailed	**Y** if the product license authorization attempt fails. Values Y or N are allowed	DBCHAR	NULL
IsRegistrationFailed	**Y** if the product license registration attempt fails. Values Y or N are allowed	DBCHAR	NULL
LastAuthorizationAttempt	Date and Time of the last renewal attempt for the product license authorization.	DBDATETIME	NULL
LastRenewalAttempt	Date and Time of the last renewal attempt for the product license registration.	DBDATETIME	NULL
NextAuthorizationAttempt	Date and Time of the next renewal attempt for the product license authorization.	DBDATETIME	NULL
NextRenewalAttempt	Date and Time of the next renewal attempt for the product license registration.	DBDATETIME	NULL
OverageDays	The number of days you can use Unified CCE when Out Of Compliance.	DBINT	NULL
OverageDaysUpdatedTime	Time stamp when the overage days column is updated.	DBDATETIME	NULL
ProductInstance	Registered Product instance with CSSM.	VARCHAR(100)	NULL
RegistrationExpires	Date and Time at which the product license registration will expire. Product license registration must be renewed before this date.	DBDATETIME	NULL
RegistrationFailedReason	Reason for registration attempt failure.	VARCHAR(255)	NULL
SmartAccount	Name of Smart Account Name.	VARCHAR(100)	NULL
SmartLicenseInfoID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered
SmartLicenseServerId	Foreign key to SmartLicenseServer	DBINT	NULL
VirtualAccount	Name of Virtual Account Name.	VARCHAR(100)	NULL

Smart_License_Product

This table is one of the Smart License tables.

This table stores the information about the pre-defined product tag, display name and description to identify the product instances on CSSM.

Related Tables

- Smart_License_Info
- Smart_License_Server
- Smart_License_Entitlements

Table 423: Indexes for the Smart_License_Server Table

index_name	index_description	index_keys
XPKSmart_License_Product	Primary key	SmartLicenseProductID

Table 424: Fields in the Smart_License_Server Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	This field is incremented when the record is changed in the database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when the license record was added/updated.	DBDATETIME	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL
ProductDescription	Displays the description of the product license in the product instance overview of CSSM.	VARCHAR (255)	NULL
ProductDisplayName	Displays the name of the product in the product instance overview of CSSM.	VARCHAR (255)	NOT NULL
ProductEnvironment	Displays the environment of the product in the product instance overview of CSSM. The two types of environments supported are: • 0: Production (default value) • 1: Development	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PrivacyEnabled	Displays the privacy status of the product in the product instance overview of CSSM. Values 0 or 1 are allowed. • 0: Privacy disabled • 1: Privacy enabled (default value)	DBINT	NULL
ProductTag	Is a unique id defined for each product like • UCCE • PCCE	VARCHAR (255)	NOT NULL
ProductVersion	Product Version is usually 1.0 unless multiple versions are required by the product.	VARCHAR (30)	NULL
SmartLicenseProductID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered

Smart_License_Server

This table is one of the Smart License tables.

This table stores the Unified CCE specific configuration information that is required for connection and registration to CSSM.

This table will come under configuration database table.

Related Tables

- Smart_License_Info
- Smart_License_Product
- Smart_License_Entitlements

Table 425: Indexes for the Smart_License_Server Table

index_name	index_description	index_keys
XPKSmart_License_Server	Primary key	SmartLicenseServerID

Table 426: Fields in the Smart_License_Server Table

Name	Description	Data Type	Keys and NULL Option
AgentId	ID that is used to identify the source of the notification when there are multiple instances of an agent on the same system.	VARCHAR(255)	NULL
ChangeStamp	Increments when the record is changed in the database.	CHANGESTAMP	NOT NULL
CssmResponseTimeout	Maximum wait time from CSSM before SmartAgent times out and API fails.	DBINT	NULL
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
DeploymentMode	Enterprise	DBINT	NOT NULL
ExcludeSpikes	Applies the 95 percentile formula to exclude spikes if this value set to **Y**. Values Y or N are allowed Default value is **Y**	DBCHAR	NOT NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar3	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar4	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar5	Reserved for future use.	VARCHAR(255)	NULL
IDToken	Get the token from Cisco Licensing Cloud CSSM.	VARCHAR(255)	NULL
IsProvisionAllowed	Defines the enforcement level applied. Default value is **Y** which allows MACD operation on Agents and Features. Default. Values Y or N are allowed.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
LicenseType	1 -Perpetual 2 - Flex	DBINT	NOT NULL
OutOfCompliance	Defines if the system is OutOfCompliance. Allowed: Y or N	DBCHAR	NULL
OutOfComplianceStartTime	The Out-of-Compliance start date.	DBDATETIME	NULL
OutOfComplianceCount	Number of times system went into Out Of Compliance. Default Value: 0	DBINT	NULL
ProxyHostnameOrIP	Intermediate HTTP/HTTPS proxy Host name or IP address	VARCHAR(255)	NULL
ProxyPort	Intermediate HTTP/HTTPS proxy port address	DBINT	NULL
SmartCode	For internal use.	VARCHAR(255)	NULL
SmartLicenseServerID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered
SerialNumber	Serial number to identify the product.	VARCHAR(50)	NULL
SlrEnabled	SLR State: 0 - Disabled 1 - Enabled	DBINT	NULL
SlrStatus	SLR Status 0 - NONE 1 - IN_PROGRESS 2 - UNIVERSAL 3 - SPECIFIC	DBINT	NULL
TransportGatewayUrl	Smart Software Manager Satellite URL only in mediated deployment mode.	VARCHAR(255)	NULL
TransportType	0 - Direct 1 - On-Prem CSSM 2 - Proxy	DBINT	NOT NULL
TransportUrl	Cisco Smart Software Manager transport URL in non-mediated deployment mode.	VARCHAR(255)	NULL

Name	Description	Data Type	Keys and NULL Option
TransportMode	Transport mechanism to connect Smart Agent To CSSM • 1 - Transport Call Home	DBINT	NULL
UsageMode	The two License Usage Modes are: • 0 - Production • 1 - Non-Production system	DBINT	NULL

Special_Day_Schedule

This table contains the list of special days such as holidays that have a different business hour schedule compared to the regular days. Each row records the business hour schedule of a special day.

Related Tables

- Business_Hours, on page 105 (through BusinessHoursID)
- Business_Hours_Reason, on page 108 (through BusinessHourReasonID)

Table 427: Indexes for Special_Day_Schedule Table

index_name	index_description	index_keys
XPKSpecial_Day_Schedule	Primary key	SpecialDayScheduleID
XIE1Special_Day_Schedule	Inversion key	BusinessHoursID

Table 428: Fields in Business_Hours Table

Name	Description	Data Type	Keys and NULL Option
SpecialDayScheduleID	Schedule ID of the special day.	DBINT	PK NOT NULL
BusinessHoursID	Unique ID of the business schedule object.	DBINT	FK, IE NOT NULL
Description	Name or short description of the special day.	DESCRIPTION	NULL

Name	Description	Data Type	Keys and NULL Option
ScheduleStatus	Indicates whether the business hour is open or closed. • 0 indicates that the business hour is closed. • 1indicates that the business hour is open.	DBTINYINT	NOT NULL
SpecialDay	Specifies the date of the month for the special month. Valid values range from 1 to 31.	DBSMALLINT	NOT NULL
MonthOfSpecialDay	Specifies the month of the special day. Valid values range from 1 to 12.	DBSMALLINT	NOT NULL
YearOfSpecialDay	Specifies the year of the special day.	DBSMALLINT	NOT NULL
StartHour	Specifies the hour the special day starts. The value is stored in the local time of the scheduled zone. Use this parameter in conjunction with the EndHour parameter. **Note** The value of this field is NULL if the Schedule Status is closed (0).	DBSMALLINT	NULL
StartMinute	Specifies the minute the special day starts. Use this parameter in conjunction with the EndMinute parameter. **Note** The value of this field is NULL if the Schedule Status is closed (0).	DBSMALLINT	NULL
StartSecond	Specifies the second the special day starts. Use this parameter in conjunction with the EndSecond parameter. **Note** The value of this field is NULL if the Schedule Status is closed (0). Default value is zero.	DBSMALLINT	NULL
EndHour	Specifies the hour the special day ends. Use this parameter in conjunction with the StartHour parameter. **Note** The value of this field is NULL if the Schedule Status is closed (0).	DBSMALLINT	NULL

Name	Description	Data Type	Keys and NULL Option
EndMinute	Specifies the minute the special day ends. Use this parameter in conjunction with the StartMinute parameter. **Note** The value of this field is NULL if the Schedule Status is closed (0).	DBSMALLINT	NULL
EndSecond	Specifies the second the special day ends. Use this parameter in conjunction with the StartSecond parameter. **Note** The value of this field is NULL if the Schedule Status is closed (0). Default value is zero.	DBSMALLINT	NULL
BusinessHourReasonID	Displays the foreign key from the Business Hours Reason table.	DBINT	FK NOT NULL
DateTimeStamp	Records the date and time when the record was added or updated.	DBDATETIME	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
FutureUseInt1	Future Use	DBINT	NULL
FutureUseInt2	Future Use	DBINT	NULL
FutureUseVarChar1	Future Use	VARCHAR(64)	NULL
FutureUseVarChar2	Future Use	VARCHAR(64)	NULL

Survey (For Future Use)

This table will define the configurations for Survey Name, Type of Survey and also the associated configuration for the Survey. It will be one record per survey application.

Related Tables

- Survey_Question (For Future Use), on page 552 (through SurveyID)
- Survey_Result (For Future Use), on page 553 (through SurveyQuestionID)

Table 429: Indexes for Surey Table

index_name	index_description	index_keys
XPKSurvey	Primary key	SurveyID
XAK1Survey	Unique key	EnterpriseName

Table 430: Fields in Survey Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed	CHANGESTAMP	NOT NULL
Deleted	Deleted Flag. Stored as a character: • Y = Yes • N = No	DBCHAR	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
DepartmentID	Foreign key from Department. NULL for global deployment.	DBINT	NULL
Description	Additional information about Survey	DESCRIPTION	NULL
EnterpriseName	Survey application name. Different Survey can be mapped to the same SurveyApplication.	varchar(32)	AK1,NOT NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	VARCHAR(64)	NULL
FutureUseVarchar2	Reserved for future use	VARCHAR(64)	NULL
SurveyID	Survey Application ID.	DBINT	PK, NOT NULL

Name	Description	Data Type	Keys and NULL Option
SurveyType	Survey type - specifies how the survey will be conducted. 0 - Voice based survey	DBINT	NOT NULL
SurveyApplication	Survey application name on CVP that will be played when the Survey is triggered.	varchar(32)	NOT NULL

Survey_Question (For Future Use)

This table defines the configuration for each survey question.

Related Tables

- Survey (For Future Use), on page 550 (through SurveyID)
- Survey_Result (For Future Use), on page 553 (through SurveyQuestionID)

Table 431: Indexes for Surey Table

index_name	index_description	index_keys
XPKSurvey_Question	Primary key	SurveyQuestionID

Table 432: Fields in Survey Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Question Description	DESCRIPTION	NULL
QuestionSequence	The question sequence in survey application. Range is 1 to 10.	DBINT	NOT NULL
QuestionContent	Question content to be specified. Reserved field for future use.	varchar(512)	NULL

Name	Description	Data Type	Keys and NULL Option
QuestionType	• 1 - CSAT • 2 - CES • 3 - NPS	DBINT	AK1 NOT NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	VARCHAR(64)	NULL
FutureUseVarchar2	Reserved for future use	VARCHAR(64)	NULL
SurveyID	Survey Application ID.	DBINT	FK,NOT NULL
SurveyQuestionID	Survey question ID.	DBINT	NOT NULL

Survey_Result (For Future Use)

Survey_Results is a historical report table, which stores the Survey Results. For every survey interaction, the table will have a result data.

Related Tables

- Survey (For Future Use), on page 550 (through SurveyID)
- Survey_Question (For Future Use), on page 552 (through SurveyID)

Table 433: Indexes for Surey Table

index_name	index_description	index_keys
XPKSurvey_Result	Primary key	DateTime, SurveyID
XAK1 Survey_Result	Unique key	Recovery Key

Table 434: Fields in Survey Table

Name	Description	Data Type	Keys and NULL Option
ANI	Automatic Number Identification. Identifies the calling party.	varchar(32)	NULL
AgentTeamID	A unique identifier for the agent team.	DBINT	NULL
AgentSkillTargetID	The agent's SkillTargetID value.	DBINT	NULL
CallTypeID	A unique identifier for this call type.	DBINT	NOT NULL
DateTime	DateTime of event in Central Controller Time.	DBDATETIME	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
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	varchar(32)	NULL
FutureUseVarchar2	Reserved for future use	varchar(32)	NULL
MRDomainID	An identifier for the Media Routing Domain in the Unified ICM system configuration.	DBINT	FK, NULL
PrecisionQueueID	ID and primary key.	DBINT	NULL
QuestionType1	Type of Survey Question.	DBINT	FK,NULL
QuestionType2	Type of Survey Question.	DBINT	FK,NULL
QuestionType3	Type of Survey Question.	DBINT	FK,NULL
QuestionType4	Type of Survey Question.	DBINT	FK,NULL
QuestionType5	Type of Survey Question.	DBINT	FK,NULL
QuestionType6	Type of Survey Question.	DBINT	FK,NULL
QuestionType7	Type of Survey Question.	DBINT	FK,NULL
QuestionType8	Type of Survey Question.	DBINT	FK,NULL
QuestionType9	Type of Survey Question.	DBINT	FK,NULL

Name	Description	Data Type	Keys and NULL Option
QuestionType10	Type of Survey Question.	DBINT	FK,NULL
Response1	Result of Survey Question 1.	DBINT	NULL
Response2	Result of Survey Question 2.	DBINT	NULL
Response3	Result of Survey Question 3.	DBINT	NULL
Response4	Result of Survey Question 4.	DBINT	NULL
Response5	Result of Survey Question 5.	DBINT	NULL
Response6	Result of Survey Question 6.	DBINT	NULL
Response7	Result of Survey Question 7.	DBINT	NULL
Response8	Result of Survey Question 8.	DBINT	NULL
Response9	Result of Survey Question 9	DBINT	NULL
Response10	Result of Survey Question 10.	DBINT	NULL
RouterCallKey	A call key counter created and set by the system software. This value forms the unique portion of the 64-bit key for the call. This value is for the original call.	DBINT	NOT NULL
RouterCallerKeyDay	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. This value is for the original call.	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. This value is for the original call.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/CCE software to track the record.	DBFLT8	NOT NULL
SurveyID	Survey Application ID.	DBINT	NOT NULL
SkillGroupID	Skill Group ID to which the Call is queued.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK, NOT NULL

System_Attribute

This table is used to store properties related to the deployment like hardware layout type and default configuration values of the components.

Table 435: Fields in System_Attribute Table

Name	Description	Data Type	Keys and NULL Option
SystemAttributeID	A unique identifier for this system attribute.	DBINT	NOT NULL
AttributeName	An attribute name for this system attribute; the attribute name must be unique.	varchar(128)	NOT NULL
AttributeValue	The value of the system attribute; used to store a name value pair, such as proxyurl, timeout, retries, or labmode, for example.	varchar(512)	NOT NULL
ChangeStamp	A value that increments when the record changes in the central controller database.	CHANGESTAMP	NOT NULL
DateTimeStamp	The date and time that a record is added or updated.	DBDATETIME	NULL

System_Capacity_Interval

This table belongs to the Reporting category. It is used to update the maximum number of concurrent agents logged on for a particular interval.

Table 436: Indexes for System_Capacity_Interval Table

index_name	index_description	index_keys
XIE1System_Capacity_Interval	nonclustered located on PRIMARY	DataTime
XFK1System_Capacity_Interval	Foreign key	CustomerDefinitionId

Table 437: Fields in System_Capacity_Interval Table

Name	Description	Data Type	Keys and NULL Option
CustomerDefinitionId	Identifies the Customer Instance, foreign key to Customer Definition table.	DBINT	NULL
DateTime	The Central Controller date and time at the start of the interval when the row was generated.	DBSMALLDATE	NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The date and time stamp in the logger database is the time at which router generated/cut the interval record.	DBDATETIME	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
FutureUseInt6	Reserved for future use.	DBINT	NULL
FutureUseInt7	Reserved for future use.	DBINT	NULL
FutureUseInt8	Reserved for future use.	DBINT	NULL
FutureUseInt9	Reserved for future use.	DBINT	NULL
FutureUseInt10	Reserved for future use.	DBINT	NULL
ICRInstanceID	A unique identifier for the instance.	DBINT	NOT NULL
MaxAgentsLoggedIn	The maximum number of agents logged on to all the peripherals in the ICM system-specific interval.	DBINT	NULL
MaxCPS	Reserved for future use.	DBINT	NULL
MaxCVPCallControlPorts	The cumulative maximum number of CVP callcontrol ports used or assigned during a specified interval in all the active CVPs.	DBINT	NULL
MaxVRUPorts	The cumulative maximum number of CVP VRU ports used or assigned during a specified interval in all the active CVPs.	DBINT	NULL
MaxCallsInProgress	Reserved for future use.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
MaxAgentQueuePairs	Reserved for future use.	DBINT	NULL
MaxAgentsHandledPrevOB	Maximum number of Agents who handled Outbound calls in Preview mode.	DBINT	NULL
MaxAgentsHandledPredProgOB	Maximum number of Agents who handled Outbound calls in Preview and/or Progressive mode	DBINT	NULL
MaxCallTypeSkillGroupPairs	Reserved for future use.	DBINT	NULL
MaxCongestionLevel	Reserved for future use.	DBINT	NULL
MaxVoiceAgentsLoggedIn	The maximum number of Voice only Agents logged in.	DBINT	NULL
MaxNonVoiceAgentsLoggedIn	The maximum number of non-voice Agents logged in (Email and/or Chat), and/or voice Agents logged in.	DBINT	NULL
MaxReputePremiumAgentsLogged	The maximum number of Premium agent logged into system. This is for perpetual license.	DBINT	NULL
MaxFlexStdAgentsLoggedIn	The maximum number of Standard agent logged into system.	DBINT	NULL
MaxFlexPremiumAgentsLogged	The maximum number of Premium agent logged into system.	DBINT	NULL
MaxICMAgents	The maximum number of ICM agents logged in to all the peripherals in the ICM system-specific interval.	DBINT	NULL
MaxDialerPorts	The cumulative maximum number of dialer ports used during the interval on all the active dialers.	DBINT	NULL
MaxLocalAgentsLoggedIn	This is to keep maximum local agents logged-in in an interval. All agents count shall be ignored which are associated with ACMI PG.	DBINT	NULL
MaxCvaPorts	Maximum CVA ports used for this interval.	DBINT	NULL
ReportingInterval	The router uses this value to calculate the system capacity data for that interval. The valid values are 15 or 30 (default).	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RecoveryKey	A unique ID assigned to each record and used internally by the Unified ICM/ Unified CCE software to track the record.	DBFLT8	NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	NOT NULL

System_Capacity_Real_Time

System_Capacity_Real_Time provides configured and adjusted real-time capacity setting associated with the system.

Table 438: Indexes for System_Capacity_Real_Time Table

index_name	index_description	index_keys
XPK_System_Capacity_Real_Time	clustered, unique, primary key located on PRIMARY	ICRInstanceID

Table 439: Fields in System_Capacity_Real_Time Table

Name	Description	Data Type	Keys and NULL Option
AdjustedCapacity	Adjusted CPS capacity during run time based on System Realtime conditions. This is reported as scaled up value by 1000.	DBINT	NOT NULL
AverageCPS	Use to set the rejection treatment mode. For the following deployment types, this field does not include the Agent Greeting calls: • Packaged CCE: 2000 Agents • Packaged CCE: Lab Mode	DBFLT4	NOT NULL
AverageSkillsPerAgent	Average skills per agent value reported as scaled up by 1000.	DBINT	NOTLevel1Onset NULL
CustomerDefinitionId	Identifies the Customer Instance. Set to 1 for all Unified and Packaged CCE deployments.	DBINT	NULL
ConfiguredCapacity	Configured CPS capacity.	DBINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
CurrentCongestionLevel	Current congestion level.	DBINT	NOT NULL
DateTime	Central Controller date and time that this data was last updated.	DBDATETIME	NOT NULL
DateTimeCongested	Congestion start time.	DBDATETIME	NOT NULL
DateTimeCurrentLevel	Current congestion level start time.	DBDATETIME	NOT NULL
Level1Abate	Level 1 abatement CPS is computed based on the adjusted CPS capacity. The value is scaled up by 1000.	DBINT	NOT NULL
Level2Abate	Level 2 abatement CPS is computed based on the adjusted CPS capacity. The value is scaled up by 1000.	DBINT	NOT NULL
Level3Abate	Level 3 abatement CPS is computed based on the adjusted CPS capacity. The value is scaled up by 1000.	DBINT	NOT NULL
Level1Onset	Level 1 onset CPS is computed based on the adjusted CPS capacity. The value is scaled up by 1000.	DBINT	NOT NULL
Level2Onset	Level 2 onset CPS is computed based on the adjusted CPS capacity. The value is scaled up by 1000.	DBINT	NOT NULL
Level3Onset	Level 3 onset CPS is computed based on the adjusted CPS capacity. The value is scaled up by 1000.	DBINT	NOT NULL
Level1Reduction	Level 1 call rate reduction.	DBINT	NOT NULL
Level2Reduction	Level 2 call rate reduction.	DBINT	NOT NULL
Level3Reduction	Level 3 call rate reduction.	DBINT	NOT NULL
RejectionPercentage	Current call reduction percentage.	DBINT	NOT NULL
TotalAgentsLoggedOn	Logged in agents.	DBINT	NOT NULL
MaxICMAgents	The maximum number of ICM agents logged in to all the peripherals in the ICM system-specific interval.	DBINT	NULL
MaxDialerPortsNow	The cumulative maximum number of dialer ports used on all the active dialers at the current time.	DBINT	NULL
MaxVoiceAgentsLoggedIn	The maximum number of Voice Agents logged in.	DBINT	NULL
MaxNonVoiceAgentsLoggedIn	The maximum number of non-voice Agents logged in (Email and/or Chat).	DBINT	NULL
MaxAgentsHandledPreviewOutbound	The maximum number of Agents handled Outbound calls in Preview mode.	DBINT	NULL
MaxAgentsHandledPredProgOutbound	The maximum number of Agents handled Outbound calls in Preview and/or Progressive mode.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
MaxPerpetualPremiumAgentsLoggedInNow	The maximum number of Premium agent logged into system. This is for perpetual license.	DBINT	NULL
MaxStdAgentsLoggedInNow	The maximum number of Standard agent logged into system.	DBINT	NULL
MaxPremiumAgentsLoggedInNow	The maximum number of Premium agent logged into system.	DBINT	NULL
MaxCVPCallControlPorts	The maximum number of CVP Call control ports utilized.	DBINT	NULL
MaxVRUPorts	The Maximum number of VRU Call control ports utilized	DBINT	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL

Termination_Call_Detail

This table is one of the tables in the Route category (see Route, on page 619). For more information about database rules of these tables, see Route Tables, on page 696.

It gets populated on the central database. When Detailed Data Server (DDS) role is enabled on Administration and Data Server, this table gets populated on HDS database also.

It contains information about handling each call at a peripheral. Therefore, the system generates a Termination_Call_Detail record for each call that arrives at a peripheral.

Because this table grows larger in size, running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract data from the HDS into your custom database. The custom database must be on a separate server and ensure that other Unified ICM or Unified CC Enterprise components do not use it. Use only DBDateTime (date and time of the record when written to the HDS database) to perform the extraction. You can index the table on the custom database according to the custom reporting needs.

Related Tables

- Agent, on page 17 (AgentSkillTargetID maps to Agent.SkillTargetID. SourceAgentSkillTargetID maps to Agent.SkillTargetID)
- Call_Type, on page 109 (through CallTypeID)
- Media_Routing_Domain, on page 300 (through MRDomainID)
- Network_Target, on page 305 (through NetworkTargetID)

- Peripheral, on page 320 (through PeripheralID)
- Precision_Queue, on page 341 (through PrecisionQueueID)
- Route, on page 374 (through RouteID)
- Route_Call_Detail, on page 376 (through Day + RouterCallKey)
- Service, on page 443 (ServiceSkillTargetID maps to Service.SkillTargetID)
- Skill_Group, on page 484 (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)
- Termination_Call_Variable, on page 578 (RecoveryKey maps to Termination_Call_Variable.TCDRecoveryKey)

Table 440: Indexes for Termination_Call_Detail Table

index_name	index_description	index_keys
XPKTermination_Call_Detail	Primary key **Note** This primary key is nonclustered.	RecoveryKey
XAK2Termination_Call_Detail	Unique key **Note** This unique key is clustered.	DateTime, PeripheralID, ICRCallKey
XIE1Termination_Call_Detail	Inversion key	DateTime
XIE2Termination_Call_Detail	Inversion key	DbDateTime
XIE3Termination_Call_Detail	Inversion key	RouterCallKeyDay, RouterCallKey
XIE4Termination_Call_Detail	Inversion key	CallGUID

Table 441: Fields in Termination_Call_Detail Table

Name	Description	Data Type	Keys and NULL Option
AgentAnswersEnabled	Indicates if the Agent Answers service is used in the call leg.	DBCHAR	NULL
AgentTeamID	A unique identifier for the agent team.	DBINT	NULL
AgentPeripheralNumber	The peripheral number of the agent who handled the call. **Note** This field can be NULL when the source or destination party is unmonitored or the agent is not logged in.	VARCHAR(32)	NULL

Name	Description	Data Type	Keys and NULL Option
AgentSessionId	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** Unique identifier for Agent login session of the agent who handled the call. If there are no agents involved in the call, this field is NULL.	VARCHAR(64)	NULL
AgentSkillTargetID	Identifies which agent handled a call. This value (for example, 5001), is unique among all skill targets in the enterprise. It is taken from the Agent table in the Unified ICM central database. AgentSkillTargetIDs are generated automatically when the agent is first configured in the Agent Configuration window of Unified ICM Configuration Manager. The AgentSkillTargetID is used only if agents are configured. If agents are not configured, the value for AgentSkillTargetID is NULL. You can use the AgentPeripheralNumber to determine the peripheral number of the agent that handled the call.	DBINT	NULL
ANI	The ANI value for the call.	VARCHAR(32)	NULL
AnsweredDateTimeUTC	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The UTC timestamp when the Agent answers the call. If an Agent does not answer a call, then this field is NULL.	DBDATETIME	NULL
AnsweredWithinServiceLevel	Indicates whether the agent answered the call within the service level defined for the service: • **Y** = yes • **N**= no This field is always "no" when using Precision Queues	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 application-specific code that indicates why the task ended. For example, Email and Web Manager use the ApplicationTaskDisposition field to indicate that the task ended because an agent closed an email without responding to it.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option

Attributes	XML formatted string containing agent attributes from 1 through 10 and corresponding values are as follows:
	
	`<AGAttr>`
	`<A1></A1>`
	`<V1></V1>`
	`<A2></A2>`
	`<V2></V2>`
	`<A3></A3>`
	`<V3></V3>`
	`<A4></A4>`
	`<V4></V4>`
	`<A5></A5>`
	`<V5></V5>`
	`<A6></A6>`
	`<V6></V6>`
	`<A7></A7>`
	`<V7></V7>`
	`<A8></A8>`
	`<V8></V8>`
	`<A9></A9>`
	`<V9></V9>`
	`<A10></A10>`
	`<V10></V10>`
	`</AGAttr>`
	
	It is possible that the XML document may overflow the VARCHAR 255 definition. When this occurs, the attribute list will be truncated. Therefore, it is important to note that some attributes may be truncated.
		VARCHAR(255)	NULL

BadCallTag	Indicates whether the call was marked as bad by the agent. Stored as a character: • **Y** = the call was marked "bad" • **N** = the call was not marked "bad" BadCallTag is set by desktop applications that implement the bad call request protocol. Finesse does not support this currently. BadCallTag is also set when the CallDisposition is 26. Refer to the Termination Call Detail: Call Disposition and CallDispositionFlag Fields, on page 677 chapter for more details on this CallDispositon.	DBCHAR	NULL
BillRate	Reserved for future use.	DBSMALLINT	NULL

Name	Description	Data Type	Keys and NULL Option
CallDisposition	The final disposition of call (or how the call terminated). To see the list of values, see Termination Call Detail: Call Disposition and CallDispositionFlag Fields, on page 677. As long as the call leg has conference time that is accrued, and the peripheral call type is not Conference (15), Call Disposition will be conferenced.	DBSMALLINT	NOT NULL
CallDispositionFlag	A series of flags providing detail on the call disposition. To see the list of values, see Termination Call Detail: Call Disposition and CallDispositionFlag Fields, on page 677.	DBINT	NULL
CallSegmentTime	Time, in seconds, that the system took to segment a private network call. For example, if the system software handed off the caller to a menu of choices, CallSegmentTime reflects how long the caller spent in the menu.	DBINT	NULL
CallTypeID	In **Unified ICM** and **Unified CCE**, indicates which call type, and therefore which routing script, was used to route this call. **Note** This field contains a value only if the call was translation-routed or sent to a **Unified CCE agent**.	DBINT	NULL
CallTypeReportingDateTime	This value indicates interval date time that Router used TCD record to calculate Call Type related historical data.	DBDATETIME	IE-3 NULL
CallReferenceID	This value uniquely identifies the instance of a call in a Unified CM cluster. With the Avaya G3 PG (TSAPI), this field contains the Universal Call ID (UCID) received from the Avaya AES server. UCID is a unique call identifier across all switches in the network.	VARCHAR(32)	IE-4 NULL
CallGUID	Globally unique call identifier. **Note** CallGuid is unique and maintained the same across multiple legs of the call.	VARCHAR(32)	NULL
CallTerminatedDateTimeUTC	The UTC timestamp at which the call was terminated.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
CED	The Caller Entered Digits (CED) associated with the call. This is filled for Outbound Option Reservation or Personal Callback Calls. The values are: • ICM_BA_Reservation_Call - Reservation call • Callback - Personal Callback customer call This field is applicable for **Unified ICM** and **Unified CCE.**	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. Depending on who initiated the call, ConferenceTime from Termination_Call_Detail is used in the following Skill Group and Agent Skill Group tables: • ConferencedOutCallsTimeToHalf • ConferencedInCallsTimeToHalf	DBINT	NULL
ConferenceStartDateTimeUTC	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The UTC timestamp when the conference is first completed.	DBDATETIME	NULL
ConferenceEndDateTimeUTC	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The UTC timestamp when the conference ended, and only 2 parties remain in the conference call.	DBDATETIME	NULL
ConsultStartDateTimeUTC	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The UTC timestamp at which the agent initiated a consult call.	DBDATETIME	NULL
ConsultEndDateTimeUTC	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The UTC timestamp at which the agent ended the consult call and connected back to the caller.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
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 disconnect, or through transfer completion).	DBDATETIME	AK-2, IE-1 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 NULL
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. 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: • DelayQAbandTimeToHalf • LongestCallAbandTimeToHalf • 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. This field is set for **Unified CCE**.	VARCHAR(40)	NULL
DNIS	The DNIS value, provided by the ACD, that arrives with the call.	VNAME32	NULL

Name	Description	Data Type	Keys and NULL Option
Duration	Duration of the call in seconds. This is the time that the switch is processing the call. The Duration field comprises several fields of the Termination_Call_Detail table: **LocalQTime + RingTime + TalkTime + WorkTime + HoldTime + DelayTime + NetQTime + NetworkTime**	DBINT	NULL
ECCPayloadID	A unique identifier for this ECC payload	DBINT	NULL
EnterpriseQueueTime	This field indicates the amount of time the call was in the queue, on the parent Unified CCE system in CVP, or another network queuing platform. **Note** If you are using an 8.x child system that has the EnterpriseQueueTime field in the Termination_Call_Detail Table, the parent system must also be an 8.x system, so that the field gets populated. If the child system is a 7.x system, and if the parent system is 8.x, then there would be NO EnterpriseQueueTime field in the Termination_Call_Detail Table, and the field is not populated. **Note** The EnterpriseQueueTime does not factor into the AnswerWaitTime or Service Level computations on the child system.	DBINT	NULL
FutureUseInt1	Reserved for future use	DBINT	NULL
FutureUseInt2	Reserved for future use	DBINT	NULL
FutureUseInt3	Reserved for future use	DBINT	NULL
FutureUseInt4	Reserved for future use	DBINT	NULL
FutureUseInt5	Reserved for future use	DBINT	NULL
FutureUseVarchar1	Reserved for future use	VARCHAR(64)	NULL
FutureUseVarchar2	Reserved for future use	VARCHAR(64)	NULL

Name	Description	Data Type	Keys and NULL Option
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, and so on. **Note** This field 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. **Note** This field indicates agent reservation time for Call Result 29.	DBINT	NULL
ICRCallKey	A unique number generated at the PG for every call. Values are reused after approximately 2 billion calls.	DBINT	AK-2 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. This field often contains the extension of the agent who handled or placed the call. For CCE, when multi-line is enabled, the field usually contains the non-ACD extension, if used. This field, however, is not reliable. There are several scenarios in which the field is not filled in correctly, including but not limited to the following: • If there are two agents on the call, in which case the field can reflect only the extension of one of the agents. • If the agent extension is greater than 4294967295. • If there are leading zeros in the extension. • If there was a blind transfer to an unmonitored device. This field is also populated for outbound calls.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
LocalQTime	**ICM 5.x:** 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. **ICM 6.x and 7.x:** Measures only the cumulative time, in seconds, that the call spent queued at the local ACD. **NetQTime** (see below) measures the time that the call spends queued in the network VRU. **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. LocalQTime does not include any DelayTime (before the call is queued), or RingTime (after the call leaves the queue). LocalQTime is a completed call time, not an agent state time. LocalQTime is used to calculate Duration in Termination_Call_Detail, and to calculate the following Service and Route values: • LongestCallDelayQTime • LongestCallAbandTime • DelayQAbandTime • DelayQTime • AnswerWaitTime LocalQTime is also used to calculate the AnswerWaitTime in the Skill Group and Agent Skill Group tables.	DBINT	NULL
LocationParamPKID	Globally unique location identifier.	VARCHAR(128)	NULL
LocationParamName	Location name.	VARCHAR(50)	NULL
MRDomainID	An identifier for the Media Routing Domain in the Unified ICM system configuration.	DBINT	FK NULL
NetQTime	Represents the time that 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 NULL

Name	Description	Data Type	Keys and NULL Option
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
NetworkSkillGroupQTime	Represents the time the call is queued for the skill group identified by the RoutedSkillGroupSkillTargetID field in the network VRU. It is the time when the call is queued to the specific skill group until the call is routed by the router. The router resets the time when the call is requeried.	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
Originated	Indicates which Unified CCE component initiates the call. 'D' - originated from Dialer.	char(1)	NULL
PeripheralCallKey	An identifier assigned to the call by the peripheral (ACD, IVR). The range and type of value used in this field vary depending on the type of peripheral. For example: • ACD 1 views an original call, a transfer, and a consultative call as three separate calls (Call IDs 1001, 1002, 1003 respectively) • ACD 2 views all three calls as a continuation of the same call (Call IDs 1001, 1001, 1001 respectively). • ACD 3 views the original and transfer as the same call, but the consultative call as a second call (Call IDs 1001,1002, 1001 respectively). • ACD 4 views the original call as one call and the original and transfer as another call (Call IDs 1001, 1002, 1002 respectively). In addition, the identifier 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 (For non-voice the value would be NULL).	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PeripheralCallType	Type of call reported by the peripheral. To see valid settings for this field, see Termination Call Detail: Peripheral Call Type, on page 685.	DBSMALLINT	NULL
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 Unified ICM central database. Peripheral IDs are generated automatically when a peripheral is configured in the Peripheral Configuration window of Unified ICM Configuration Manager.	DBSMALLINT	FK, AK-2 NOT NULL
PrecisionQueueID	Foreign key to the Precision_Queue table	DBINT	NULL
PrecisionQueueStepOrder	Integer that defines the order of rows for a Precision Queue Step.	DBINT	NULL
Priority	Used by the DEFINITY ECS to indicate the priority of the call.	DBSMALLINT	NULL
ProtocolID	Internal reference ID used to identify the component class (PBX/VRU/ACD) The possible values are: • NULL for all TCDs prior 8.x. • 0 = LEGACY_TDM • 1 = JTAPI • 2 = GED125_CVP • 3 = GED125_IPIVR • 4 = GED125_OTHER • 5 = GED188_ACMI_CCX • 6 = GED188_ACMI_CCE • 7 = GED188_ACMI_EXPERT_ADVISOR • 8 = GED188_ACMI_ERS • 9 = ARI • 10 = MEDIA_ROUTING • 11 = Other	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
PstnTrunkGroupID	The Trunk Group ID on which the call arrived on the IOS Gateway.	VARCHAR(32)	NULL
PstnTrunkGroupChannelNumber	The Trunk Group Channel Number on which the call arrived on the IOS Gateway.	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 Unified ICM/Unified CCE software to track the record. **Note** Unlike the default, this primary key is nonclustered.	DBFLT8	AK-1 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. RingTime is added to Skill Group Half Hour and Agent Skill Group half-hour tables when the call completes. RingTime is also used to compute the following Route and Service half-hour values: • DelayQAbandTimeToHalf • LongestCallDelayQTimeToHalf • 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 Unified ICM central database. Route IDs are generated automatically when a route is configured in the Route Configuration window of Unified ICM Configuration Manager.	DBINT	FK NULL

Name	Description	Data Type	Keys and NULL Option
RouterCallKey	This value is created by the system software and forms the unique portion of the 64-bit key for the call. Unified CCE resets this counter at midnight. **Note** This field contains a value only if the call was translation-routed or sent to an Unified CCE agent.	DBINT	NULL
RouterCallKeyDay	The day that the call was taken and the Termination_Call_Detail record was created. This field contains a value only for calls that were translation-routed or post-routed to or from an ACD. Together with RouterCallKey, the Day value forms a unique 64-bit key for the call. The PG might not have this information for all calls, but if it does, it allows you to track all states of a call between the Route_Call_Detail and the Termination_Call_Detail tables by using the cradle-to-grave call tracking facility. (For calls that span a day, the day may not correspond to the day specified in the DateTime field.) **Note** This field contains a value only if the call was translation-routed, post-routed to/from an ACD, or sent to a Unified CCE Enterprise agent.	DBINT	NULL
RouterCallKeySequenceNumber	A sequence number used for ordering rows for cradle-to-grave call tracking. This number is a best effort to describe the order in which call legs were created and bears no relation to the order in which calls ended. 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.) There are a few scenarios where the RouterCallKeySequenceNumber may not be unique for a given RouterCallKey (specifically when translation routing to a Service Controlled IVR). For example, a call plays a prompt based on the script. This call is directly routed to a release node and produces a duplicate RouterCallKeySequenceNumber.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
RoutedSkillGroupSkillTargetID	The RoutedSkillGroupSkillTargetID is the SkillGroupSkillTargetID selected by the router through the routing script. If the call is not routed by the router, this field is set to null.	DBINT	NULL
RoutedServiceSkillTargetID	The RoutedServiceSkillTargetID is the ServiceSkillTargetID selected by the router through the routing script. If the call is not routed by the router, this field is set to null.	DBINT	NULL
RoutedAgentSkillTargetID	The RoutedAgentSkillTargetID is the AgentSkillTargetID selected by the router through the routing script. If the call is not routed by the router, this field is set to null.	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 Unified ICM central database. ServiceSkillTargetIDs are generated automatically when a service is configured in the Service Configuration window of Unified 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 NULL
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 Unified ICM central database. SkillGroupSkillTargetIDs are generated automatically when a skill group is configured in the Skill Group Configuration window of Unified ICM Configuration Manager. If the call is handled by a non-configured skill group, this field is set to null.	DBINT	FK NULL
SourceAgentPeripheralNumber	Peripheral number of agent that initiated the call. **Note** The field can be NULL when the source or destination party is unmonitored or if the agent is not logged in.	VARCHAR(32)	NULL

Name	Description	Data Type	Keys and NULL Option
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 system software.	DBINT	NULL
StartDateTimeUTC	The date/time in UTC that the call was first seen at the Peripheral Gateway (PG), e.g. ingress call arrival, agent initiated call, new call resulting from a call transfer.	DBDATETIME	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. 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. **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 Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	NULL
TransferredDateTimeUTC	The UTC timestamp at which the agent completes the transfer.	DBDATETIME	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 NULL

Name	Description	Data Type	Keys and NULL Option
UserToUser	ISDN User to User information for a private network call. For tasks related to the Webex Connect integration with CCE, this field displays the client task ID.	VARCHAR(131)	NULL
Variable1	First of five variables used for call segmentation. Can also contain data entered during call wrap-up. (Maps to Aspect variable A.)	VARCHAR(40)	NULL
Variable2	Call segmentation variable (maps to Aspect variable B).	VARCHAR(40)	NULL
Variable3	Call segmentation variable (maps to Aspect variable C).	VARCHAR(40)	NULL
Variable4	Call segmentation variable (maps to Aspect variable D).	VARCHAR(40)	NULL
Variable5	Call segmentation variable (maps to Aspect variable E).	VARCHAR(40)	NULL
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. WorkTime is used to calculate Duration in the Termination_Call_Detail table and HandleTime in the Unified ICM Service, Route, and Call_Type tables.	DBINT	NULL
WrapupData	Data entered by the agent during call wrap- up. WorkTime is used to calculate Duration in the Termination_Call_Detail table and HandleTime in the Unified ICM Service, Route, and Call_Type tables.	VARCHAR(40)	NULL

Name	Description	Data Type	Keys and NULL Option
WrapUpStartDateTimeUTC	**(THIS FIELD IS NOT CURRENTLY BEING USED. IT IS RESERVED FOR FUTURE USE.)** The UTC timestamp at which the agent cleared the call and moved to after call work.	DBDATETIME	NULL

Termination_Call_Variable

This table is one of the tables in the Route category (see Route, on page 619). For more information about database rules of these tables, see Route Tables, on page 696.

It gets populated on the central database. When Detailed Data Server (DDS) role is enabled on Administration and Data Server, this table gets populated on HDS database also.

Each row in this table records the value of an expanded call variable for a call that is 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. Therefore, the system software generates a Termination_Call_Variable record for every expanded call variable of a call that is handled at a peripheral.

Because this table grows larger in size, running custom reporting queries against it while it is on the HDS can degrade performance. To optimize performance, extract the data from the HDS into your own custom database. The custom database must be on a separate server and ensure that other Unified ICM or Unified CC Enterprise components do not use it. Use only DBDateTime (date and time of the record that was written to the HDS database) to perform the extraction. You can index the table on the custom database according to the custom reporting needs.

Related Tables

Expanded_Call_Variable, on page 255 (via ExpandedCallVariableID)

Termination_Call_Detail, on page 561(TCDRecoveryKey maps to Termination_Call_Detail.RecoveryKey)

Table 442: Indexes for Termination_Call_Variable Table

index_name	index_description	index_keys
XAK1Termination_Call_Variable	Clustered, unique, unique key located on PRIMARY	TCDRecoveryKey, ExpandedCallVariableID, ArrayIndex
XIE1Termination_Call_Variable	Nonclustered located on PRIMARY	DateTime
XIE2Termination_Call_Variable	Nonclustered located on PRIMARY	DbDateTime
XPKTermination_Call_Variable	Nonclustered, unique, primary key located on PRIMARY	RecoveryKey

Table 443: Fields in Termination_Call_Variable Table

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 NOT NULL
DateTime	The date and time when the call was routed.	DBSMALLDATE	IE-1 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 NULL
ECCValue	The value of the call variable or array element.	VARCHAR(255)	NULL
ExpandedCallVariableID	Identifies the expanded call variable.	DBSMALLINT	AK-2, FK NOT NULL
RecoveryKey	Unique identity that is assigned to each record and used internally by the Unified ICM and Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
TCDRecoveryKey	The date and time when the call was routed.	DBFLT8	AK-2 NOT NULL

Time_Zone_Location

The table contains the list of timezones that can be selected in a system. The list is based on the Microsoft Windows timezone definitions stored in the following location:

`\HKLM\Microsoft\Microsoft Windows NT\Current Version\TimeZone`

These definitions also include daylight savings and its offset from UTC.

Related Tables

- Business_Hours, on page 105 (through TimeZoneLocationID)

Table 444: Indexes for Time_Zone_Location Table

index_name	index_description	index_keys
XPKTimeZone_Location	Primary key	TimeZoneLocationID
XIE1TimeZone_Location	Inversion key	TimeZoneLocationName

Table 445: Fields in Time_Zone_Location Table

Field	Description	Data Type	Keys and NULL Option
TimeZoneLocationID	Unique ID for timezone location.	DBINT	PK NOT NULL
TimeZoneLocationName	The location name of the specific time zone.	VARCHAR(32)	IE NOT NULL
TimeZoneDisplayName	Defines the name of the time zone.	VARCHAR(128)	NOT NULL
DateTimeStamp	Records the date and time when the record was added or updated.	DBDATETIME	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL

Translation_Route

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

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 CallRouter process.

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

Related Tables

Logical_Interface_Controller, on page 283 (via LogicalControllerID)

Skill_Target, on page 537 (via SkillTargetID)

Translation_Route_Half_Hour, on page 581 (TranslationRouteSkillTargetID maps to Translation_Route.SkillTargetID)

Table 446: Indexes for Translation_Route Table

index_name	index_description	index_keys
XAK1Translation_Route	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XIE1Translation_Route	nonclustered located on PRIMARY	LogicalControllerID

index_name	index_description	index_keys
XPKTranslation_Route	clustered, unique, primary key located on PRIMARY	SkillTargetID

Table 447: Fields in Translation_Route Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 NOT NULL
LogicalControllerID	The Logical Interface Controller associated with the translation route.	DBSMALLINT	FK, IE-1 NOT NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK, FK NOT NULL
Type	The type of translation route: • **1** = DNIS • **2** = CDPD	DBINT	NOT NULL

Translation_Route_Half_Hour

This table is in the Skill Target category (see Skill Target, on page 629). To see database rules for these tables, see Skill Target Tables, on page 698.

Provides statistics for each translation route. These statistics are updated every 30 minutes.

Related Tables

Routing_Client, on page 407 (via RoutingClientID)

Translation_Route, on page 580 (via TranslationRouteSkillTargetID)

Table 448: Indexes for Translation_Route_Half_Hour Table

index_name	index_description	index_keys
XAK1Translation_Route_Half_Hour	nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Translation_Route_Half_Hour	nonclustered located on PRIMARY	DbDateTime
XPKTranslation_Route_Half_Hour	clustered, unique, primary key located on PRIMARY	DateTime, RoutingClientID, TranslationRouteSkillTargetID, TimeZone

Table 449: Fields in Translation_Route_Half_Hour Table

Name	Description	Data Type	Keys and NULL Option
AvgRoutesInUseToHalf	Average number of routes in use in the last half hour.	DBINT	NULL
AvgRouteTimeToHalf	Average time (in seconds) to successfully complete a translation route for a routing client.	DBINT	NULL
ConfigErrorsToHalf	The number of times the router finds configuration error during a translation route for a routing client.	DBINT	NULL
DateTime	The central controller date and time at the start of the interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the database.	DBDATETIME	IE1-Indexed NULL
MaxRoutesInUseToHalf	Maximum number of routes used in a translation routing for a routing client in the half hour interval.	DBINT	NULL
MaxRouteTimeToHalf	Maximum time (in seconds) to successfully complete a translation route for a routing client.	DBINT	NULL
PGTimeOutsToHalf	The number of times PG times out the translation route for a routing client. Not applicable for translation route to VRU.	DBINT	NULL
RecoveryKey	Unique record identifier.	DBFLT8	AK1 NOT NULL
RoutedToHalf	The number of times translation route is completed successfully.	DBINT	NULL
RouterTimeOutToHalf	The number of times router times out the translation route for a routing client.	DBINT	NULL
RoutingClientID	The unique identifier of the routing client.	DBSMALLINT	PK, FK NOT NULL

Name	Description	Data Type	Keys and NULL Option
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
TranslationRouteSkillTargetID	The unique identifier of the translation route.	DBINT	PK, FK NOT NULL
UnAvailableToHalf	The number of times router cannot find available route in a translation route for a routing client.	DBINT	NULL
UsedToHalf	The number of times translation route is used to send calls to VRU or agent peripheral to a routing client.	DBINT	NULL

Trunk

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

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.

Related Table

Trunk_Group, on page 584 (via TrunkGroupID)

Vru_Port_Map, on page 604 (via TrunkID)

Table 450: Indexes for Trunk Table

index_name	index_description	index_keys
XAKTrunk	nonclustered, unique, unique key located on PRIMARY	TrunkGroupID, TrunkNumber
XPKTrunk	clustered, unique, primary key located on PRIMARY	TrunkID

Table 451: Fields in Trunk Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL

Name	Description	Data Type	Keys and NULL Option
CircuitProvider	The carrier that provides the circuit.	VNAME32	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
TrunkGroupID	Foreign key from the Trunk Group table.	DBINT	AK-1, FK NOT NULL
TrunkID	A unique identifier for the trunk.	DBINT	PK NOT NULL
TrunkNumber	Trunk number as understood by the peripheral.	DBINT	AK-1 NOT NULL
TrunkType	Type of trunk. To see the list of values, see Trunk Type, on page 688.	DBSMALLINT	NOT NULL

Trunk_Group

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

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.

Related Tables

Network_Trunk_Group, on page 306 (via NetworkTrunkGroupID)

Peripheral, on page 320 (via PeripheralID)

Trunk_Group_Five_Minute, on page 586 (via TrunkGroupID)

Trunk_Group_Half_Hour, on page 587 (via TrunkGroupID)

Trunk_Group_Real_Time, on page 588 (via TrunkGroupID)

Trunk, on page 583 (via TrunkGroupID)

Table 452: Indexes for Trunk_Group Table

index_name	index_description	index_keys
XAK1Trunk_Group	nonclustered, unique, unique key located on PRIMARY	EnterpriseName
XAK2Trunk_Group	nonclustered, unique, unique key located on PRIMARY	PeripheralID, PeripheralNumber
XIE1Trunk_Group	nonclustered located on PRIMARY	NetworkTrunkGroupID

index_name	index_description	index_keys
XPKTrunk_Group	clustered, unique, primary key located on PRIMARY	TrunkGroupID

Table 453: Fields in Trunk_Group Table

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 system software sends to the peripheral to initialize the trunk group.	varchar	NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Deleted	Deleted Flag. Stored as a character: • Y = Yes • 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 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 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 NOT NULL
TrunkCount	The number of trunks in the trunk group. If the value is **-1** (the **default**), the system 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 NOT NULL

Trunk_Group_Five_Minute

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

It gets populated on central and HDS databases. This table contains information about a trunk group collected during each five-minute interval.

The system software generates Trunk_Group_Five_Minute records for each trunk group.

Related Table

Trunk_Group, on page 584 (via TrunkGroupID)

Table 454: Indexes for Trunk_Group_Five_Minute Table

index_name	index_description	index_keys
XAK1Trunk_Group_Five_Minute	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XPKTrunk_Group_Five_Minute	Clustered, unique, primary key located on PRIMARY	DateTime, TrunkGroupID, TimeZone

Table 455: Fields in Trunk_Group_Five_Minute Table

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 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 Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
TrunkGroupID	Foreign key from the Trunk Group table.	DBINT	PK, FK NOT NULL
TrunksIdle	Number of non-busy trunks in the group at the end of the five-minute interval.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
TrunksInService	Number of trunks in this trunk group in service at the end of the five-minute interval.	DBINT	NULL

Trunk_Group_Half_Hour

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

It gets populated on central and HDS databases. This table contains information about a trunk group collected during each 30-minute interval. The system software generates Trunk_Group_Half_Hour records for each trunk group.

Related Table

Trunk_Group, on page 584 (via TrunkGroupID)

Table 456: Indexes for Trunk_Group_Half_Hour Table

index_name	index_description	index_keys
XAK1Trunk_Group_Half_Hour	Nonclustered, unique, unique key located on PRIMARY	RecoveryKey
XIE1Trunk_Group_Half_Hour	Nonclustered located on PRIMARY	DbDateTime
XPKTrunk_Group_Half_Hour	Clustered, unique, primary key located on PRIMARY	DateTime, TrunkGroupID, TimeZone

Table 457: Fields in Trunk_Group_Half_Hour Table

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 NOT NULL

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 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 Unified ICM/Unified CCE software to track the record.	DBFLT8	AK-1 NOT NULL
TimeZone	The Central Controller's time zone for the date and time. The value is the offset in minutes from UTC(formerly GMT).The value is negative for time zones to the east of UTC and positive for time zones to the west of UTC.	DBINT	PK NOT NULL
TrunkGroupID	Foreign key from the Trunk Group table.	DBINT	PK, FK 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

Trunk_Group_Real_Time

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

Local database only.

Contains real time information about each trunk group.

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

Related Table

Trunk_Group, on page 584 (via TrunkGroupID)

Table 458: Indexes for Trunk_Group_Real_Time Table

index_name	index_description	index_keys
XPKTrunk_Group_Real_Time	nonclustered, unique, primary key located on PRIMARY	TrunkGroupID

Table 459: Fields in Trunk_Group_Real_Time Table

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

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 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

User_Formula

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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.

Related Table

User_Formula_Equation, on page 591 (via UserFormulaID)

Table 460: Indexes for User_Formula Table

index_name	index_description	index_keys
XAK1User_Formula	clustered, unique, unique key located on PRIMARY	EnterpriseName
XPKUser_Formula	nonclustered, unique, primary key located on PRIMARY	UserFormulaID

Table 461: Fields in User_Formula Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	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 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 NOT NULL

User_Formula_Equation

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

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.

Related Table

User_Formula, on page 590 (via UserFormulaID)

Table 462: Indexes for User_Formula_Equation Table

index_name	index_description	index_keys
XPKUser_Formula_Equation	clustered, unique, primary key located on PRIMARY	UserFormulaID, RowOrder

Table 463: Fields in User_Formula_Equation Table

Name	Description	Data Type	Keys and NULL Option
EquationString	The expression string.	varchar(255)	NULL

Name	Description	Data Type	Keys and NULL Option
RowOrder	Specifies the order of strings for a formula. A formula may have one or more strings.	DBINT	PK NOT NULL
UserFormulaID	Foreign key from the User_Formula table.	DBINT	PK, FK NOT NULL

User_Group

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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.

Related Tables

Class_Security, on page 192 (via UserGroupName)

Customer_Definition, on page 204 (via CustomerDefinitionID)

Feature_Control_Set, on page 257 (via via FeatureSetID)

Global Security Control (via UserGroupID)

Object_Security, on page 317 (via UserGroupName)

Sec_Group, on page 442 (via UserGroupID)

Sec_User, on page 442 (via UserGroupID)

User_Group_Member, on page 594 (via UserGroupName)

User_Supervisor_Map, on page 596 (via UserGroupID)

Table 464: Indexes for User_Group Table

index_name	index_description	index_keys
XAK1User_Group	clustered, unique, unique key located on PRIMARY	UserGroupName
XIE1User_Group	nonclustered located on PRIMARY	CustomerDefinitionID
XPKUser_Group	nonclustered, unique, primary key located on PRIMARY	UserGroupID

Table 465: Fields in User_Group Table

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 NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the group.	DESCRIPTION	NULL
DomainName	The FQDN of the domain to which the user belongs. (Domain FQDN) **Note** For the UserGroupName, "DBO", this field stores the global default domain name. The default domain name is set by the **System Information** tool.	VARCHAR(190)	NULL
EmailAddress	Email address of the customer associated with the user group.	VARCHAR(254)	NULL
FeatureSetID	Identifies a feature set from the Feature_Control_Set Table.	DBINT	FK NULL
ReadOnly	Valid options include: • Y = Read-only user • N = Normal user	DBCHAR	NOT NULL
ServiceProvider	Valid options include: • **Y** = Service provider or general customer • **N** = Service bureau customer. **Note** This field is no longer used.	DBCHAR	NOT NULL
UserGroupID	A unique identifier for the group.	DBINT	PK NOT NULL
UserRole	Indicates the User Role for a given user. Values displayed include: • **0** = Supervisors. • **1** = Setup User. • **2** = Config User.	DBSMALLINT	NOT NULL

Name	Description	Data Type	Keys and NULL Option
UserGroupName	The name of a user or a group.	varchar(64)	AK-1 NOT NULL
UserGroupType	The type of the group: • U = for an individual user • G = for a group of users.	char(1)	NOT NULL
UserGuid	A unique global ID from Active Directory.	Varchar(64)	NULL
UserName	The user logon name of the user (Username portion of the User's UserPrincipalName).	Varchar(64)	NULL

User_Group_Member

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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.

Related Table

User_Group, on page 592 (via UserGroupID)

Table 466: Indexes for User_Group_Member Table

index_name	index_description	index_keys
XAK1User_Group_Member	clustered, unique, unique key located on PRIMARY	UserName, UserGroupName
XIE1User_Group_Member	nonclustered located on PRIMARY	UserName
XPKUser_Group_Member	nonclustered, unique, primary key located on PRIMARY	UserGroupMemberID

Table 467: Fields in User_Group_Member Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL

Name	Description	Data Type	Keys and NULL Option
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
UserGroupMemberID	A unique identifier for the record.	DBINT	PK NOT NULL
UserGroupName	The group to which the member belongs.	varchar(64)	AK-1 NOT NULL
UserName	The username as registered with SQL Server.	varchar(64)	AK-1, IE-1 NOT NULL

User_Security_Control

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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

Related Tables

Ids, on page 267 (via ObjectType + ObjectID)

User_Group_Member, on page 594 (via UserName)

Table 468: Indexes for User_Security_Control Table

index_name	index_description	index_keys
XIE1User_Security_Control	nonclustered located on PRIMARY	UserName
XIE2User_Security_Control	nonclustered located on PRIMARY	UserGroupID
XPKUser_Security_Control	clustered, unique, primary key located on PRIMARY	ObjectType, ObjectID, UserName

Table 469: Fields in User_Security_Control Table

Name	Description	Data Type	Keys and NULL Option
AccessLevel	The level of access that the user has for the object. To see values. see Access Levels, on page 648.	DBINT	NOT NULL
ObjectID	Together with ObjectType, identifies the object.	DBINT	PK NOT NULL

Name	Description	Data Type	Keys and NULL Option
ObjectType	Together with ObjectID, identifies the object.	DBINT	PK, FK NOT NULL
UserGroupID	Foreign key from the User_Group table.	DBINT	IE-2 NOT NULL
UserName	The SQL Server username of the user.	varchar(64)	PK, IE-1 NOT NULL

User_Supervisor_Map

This table is in the Security category (see Security, on page 627). To see database rules for these tables, see Security Tables, on page 698.

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.

Related Table

User_Group, on page 592 (via UserGroupID)

Table 470: Indexes for User_Supervisor_Map Table

index_name	index_description	index_keys
XAK1UserSupervisorMap	nonclustered, unique, unique key located on PRIMARY	AgentSkillTargetID
XPKUserSupervisorMap	clustered, unique, primary key located on PRIMARY	UserGroupID, AgentSkillTargetID

Table 471: Fields in User_Supervisor_Map Table

Name	Description	Data Type	Keys and NULL Option
AgentSkillTargetID	The identifier for the SkillTargetID for an agent that is a supervisor. **Note** The SupervisorAgent field for this agent must be Y.	DBINT	PK, AK-1 NOT NULL
UserGroupID	The identifier for the user. **Note** The UserGroupType for this user must be U.	DBINT	PK, FK NOT NULL

User_Variable

This table is part of the Script category (see Script, on page 623). For database rules, see Script Tables, on page 697.

Contains the definitions of user variables. You can optionally associate a variable with an object type (such as service or skill group). The system 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.

Related Table

Persistent_Variable, on page 337 (via UserVariableID)

Table 472: Indexes for User_Variable Table

index_name	index_description	index_keys
XAK1User_Variable	nonclustered, unique, unique key located on PRIMARY	ObjectType, VariableName
XPKUser_Variable	clustered, unique, primary key located on PRIMARY	UserVariableID

Table 473: Fields in User_Variable Table

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: • 0 = Long • 1 = Float • 2 = Char • 3 = Date	DBSMALLINT	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	Additional information about the variable.	DESCRIPTION	NULL
Instance	Not currently used.	DBCHAR	NOT NULL

Name	Description	Data Type	Keys and NULL Option
ObjectType	The type of object with which the variable is associated. For the list of values, see Object Types: User Variable, on page 668.	DBSMALLINT	AK-1 NOT NULL
Persistent	Indicates whether to preserve the value of the variable between script invocations. Stored as a character: • Y = yes • N = no	DBCHAR	NOT NULL
ReportingMethod	Not currently used.	DBSMALLINT	NOT NULL
UserVariableID	A unique identifier for the variable.	DBINT	PK NOT NULL
VariableName	The name of the variable. User variable names must begin with "user".	VNAME32	AK-1 NOT NULL

Version

This table is in the System category (see System, on page 642). To see database rules for these tables, see System Tables, on page 699.

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

Table 474: Indexes for Version Table

index_name	index_description	index_keys
XIE1Version	nonclustered located on PRIMARY	Major

Table 475: Fields in Version Table

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

Name	Description	Data Type	Keys and NULL Option
IPCCMinor	Control version of preconfigured items for Simplified Unified CCE Deployments.	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 NOT NULL

View_Column

This table is in the Schedule category (see Schedule, on page 622). To see database rules, see Schedule Tables, on page 696.

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

Related Table

ICR_View, on page 266 (via ICRViewID)

Table 476: Indexes for View_Column Table

index_name	index_description	index_keys
XAK1View_Column	nonclustered, unique, unique key located on PRIMARY	ICRViewID, ColumnNumber
XAK2View_Column	nonclustered, unique, unique key located on PRIMARY	ICRViewID, ViewName
XPKView_Column	clustered, unique, primary key located on PRIMARY	ViewColumnID

Table 477: Fields in View_Column Table

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 NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
Description	Additional information about the column.	DESCRIPTION	NULL
Edit	Indicates whether the View_Column record can be modified. Stored as a character: • Y = yes • N = no	DBCHAR	NOT NULL
ICRViewID	Identifies the view to which the column belongs.	DBINT	AK-1, AK-2, FK 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 NOT NULL
ViewName	The name used for the column within the system software.	VNAME32	AK-2 NOT NULL

Vru_Currency

This is one of the VRU_Micro_Application tables (see VRU Micro-application, on page 645). For database rules, see VRU Micro-applications Tables, on page 701.

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

Related Table

Vru_Defaults, on page 601 (via CurrencyID)

Table 478: Indexes for Vru_Currency Table

index_name	index_description	index_keys
XAK1Vru_Currency	nonclustered, unique, unique key located on PRIMARY	CurrencyName
XPKVru_Currency	clustered, unique, primary key located on PRIMARY	CurrencyID

Table 479: Fields in Vru_Currency Table

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 NOT NULL
CurrencyName	Specifies the currency supported by the VRU micro-application: • **1** = U.S. Dollar (default) • **2** = Euro • **3** = Pound Sterling • **4** = French franc • **5** = Deutschmark • **6** = Lira • **7** = Peseta • **0** = Other	varchar(10)	AK-1 NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL

Vru_Defaults

This is one of the VRU_Micro_Application tables (see VRU Micro-application, on page 645). For database rules, see VRU Micro-applications Tables, on page 701.

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

Related Tables

Vru_Locale, on page 603 (via LocaleID)

Vru_Currency, on page 600 (via CurrencyID)

Table 480: Indexes for View_Defaults Table

index_name	index_description	index_keys
XAK1Vru_Defaults	nonclustered, unique, unique key located on PRIMARY	EnterpriseName

index_name	index_description	index_keys
XPKVru_Defaults	clustered, unique, primary key located on PRIMARY	VruDefaultsID

Table 481: Fields in Vru_Defaults Table

Name	Description	Data Type	Keys and NULL Option
AppMediaLib	A path to library of application media files/prompts specific to a set of related Unified 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 NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Description	A description of the row. There is no default value in this field.	DESCRIPTION	NULL
DTMFTermKey	DTMF Termination key: **0-9** (digits) ***** (asterisk) **#** (pound sign, the default) **N** (no termination key)	char(1)	NOT NULL
EnterpriseName	A unique name for the enterprise.	VNAME32	AK-1 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

Name	Description	Data Type	Keys and NULL Option
LocaleID	A combination of language and country specifying the language the VRU micro-application runs in: • **en-us** = U.S. English (default) • **en-gb** = Great Britain English • **es-es** = European Spanish • **es-mx** = Mexican Spanish	DBINT	FK 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 NOT NULL

Vru_Locale

This is one of the VRU_Micro_Application tables (see VRU Micro-application, on page 645). For database rules, see VRU Micro-applications Tables, on page 701.

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

Related Table

Vru_Defaults, on page 601 (via LocaleID)

Table 482: Indexes for Vru_Locale Table

index_name	index_description	index_keys
XAK1Vru_Locale	nonclustered, unique, unique key located on PRIMARY	Locale

index_name	index_description	index_keys
XPKVru_Locale	clustered, unique, primary key located on PRIMARY	LocaleID

Table 483: Fields in Vru_Locale Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when a record is added/updated.	DBDATETIME	NULL
Locale	A combination of language and country specifying the language the VRU micro-application runs in: • **en-us** = U.S. English (default) • **en-gb** = Great Britain English • **es-es** = European Spanish • **es-mx** = Mexican Spanish	varchar(10)	AK-1 NOT NULL
LocaleID	A unique identifier.	DBINT	PK NOT NULL

Vru_Port_Map

This is in the Device category (see Device, on page 612). For database rules, see Device Tables, on page 694.

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.

Related Table

Trunk, on page 583 (via TrunkID)

Table 484: Indexes for Vru_Port_Map Table

index_name	index_description	index_keys
XPKVru_Port_Map	clustered, unique, primary key located on PRIMARY	TrunkID

Table 485: Fields in Vru_Port_Map Table

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.	DBINT	NULL
TrunkID	The ID of the VRU trunk to be mapped.	DBINT	PK, FK NOT NULL
Type	The type of VRU-to-ACD mapping: • **0** = A VRU trunk-to-ACD trunk mapping • **1** = A VRU trunk-to-ACD port mapping.	DBINT	NOT NULL

Week_Day_Schedule

The table **Week_Day_Schedule** defines the business hours on weekdays. The weekday schedule contain any day of the week except the holidays. Each row in the table records a weekday schedule.

Related Tables

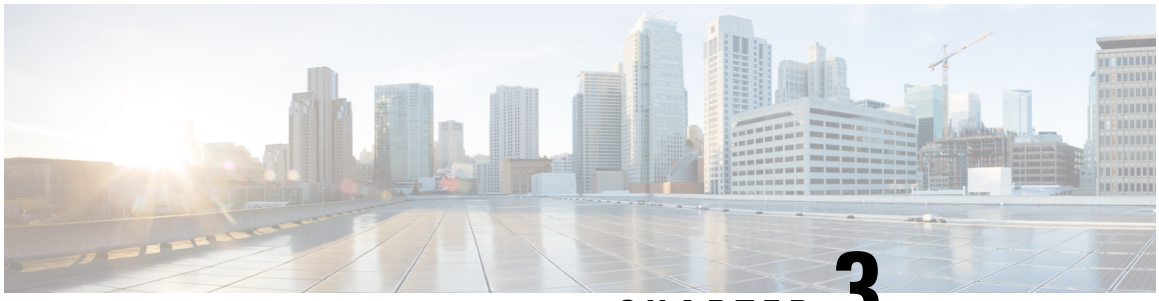
- Business_Hours, on page 105 (through BusinessHoursID)
- Special_Day_Schedule, on page 548 (through BusinessHoursID)

Table 486: Indexes for Week_Day_Schedule Table

index_name	index_description	index_keys
XPKWeek_Day_Schedule	Primary key	WeekDayScheduleID
XIE1Week_Day_Schedule	Inversion key	BusinessHoursID
XIE2Week_Day_Schedule	Inversion key	DayType

Table 487: Fields in Week_Day_Schedule Table

Field	Description	Data Type	Keys and NULL Option
WeekDayScheduleID	The ID of the each week day schedule.	DBINT	PK NOT NULL
BusinessHoursID	Unique ID of the business schedule object	DBINT	FK, IE NOT NULL
DayType	Values range from 0 to 6, assigned to each day in a week starting from Sunday.	DBSMALLINT	IE NOT NULL
StartHour	Specifies the hour the business hour starts in a weekday.	DBSMALLINT	NOT NULL
StartMinute	Specifies the minute the business hours starts in a weekday.	DBSMALLINT	NOT NULL
StartSecond	Specifies the second the business hours starts in a weekday. Default value is 0.	DBSMALLINT	NOT NULL
EndHour	Specifies the hour the business hour ends in a weekday.	DBSMALLINT	NOT NULL
EndMinute	Specifies the minute the business hours ends in a weekday.	DBSMALLINT	NOT NULL
EndSecond	Specifies the second the business hours ends in a weekday. Default value is 0.	DBSMALLINT	NOT NULL
DateTimeStamp	Records the date and time when the record was added or updated	DBDATETIME	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
FutureUseInt1	Future Use	DBINT	NULL
FutureUseInt2	Future Use	DBINT	NULL
FutureUseVarChar1	Future Use	VARCHAR(64)	NULL
FutureUseVarChar2	Future Use	VARCHAR(64)	NULL



CHAPTER 3

Tables by Group

Overview

This section explains major areas of the schema. Tables are arranged in logical groups based on their domains and interrelationships.

For each section, you can find:

- an illustration that maps the connections among tables in that group
- links to detailed information on each individual table in the group
- a link to the database rules for the group

For details on the columns in each table, see All Tables.

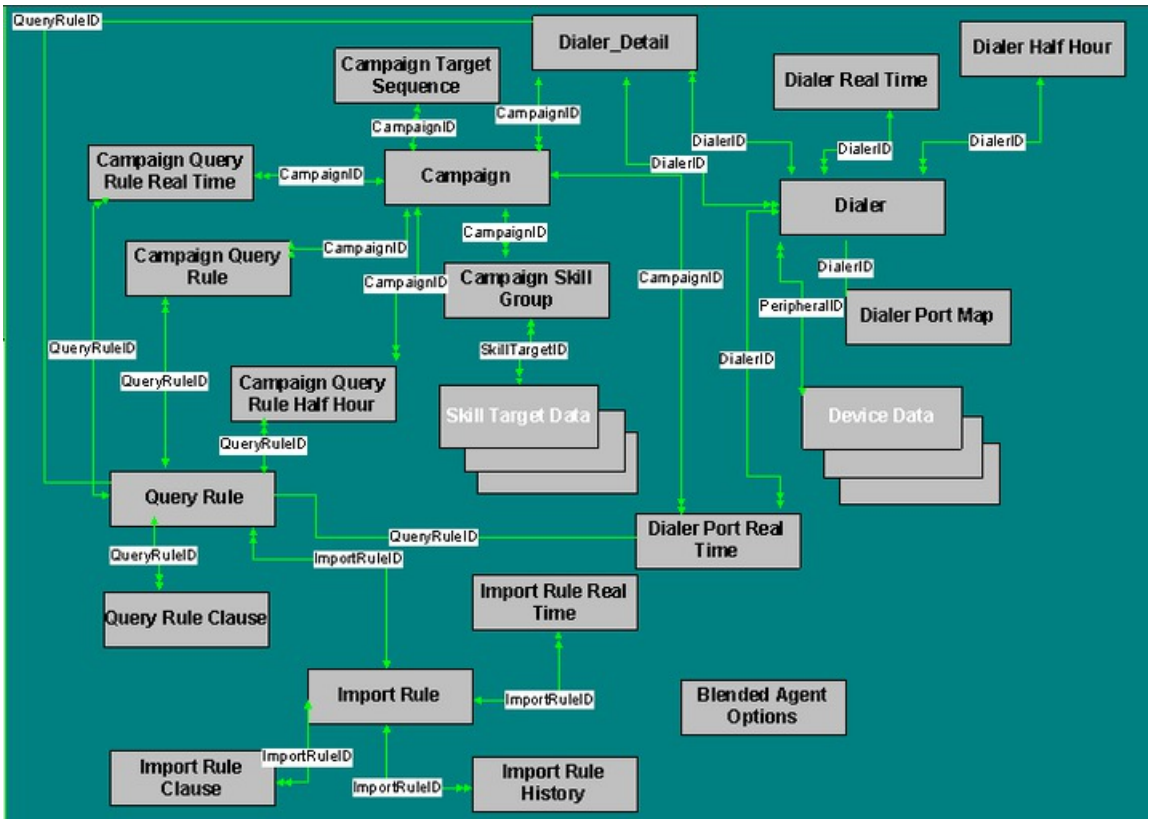
Blended Agent (Outbound Option)

This figure depicts the tables in the Blended Agent (Outbound Option) category and their connections.

In this graphic:

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 1: Blended Agent



To see database rules for tables in the Blended Agent group, see Blended Agent Tables (Outbound Option), on page 691.

Tables that hold **Blended Agent (Outbound Option)** data are listed below.

- Blended_Agent_Options, on page 97
- Campaign, on page 153
- Campaign_Half_Hour, on page 162
- Campaign_Query_Rule, on page 163

Business Hours

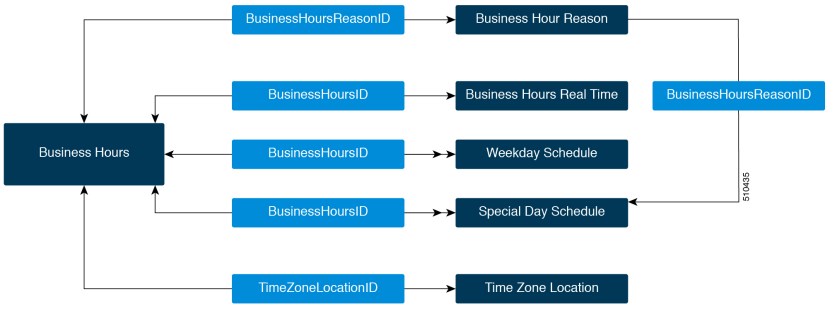
This figure depicts the tables in this category and their connections.

In this graphic:

Figure 2: Business Hours

- A single box represents a single table.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.
- A stack of boxes represents several tables in another category of the schema.

Figure 3: Business Hours Category



To see the **database rules** for these tables, see Business Hours Tables, on page 693.

Tables in the **Business Hours** category include the following:

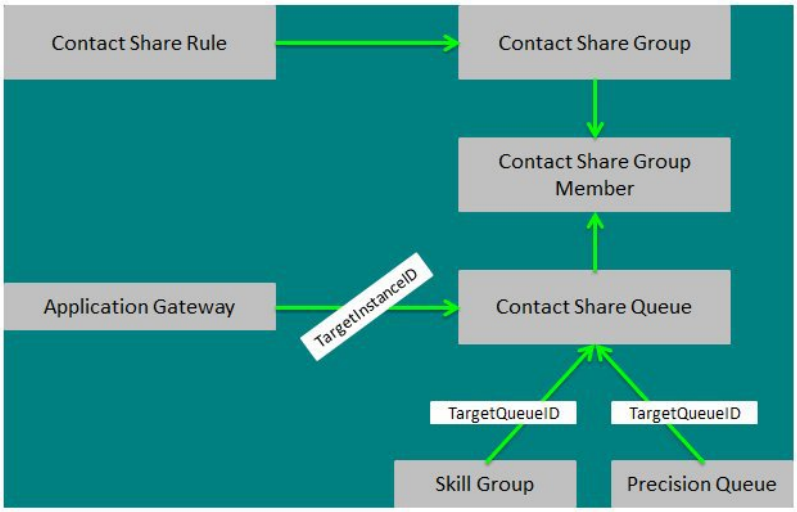
- Business_Hours, on page 105
- Business_Hours_Real_Time, on page 107
- Business_Hours_Reason, on page 108
- Special_Day_Schedule, on page 548
- Time_Zone_Location, on page 579
- Week_Day_Schedule, on page 605

Contact Sharing

This figure depicts the tables in this category and their connections.

In this graphic:

Figure 4: Contact Sharing



- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Peripheral and Trunk Group.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 5: Contact Sharing

To see **database rules** for these tables, see Contact Sharing Tables, on page 693.

Tables in the **Contact Sharing** category include the following:

- Application_Gateway, on page 81
- Contact_Share_Group, on page 200
- Contact_Share_Group_Member, on page 201
- Contact_Share_Queue, on page 201
- Contact_Share_Rule, on page 202
- Precision_Queue, on page 341
- Skill_Group, on page 484

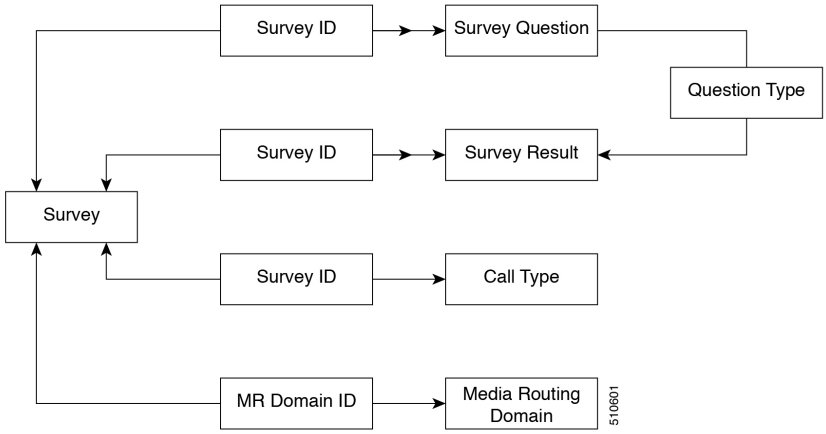
Survey (For Future Use)

This figure depicts the tables in this category and their connections.

In the following graphic:

- A single box represents a single table.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.
- A stack of boxes represents several tables in another category of the schema.

Figure 6: Survey



To see the **database rules** for these tables, see CX Survey_Table (For Future Use), on page 693.

Tables in the **Survey** category include the following:

- Survey (For Future Use), on page 550
- Survey_Question (For Future Use), on page 552
- Survey_Result (For Future Use), on page 553

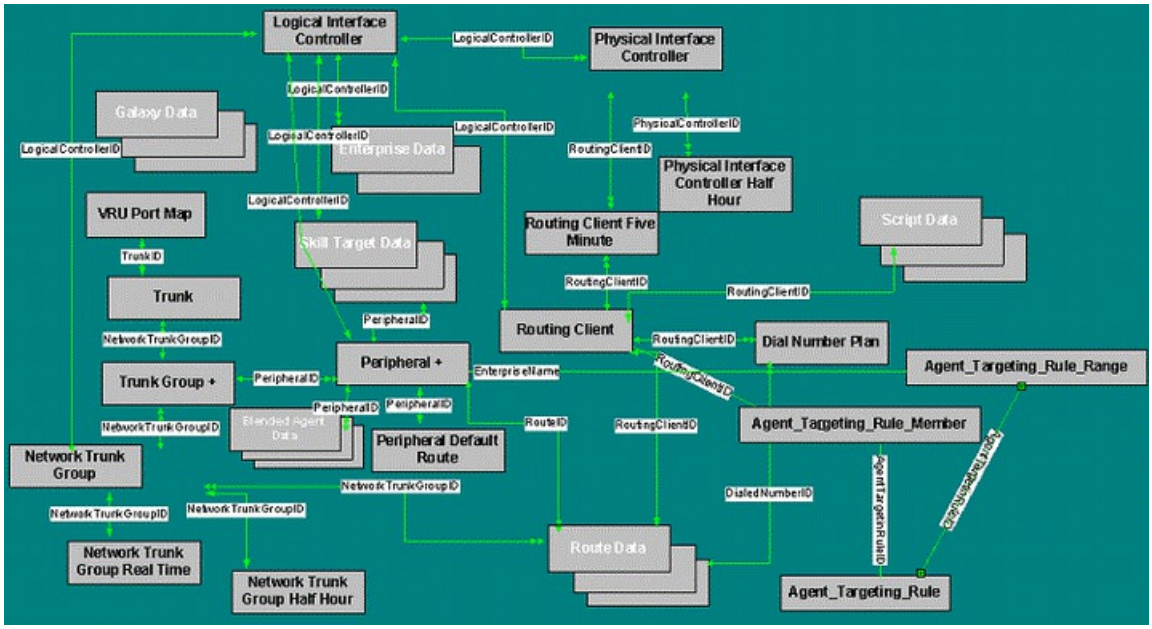
Device

This figure depicts the tables in this category and their connections.

In this graphic:

- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Peripheral and Trunk Group.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 7: Device



To see **database rules** for these tables, see Device Tables, on page 694.

Tables in the **Device** category include the following:

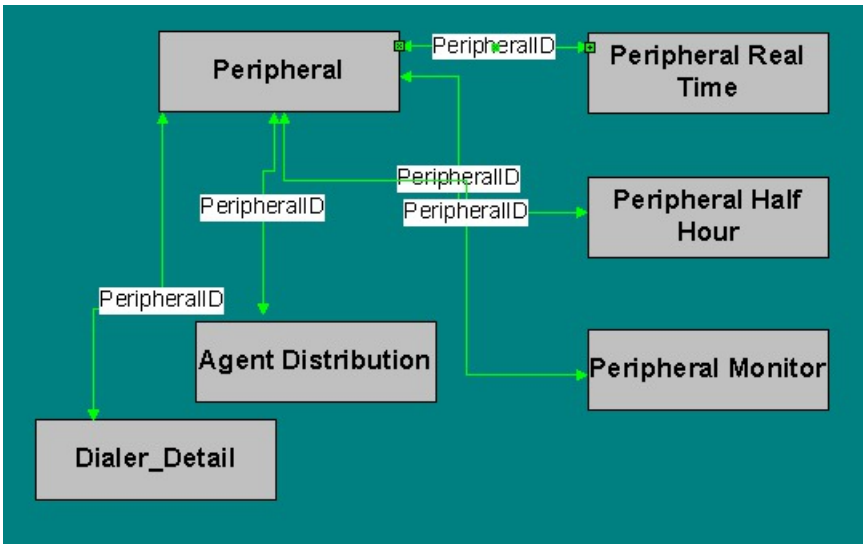
- Agent_Targeting_Rule, on page 70
- Agent_Targeting_Rule_Member, on page 73
- Agent_Targeting_Rule_Range, on page 74
- Dial_Number_Plan, on page 215
- Logical_Interface_Controller, on page 283
- Network_Trunk_Group, on page 306
- Network_Trunk_Group_Half_Hour, on page 307
- Network_Trunk_Group_Real_Time, on page 309
- Peripheral, on page 320 See the section below for Peripheral Detail tables.
- Peripheral_Default_Route, on page 325
- Physical_Controller_Half_Hour, on page 338
- Physical_Interface_Controller, on page 340
- Routing_Client, on page 407
- Routing_Client_Five_Minute, on page 411
- Trunk, on page 583
- Trunk_Group, on page 584 See the section below for Trunk Group Detail tables.

- Vru_Port_Map, on page 604

Peripheral Detail

The figure below illustrates the tables in the Peripheral Detail subcategory.

Figure 8: Peripheral Detail



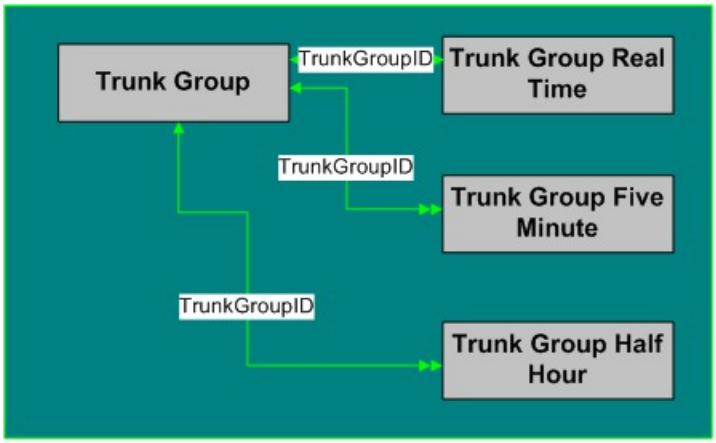
These tables are:

- Agent_Distribution, on page 27
- Dialer_Detail, on page 221
- Peripheral, on page 320
- Peripheral_Monitor, on page 328
- Peripheral_Real_Time, on page 329

Trunk Group Detail

The figure below illustrates the tables in the Trunk Detail subcategory.

Figure 9: Trunk Details



These tables are:

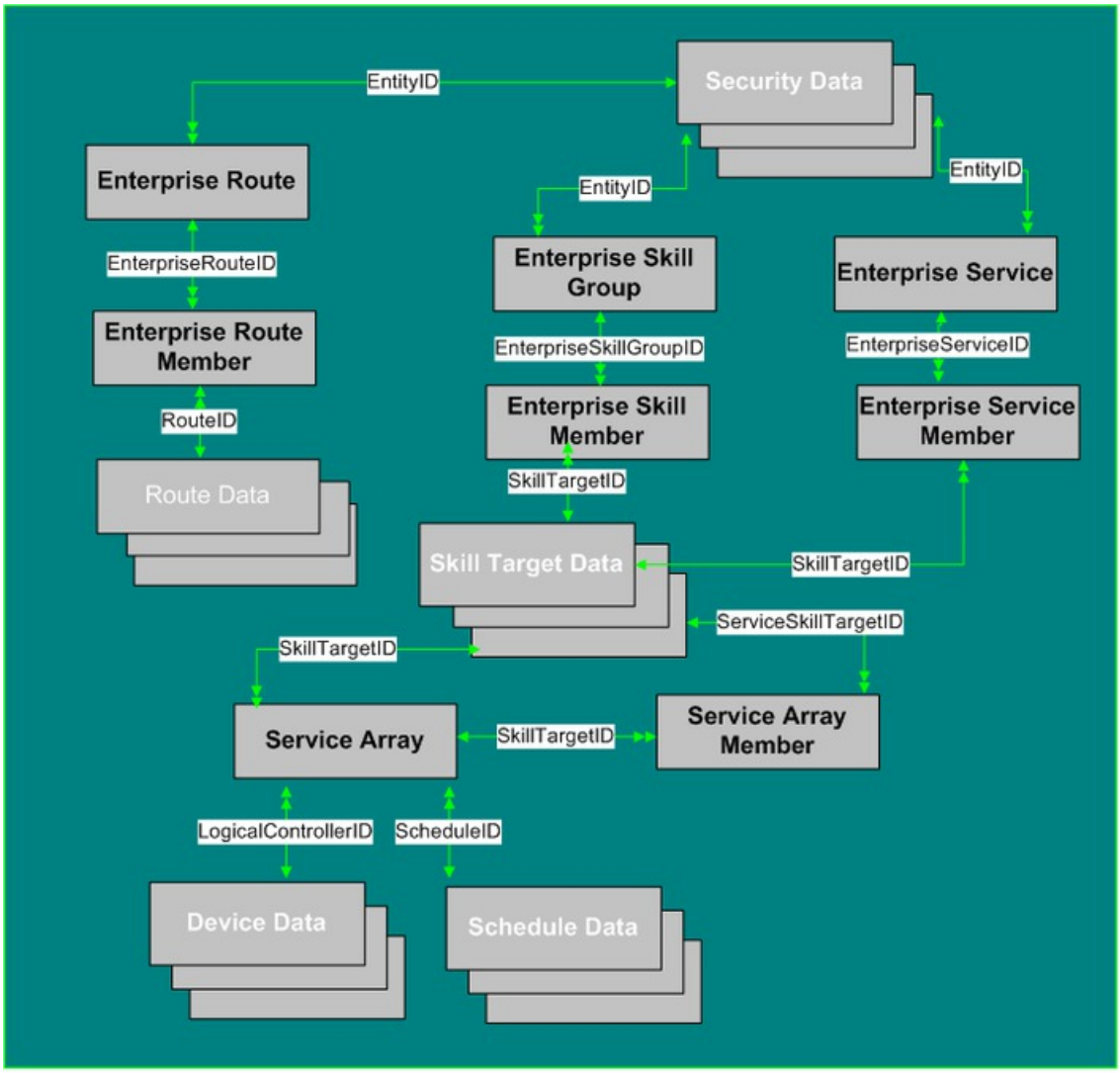
- Trunk_Group, on page 584
- Trunk_Group_Five_Minute, on page 586
- Trunk_Group_Half_Hour, on page 587
- Trunk_Group_Real_Time, on page 588

Enterprise

The figure below shows the relationships among tables in the Enterprise category.

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 10: Enterprise



To see **database rules** for these tables, see Enterprise Tables, on page 695.

Tables that hold **Enterprise** data are listed below.

- Enterprise_Route, on page 248
- Enterprise_Route_Member, on page 249
- Enterprise_Skill_Group, on page 251
- Enterprise_Skill_Group_Member, on page 252
- Enterprise_Service, on page 249
- Enterprise_Service_Member, on page 250
- Service_Array, on page 446

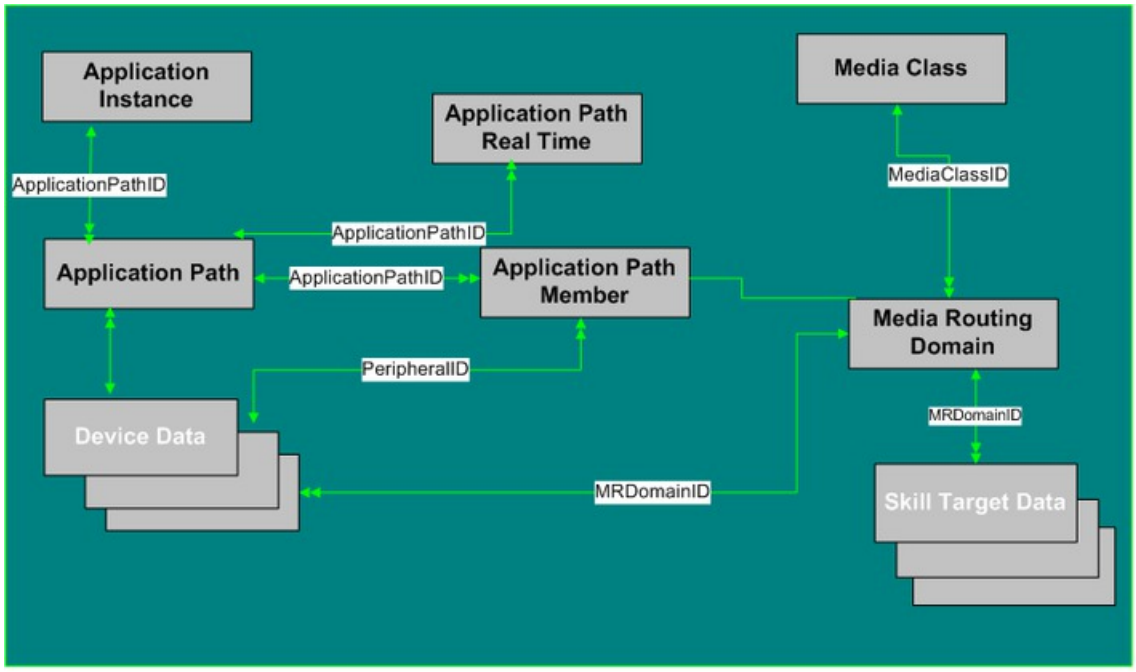
- Service_Array_Member, on page 448

Media Routing

The figure below shows the relationships among the tables in the Media Routing category.

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 11: Media Routing Tables



To see **Database rules** for the Media Routing tables, see Media Routing Tables, on page 695.

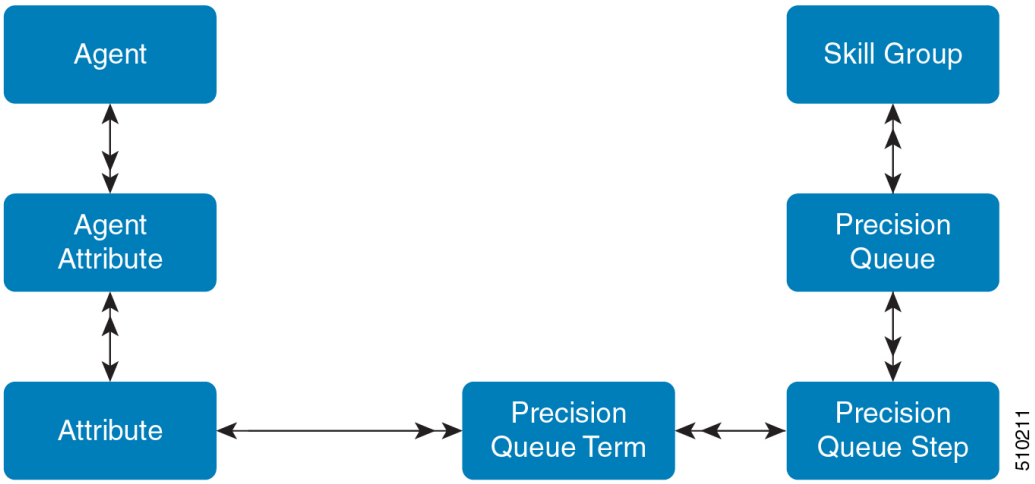
Media Routing Tables are listed below:

- Application_Instance, on page 88
- Application_Path, on page 89
- Application_Path_Member, on page 91
- Application_Path_Real_Time, on page 91
- Media_Class, on page 299
- Media_Routing_Domain, on page 300

Precision Queue

This figure depicts the tables in the Precision Queue category and their connections.

Figure 12: Precision Queue Tables



In this graphic:

- A single box represents a single table.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

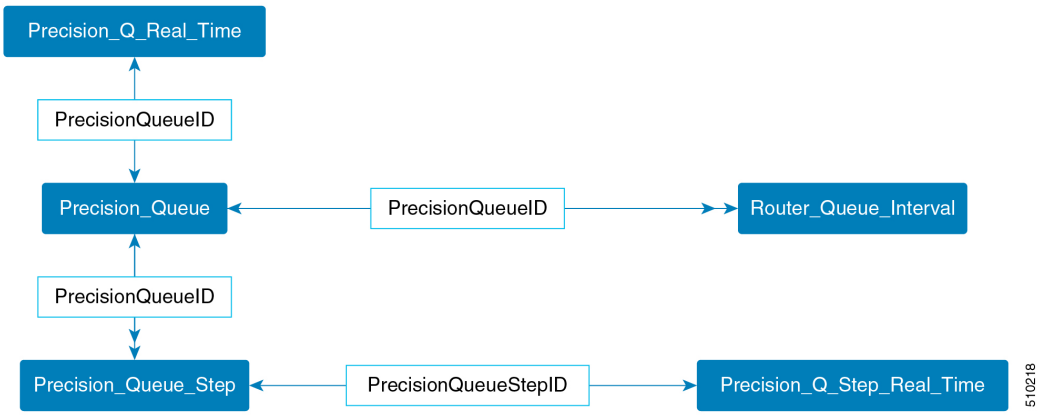
Tables that hold Precision Queue data are listed below:

- Agent_Real_Time
- Agent_Skill_Group_Interval
- Agent_Skill_Group_Real_Time
- Call_Type_SG_Interval
- Precision_Q_Real_Time_Table
- Precision_Queue_Step
- Precision_Queue_Term
- Router_Queue_Interval
- Skilll_Group
- Skill_Group_Interval
- Termination_Call_Detail

Precision Queue Detail

The figure below illustrates the tables in the Precision Queue Detail subcategory.

Figure 13: Precision Queue Detail



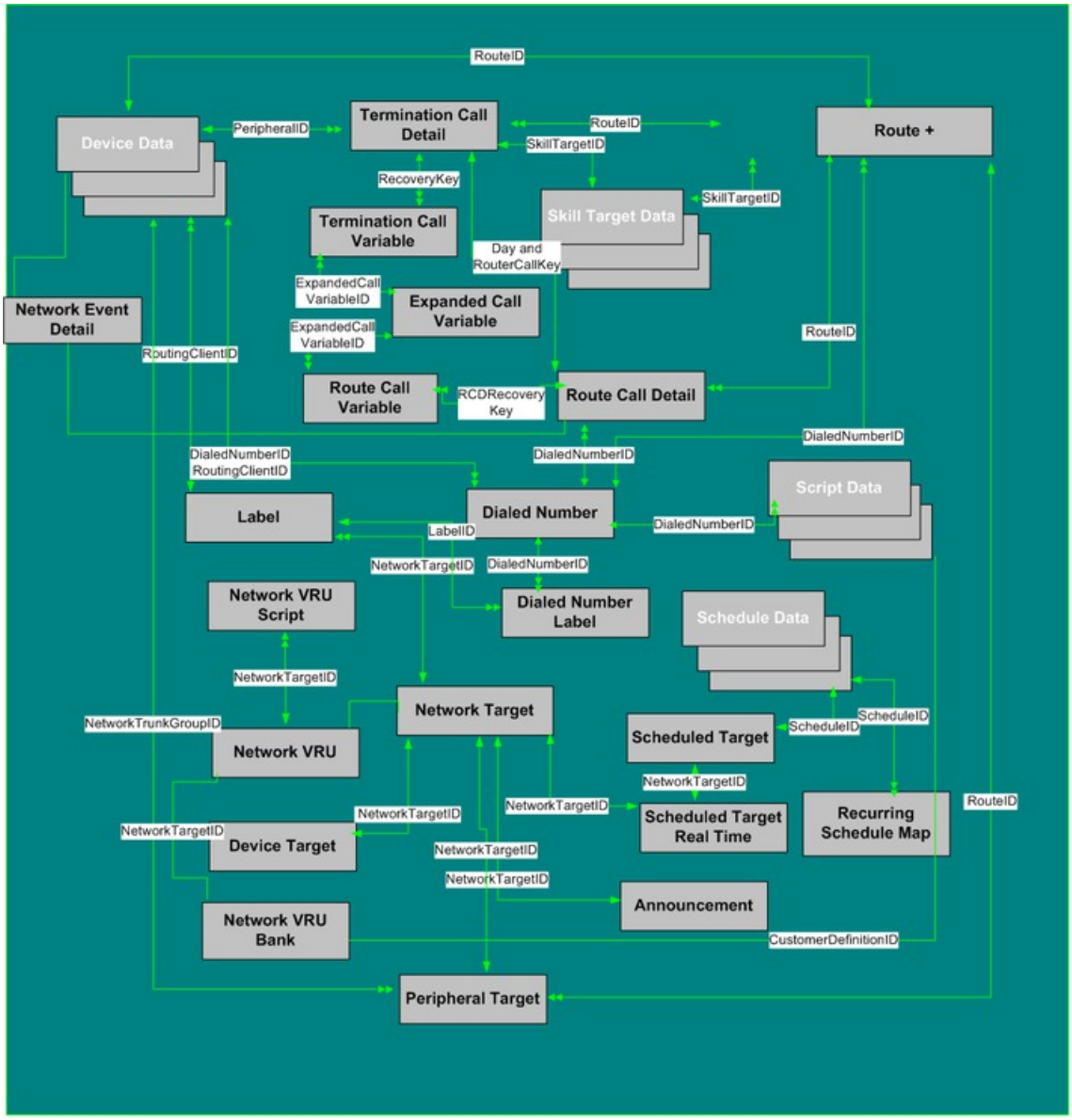
Route

This figure depicts the tables in this category and their connections.

In this graphic:

- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Route Detail.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 14: Route Tables



To see **Database Rules** for Route Tables, see Route Tables, on page 696.

Tables that hold **Route** data are listed below.

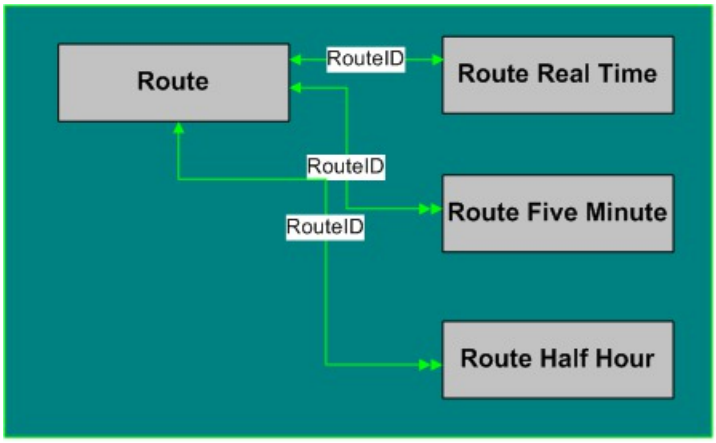
- Announcement, on page 77
- Dialed_Number, on page 211
- Dialed_Number_Label, on page 213
- Expanded_Call_Variable, on page 255
- Label, on page 279

- Network_Event_Detail, on page 303
- Network_Target, on page 305
- Network_Vru, on page 311
- Network_Vru_Bank, on page 312
- Network_Vru_Script, on page 313
- Peripheral_Target, on page 336
- Recurring_Schedule_Map, on page 363
- Route, on page 374
- Route_Call_Detail, on page 376
- Route_Call_Variable, on page 383
- Scheduled_Target, on page 430
- Scheduled_Target_Real_Time, on page 431
- Termination_Call_Detail, on page 561
- Termination_Call_Variable, on page 578

Route Detail Tables

The figure below illustrates the tables in the Route Details subcategory.

Figure 15: Route Details Tables



Route Detail Tables are:

- Route, on page 374
- Route_Real_Time, on page 393
- Route_Five_Minute, on page 384
- Route_Half_Hour, on page 388

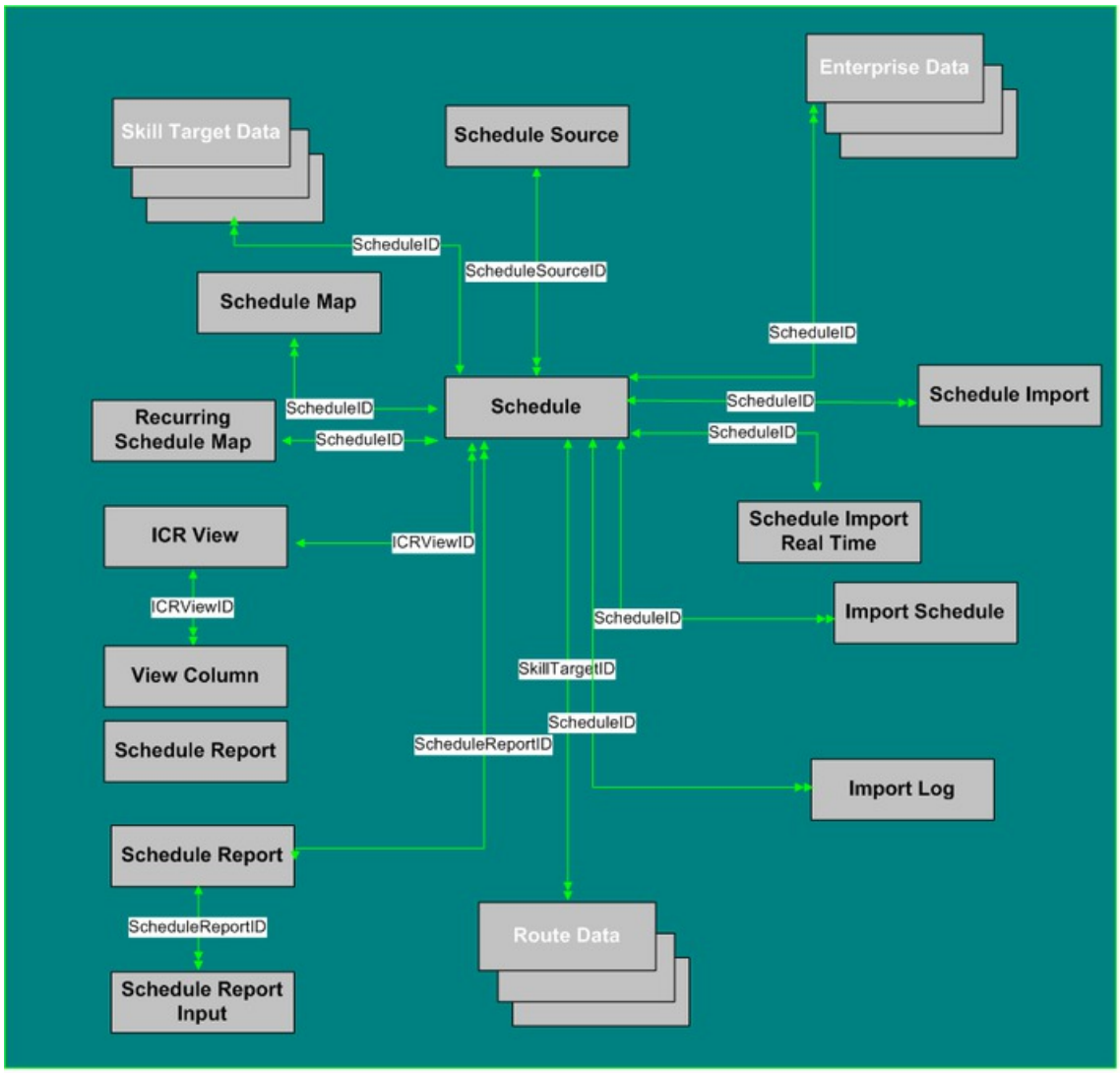
Schedule

This figure depicts the tables in this category.

In this graphic:

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 16: Schedule Tables



To see **Database Rules** for Schedule Tables, see Schedule Tables, on page 696.

Tables that hold **Schedule** data are listed below.

- Schedule, on page 419
- Schedule_Source, on page 429
- Schedule_Map, on page 426
- Recurring_Schedule_Map, on page 363
- Schedule_Report, on page 427
- Schedule_Report_Input, on page 428
- Schedule_Import, on page 421
- Schedule_Import_Real_Time, on page 423
- Schedule_Source, on page 429
- Import_Schedule, on page 278
- Import_Log, on page 268
- ICR_View, on page 266
- View_Column, on page 599

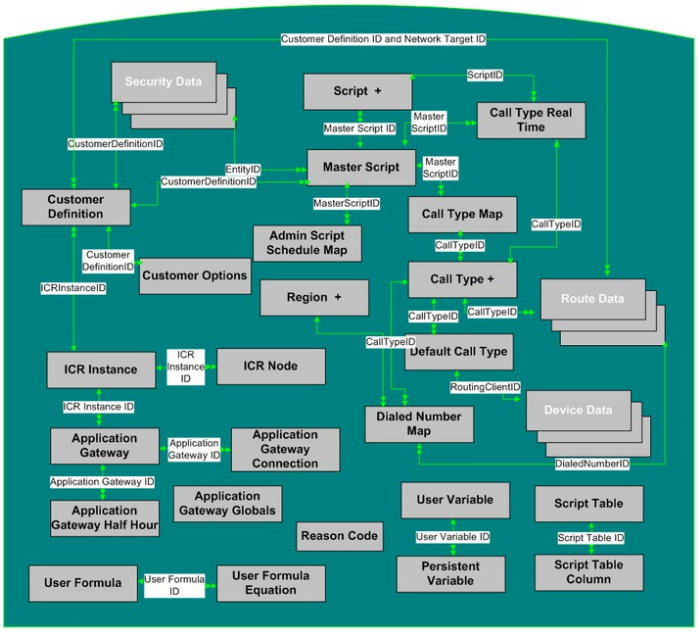
Script

This figure depicts the tables in this category.

In this graphic:

- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Call Type, Region, and Script.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 17: Script Tables



To see **database rules** for these tables, see Script Tables, on page 697.

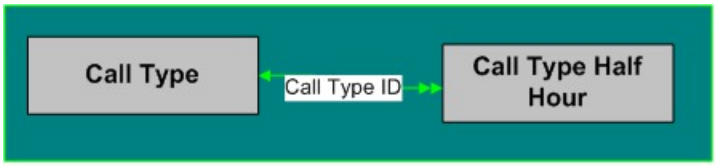
Script Tables are listed below

- Region, on page 365
- Script, on page 432
- Script, on page 432
- Script_Table_Column, on page 441
- User_Formula, on page 590
- User_Formula_Equation, on page 591
- User_Variable, on page 597

Call Type Detail

The figure below illustrates the tables in the Call Type subcategory.

Figure 18: Call Type Tables



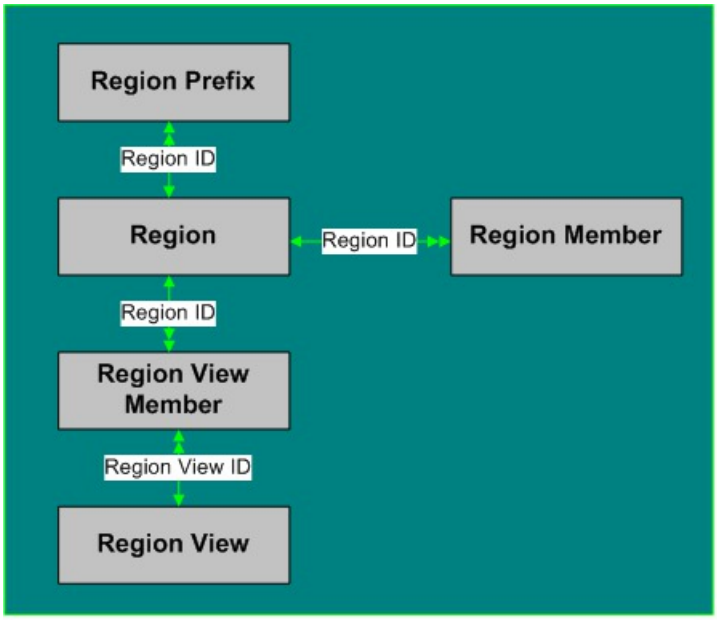
These tables are:

- Call_Type, on page 109

Region Detail

The figure below illustrates the tables in the Region Detail subcategory.

Figure 19: Region Detail Tables



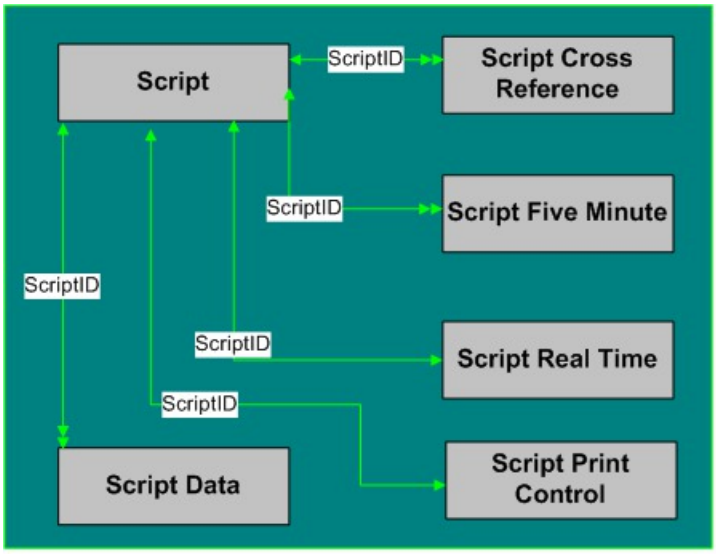
Region Detail Tables are listed below:

- Region, on page 365
- Region_Member, on page 367
- Region_Prefix, on page 368
- Region_View_Member, on page 373
- Region_View, on page 369

Script Detail

The figure below illustrates the tables in the Script Detail subcategory.

Figure 20: Script Detail



Script Detail Tables are listed below:

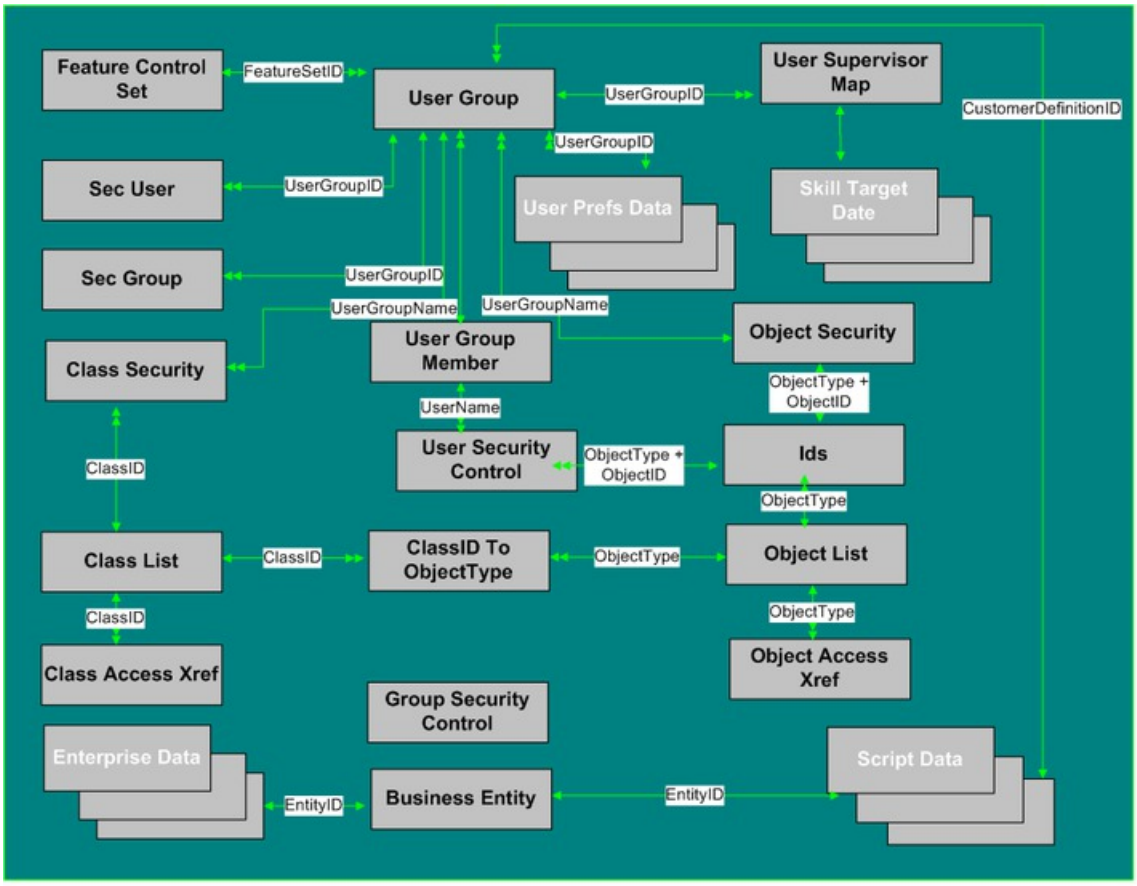
- Script, on page 432
- Script_Cross_Reference, on page 434
- Script_Data, on page 435
- Script_Five_Minute, on page 436
- Script_Print_Control, on page 437
- Script_Real_Time, on page 438

Security

The figure below shows the relationships among tables in the Security category.

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 21: Security Tables



To see **database rules** for these tables, see Security Tables, on page 698.

Tables that hold **Security** data are listed below.

- Business_Entity, on page 104
- Class_Access_Xref, on page 191
- ClassID_To_ObjectType, on page 193
- Class_List, on page 191
- Class_Security, on page 192
- Feature_Control_Set, on page 257
- Ids, on page 267
- Object_Access_Xref, on page 315
- Object_List, on page 316
- Object_Security, on page 317
- Sec_Group, on page 442

- Sec_User, on page 442
- User_Group, on page 592
- User_Group_Member, on page 594
- User_Security_Control, on page 595
- User_Supervisor_Map, on page 596

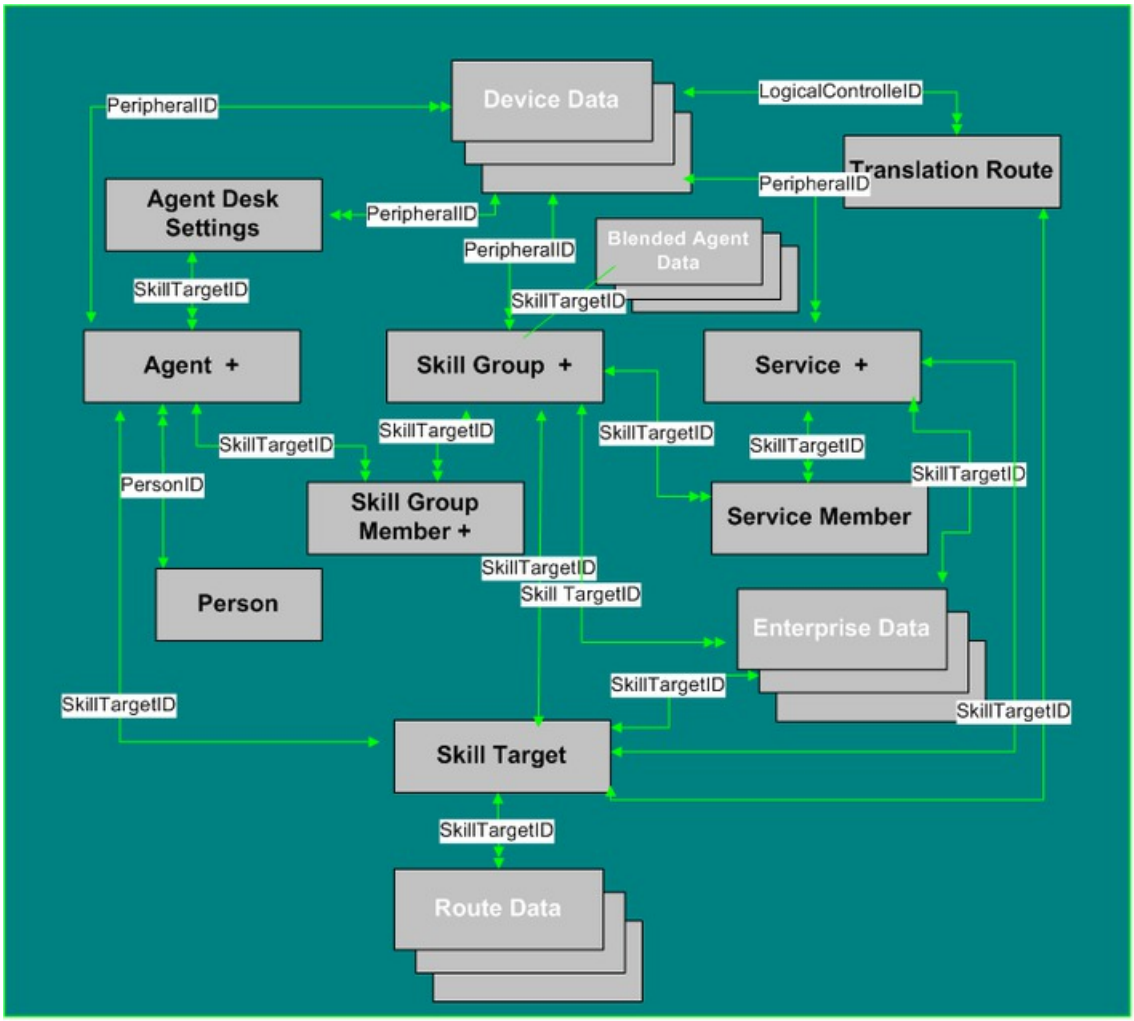
Skill Target

This figure shows the relationships among tables in the Skill Target category. The Agent, Service, Skill Group, and Skill Group Member tables each have related tables, as indicated by the + (plus signs) in the illustration.

In this graphic:

- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Agent, Service, Skill Group, and Skill Group Member.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 22: Skill Target Tables



To see **database rules** for Skill Target tables, see Skill Target Tables, on page 698.

Skill Target tables include the following:

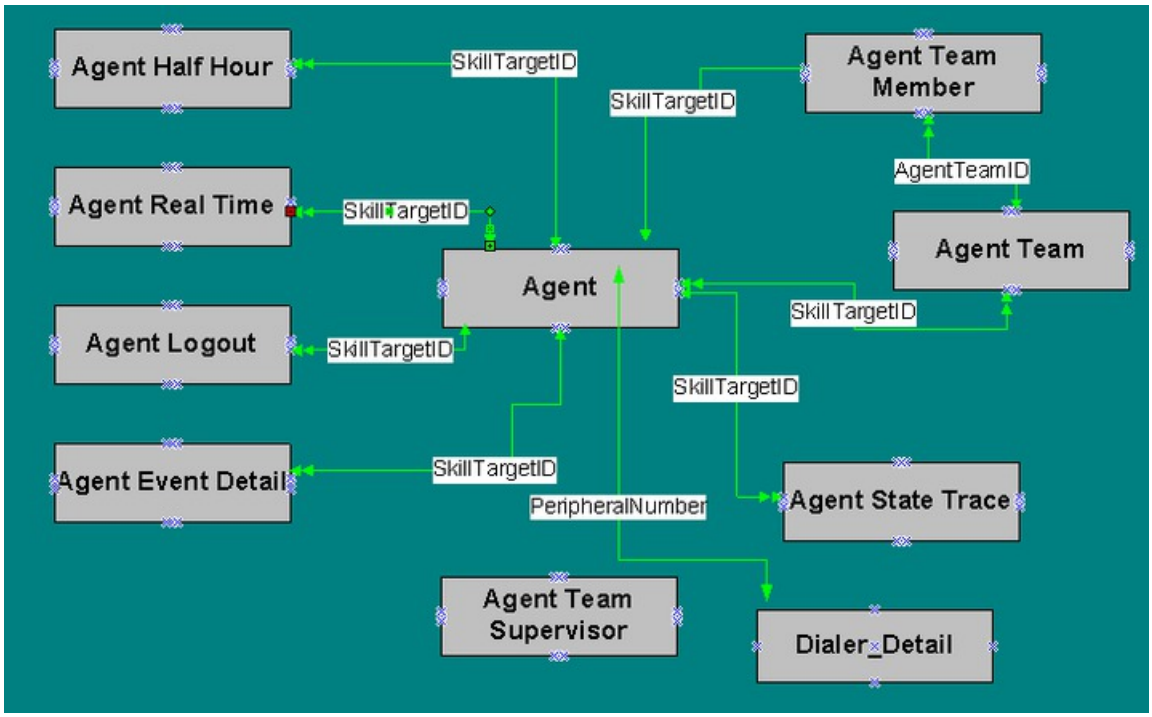
- Agent Table. See the Agent Detail section, below.
- Agent_Desk_Settings, on page 21
- Agent_Interval, on page 33
- Person, on page 318
- Service Tables. See the Service Detail section, below.
- Service_Member, on page 464
- Skill Group and Skill Group Member Tables. See the Skill Group Detail Section, below.
- Skill_Target, on page 537
- Translation_Route, on page 580

- Translation_Route_Half_Hour, on page 581

Agent Detail

The figure below illustrates tables in the Agent subcategory.

Figure 23: Agent Tables



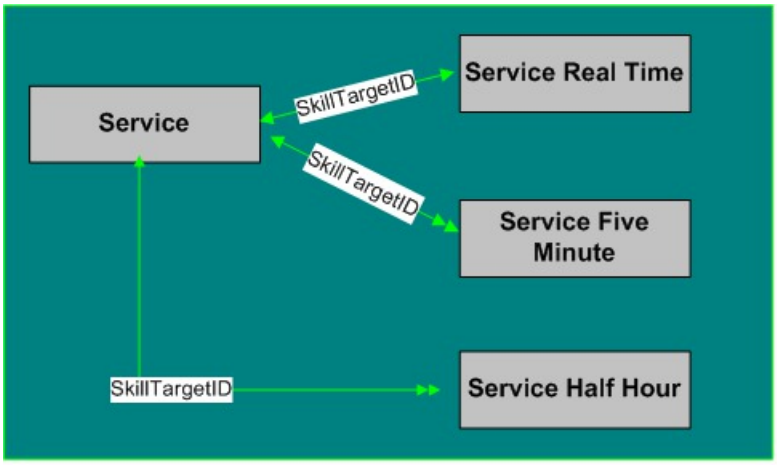
Agent Detail tables are listed below:

- Agent, on page 17
- Agent_Interval, on page 33
- Agent_Real_Time, on page 39
- Agent_Event_Detail, on page 28
- Agent_State_Trace, on page 65
- Agent_Team, on page 74
- Agent_Team_Member, on page 76
- Agent_Team_Supervisor, on page 77
- Dialer_Detail, on page 221

Service Detail

The figure below illustrates tables in the Service subcategory.

Figure 24: Service Tables



Service tables include:

- Service, on page 443
- Service_Five_Minute, on page 449
- Service_Real_Time, on page 465

Skill Group Detail

The figures below illustrate tables in the Skill Group and Skill Group Member subcategories.

Figure 25: Skill Group Tables

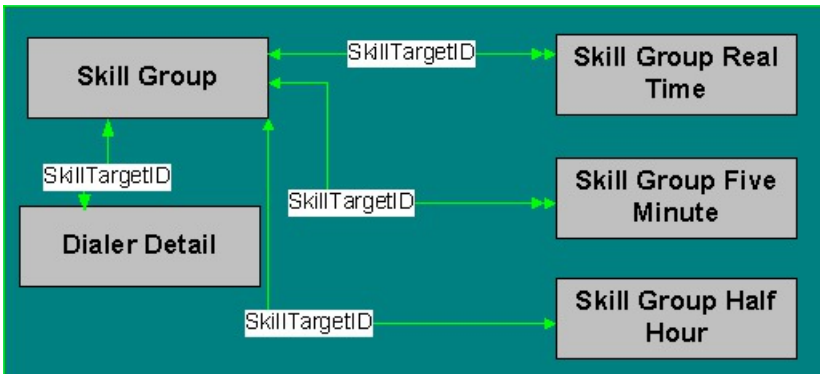
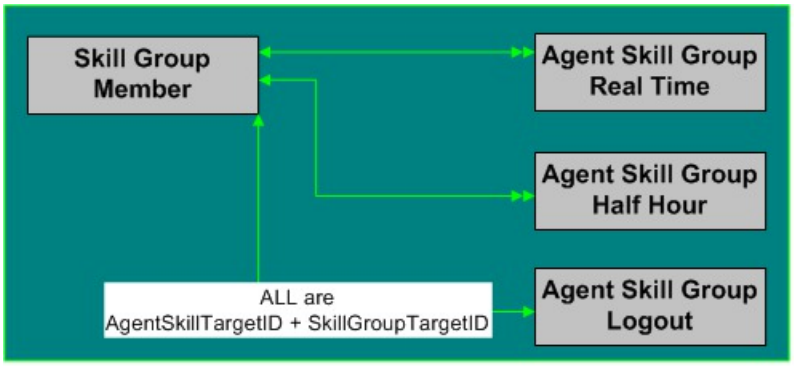


Figure 26: Skill Group Member Tables



Skill Group and **Skill Group Member Tables** include the following:

- Skill_Group, on page 484
- Skill_Group_Five_Minute, on page 488
- Skill_Group_Real_Time, on page 521
- Skill_Group_Member, on page 520
- Agent_Skill_Group_Logout, on page 61
- Agent_Skill_Group_Real_Time, on page 62

Smart License

Smart_License_Info

This table is one of the Smart License tables.

This table captures the Registration and Authorization status for a Smart License Agent instance running on a Unified CCE instance. The fields in this table represent the responses received from the Cisco Smart Software Manager (CSSM) portal using internal APIs.

Each row displays the information for one Smart Agent instance.

Related Tables

- Smart_License_Server
- Smart_License_Product
- Smart_License_Entitlements

Table 488: Indexes for the Smart_License_Info Table

index_name	index_description	index_keys
XPKSmart_License_Info	Primary key	SmartLicenseInfoID

Fields in the Smart_License_Info Table

Name	Description	Data Type	Keys and NULL Option
AuthorizationExpires	Date and time of expiry of the product license authorization. Product license authorization must be renewed before this date.	DBDATETIME	NULL
AuthorizationFailedReason	Reason for failure of authorization attempt.	VARCHAR(255)	NULL
ChangeStamp	Incremented when the record is changed in the database.	CHANGESTAMP	NOT NULL
CssmAuthorizationStatus	Authorization status ID of Unified CCE with CSSM or Satellite. Default value is 5	DBINT	NULL
CssmRegistrationStatus	Registration status ID of Unified CCE with CSSM or Satellite. Default value is 2	DBINT	NULL
DaysLeftInEvaluationMode	Number of days left in evaluation mode.	DBINT	NULL
DaysLeftInOutOfCompliance	Number of days left in Out Of Compliance mode.	DBINT	NULL
DateTimeStamp	Records the date and time when the record is added/updated.	DBDATETIME	NULL
ExportControlledAllow	**N** indicates that encryption cannot be turned on. Values Y or N are allowed	DBCHAR	NULL
EvaluationExpiredTime	Date and time of expiry of the product evaluation period.	DBDATETIME	NULL
FutureUseDateTime1	Reserved Field	DBDATETIME	NULL
FutureUseInt1	Reserved Field	DBINT	NULL
FutureUseInt1	Reserved Field	DBINT	NULL
FutureUseInt2	Reserved Field	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt3	Reserved Field	DBINT	NULL
FutureUseInt4	Reserved Field	DBINT	NULL
FutureUseInt5	Reserved Field	DBINT	NULL
FutureUseInt6	Reserved Field	DBINT	NULL
FutureUseVarChar1	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar3	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar4	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar5	Reserved Field	VARCHAR(255)	NULL
IsAuthorizationFailed	**Y** if the product license authorization attempt fails. Values Y or N are allowed	DBCHAR	NULL
IsRegistrationFailed	**Y** if the product license registration attempt fails. Values Y or N are allowed	DBCHAR	NULL
LastAuthorizationAttempt	Date and Time of the last renewal attempt for the product license authorization.	DBDATETIME	NULL
LastRenewalAttempt	Date and Time of the last renewal attempt for the product license registration.	DBDATETIME	NULL
NextAuthorizationAttempt	Date and Time of the next renewal attempt for the product license authorization.	DBDATETIME	NULL
NextRenewalAttempt	Date and Time of the next renewal attempt for the product license registration.	DBDATETIME	NULL
OverageDays	The number of days you can use Unified CCE when Out Of Compliance.	DBINT	NULL
OverageDaysUpdatedTime	Time stamp when the overage days column is updated.	DBDATETIME	NULL
ProductInstance	Registered Product instance with CSSM.	VARCHAR(100)	NULL
RegistrationExpires	Date and Time at which the product license registration will expire. Product license registration must be renewed before this date.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
RegistrationFailedReason	Reason for registration attempt failure.	VARCHAR(255)	NULL
SmartAccount	Name of Smart Account Name.	VARCHAR(100)	NULL
SmartLicenseInfoID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered
SmartLicenseServerId	Foreign key to SmartLicenseServer	DBINT	NULL
VirtualAccount	Name of Virtual Account Name.	VARCHAR(100)	NULL

Smart_License_Server

This table is one of the Smart License tables.

This table stores the Unified CCE specific configuration information that is required for connection and registration to CSSM.

This table will come under configuration database table.

Related Tables

- Smart_License_Info
- Smart_License_Product
- Smart_License_Entitlements

Table 489: Indexes for the Smart_License_Server Table

index_name	index_description	index_keys
XPKSmart_License_Server	Primary key	SmartLicenseServerID

Table 490: Fields in the Smart_License_Server Table

Name	Description	Data Type	Keys and NULL Option
AgentId	ID that is used to identify the source of the notification when there are multiple instances of an agent on the same system.	VARCHAR(255)	NULL
ChangeStamp	Increments when the record is changed in the database.	CHANGESTAMP	NOT NULL
CssmResponseTimeout	Maximum wait time from CSSM before SmartAgent times out and API fails.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
DeploymentMode	Enterprise	DBINT	NOT NULL
ExcludeSpikes	Applies the 95 percentile formula to exclude spikes if this value set to **Y**. Values Y or N are allowed Default value is **Y**	DBCHAR	NOT NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar3	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar4	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar5	Reserved for future use.	VARCHAR(255)	NULL
IDToken	Get the token from Cisco Licensing Cloud CSSM.	VARCHAR(255)	NULL
IsProvisionAllowed	Defines the enforcement level applied. Default value is **Y** which allows MACD operation on Agents and Features. Default. Values Y or N are allowed.	DBCHAR	NOT NULL
LicenseType	1 -Perpetual 2 - Flex	DBINT	NOT NULL
OutOfCompliance	Defines if the system is OutOfCompliance. Allowed: Y or N	DBCHAR	NULL
OutOfComplianceStartTime	The Out-of-Compliance start date.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
OutOfComplianceCount	Number of times system went into Out Of Compliance. Default Value: 0	DBINT	NULL
ProxyHostnameOrIP	Intermediate HTTP/HTTPS proxy Host name or IP address	VARCHAR(255)	NULL
ProxyPort	Intermediate HTTP/HTTPS proxy port address	DBINT	NULL
SmartCode	For internal use.	VARCHAR(255)	NULL
SmartLicenseServerID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered
SerialNumber	Serial number to identify the product.	VARCHAR(50)	NULL
SlrEnabled	SLR State: 0 - Disabled 1 - Enabled	DBINT	NULL
SlrStatus	SLR Status 0 - NONE 1 - IN_PROGRESS 2 - UNIVERSAL 3 - SPECIFIC	DBINT	NULL
TransportGatewayUrl	Smart Software Manager Satellite URL only in mediated deployment mode.	VARCHAR(255)	NULL
TransportType	0 - Direct 1 - On-Prem CSSM 2 - Proxy	DBINT	NOT NULL
TransportUrl	Cisco Smart Software Manager transport URL in non-mediated deployment mode.	VARCHAR(255)	NULL
TransportMode	Transport mechanism to connect Smart Agent To CSSM • 1 - Transport Call Home	DBINT	NULL
UsageMode	The two License Usage Modes are: • 0 - Production • 1 - Non-Production system	DBINT	NULL

Smart_License_Entitlements

This table is one of the Smart License tables.

This table stores the information on the pre-defined entitlement tags for identifying and reporting licenses on CSSM.

The information is presented in the table in multiple rows, one for each supported entitlement such as Standard and Premium Agent Entitlement for each supported product.

Related Tables

- Smart_License_Info
- Smart_License_Product
- Smart_License_Server

Table 491: Indexes for the Smart_License_Server Table

index_name	index_description	index_keys
XPKSmart_License_Entitlements	Primary key	SmartLicenseEntitlementsTagID

Table 492: Fields in the Smart_License_Server Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Increments when the record is changed in the database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
DeploymentType	Deployment mode of the system.	varchar(255)	NULL
EntitlementTag	Unique tag per Product ID (PID). For example, Standard or Premium Agent EntitlementTag. EntitlementTag names are different for different types licenses.	VARCHAR(255)	NULL
EntitlementDisplayname	Identifies the entitlement names for the configured deployment.	VARCHAR(255)	NULL
EntitlementDescription	Displays the description of the Entitlement on CSSM. 1 - Direct 2 - Proxy 3 - Satellite Connected 4 - Satellite Disconnected	VARCHAR(255)	NULL

Name	Description	Data Type	Keys and NULL Option
EntitlementVersion	Entitlement Version is usually 1.0 unless multiple versions are required by the product.	VARCHAR(255)	NULL
EnforcementMode	Current enforcement mode of the entitlement. List of the probable modes: • Invalid • Licenses not in use • Waiting • InCompliance • OutOfCompliance • Overage • Evaluation Mode • EvalExpired • AuthorizedPeriodExpired • Disabled • InvalidTag • NotApplicable • ReservedInCompliance • NotAuthorized • NotInUse	VARCHAR(50)	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
LicenseType	The two types of license supported are: • 1 - Perpetual • 2 - Flex The default value 1(Perpetual).	DBINT	NULL
LockUsage	It is the highest license consumption value above and beyond entitlement value when the system is in Out-of-compliance state.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
OutOfCompliance	This flag tells whether this Entitlement is in OutOfCompliance.	DBINT	NULL
OutOfComplianceCount	Displays the number of times the Entitlements are OutOfCompliance.	DBINT	NULL
PeakUsage	Displays the peak usage of this entitlement	DBINT	NULL
SmartLicense EntitlementsTagID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	NOT NULL

Smart_License_Product

This table is one of the Smart License tables.

This table stores the information about the pre-defined product tag, display name and description to identify the product instances on CSSM.

Related Tables

- Smart_License_Info
- Smart_License_Server
- Smart_License_Entitlements

Table 493: Indexes for the Smart_License_Server Table

index_name	index_description	index_keys
XPKSmart_License_Product	Primary key	SmartLicenseProductID

Table 494: Fields in the Smart_License_Server Table

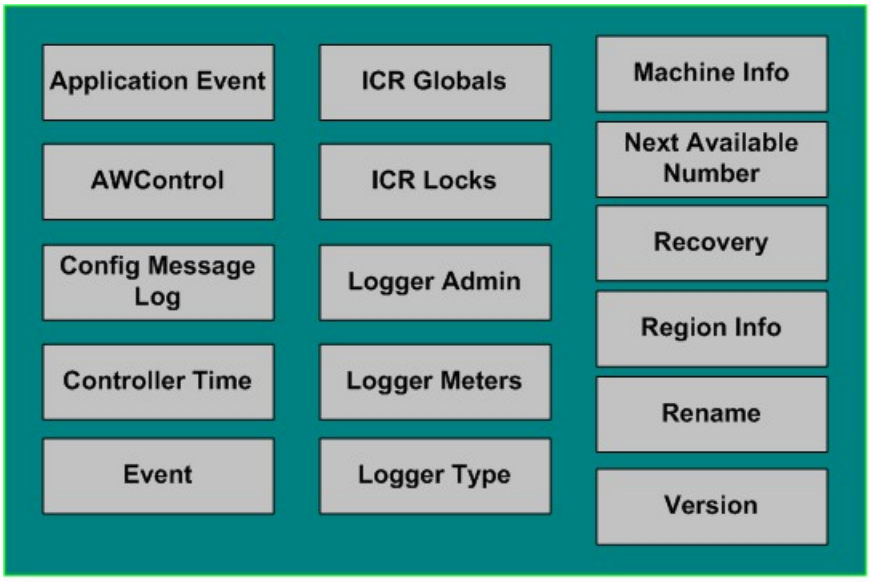
Name	Description	Data Type	Keys and NULL Option
ChangeStamp	This field is incremented when the record is changed in the database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when the license record was added/updated.	DBDATETIME	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL

Name	Description	Data Type	Keys and NULL Option
ProductDescription	Displays the description of the product license in the product instance overview of CSSM.	VARCHAR (255)	NULL
ProductDisplayName	Displays the name of the product in the product instance overview of CSSM.	VARCHAR (255)	NOT NULL
ProductEnvironment	Displays the environment of the product in the product instance overview of CSSM. The two types of environments supported are: • 0: Production (default value) • 1: Development	DBINT	NULL
PrivacyEnabled	Displays the privacy status of the product in the product instance overview of CSSM. Values 0 or 1 are allowed. • 0: Privacy disabled • 1: Privacy enabled (default value)	DBINT	NULL
ProductTag	Is a unique id defined for each product like • UCCE • PCCE	VARCHAR (255)	NOT NULL
ProductVersion	Product Version is usually 1.0 unless multiple versions are required by the product.	VARCHAR (30)	NULL
SmartLicenseProductID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered

System

The figure below illustrates tables in the System category. To see **database rules** for these tables, see System Tables, on page 699.

Figure 27: System Tables



To see **database rules** for these tables, see System Tables, on page 699.

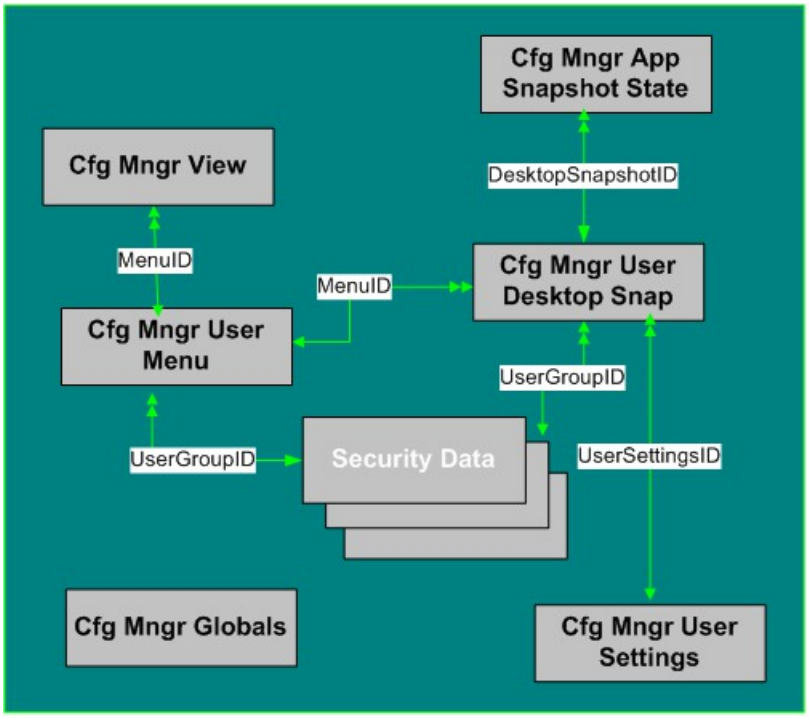
System Tables are listed below

User Preferences

The figure below illustrates the relationships among the Uesr Preferences tables.

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 28: User Preferences Tables



To see **database rules** for these tables, see User Preferences Tables, on page 700.

User Preferences Tables include the following:

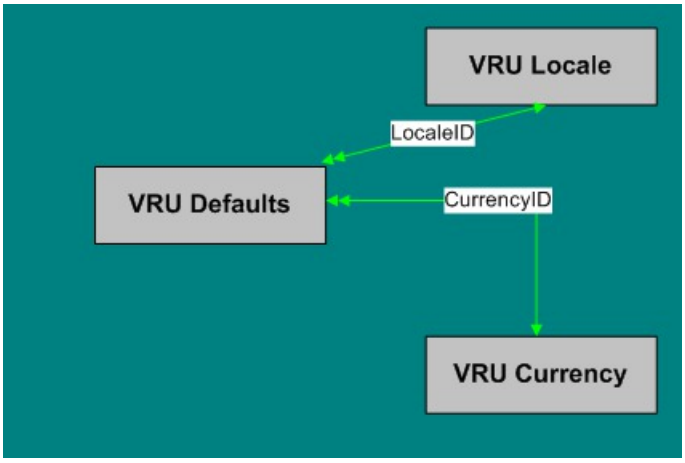
- Cfg_Mngr_App_Snapshot_State, on page 184
- Cfg_Mngr_Globals, on page 185
- Cfg_Mngr_User_Desktop_Snap, on page 186
- Cfg_Mngr_User_Menu, on page 188
- Cfg_Mngr_User_Settings, on page 189
- Cfg_Mngr_View, on page 190

VRU Micro-application

The figure below illustrates the relationships among the VRU Micro-Application tables.

- A single box represents a single table.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 29: VRU Micro-application Tables



For **database rules**, see VRU Micro-applications Tables, on page 701.

VRU MicroApplication Tables are listed below:

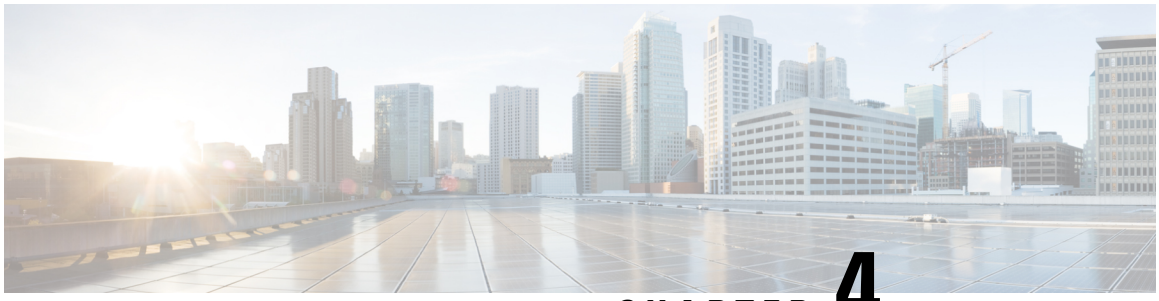
- Vru_Currency, on page 600
- Vru_Defaults, on page 601
- Vru_Locale, on page 603

Tables Reserved for Future Use

Although the following tables have been added to the Unified ICM/Unified CCE Schema, they are reserved for future use:

- Application_Gateway_License
- Campaign_Half_Hour
- Campaign_Real_Time
- Dialer Skill Group Half Hour
- Dialer Skill Group Real Time
- License_Definition

- License_Real_Time
- Phone_Strategy
- Phone_Strategy_Node



CHAPTER 4

Field Values

Access Levels

Several tables include an AccessLevel field that indicates the rights a user or group has to access an object or class.

Access Level Values	Meaning
10	Read
20	Reference
30	Maintenance (create, read, update, delete)

AgentState

The Agent Real Time, Agent Skill Group Real Time, and Agent state trace tables (see Agent_Real_Time, on page 39, Agent_Skill_Group_Real_Time, on page 62, and Agent_State_Trace, on page 65) use the AgentState field, which indicates the agent's state.

Note The meaning for this field varies depending on the table that uses it.

Agent State Values	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	Active	Active
12	Paused	Paused

Agent State Values	Meaning (Agent_Real_Time / Agent_Skill_Group_Real_Time)	Meaning (Agent_State_Trace)
13	Interrupted	Interrupted
14	Not Active **Note** Not Active is an agent state when the agent is signed into a nonvoice skill group or precision queue. This state is the equivalent of Ready for voice.	Not Active

The Type field indicates the recurrence pattern of the schedule.

Type Values	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)
7	Yearly (the DayPosition, DayType, and Month specify the day of year)
8	Range (the starting and ending date and times specify the range)

Application Gateway: Fault Tolerance

The Fault Tolerance field in the Application Gateway Table (see Application_Gateway, on page 81) takes these values:

- 0 = none
- 1 = Duplicate Request

  Each router will manage a connection to a different host. Each time a scripts initiates a request, both routers will ask their corresponding host. Both routers will believe the response from whichever host responds first. This method is the most reliable, but has the added expense of requiring two hosts to interface to. Even if a host (or a connection) fails, all requests will be satisfied.

- 2 = Alternate Request

  Each router will manage a connection to a different host. The routers will take turns, sending half the requests to the host connected to side A, and the other half to the host connected to side B. If either host fails, the entire load will be directed to the surviving host. When a host (or connection) fails, some requests may be lost. This is because by the time the router can figure out that a host is not going to respond, it is too late to ask the other host and still route the call within the deadline imposed by the network

- 3 = Hot Standby

  The hot standby method. Each router will manage a connection to a different host. All requests will be directed to the designated primary host. If the host (or connection) fails, all requests will be directed to the backup host. This option may also lose some requests on failures.

Client Type

The Client Type field in the Peripheral (see Peripheral, on page 320) and in the Routing_Client Table (see Routing_Client, on page 407) takes these values:

- **1** = Avaya DEFINITY ECS (non-EAS)
- **2** = MCI
- **3** = Sprint
- **4** = Aspect
- **5** = Nortel Meridian
- **6**= Rockwell Galaxy (without priority enhancements) (Not supported)
- **7**=GTN
- **8** = Generic NIC
- **9**= Avaya G2
- **10**= Rockwell Galaxy (Not supported)
- **11**= Rockwell Spectrum (Not supported)
- **12**= Avaya DEFINITY ECS (EAS)
- **13**= VRU
- **14**= British Telecom NIC
- **15**= VRU Polled
- **16**= INCRP NIC
- **17**= Nortel NIC
- **18**= DMS 100 (Not Supported)
- **19**= Siemens Hicom 300 E (9006) (Not supported)
- **20**= France Telecom
- **21**= Stentor NIC (Not Supported)
- **22**= Ameritech
- **23**= BT INAP NIC
- **24** = Siemens ROLM 9751 CBX (9005) (Not supported)

- **25**= ICR Protocol NIC
- **26** = Alcatel 4400 (Not supported)
- **27**= NEC NEAX 2x00
- **28**= ACP 1000
- **29**= Avaya Aura Contact Center (AACC)
- **30**= Enterprise Agent
- **31**= Call Routing Service Protocol (CRSP)
- **32**= Ericsson MD110
- **33** = Wireless INAP NIC
- **34**= Energis INAP NIC
- **35**= AUCS INAP NIC
- **36**= Concert NIC
- **37**= Deutsche Telecom NIC
- **38**= CAIN NIC
- **39**= Telfort INAP NIC
- **40**= BT V2 NIC
- **41**= TIM INAP NIC
- **42**= Generic PG
- **43**= Reserved
- **44** = GKTMP NIC (Gatekeeper NIC) (Not supported)
- **45** = SS7IN NIC (SS7 Intelligent Network)
- **46** = NTL NIC
- **47** = Media Routing
- **48** = Non-Voice Agent PIM
- **49**= UCC Express Gateway
- **50**= UCC Enterprise Gateway
- **51** = System PG
- **52** = ARS PIM (Agent Routing Services)

Note ARS PIM is deprecated in release 10.0(1).

Customer Options Type

The Type field in the Customer Options Table (see Customer_Options, on page 205) indicates a type of option that is enabled or disabled for a customer.

Type Values	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

Days

Both the Admin Script Schedule Map Table (see Admin_Script_Schedule_Map, on page 14) and the Recurring Schedule Map Table use values to indicate the day of the week, day of the month, day position, and day type.

Values	Meaning
Day of the Week	**0x01** = Sunday **0x02** = Monday **0x04** = Tuesday **0x08** = Wednseday **0x10** = Thursday **0x20** = Friday **0x40** = Saturday
Day of the Month	**0** = Applies to every day **1-31** = Specifies the day of month
Day Position	**0** = First day of the type in a month **1** = Second day of the type in a month **2** = Third day of the type in a month **3** = Fourth day of the type in a month **4** = Last day of the type in a month **5** = Every day of the type in a month
Day Type	**0-6** = Specifies a day (Sunday through Saturday, respectively) **7** = Every day **8** = Every weekday **9** = Every weekend day

Dialed Number Map: ANIWildCardType

The ANIWildCardType field in the Dialed Number Map Table (see Dialed_Number_Map, on page 214) indicates how the system software should interpret the value given in the ANIWildCard field.

ANIWildCardType Value	Meaning
0	Unknown
1	NPA (3-digit match)
2	NPA-NXX (6-digit match)
3	Match (all digits are match)
4	Region
5	All (match all ANIs)

ANIWildCardType Value	Meaning
6	Prefix

Note If the value is 4, then the ANIWildCard value is ignored and the RegionID value is used.

Dialer Detail: CallResult

The CallResult field in the Dialer Detail (see Dialer_Detail, on page 221) can be populated with the following values:

System Type Values	Meaning
2	Error condition while dialing.
3	Number reported not in service by network.
4	No ringback from network when dial attempted.
5	Operator intercept returned from network when dial attempted.
6	No dial tone when dialer port went off hook.
7	Number reported as invalid by the network.
8	Customer phone did not answer.
9	Customer phone was busy.
10	Customer answered and was connected to agent.
11	Fax machine detected.
12	Answering machine detected.
13	Dialer stopped dialing customer due to lack of agents or network stopped dialing before it was complete.
14	Customer requested callback.
15	Answering machine requested callback.
16	Call connected with customer was abandoned by the dialer due to lack of agents.
17	Failed to reserve agent for personal callback.
18	Agent has skipped or rejected a preview call.
19	Agent has skipped or rejected a preview call with the close option.

System Type Values	Meaning
20	Customer has been abandoned to an IVR.
21	Customer dropped call within configured abandoned time.
22	In Unified CCE, the call result indicates an answering machine detection which did not meet termination conditions. One such example is a network voicemail message indicating a mailbox is full or not setup properly. In TDM switches, it indicates a network answering machine detection, such as a network voicemail.
23	Number successfully contacted but wrong number.
24	Number successfully contacted but reached the wrong person.
25	Dialer has flushed this record because there is a change in the skillgroup, or a change in the campaign, or there are no agents available.
26	The number was on the do not call list.
27	Call disconnected by the carrier or the network while ringing.
28	Dead air or low voice volume call.
29	Received message is not supported by voice gateway.
30	Received message is not authorized by voice gateway.
31	Invalid message received by voice gateway.
32	Call cancelled because the dialer lost connection with the Campaign Manager.
33	Agent timed-out accepting preview or personal callback call. **Note** This Call Result is supported from 12.0 ES33 onwards.

Dialer Detail: CallStatusZone

The CallStatusZone1 and CallStatusZone2 fields in the Dialer Detail (see Dialer_Detail, on page 221) can be populated with the following values that show the current status of the customer record for the zone.

The values are:

- A = Active. Stored in CallStatusZoneX (1 or 2). A zone is set to active when it has been sent to a dialer for dialing
- B = A callback was requested. Stored in CallStatusZone1 and CallStatusZone2 field when a regular callback (non personal callback) has been scheduled. The Callback time itself is stored in both the CallbackDateTimeZone1 and CallbackDateTimeZone2 columns since the callback overrides the individual zones.

- C = Closed. Record has been closed for that particular zone, so the record will not be retried again for that zone.
- D=Dialed. Record has been dialed for that particular zone.
- F= Fax Machine. Stored in CallStatusZoneX (1 or 2).
- L = Not Allocated. Invalid number used for a Personal Callback.
- J = Agent rejected (closed out the record).
- M = Max Calls. The maximum number of attempts has been reached. Stored in both CallStatusZone1 and CallStatusZone2. A record is set to "M" when it has dialed the maximum times as specified in the campaign and will not be retried again. Both zones are set to "M" to indicate no further calling in either zone.
- P = Pending. Stored in CallStatusZoneX (1 or 2). This is the initial state of a record before any dialing has taken place. The record remains in the pending state for a particular zone until all of the numbers specified for that zone are dialed. A pending contact which has already dialed at least once from its sequence will have at least one CallBackDateTime column filled in with a retry time.
- R = Retry. Stored in CallStatusZoneX (1 or 2) for the zone where the Retry is scheduled. The retry time itself is stored in the CallbackDateTimeZoneX (1 or 2) as well as in the individual number column CallbackDateTimeXX, where XX is the number to be retried (01 - 10). Call can be retried for a variety of reasons including receiving a busy or no answer result, etc.
- S = A personal callback was requested. Stored in both CallStatusZone1 and CallStatusZone2. A record is set to "S" when it has been scheduled for a personal callback. Both zones are set to "S" to indicate that it has been moved to the personal callback list
- U = Unknown. Stored in CallStatusZone1 and CallStatusZone2. A record is set to Unknown if its status was "A" when the Campaign Manager started. If the Campaign Manager shuts down when a record is at a dialer, it no longer knows its status when it restarts. Therefore, it will remain in "U" state until the record is returned to it.
- X = Agent not Available. For a personal callback, the agent is not available, and the reschedule mode is Abandon. (CallStatusZone1 only)

Dialer Detail: DialingMode

The DialingMode field in the Dialer Detail (see Dialer_Detail, on page 221) can be populated with the following values that show the campaign mode for the call. This field is NULL for Do Not Call entries.

Values are:

- 1 = Predictive only
- 2 = Predictive blended
- 3 = Preview only
- 4 = Preview blended
- 5 = Progressive only
- 6 = Progressive blended

- 7. = Direct preview only
- 8. = Direct preview blended

Event Fields

The SystemType field in the Event (see Event, on page 253) indicates the type of system within the system software that generated the event.

System Type Values	Meaning
0	Unknown
1	CallRouter
2	Peripheral Gateway (PG)
3	Network Interface Controller (NIC)
4	Administration & DataServer (ADS)
5	Logger
6	Listener
7	CTI Gateway
8	Blended Agent Dialer

Note 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 in the ICR Locak Table (see ICR_Locks, on page 264) indicates a kind of lock.

Table 495: ICR_Locks.LockType Values

Value	Meaning
0	Master lock (applies to configuration data and script.
1	Configuration lock (no longer used)
2	Script Lock(applies to an individual script)
3	Application lock (no longer used)

Note 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.

LabelType Fields

The LabelType field in the Label Table (see Label, on page 279) indicates the type of the routing label.

LabelType Values	Meaning
0	Normal
1	DNIS Override (the system 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 the following table. The ClientType field indicates the type of peripheral or routing client associated with the controller:

Value	Meaning
1	Avaya DEFINITY ECS, without Expert Agent Selection (EAS) [2]
2	MCI
3	Sprint
4	Aspect CallCenter
5	Nortel Meridian

Value	Meaning
6	Rockwell Galaxy without priority enhancements (r1.3) (Not supported) 3
7	AT&T GTN
8	Generic Network Interface Controller (GenNIC)
9	Avaya G2
10	Rockwell Galaxy (Not supported)
11	Rockwell Spectrum (Not supported)
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 (Not supported)
19	Siemens Hicom 300 E, 9006 (Not supported)
20	France Telecom
21	Ameritech
22	BT INAP NIC
23	Siemens ROLM 9751 CBX, 9005 (Not supported)
24	ICR Protocol (ICRP) NIC
25	Alcatel 4400 (Not supported)
26	NEC NEAX 2x00
27	ACP 1000
28	AACC.
29	Enterprise Agent
30	Call Routing Service Protocol (CRSP) NIC
31	Ericsson MD110

Value	Meaning
32	able & Wireless Corp. (CWC) INAP NIC
33	Energis INAP NIC
34	AUCS INAP NIC
35	Concert NIC
36	Deutsche Telecom NIC
37	CAIN NIC
38	Telfort INAP NIC
39	BT V2 NIC
40	TIM INAP NIC
41	Generic PG
42	CeM

[2] This value was also formerly used for the AT&T USS network.
[3] This value is for backwards compatibility with ICM software Release 1.3 only.

Network Vru Type

The Type field in the Network Vru Table (see Network_Vru, on page 311) indicates the type of interface the system software uses to communicate with the VRU.

Type Values	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 system 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 system software automatically instructs the VRU to release the call when it sends a destination label to the routing client.
8	Similar to Type 2, but a Type 8 VRU is used when the NAM has a routing client that controls the call to the VRU.

Type Values	Interface
9	Queuing for Network VRU controlled by the Unified CCE System PG.
10	Simplifies configuration requirements in Unified CVP Comprehensive Model deployments.

Port Status

The values for the Port Status field in the Dialer_Port_Real_Time Table (see Dialer_Port_Real_Time, on page 235) are listed below:

- **290** = port allocated for future dial
- **300** = port released
- **310** = reservation call started
- **320** = agent reserved
- **330** = customer call started
- **340** = customer has been contacted
- **350** = call transferred to agent
- **360** = customer conversation complete
- **370** = agent completed with call

Route Call Detail Fields

This section has values for three fields in the Route_Call_Detail Table (see Route_Call_Detail, on page 376): RequestType, OriginatorType, and TargetType.

The **RequestType field** indicates the type of route request processed.

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.

Value	Meaning
0	Unknown
1	Trunk
2	Teleset
3	Voice Response Unit (VRU)
4	Trunk Group

The Route Call Detail **Target Type** is a numeric value representing the implementation result of the routing script.

Following is a list of possible values this field (shown in terms of the value, type, and description):

- **0** = **resultNone** Call routing ended badly.
- **1**= **resultDefaultRoute**Call routing ended using a default route.
- **2**= **resultRouteAgent**Call routing ended with a route to an agent.
- **3**= **resultRouteService** Call routing ended with a route to a service.
- **4**= **resultRouteGroup** Call routing ended with a route to a skill group.
- **5**= **resultAnnouncement**Call routing ended with an announcement.
- **6**= **resultBusy** Call routing ended in a Busy node.
- **7**= **resultRing** Call routing ended in a Ring node.
- **8**= **resultNone** Call routing ended in a Label node.
- **9**= **resultNetworkDefault** Call routing ended in a Termination node using a network default route
- **10** = **resultRouteServiceArray** Call routing ended with a route to a service array.
- **11**= **resultMultipleLabels** Call routing ended badly.
- **12** = **resultScheduledTarget -** Call routing ended in a Scheduled Target node(busy link functionality).
- **13**= **resultDone** Only applicable to an AdminScript that ends with no errors.
- **14**= **resultAborted** Call disconnected.
- **15**= **= resultReleaseCall** Call routing ended with a Release Call node.
- **16**= **resultQueuedTooLong** Call routing exceeded the queue limit.
- **17**= **resultSendAgent** Call routing ended with an Agent to Agent node.
- **18** = **resultDynamicLabel**Call routing ended with a dynamic label node.
- **19**= **resultDivertDynamicLabels** Call routing ended with a divert-on-busy dynamic label.
- **20**= **resultQueuedDialogFailure** The administrator asked to fail queued calls.
- **21**= **resultRouteAgentAndGroup** Call routing ended with a route to an agent in a specified group.

- **22**= **resultSendPQ** Call routing ended with a route to a Precision Queue.
- **23**= **resultPickPullAgent** Successful pick or pull request routed to agent.
- **24**= **resultPickPullError** Unsuccessful pick or pull request.

Router Error Codes

The Router sets RouterErrorCode in the RCD when error conditions are detected and increments the Call_Type_Interval.ErrorCount for the current interval.

Note A Route_Call_Detail.RouterErrorCode value of 448 is treated as an abandoned call and does not increment the Call_Type_Interval.ErrorCount.

References in the guide to DeskLink and Enterprise Agent are specific to resources associated with a Unified CCE Peripheral.

The **Router Log Viewer** tool provides methods for viewing the System Events that are defined in this guide. **Router Log Viewer** tool is an ICM Admin Workstation tool that provides a live stream of errors as they are reported by the Router. This may be utilized to capture the error conditions specified in the guide.

The following defines the set of valid values for Router_Call_Detail.RouterErrorCode.

Note Some internally used error codes are not updated in the RCD.

- **RouterErrorCode=62**

  This is generated when the Router received a call route request from routing client with a dialed number that is not configured.

- **RouterErrorCode=63**

  This is generated when the Router was unable to find a call type for Specified dialed number, caller entered digits and ANI in route request.

- **RouterErrorCode=64**

  This is generated when there is no script that is scheduled to run at the current time for the identified call type and dialed number from the route request.

- **RouterErrorCode=65**

  This is generated when the script run did not yield a result due to lack route configuration for the dialed number and the associated call type.

- **RouterErrorCode=66**

  This is generated when there is no default label that is configured for dialed number, yet the Router needed one.

- **RouterErrorCode=67**

This is generated when there is no label that is configured for announcement for the dialed number in the Central Controller.

- **RouterErrorCode=68**

  This is generated when there is no peripheral target that is configured in the Central Controller for route with routing client.

- **RouterErrorCode=69**

  This is generated when there is no valid label that is configured for the peripheral target.

- **RouterErrorCode=70**

  This is generated when of an incorrect configuration in the translation route.

- **RouterErrorCode=71**

  No peripheral target is available.

- **RouterErrorCode=123**

  This is generated when the routes were configured for the translation route.

- **RouterErrorCode=124**

  This is generated when the peripheral to which a translation route is directed is not online. The translation route cannot be completed. The peripheral (ACD) cannot be seen by the ICM. It may be down or the Peripheral Gateway (PG) may not be able to see the peripheral due to communications problems between the ACD and the PG.

- **RouterErrorCode=126**

  This is generated when the specified ACD/IVR is not visible to the Peripheral Gateway. No call or agent state information is being received by the Router from this site. Routing to this site is impacted.

- **RouterErrorCode=230**

  This is generated when a script indicated that a busy label should be returned to routing client for dialed number , but no such label is configured.

- **RouterErrorCode=231**

  This is generated when a script indicated that a ring label should be returned to routing client for dialed number, but no such label is configured.

- **RouterErrorCode=232**

  This is generated when a script indicated that a label should be returned to routing client for dialed number, but no such label is configured.

- **RouterErrorCode=257**

  This is generated when there is no peripheral target available for translation route with routing client.

- **RouterErrorCode=258**

  This is generated when there are no labels for the peripheral target and the routing client.

- **RouterErrorCode=274**

  This is generated when there are no free routes available to use for the translation route. This is typically caused either when all the routes are used for translation routing.

- **RouterErrorCode=433**

  This is generated when the router could not locate a call associated with this DialogID.

- **RouterErrorCode=434**

  This is generated when the router could not locate a valid label for the Network VRU.

- **RouterErrorCode=435**

  This is the default error that the system uses when a specific error is not identified.

- **RouterErrorCode=448**

  This is generated when the customer disconnects the call at the routing client. This is not a routing error.

- **RouterErrorCode=485**

  This is generated when a call (dialed number) from PG routing client claimed to be from a VRU, but the routing client's associated peripheral had no network VRU configured, so the router was unable to determine which VRU the call was from.

- **RouterErrorCode=486**

  This is generated when a call with unknown dialed number from NIC routing client claimed to be from a VRU, but since the dialed number was unknown, it was not possible to determine which VRU the call was from.

- **RouterErrorCode=487**

  This is generated when a call with dialed number from NIC routing client claimed to be from a VRU, but since the customer was unknown, it was not possible to determine which VRU the call was from.

- **RouterErrorCode=488**

  This is generated when a call with dialed number from NIC routing client claimed to be from a VRU, but since the customer was not configured with a Network VRU (or there is no default NetworkVRU), it was not possible to determine which VRU the call was from.

- **RouterErrorCode=490**

  This is generated when the Routing to DeskLink route fails to find an agent in the SkillGroup node.

- **RouterErrorCode=491**

  This is generated when the router attempts to send DeviceTargetPreCallInd to unconnected peripheral. An attempt was made to route an enterprise agent call to a peripheral not currently on-line to the router.

  This probably indicates a configuration inconsistency.

- **RouterErrorCode=492**

  This is generated when an attempt was made to route an enterprise agent call to a peripheral not connected with the correct OPI revision.

  This probably indicates a configuration inconsistency.

- **RouterErrorCode=495**

  This is generated when the router attempted to send call to agent on peripheral who has no device target. A script attempted to send an enterprise agent call to an agent who has no device target that is assigned by the peripheral gateway.

- **RouterErrorCode=499**

  This is generated when the call on dialed number gets stopped for exceeding the maximum queue time limit. The call was sent to the default label.

- **RouterErrorCode=545**

  This is generated when the Router received a task request from routing client with a dialed number that is configured with the wrong media routing domain.

- **RouterErrorCode=547**

  This is generated when a call was received from routing client with an unknown media routing domain. This probably indicates a configuration inconsistency.

- **RouterErrorCode=564**

  This is generated when of incorrect label configuration for scheduled target in the Cisco Unified Contact Center Enterprise script.

- **RouterErrorCode=594**

  This is generated when there is no label available for the peripheral target and the routing client.

- **RouterErrorCode=595**

  This is generated when no peripheral targets for route have valid labels for every routing client that is targeted by translation route.

Object Types: Security

Several tables related to security include an ObjectType field that indicates the type of object to which security is applied.

Object Type Values	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

Object Type Values	Meaning
2010	Route
2011	Script Table
2012	Business Entity
2013	Master Script
2014	Enterprise Service
2015	Enterprise Skill Group
2016	Schedule
2017	Schedule Source
2018	Agent Desk Settings
2019	Agent Team
2020	Application Gateway
2021	Enterprise Agent Group
2022	Network Trunk Group
2023	Service Array
2024	Device Target (deprecated)
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

Object Type Values	Meaning
2100	System
2101	Network Interface
2102	Peripheral Global
2103	Call
2104	Network/Peripheral

Object Types: User Variable

The ObjectType field in the User Variable Table (see User_Variable, on page 597) takes one of these values:

- **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 (deprecated)
- **31** = User Variable
- **32** = User Formula
- **33** = Network VRU Script
- **34** = Scheduled Target
- **35** = Network VRU
- **36** = Skill Group Member
- **37** = Expanded Call Variable
- **38** = Agent Team
- **39** = Campaign
- **40** = Dialer
- **41** = Import Rule
- **42** = Query Rule
- **43** = Campaign Query Rule
- **44** = Dialer Port Map
- **45** = Message Category
- **46** = Message Destination
- **47** = Response Template

Peripheral Real Time Status Field

The Status field in the Peripheral Real Time table (see Peripheral_Real_Time, on page 329) can take these values:

The current failure state of the peripheral is indicated by the status code:

- **0** = normal operation. The JTAPI Subsystem must be in service and all other subsystems are in service.
- **1 - 31** = failures that do not affect functionality. The JTAPI Subsystem must be in service and some other subsystems are not in service.
- **32-63** = degraded operation (call routing still possible). The JTAPI Subsystem is in partial service and all other subsystems are in service.
- **64** = no call processing

  The JTAPI Subsystem is out of service and all other subsystems are in service.
- **65 - 127** = failures that prevent call routing

  The JTAPI Subsystem is out of service and some other subsystems are not in service.

  The JTAPI Subsystem reports "in service" if it can process calls and if all the configuration you specify can be initialized.

  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 initialized.

  It reports "partial service" if some of its configuration could be initialize but not all of it.

  When we are in a range, the Unified IP IVR simply increases the status by one for each subsystem (except the JTAPI subsystem) it finds to not be in service.

  These values are dependant upon the peripheral connected to the PIM.

  All PIMs use the previously discussed status codes, with the exception of the Avaya and the Unified IP IVR PIMs.

  The **Email and Web Manager PIM** receives its Status values from the Init event and the Status event.

  The **VRU PIM** receives its status values from the Init Event, the Status Event, and Poll confirmation.

  - The **Avaya PIM** only uses four failure states:

    0 = normal operation.

    1 = failures that do not affect functionality.

    32 = degraded operation (call routing still possible).

    64 = failures that prevent call routing.

Reason Codes

In addition to reason codes that you have defined, the Unified CCE system uses predefined Not Ready and Logout reason codes. The following tables describe these predefined Not Ready and Logout reason codes. For more information see the *Cisco Unified Contact Center Enterprise Reporting User Guide*. Also refer to the Reason_Code table.

Predefined Not Ready Reason Code	
999	A Finesse supervisor forced an agent state change.

Predefined Not Ready Reason Code	
50002	A CTI client component failed, causing the agent state to be displayed as Not Ready. This could be due to closing the agent desktop application, heartbeat timeout, or a CTI server client failure (such as Finesse).
50005	The agent's state was changed to Not Ready because the agent either answered or made a non-ACD call.
50006	When agent places call in Available state, the Unified CCE system temporarily changes the state to Not Ready with this reason code to prevent calls from routing to the agent.
50010	The agent did not receive multiple consecutive calls routed to them. The system makes the agent Not Ready automatically so that additional calls are not routed to the agent. By default, the number of consecutive calls missed before the agent is made Not Ready is 2.
51004	This reason codes applies if an agent logs onto an extension which already has a call or if the agent is on a call when the PG restarts.
50041	The agent's state was changed to Not Ready because the call fails when the agent's phone line rings busy.
32767	The agent's state was changed to Not Ready because the agent did not answer a call and the call was redirected to a different agent or skill group.
20001	The agent's state was changed to Not Ready and the agent was forcibly logged out.
20002	This is the normal logout reason code condition from Not Ready.
20003	If the agent is not in Not Ready state, a request is made to place the agent in Not Ready state and then a logout request is made to log the agent out.
Supervisor Not Ready	This code is reserved.

Predefined Logout Reason Code	Description
-1	The agent reinitialized due to peripheral restart.
-2	The PG reset the agent, usually due to a PG failure.
-3	An administrator modified the agent's extension while the agent was logged in.

Predefined Logout Reason Code	Description
50002	A CTI client component failed, causing the agent state to be displayed as logged out. This could be due to closing the agent desktop application, heartbeat timeout, or a CTI client failure (such as Finesse).
50003	The agent was logged out because the Unified CM reported the agent's device as out of service.
50004	The agent was logged out due to agent inactivity as configured in agent desk settings.
50020	For reskilling operations on active agents, the agent was logged out of the skill group due to a reskilling operation that removed the skill group assignment to that agent. This reason code is used in the Agent_Event_Detail record and the Agent_Skill_Group_Logout record to identify the skill group the agent was removed from (due to the reskilling operation).
50030	The agent was logged out because the agent was logged into dynamic device target that was using the same dialed number (DN) as the PG static device target. **Note** Device target is deprecated.
50040	The mobile agent was logged out because the call failed.
50042	The mobile agent was logged out because the phone line disconnected when using nailed connection mode.
20003	Forces the logout request.
999	A supervisor forced an agent state change to Logout.

Service Fields

The Unified ICM/Unified CCE 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.

Value	Meaning
0	Use default value from Peripheral record.
1	Ignore Abandoned Calls. Remove the abandoned calls from the calculation.

Value	Meaning
2	Abandoned Calls have negative impact. Treat abandoned calls as though they exceeded the service level threshold.
3	Abandoned Calls have positive impact. Treat abandoned calls as though they were answered within the service level threshold.

Note that regardless of which calculation you choose, the system software always tracks separately the number of calls abandoned before the threshold expired.

In addition to tracking the service level as calculated by the system software, the historical and real-time tables also track the service level as calculated by the peripheral.

In the Peripheral (see Peripheral, on page 320), the PeripheralServiceLevelType field indicates how the peripheral itself calculates the service level. Aspect CallCenter ACDs can calculate service level in several different ways.

Valid options for Aspect types are:

- **1** = Service Level 1
- **2**= Service Level 2
- **3**= Service Level 3
- **4**= Service Level as Calculated by Call Center.

  If this field is 0 for a service, the system software assumes the default specified for the associated peripheral.

  If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).

If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).

Service Real Time: Service Mode Indicator Field

In the Service_Real_Time Table (see Service_Real_Time, on page 465), the ServiceModeIndicator field indicates the current mode of the service.

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

Survey Question (For Future Use)

The value in the following table represents the KPI metrics used in the Survey

Question Type Value	Meaning
1	Customer Satisfaction (CSAT)
2	Customer Effort (CES)
3	Net Promoter Score (NPS)

Target Types: Script Cross Reference and Scheduled Report Input

For the Script Cross Reference table (see Script_Cross_Reference, on page 434) 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.

For the Scheduled Report Input table (see Schedule_Report_Input, on page 428), the Target Type is a unique identifier for the report input row.

Target Type Values	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

Target Type Values	Meaning
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 (deprecated)
31	User Variable
32	User Formula
33	Network VRU Script
34	Scheduled Target
35	Network VRU
36	Skill Group Member
37	Expanded Call Variable
38	Agent Team
39	Campaign

Target Type Values	Meaning
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
59	Object Call
60	Dialer Skill Group
61	ECC Payload
62	Call Type Skill Group
63	Translation Route Meters
64	Attribute
65	Precision Queue
66	Precision Queue Step

Target Type Values	Meaning
67	Precision Queue Term
68	Precision Queue Step Member
69	Attribute Set
70	Attribute Set Member
71	Precision Queue Member
72	Congestion Control
73	Precision Queue Step Meter
80	Contact Share Group
81	Machine Address
82	Machine Host
83	Machine Service
84	Department
85	Contact Share Rule
86	Contact Share Queue
87	Business Hours
88	Business Hours Weekday
89	Business Hours Special Day
90	Business Hours Calendar
91	Business Hours Reason
92	Time Zone Location

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.

Termination Call Detail: Call Disposition and CallDispositionFlag Fields

The Termination Call Detail Table (see Termination_Call_Detail, on page 561) has two fields that provide details on why the call was considered handled, abandoned, and so forth.

The **Call Disposition** field gives the final disposition of call (or how the call terminated).

- **1 = Abandoned in Network**

  In **Unified ICM**, indicates the call was abandoned, or dropped, before being terminated at a target device (for instance, an ACD, IVR, Desklink, etc.).

  In **Unified CCE**, 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 30 seconds.) An agent will be set to Not Ready if it misses two consecutive routed calls, Peripheral Call Type will usually be two, and the Call Type ID and Network Target ID will be filled in.

  In **Outbound Option**, this result code indicates customer phone not in service.

- **2 = Abandoned in Local Queue**

  In **Unified 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.)

  In **Unified CCE**. Indicates that VRU Peripheral call was abandoned while in the queue (only for VRU LEG call type).

Note VRU Service Control Queue Reporting has to be enabled.

  In **Outbound Option**, this result code indicates an outbound call was abandoned either by the customer or dialer.

- **3 = Abandoned Ring**

  In **Unified 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 disconnected while the call was ringing.

  In **Unified CCE**, indicates that the caller disconnected while phone was ringing at the agent desktop.

- **4 = Abandoned Delay**

  In **Unified 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.

  In **Unified CCE**, indicates that the destination was not connected when the call terminated. This might mean that:

  - The agent logged out
  - The agent picked up the phone and then disconnected without dialing digits.
  - Route requests were logged on the Cisco Communication Manager PG that were not immediately redirected to an agent.

- **5 = Abandoned Interflow**

  In **Unified 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.

  Does not apply to **Unified CCE**.

- **6 = Abandoned Agent Terminal**

In **Unified 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 disconnects the call.

In **Unified CCE,** indicates that the caller disconnected while on hold on the Unified CM PG, which generally indicates a training issue for the agent. On the VRU PG with Service Control Queue reporting checked, this usually indicates caller abandoned..

- **7 = Short**

  In **Unified 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 Unified ICM CallsAbandoned counts for the associated service/route. Short calls are, however, counted as offered calls in the CallsOffered and ShortCall counts.

Note When the short call abandon timer is configured, single step transfers (local transfers), being blind transfers by definition, have a Call Disposition of 7 (short call abandon) and a Peripheral Call Type of 4 (transfer)

  Also applies to **Unified CCE.** In addition, route requests would be counted as short calls if so configured.

- **8 = Busy**

  Not used in **Unified ICM**.

  Does not apply to **Unified CCE**.

  In **Outbound Option**, this result code indicates an outbound call resulted in a busy signal.

- **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 Avaya Aura PIM supports Forced Busy.

  Does not apply to **Unified CCE**.

- **10 = Disconnect/drop no answer**

  Only the Meridian PIMs support the disconnect/drop no answer call disposition. 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 system software's service and route tables.

  In **Unified CCE**, 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**.)

- **11 = Disconnect/drop busy**

  Does not apply to **Unified CCE.**

- **12 = Disconnect/drop reorder**

  Does not apply to **Unified CCE**.

- **13 = Disconnect/drop handled primary route**

  In **Unified ICM,** indicates the call was handled by an agent and was neither conferenced nor transferred. These calls are counted as handled calls in Unified ICM Schema's service, route, and skill group tables.

In **Unified CCE**, indicates that a call was routed to an agent on the Cisco Communication 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 handled by the VRU. However, it does not indicate if the caller abandoned or disconnected the call after the call was handled by the VRU.

Just in case the script ends without routing the call, the RouterErrorCode field in the Route Call Detail records will indicate the cause. Additionally, you can verify if the ServiceLevelAband and ServiceLevelCallsOffered database fields in the CTHH report are incremented. The incremented fields indicate that the caller abandoned the call when the call was at the VRU.

- **14 = Disconnect/drop handled other** In **Unified ICM** and **Unified CCE**, 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 Unified ICM schema's service, route, and skill group tables.
- **15 = Redirected / Rejected**

  In **Unified 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-Unified ICM monitored device and then returned to the switch with a different call ID. The Unified 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 Unified ICM service and route tables.

  In **Unified CCE**, to more accurately reflect call status, CallDisposition is set to 15 (**Redirected**) instead of 4 (Abandon Delay) when:

  - A call leaves a CTI route point to be sent to an IVR.
  - An agent transfers the call to another skillgroup and no agent is available, so the call is sent to an IVR.

- **16 = Cut Through**

  Not currently used.

- **17 = Intraflow**

  Not currently used.

- **18 = Interflow**

  Not currently used.

- **19 = Ring No Answer**

  Not currently used in **Unified ICM.**

  In **Unified CCE**, this indicates the call wasn't answered by the agent within the Ring No Answer Time (set in the agent desktop setting in Unified ICM Configuration) or that the call was pulled back because of no answer as a result of CVP's RNA timeout expiring.

  For nonvoice tasks, this indicates a RONA condition. The task was not accepted within the MRD TaskStartTimeout.

  In **Outbound Option,** this result code indicates an outbound call was not answered in the alloted time.

- **20 = Intercept reorder**

  Does not apply to **Unified CCE.**

In **Outbound Option,** this result code indicates the Dialer did not receive a ring back from the ACD on the network.

- **21 = Intercept denial**

  Does not apply to **Unified CCE.**

  In **Outbound Option,** this result code indicates the customer call was intercepted by the operator.

- **22 = Time Out**

  Supported only by the Avaya ACD Manager PIM. 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 Unified ICM service and route tables.

  Does not apply to **Unified CCE.**

  In **Outbound Option,** this result code indicates the Dialer is unable to detect a dial tone.

- **23 = Voice Energy**

  Not currently used in **Unified ICM**.

  In **Unified CCE**, this indicates the outbound call was picked up by a person or an answering machine.

  In **Outbound Option**, this result code indicates the outbound call was picked up by a person.

- **24 = Non-classified Energy Detected**

  Not currently used in **Unified ICM**.

  In **Outbound Option**, this result code indicates the outbound call reached a FAX machine.

- **25 = No Cut Through**

  Not currently used.

- **26 = U-Abort**

  In the **Unified ICM,** this indicates the call ended abnormally.

  In **Unified CCE**, the Unified CM indicated the call ended due to one of the following reasons: network congestion, network not obtainable, or resource not available. Such reasons may be due to errors in media set up.

  In **Outbound Option**, this result code indicates the outbound call was stopped before the customer picked up.

- **27 = Failed Software**

  In **Unified 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.

  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 Unified ICM Service and Route tables.

  In **Unified CCE**, generally indicates that Unified CM 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.)

- **28 = Blind Transfer**

  In the **Unified 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.

  In **Unified CCE** (Unified CM PG), this indicates that the call was transferred before the destination answered. For Unified ICM (VRU PG), this indicates that the IVR indicated the call was successfully redirected.

- **29 = Announced Transfer**

  In **Unified ICM** and**Unified CCE**, 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.

- **30 = Conferenced**

  In **Unified ICM** and **Unified CCE**, the call was terminated (dropped out of the conference). Conference time is tracked in the system software's Skill Group tables for the skill group that initiated the conference.

- **31 = Duplicate Transfer**

  Does not apply to **Unified CCE**.

- **32 = Unmonitored Device**

  Not currently used.

- **33 = Answering Machine**

  In **Unified ICM**, this indicates the call was answered by an answering machine. Does not apply to **Unified CCE**.

  In **Outbound Option**, indicates the call was picked up by an answering machine.

- **34 = Network Blind Transfer**

  In **Unified ICM**, indicates the call was transferred by the network to a different peripheral. Does not apply to **Unified CCE unless there is an ISN installation.**

- **35 = Task Abandoned in Router**

  The NewTask dialogue associated with the task was terminated before the Router could send a DoThisWithTask message to the application instance that issued the NewTask.

- **36 = Task Abandoned Before Offered**

  This disposition is deprecated beginning in the 11.5(1) release. Nonvoice tasks that RONA increment disposition 19 instead of 36.

- **37 = Task Abandoned While Offered**

  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 disconnects before the agent begins chatting with the customer.

- **38 = Normal End Task**

  The task was handled by an agent.

  Only applies to non-voice tasks.

- **39 = Can't Obtain Task ID**

  When an application sends the system software an Offer Application Task or Start Application Task request, it waits for the Unified ICM to send a response containing that Task ID that Unified 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 system 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 system 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 Unified ICM and the application instance was down.)

- **43 = Unified ICM Routing Complete**

  Not currently used.

- **44 = Unified ICM Routing Disabled**

  Not currently used.

- **45 = Application Invalid MRD ID**

  Not currently used.

- **46 = Application Invalid Dialog ID**

  Not currently used.

- **47 = Application Duplicate Dialogue ID**

  Not currently used.

- **48 = Application Invalid Invoke ID**

  Not currently used.

- **49 = Application Invalid Script Selector**

  The task was rejected because of an invalid Script Selector in the Task Routing request.

- **50 = Application Terminate Dialogue**

  Not currently used.

- **51 = Task Ended During Application Init**

  The application instance notified the system software that a task that existed prior to the loss of connection was not initialized by the application once connection was restored.

- **52 = Called Party Disconnected.**

  CD 52 expected when called party disconnects, with CVP being the routing client.

- **53 = Partial call**

  This code simplifies the process of distinguishing interim from final TCD records at reporting or extract time.

  Records that contain this CallDisposition code are considered interim records.

  OPC will be changed to set a new "PartialCall" EventCause when it receives a GEO_NewTransaction_Ind message from any PIM, and OPC's EventCauseToDisposition() needs to translate that EventCause to the new "PartialCall" CallDisposition.

- **54 = Drop Network Consult**

  A Network Consult was established, and the agent then reconnected.

Note The consult leg would have this disposition for a successful single step transfer.

- **55 = Network Consult Transfer**

  The Network Consult was established, and then the transfer was completed.

- **57 = Abandon Network Consult**

  The Network Consult was never established (ringing, but not answered), and the agent gives up and reconnects.

Note This disposition will also be reported on a consult leg for a successful network consult transfer.

- **58 = Router Requery Before Answer**

  Router Received a Requery Event from CVP before the Agent PG indicated the call was answered by an agent.

- **59 = Router Requery After Answer**

  Router Received a Requery Event from CVP after the Agent PG indicated the call was answered by an agent.

- **60 = Network Error**

  Router received a Network Error for a call targeting an agent before the call arrived to the agent.

- **61 = Network Error Before Answer**

  Router Received a Network Error Event from CVP before the Agent PG indicated the call was answered by an agent.

- **62 = Network Error After Answer**

  Router Received a Network Error Event from CVP after the Agent PG indicated the call was answered by an agent.

- **63 = Task Transfer**

The task was transferred. The initiating application sent a new task request to CCE for routing that includes the task id of the first task.

- **64 = Application Disconnected**

  Used for single ApplicationPath failures, for ApplicationInstances supporting multiple Client Connections using the same ApplicationPath (UQ.Path). In this case the Application Path is not considered down, because the other client instance of the Application is still connected. This occurs when a TaskLive timeout occurs or and agent logs in again to the ApplicationPath.

- **65 = Task Transferred on Agent Logout**

  The agent logged out of the MRD with an active task, and the task was transferred.

- **66 = Pick / Pull Request Error**

  The pick or pull request failed.

The **CallDispositionFlag** field provides detail on the call disposition.

Flags are:

- DBCDF_HANDLED = 1
- DBCDF_ABANDONED = 2
- DBCDF_SHORT = 3
- DBCDF_ERROR = 4
- DBCDF_REDIRECTED = 5
- DBCDF_REQUERY = 6
- DBCDF_INCOMPLETE = 7

Termination Call Detail: Peripheral Call Type

The PeripheralCallType field in the Termination Call Detail Table (see Termination_Call_Detail, on page 561) offers information about the type of the call as reported by the peripheral.

Valid settings for this field are:

- **1 = ACD In**

  In **Unified ICM** (VRU PG), all calls are of this type.

  In **Unified CCE** (Unified CM PG), generally indicates that this is a post-route request.

- **2 = Pre-Route ACD In**

  In **Unified CCE**, indicates call was routed to this destination so the Unified CM PG has routing information to associate with the call (router call key, call context).

- **3 = Pre-Route Direct Agent**

  Does not apply to **Unified CCE**.

- **4 = Transfer In**

In **Unified CCE**, indicates the call was transferred from another agent or device. The name value is misleading because it is used for calls transferred in or out.

- **5 = Overflow In**

  Does not apply to **Unified CCE**.

- **6 = Other In**

  In **Unified CCE**, used for inbound calls that do not have route information/call context associated. Applies to a call coming from an agent from the same peripheral.

- **7 = Auto Out**

  In **Outbound option,** indicates a Predictive /Progressive customer call.

- **8 = Agent Out**

  Does not apply to **Unified CCE.**

- **9 = Out**

  In **Unified CCE**, indicates call was placed outside the Unified CM cluster or that a network reached event was received.

- **10 = Agent Inside**
- **11 = Offered**

  Does not apply to **Unified CCE.**

- **12 = Consult**
- **13 = Consult Offered**
- **14 = Consult Conference**

  Does not apply to **Unified CCE.**

- **15 = Conference , Supervisor Barge In**

Note **Supervisor Barge In** is specified as returning a PeripheralCallType of 23, but currently returns 15, Conference, in the Termination Call Detail Table.

- **16 = Unmonitored**

  Does not apply to **Unified CCE**.

- **17 = Preview**

  In **Outbound Option** indicates a Preview/Callback customer call.

- **18 = Reserved**

  In **Outbound Option** indicates a Reservation call.

- **19 = Supervisor Assist**
- **20 = Emergency Call**

- **21 = Supervisor Monitor**
- **22 = Supervisor Whisper**

  Does not apply to **Unified CCE**.

- **Supervisor Barge In**

Note **Supervisor Barge In** is specified as returning a PeripheralCallType of 23, but currently returns 15, Conference, in the Termination Call Detail Table.

- **24 = Supervisor Intercept**
- **25 = Task Routed by Unified CCE**

  Call type for nonvoice tasks routed by Unified CCE.

- **26 = Task Started by Application Instance**

  Call type for nonvoice tasks started by an agent or application.

- **27 = Reservation Preview**

  Call type for **Outbound Option** Reservation calls for Preview mode.

- **28 = Reservation Preview Direct**

  Call type for **Outbound Option** Reservation calls for Direct Preview mode.

- **29 = Reservation Predictive**

  Call type for **Outbound Option** Reservation calls for Predictive mode and Progressive mode.

- **30 = Reservation Callback**

  Call type for **Outbound Option** Reservation calls for Callback calls.

- **31 = Reservation Personal Callback**

  Call type for **Outbound Option** Reservation calls for Personal Callback calls.

- **32 = Customer Preview**

  Call type for **Outbound Option** Customer calls for Preview mode.

- **33 = Customer Preview Direct**

  Call type for **Outbound Option** Customer calls for Direct Preview mode.

- **34 = Customer Predictive**

  Call type for **Outbound Option** Customer calls for Predictive mode and Progressive mode for agent-based campaigns.

- **35 = Customer Callback**

  Call type for **Outbound Option** Customer calls for callback calls.

- **36 = Customer Personal Callback**

  Call type for **Outbound Option** Customer calls for personal callback calls.

- **37 = Customer IVR**

  Call type for **Outbound Option** Customer calls for Transfer to IVR campaigns.

- **38 = Non-ACD Call**

  Call type for **Multi-Line Agent**. Agent placed or received a call on a secondary extension. In an agent to agent call that includes both an ACD line and a non-ACD line, the ACD line attributes take precedence.

- **39 = Play Agent Greeting**

  Route request to play an Agent Greeting.

- **40 = Record Agent Greeting**

  Agent call for recording an Agent Greeting.

- **41 = Voice Callback**

  Agent call for outbound Voice Callback.

- **42 = Switch Leg**

  Switch Leg for VRU Peripheral call.

Note Identifies the switch leg of the call at CVP, deployed as a Type 10 VRU.

- **43 = VRU Leg**

  VRU Leg for VRU Peripheral call.

Note Identifies the VRU leg of the call at CVP, deployed as a Type 10 VRU. (This is only classified as VRU leg, if **Queue Reporting** has been enabled for the corresponding VRU PG, using Peripheral Gateway Setup). If enabled, calls abandoned in queue will have an Abandoned call disposition for the VRU leg of the call, instead of a Handled call disposition, which helps in identifying individual calls that were abandoned while being queued at CVP. The abandoned call disposition is restricted to only queued calls, and not to Self-service calls.

- **44 = Pick Request**

  Pick request from a non-Voice queue.

- **45 = Pull Request**

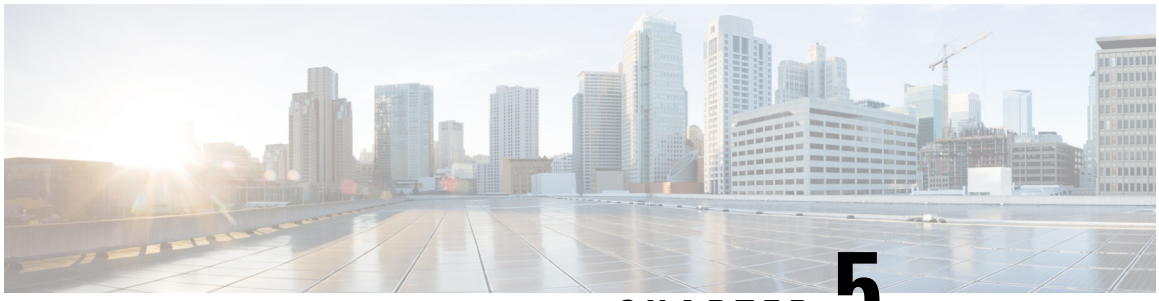
  Pull request from a non-Voice queue.

Trunk Type

The Type field in the Trunk Table (see Trunk, on page 583) allows these values to indicate the type of trunk:

- **1** = Local C.O.

- **2** = Foreign Exchange
- **3** = WATS
- **4** = DID/DNIS
- **5** = PRI
- **6** = Tie Line
- **7** = Interflow



CHAPTER 5

Database Rules

Blended Agent Tables (Outbound Option)

To see a list and an illustration of the Blended Options tables, see Blended Agent (Outbound Option), on page 608.

With the optional Outbound Option feature, you can configure a contact center for automated inbound and outbound calling activities.

The Blended Agent Options (see Blended_Agent_Options, on page 97) contains all options that are global to a Blended Agent deployment, such as time parameters for calling a contact.

Campaign and Query Rules

A *campaign* delivers outgoing calls to agents for a specific purpose or goal. The goal might be to send 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).

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.

The Campaign (see Campaign, on page 153) contains information for all the campaigns defined in a Outbound Option implementation. (There is a single row for every configured campaign.)

The Campaign Half Hour (see Campaign_Half_Hour, on page 162) provides historical reporting for campaign attributes.

The Campaign Query Rule (see Campaign_Query_Rule, on page 163) is a cross-reference table between the Campaign table and the Query Rule Table.

The Campaign Skill Group (see Campaign_Skill_Group, on page 181) is a cross-reference table between Campaign table and the Skill Groups table. It defines the association between skill groups and campaigns.

The Campaign Target Sequence (see Campaign_Target_Sequence, on page 183) contains the target type and sequence with which numbers are dialed within a campaign.

The Campaign Query Rule Real Time (see Campaign_Query_Rule_Real_Time, on page 172) and Campaign Query Rule Half Hour (see Campaign_Query_Rule_Half_Hour, on page 166) provide statistics on particular Campaign-Query Rule combinations.

The Query Rule Clause (see Query_Rule_Clause, on page 360) contains the SQL rules associated with each query rule. There is a single row for each configured query rule.

The Query Rule (see Query_Rule, on page 358) is a cross-reference table between Query Rule Clause table and the Import Rule table.

Import Rules

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.

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.

The Import Rule (see Import_Rule, on page 269) contains a list of all the import rules and their associated import lists.

The Import Rule Real Time (see Import_Rule_Real_Time, on page 277) and the Import Rule History (see Import_Rule_History, on page 275) contain statistics on the Outbound Option imports and the success rate of the imports.

The Import Rule Clause (see Import_Rule_Clause, on page 273) defines the portions of an import list to be imported by the Blended Agent Import Rule process.

Dialers

The *dialer* is is used in Outbound Option to define the relationship between 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. Several database tables control dialer configuration and record statistics.

The Dialer (see Dialer, on page 217) contains configuration information for each dialer in a Outbound Option implementation.

The Dialer Port Map (see Dialer_Port_Map, on page 234) maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports.

Two reporting tables, Dialer Real Time (see Dialer_Real_Time, on page 236) and Dialer Half Hour (see Dialer_Half_Hour, on page 228) provide statistics for reporting on dialer implementation.

Two reporting tables, Dialer Skill Group Real Time (see Dialer_Skill_Group_Real_Time, on page 244) and Dialer Skill Group Half Hour (see Dialer_Skill_Group_Half_Hour, on page 240) provide reports on campaigns running on a dialer.

The Dialer Detail (see Dialer_Detail, on page 221) is a historical table that saves the detailed dialer records that allow enhanced troubleshooting and tracking of dialer attempts, agent-skipped calls, and termination codes.

Business Hours Tables

To see a list and an illustration of the Business Hour tables, see Business Hours, on page 609.

Business_Hours, on page 105 contains one entry for each business hour and maps to business hour reason, time zone, and department.

Business_Hours_Real_Time, on page 107 maps to business hours.

Business_Hours_Reason, on page 108 contains one entry for each business reason.

Special_Day_Schedule, on page 548 contains one entry for each special day schedule and maps to business hour and business reason.

Time_Zone_Location, on page 579 contains time zones from the system and maps to business hour.

Week_Day_Schedule, on page 605contains one entry each for weekday schedule and maps to business hour.

Contact Sharing Tables

To see a list and an illustration of the Contact Sharing tables, see Contact Sharing, on page 610.

A Contact Share Group (see the Contact_Share_Group, on page 200) applies to a group of contact share precision queues and/or skill groups.

Each Contact Share Group Member (see the Contact_Share_Group_Member, on page 201) contains one or more contact share queues.

Each Contact Share Queue (see the Contact_Share_Queue, on page 201) maps to either a skill group or a precision queue using a TargetQueueID.

A Contact Share Rule (see the Contact_Share_Rule, on page 202) applies for all contact share precision queues or skill groups within a contact share group.

CX Survey_Table (For Future Use)

To see a list and an illustration of the Survey tables, see Survey (For Future Use), on page 611.

Survey (For Future Use), on page 550 contains one entry for each survey and maps to survey_question and calltype.

Survey_Question (For Future Use), on page 552 contains one entry per question for each survey type.

Call_Type, on page 109 contains new columns which maps to surveyID. one calltype can map to one surveyID.

Survey_Result (For Future Use), on page 553 contains response for each question type per survey and maps to surveyID and question type.

Device Tables

To see a list and an illustration of the Device tables, see Device, on page 612.

A Logical Interface Controller (see Logical_Interface_Controller, on page 283) is either a Peripheral Gateway (PG) or a Network Interface Controller (NIC) .

Each logical interface controller maps to a Physical Interface Controller (see Physical_Interface_Controller, on page 340). If NICs are duplexed, each NIC in the duplexed pair maps to a separate Physical Interface Controller. A duplexed pair of PGs share a single Physical Interface Controller.

A Routing Client (see Routing_Client, on page 407) is a service, such as AT&T, MCI, or Sprint, or a switch within a private network. If a logical interface controller is a NIC, it has one or more associated routing clients. If a logical interface controller is a PG, it may have one or more associated routing clients (if peripherals managed by the PG support Post-Routing)

Each routing client may have one or more associated Dial Number Plans (see Dial_Number_Plan, on page 215).

A Peripheral (see Peripheral, on page 320) is an ACD, PBX, or VRU . Each peripheral is associated with a Peripheral Gateway.

Trunks

Each peripheral has one or more Trunk Groups (see Trunk_Group, on page 584). The public telephone network may group trunks differently, so each PG may have one or more Network Trunk Groups (see Network_Trunk_Group, on page 306).

Each Trunk Group contains one or more Trunks. Each trunk belongs to one trunk group.

Statistics

At Five-Minute intervals status information is produced for each Routing Client (see Routing_Client, on page 407).

Statistics are produced for each Trunk Group in Real-Time, at Five-Minute intervals, and every Half-hour. Statistics are also produced for each Network Trunk Group in Real-Time and at Half-hour intervals.

Each Peripheral can have a Default Route (see Route, on page 374) that is used to account for calls at the peripheral that are not associated with any other route.

Real-time statistics are generated for each Peripheral.

For some peripheral types, you must specify what entities to collect data for by including them in the Peripheral Monitor (see Peripheral_Monitor, on page 328).

Multiple PIM Types

The Unified ICM PG can support multiple device types (for example, ACDs and VRUs). Each device type requires a separate Peripheral Interface Manager (PIM). In cases where ACD and VRU PIMs are controlled by the same PG, you must specify how VRU ports map to ACD ports or trunks.

Service Level Threshold

The Service Level Threshold (see Service_Level_Threshold, on page 463) contains information on how the system software calculates the service level. Each row defines the service level threshold default values for a particular Peripheral-Media Routing Domain pair.

Enterprise Tables

To see an illustration and a list of the Enterprise tables, see Enterprise, on page 615.

Each Route (see Route, on page 374) can belong to one or more Enterprise Routes (see Enterprise_Route, on page 248).

The Enterprise Route Member (see Enterprise_Route_Member, on page 249) maps Routes to Enterprise Routes.

Each Skill Group (see Skill_Group, on page 484) can belong to one or more Enterprise Skill Groups (see Enterprise_Skill_Group, on page 251).

The Enterprise Skill Group Member (see Enterprise_Skill_Group_Member, on page 252) maps Skill Groups to Enterprise Skill Groups.

Each Service (see Service, on page 443) can belong to one or more Enterprise Services (see Enterprise_Service, on page 249).

The Enterprise Service Member (see Enterprise_Service_Member, on page 250) maps services to enterprise services.

Each Peripheral Gateway (PG) can have one or more associated Service Arrays (see Service_Array, on page 446).

Each Service Array (see) Service_Array, on page 446 contains one or more Services (see Service, on page 443); but all services in an array must be from peripherals associated with the same PG.

The Service Array Member (see Service_Array_Member, on page 448) maps Services (see Service, on page 443) to Service Arrays.

Media Routing Tables

To see an illustration and a list of the Media Routing tables, see Media Routing, on page 617.

Application_Instance, on page 88 contains configuration data about external application instances. The data in this table enables the system software to identify application instances and grant them access to the Configuration Management Service (CMS).

Application_Path, on page 89 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 system software.

Application_Path_Real_Time, on page 91 provides real-time status and connection data for application paths.

Application_Path_Member, on page 91 defines the Media Routing Domains (MRDs) that use a particular application path.

Media Class is a combination or single instance of physical media that are to be treated as a single concept by Unified ICM/Unified CCE software.

Media_Class, on page 299 defines a type of media class. This table is populated initially with default media classes.

Media Routing Domain (MRD) is a collection of skill groups and services that are associated with a common communication medium.

Media_Routing_Domain, on page 300 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.

Route Tables

To see an illustration and a list of all tables in the Route category, see Route, on page 619.

Unified ICM/Unified CCE selects a Route (see Route, on page 374) for each call. The route specifies a service for the call and a skill target to handle the call. A skill target is a service, skill group, agent, or translation route.

The Network Target (see Network_Target, on page 305) specifies a destination for a call. A network target can be an Announcement (see Announcement, on page 77), a Peripheral Target (see Peripheral_Target, on page 336) or a Scheduled Target (see Scheduled_Target, on page 430). A peripheral target is a trunk group on which to deliver the call and a DNIS value to send with it. A scheduled target is a destination for which the Unified ICM/Unified CCE knows only the number of scheduled resources and the number of calls in progress. For each scheduled target, the Unified ICM/Unified CCE maintains Scheduled Target Real Time data.

The routing client presents the Unified ICM/Unified CCE with a Dialed Number (see Dialed_Number, on page 211). A dialed number can be an 800 number such as 800-555-1234, or a string such as "RTE.007." Each Dialed Number can have a default route.

A route is associated with one or more Network Targets. The network target has one or more associated Labels. A label is the string that is passed back to the network to indicate the appropriate target. The Dialed Number Label (see Dialed_Number_Label, on page 213) indicates which labels are valid for each dialed number (or you can choose to make all labels valid for a routing client valid for all of that routing client's dialed numbers).

For each route, statistics are produced in Real Time, every Five Minutes, and every Half-hour.

A Route Call Detail (see Route_Call_Detail, on page 376) record is produced immediately after the Unified ICM/Unified CCE determines a route. This records information about the request and the route determined by the Unified ICM/Unified CCE.

A Termination Call Detail (see Termination_Call_Detail, on page 561) record is produced at the end of each call. Data for this record comes from the Peripheral Gateway . It provides information about how the call was handled at the peripheral. The Route Call Detail and Termination Call Detail are linked by the Day and RouterCallKey fields.

A script may direct a call to a Network VRU (see Network_Vru, on page 311) associated with the routing client. The script returns a label to the routing client. It may also specify a Network Vru Script (see Network_Vru_Script, on page 313) to be run by the VRU.

Schedule Tables

To see an illustration and a list of all tables in the Schedule category, see Schedule, on page 622.

With the optional Schedule Import feature, you can import schedules for each agent, skill group, and service from a workforce management system.

Schedule, on page 419 contains one entry for each schedule.

Schedule_Import, on page 421 contains the actual scheduling data for various time periods. Schedule_Import_Real_Time, on page 423 contains the scheduling data that is currently in effect.

Schedule_Source, on page 429 indicates where the data are imported from. Schedule_Map, on page 426 gives the primary key value for the scheduling data in the source.

ICR_View, on page 266 indicates how the Schedule Import records for a schedule are to be interpreted.

View_Column, on page 599 indicates how to interpret each field in Schedule Import

Import_Schedule, on page 278 defines import processes to be run automatically at specified times.

Import_Log, on page 268 contains information about these import processes.

A schedule may recur daily, weekly, monthly, etc. The Recurring Schedule Map describes a recurrence pattern for a schedule.

Script Tables

To see an illustration and a list of all tables in the Script category, see Script, on page 623.

The Unified ICM/Unified CCE classifies each incoming call into a Call Type (see Call_Type, on page 109) based on a Dialed Number Map (see Dialed_Number_Map, on page 214). The mapping considers the dialed number, caller-entered digits, and calling line ID. The calling line ID can be specified as a specific number, a wildcard, or a Region (see Region, on page 365) composed of Prefixes. Each routing client may have a Default Call Type (see Default_Call_Type, on page 206).

A script is a series of steps performed to determine the best route for a call or to perform periodic administrative actions. You can create several versions of each script. General information about each script is stored in the Master Script (see Master_Script, on page 297). Specific information about each version is stored in the Script (see Script, on page 432). The binary representation of the script version is stored in the Script Data (see Script_Data, on page 435) table. Each Script version has a Cross Reference for each database entity that it references.

A Call Type Map (see Call_Type_Map, on page 126) associates one or more routing scripts to the call type based on a schedule of when each script is active. An Admin Script Schedule Map (see Admin_Script_Schedule_Map, on page 14) schedules a periodic administrative script. For each script version, Real Time and Five-Minute data are produced. Also, Real-Time data are produced for each call type.

You can define User Variables (see User_Variable, on page 597) that you can set and reference in scripts. Optionally, you can define Persistent Variables (see Persistent_Variable, on page 337) that retain their values between script invocations. You can also define custom functions that are stored as User Formulas (see User_Formula, on page 590). The expression associated with a custom function is stored in User Formula Equation (see User_Formula_Equation, on page 591).

With the optional Gateway feature, a script can communicate with an external application. An Application Gateway (see Application_Gateway, on page 81) represents such an external application. Each side of the Central Controller can maintain a separate Connection for each Application Gateway. Unified ICM/Unified CCE software also maintains Global default values for Application Gateway connections. Half-hour data are produced for each Application Gateway.

With the optional Gateway SQL feature, a script can query an external database. The tables that can be accessed are stored in Script Table (see Script, on page 432) and the specific columns in Script Table Column (see Script_Table_Column, on page 441).

The Script Queue Real Time (see Script_Queue_Real_Time, on page 438) contains data on how tasks are processed in a script queue.

Security Tables

To see an illustration and a list of all tables in the Security category, see Security, on page 627.

You might choose to restrict access to some objects in the Unified ICM/Unified CCE database to specific users, specific groups of users, or to a specific entity (such as a division within a company). The enterprise consists of one or more entities. The Business Entity (see Business_Entity, on page 104) defines the entities within an enterprise.

The User Group (see User_Group, on page 592) defines groups of users or individual users who have specific access rights. If a row in the User Group table defines a group, each user who is a member of that group is configured in the User Group Member (see User_Group_Member, on page 594). Unified ICM/Unified CCE software also uses the Sec Group (see Sec_Group, on page 442) and Sec User (see Sec_User, on page 442) to track the state of user groups. The User Supervisor Map (see User_Supervisor_Map, on page 596) is used to allow an agent to log in as a Supervisor.

The Feature Control Set (see Feature_Control_Set, on page 257) defines the different feature sets that may be used by different users. One set of features may be mapped to multiple users.

Each individual item for which the Unified ICM/Unified CCE software controls access is an object. The Object List (see Object_List, on page 316) contains information about these objects. The Ids (see Ids, on page 267) contains information about row-level security for objects. The Object Security (see Object_Security, on page 317) defines the access that specific user groups have for specific objects.

The User Security Control (see User_Security_Control, on page 595) defines the access that specific users have for specific objects. The possible access levels for each object are defined in the Object Access Xref (see Object_Access_Xref, on page 315). The Unified ICM/Unified CCE software uses the Group Security Control as an intermediate table to build User Security Control records.

A category of objects on which access is controlled is a class. The Class List (see Class_List, on page 191) defines these categories. The Class Security (see Class_Security, on page 192) specifies the level of access a user group has to a specific class. The access levels that are available for a class are specified in the Class Access Xref (see Class_Access_Xref, on page 191).

The ClassID To ObjectType (see ClassID_To_ObjectType, on page 193) defines the mapping of classes to objects.

Skill Target Tables

To see an illustration and a list of the Skill Target tables, see Skill Target, on page 629.

Peripheral Targets

Each peripheral can have many Services (see Service, on page 443), Agents, Skill Groups, and Translation Routes (see Translation_Route, on page 580). These entities are collectively known as Skill Targets (see Skill_Target, on page 537).

Each agent can be assigned to an team of agents (see Agent_Team, on page 74). Teams are for monitoring purposes only; they are not used for routing calls. The Agent Team Member (see Agent_Team_Member, on page 76) maps agents to teams.

The Agent Team Supervisor (see Agent_Team_Supervisor, on page 77) is a configuration table that specifies the mapping of supervisors to agent teams.

For agents that are not associated with an ACD, you can define Agent Desk Settings (see Agent_Desk_Settings, on page 21), which specify features available and how the Unified ICM handles certain state changes for an agent.

A Person (see Person, on page 318) record provides primary identification and authentication for all system users, including both agents and administrators.

Each service has one or more associated skill groups. Each skill group can be associated with one or more service. The Service Member (see Service_Member, on page 464) maps skill groups to services.

Each Skill Group has one or more member agents. Each agent can be associated with one or more skill groups. The Skill Group Member (see Skill_Group_Member, on page 520) maps agents to skill groups.

For some peripherals, a base Skill Group can have multiple related Skill Groups with different priorities.

Statistics

Real-Time statistics are produced for each Agent (see Agent, on page 17), Skill Group (see Skill_Group, on page 484), Service (see Service, on page 443, and each Skill Group Member (see Skill_Group_Member, on page 520).

At Five-Minute intervals statistics are produced for each Skill Group (see Skill_Group, on page 484) and Service (see Service, on page 443).

Every Half-hour, statistics are produced for each Skill Group (see Skill_Group, on page 484), Service (see Service, on page 443), and Translation Route (see Translation_Route, on page 580).

For each agent, the Unified ICM/Unified CCE software maintains a State Trace, which tracks the states an agent has been in. When an agent logs out, the Unified ICM/Unified CCE software creates an Agent Logout record (see Agent_Logout, on page 38).

System Tables

To see an illustration and a list of the System tables, see System, on page 642.

Application_Event, on page 78 contains information about application events generated by the Unified ICM/Unified CCE software. This is a subset of the events reported in the Event table.

AWControl, on page 96 maintains information about the Admin Workstation and its local database.

Config_Message_Log, on page 196 contains database system information.

Controller_Time, on page 203 contains the current time as kept by the Central Controller.

Event, on page 253 contains information about system events generated by the Unified ICM/Unified CCE software.

ICR_Globals, on page 258 contains some general information about the system.

ICR_Locks, on page 264 contains a row for each database lock currently held.

Logger_Admin, on page 280 maintains information about scheduled administration jobs run on the central database by the Unified ICM/Unified CCE software.

Logger_Meters, on page 281 contains performance information about the Logger process.

Logger_Type, on page 283 specifies the type of Logger (that is, standard, Customer ICM (CICM)) , or Network Applications Manager (NAM) and, if the Logger is a NAM Logger, whether or not the NAM is a secondary NAM.

Next_Available_Number, on page 315 identifies the next available unique integer ID value for a specific database table.

Recovery, on page 362 contains internal status about each table in the database.

Region_Info, on page 366 specifies which prefixes and regions are pre-defined by the Unified ICM/Unified CCE software.

Rename, on page 374 is an internal table.

Version, on page 598 records the current versions of the Unified ICM/Unified CCE schema installed in the central and local databases.

User Preferences Tables

To see an illustration and a list of the User Preferences tables, see User Preferences, on page 644.

Tables in the User Preferences group are used to create custom tool sets and desktop appearances for users of the system software.

The "Cfg" tables control the desktop settings, or appearance, of Configuration Manager tool, which allows users to define desktop settings, and to view, edit, or delete the records of existing desktop settings.

Cfg_Mngr_App_Snapshot_State, on page 184 defines a specific state of the Unified ICM Configuration Manager that a user has saved. Information from this table is used to reconstruct the Unified ICM Configuration Manager state when the Administration & DataServer is restarted.

Cfg_Mngr_User_Desktop_Snap, on page 186 retains information on the current Configuration Manager state for a particular user.

Cfg_Mngr_User_Menu, on page 188 holds information that describes the default and custom menus in use for each user of the Configuration Manager.

Cfg_Mngr_View, on page 190 holds the information necessary to produce the tree view structure for multiple default and custom menus within the Unified ICM Configuration Manager.

Cfg_Mngr_User_Settings, on page 189 holds specific Unified ICM Configuration Manager settings for each user of the Configuration Manager tool. Each row in this table specifies the personal settings for one user (for example, whether or not the user want to save the Configuration Manager desktop settings in place when Configuration Manager is closed).

Cfg_Mngr_Globals, on page 185 contains a single record that stores version information about the menu system that Unified ICM Configuration Manager is currently using.

VRU Micro-applications Tables

To see an illustration and a list of the VRU Micro-Applications tables, see VRU Micro-application, on page 645.

Vru_Currency, on page 600 contains a list of currencies supported by VRU micro-applications.

Vru_Defaults, on page 601 contains a single row of data that contains the default values for a particular VRU micro-application.

Vru_Locale, on page 603 contains a list of locales (a locale is a combination of language and country) supported by VRU micro-applications.