



Aspect[®] Via[®] Reporting Data Export Manager Data Model Guide

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About this Guide

This guide presents the data model for tables downloaded with Aspect Via® Reporting Data Export Manager.

Audience


This guide is intended for Aspect analysts, contact center/system administrators, and application developers who use or design Via Enterprise Historical Reporting or Outreach reports.

Organization of this Guide

This guide consists of the following sections:

- [Part 1, Overview](#), provides overview information for Aspect Via Reporting Data Export Manager.
 - [Chapter 1, Reporting Data Export Manager Overview](#), provides information on how to use Reporting Data Export Manager.
- [Part 2, Enterprise Historical Reporting Tables](#), provides Enterprise Historical Reporting dimension and fact tables downloaded with Reporting Data Export Manager.
 - [Chapter 2, Enterprise Historical Reporting Dimension Tables](#), contains detailed descriptions of Enterprise Historical Reporting dimension tables downloaded with Reporting Data Export Manager.
 - [Chapter 3, Enterprise Historical Reporting Fact Tables](#), contains detailed descriptions of Enterprise Historical Reporting fact tables downloaded with Reporting Data Export Manager.
- [Part 3, Outreach Tables](#), provides detailed descriptions of Outreach tables downloaded with Reporting Data Export Manager.
 - [Chapter 4, Outreach Tables](#), provides detailed descriptions of Outreach tables downloaded with Reporting Data Export Manager.
- [Part 4, Intraday Data](#), provides detailed descriptions of Intraday data tables downloaded with Reporting Data Export Manager.
 - [Part 4, Intraday Data Export Tables](#), provides detailed descriptions of Intraday data tables downloaded with Reporting Data Export Manager.
- [Part 5, Appendix](#), provides an appendix for data model changes, and Skill Reporting details.

- [Appendix A, Release Changes](#), lists the changes to the Reporting Data Export Manager data model that have occurred from Aspect Via 18.2 to Aspect Via 19



1

Part 1 Overview

This section contains information on downloading data with the Aspect Via Reporting Data Export Manager.

Chapter 1

Reporting Data Export Manager Overview

This chapter contains information on exporting data using Aspect Via™ Reporting Data Export Manager.

Exporting Customer Data

Aspect Via™ exports a subset of customer data from the Aspect Via Enterprise Historical Reporting database and Aspect Via Outreach database combines the data into a tar file and then compresses into a tar.gz file using Gzip daily. You can download and use these tar.gz files according to your requirements.

By default, reporting data extracts of the following types is retained in Amazon S3 folders for 90 days:

- **Enterprise Historical:** Contains Enterprise Data Warehouse (EDW) Historical data from the previous day.
- **Outreach:** Contains previous day extracts from some configuration and event tables of Outreach.
- **Intraday:** Contains hourly data extracts from the Intraday data table.

The older data is automatically purged after the 90-day cutoff time. However, when customers purchase the unlimited reporting data storage uplift package, the Enterprise Historical, Outreach and Intraday data is moved after 90 days to Amazon S3, where it is stored indefinitely.

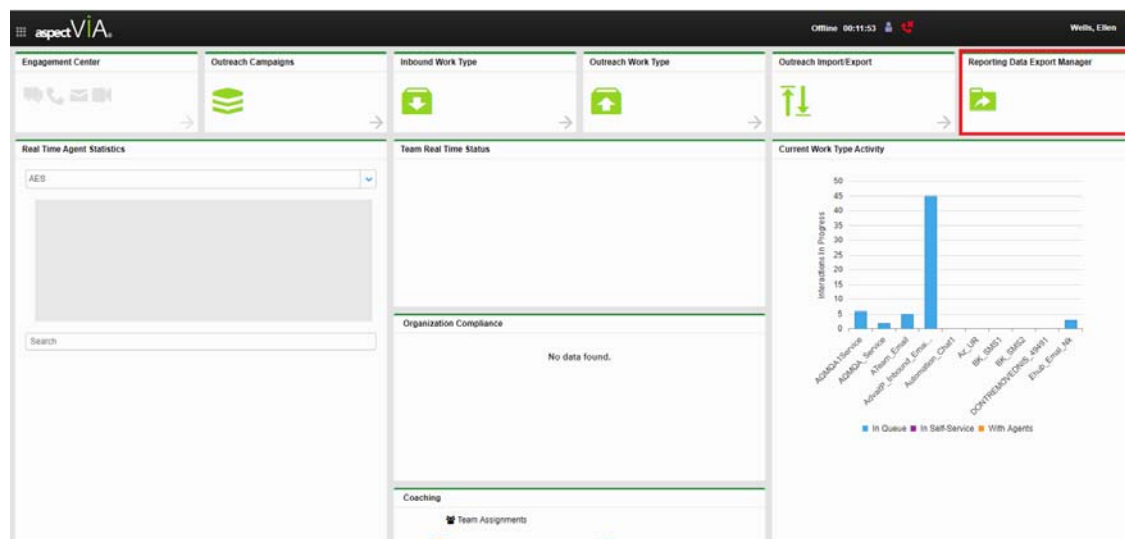
Note: The data in the Historical Data Daily Export files will be in UTC format, and aligns with the Account Owner's time zone. As a result of this, the export file will contain 24 hours of data starting from 00:00:00 – 23:59:59 for the prior day local Account Owner's time.

Note: The .tar.gz file represents current UTC date-1 in case of Outreach data, and Account Owners current date-1 in case of Enterprise Historical data.

Note: Use the Aspect Media Storage API to access and download the data.

To access the exported customer data, perform the following steps:

1. On the Aspect Via Dashboard, click **Reporting Data Export Manager**.



- Click the **enterprise-historical-reporting** or **outreach** folder in the left pane. These folders contain a compressed tar file for each day, named *enterprise-historical-reporting-YearMonthDay.tar.gz* or *outreach-YearMonthDay.tar.gz*.

Note: Aspect Via retains tar.gz files for the previous 90 days.



- To download a tar.gz file, select the tar.gz file and click the **Download** button.



Note: You can only download one tar.gz file at a time.

Note: You may need to check for a popup block.

Note: Windows will change the colon to an underscore in the HH:MM portion of the file name. So “from-YYYY-MM-DD_HH:MM-to -YYYY-MM-DD_HH:MM” will become “from -YYYY-MM-DD_HH_MM-to-YYYY-MM-DD_HH_MM” if downloaded in Windows.

For example, the *enterprise-historical-reporting-from-2019-11-08_05:00-to-2019-11-10_05:00.tar.gz* file name in S3, will be *enterprise-historical-reporting-from-2019-11-07_05_00-to-2019-11-08_05_00.tar* after it is downloaded.

- When the file is successfully downloaded, you can:
 - Click **Open** to open the tar.gz file (on the bottom left).
 - Click **Show in folder** to view the files that you downloaded.
- Export the table files from the tar.gz file using WinZip or a similar application.

Each tar.gz file contains a series of Comma Separated Value (CSV) text files, one for each database table from which the data was exported. For example, CB_APPOINTMENT-20180119.csv contains the data that was exported from the cb_appointment table.

Note: If you have Excel on your system, the exported files will initially open in Excel when you double-click. You can choose whether to save them as Excel files select another type.

Aspect recommends viewing the data with Excel. The column headers will help orient you to the field information provided in this guide.

If you do not view the files in Excel, there will not be column headers visible.

2

Part 2

Enterprise Historical Reporting Tables

This section contains detailed descriptions of the Enterprise Historical Reporting Data Warehouse dimension and fact tables downloaded with Reporting Data Export Manager.

Note:

The name of enterprise historical .tar (daily) file has been changed in Via 19. The *enterprise-historical-reporting-YYYYMMDD.tar* file in Via 18.2 is changed to *enterprise-historical-reporting-from-YYYY-MM-DD_BHH:00-to-YYYY-MM-DD_EHH:00.tar.gz*, in Via 19.

For example, *enterprise-historical-reporting-from-2019-11-11_05:00-to-2019-11-12_05:00.tar.gz*

The reason for *Name_format* change is due to the fact that TAR files are now pulled based on the account owner's *time zone*, and adding *begin_time_pull* and *end_time_pull* to the name. The change in file name is new to Via 19.

Chapter 2

Enterprise Historical Reporting Dimension Tables

This chapter provides detailed descriptions of Enterprise Historical Reporting dimension tables downloaded with the Reporting Data Export Manager.

Dimension tables are linked from fields in Fact tables to provide information about various dimensions of enterprise activity. For example, `Disposition_Key` in a Fact table links to the Dispositions dimension table, where records describe the types and classes of dispositions. You can view and analyze data from various perspectives by utilizing dimensions.

The following tables are described in this chapter:

[Abandoned Intervals Table](#)

[Agent Status Table](#)

[Agent Status Reasons Table](#)

[Agents Table](#)

[Call Action Reasons Table](#)

The following table lists the possible values for the `CallActionReasonId` and `CallActionReasonDesc` columns.

[Call Categories Table](#)

[Call Time Ranges Table](#)

[Call Types Table](#)

[Chat Originated URLs Table](#)

[Circuits Table](#)

[Contact Types Table](#)

[Dial Mode Table](#)

[Disposition Class Table](#)

[Disposition Plan Table](#)

[Dispositions Table](#)

[Media Types Table](#)

[Modification Type Table](#)

[Resource Groups Table](#)

[Service Group Table](#)

[Service Types Table](#)

[Services Table](#)

[Sites Table](#)

[Skill Groups Table](#)

[Skill Levels Table](#)

[Skills Table](#)

[Switches Table](#)

[Workgroups Table](#)

The following information is presented for each data model table:

- **Name:** The name of the data model table.
- **Purpose:** The purpose of the table, including what each row (record in the table) represents.
- **Excel Column:** If you are opening the CSV files using Excel, the letters in each column header help orient you to field information in this guide.
- **Field Name:** The name of the field to use when you create custom reports. Fields ending in *_Id* are identifiers from the Aspect source. Fields ending in *_Key* are generated by the reporting data engine and are not collected from the Aspect source.
- **Field Description:** A brief description of the information in the field.
- **Data Type:** Valid data the field can contain. The following are SQL data types in the data model that you can use as variables in a custom report:
 - *nvarchar(n)*—Variable-length combinations of letters, numbers, and symbols. Examples of character type information include names, addresses, and codes. *n* indicates the *maximum* number of characters that the field or variable can contain.
 - *int*—Whole numbers between -2,147,483,648 and 2,147,483,647, inclusive. This data type stores 4 bytes of data.
 - *bigint*—Whole numbers between -9,223,372,036,854,775,808 and 9,223,372,036,854,775,807, inclusive. This data type stores 8 bytes of data.
 - *real*—Floating point numeric data (for approximate numbers). This data type stores 4 bytes of data.
 - *datetime2*—Based on the SQL date format; includes date and time in string format: YYYY-MM-DD hh:mm:ss.
- **Comments:** The valid range of values the field can contain. Also used for special characteristics, constraints, and formatting information. *Key* is a unique value. *Identifier* is generally a fact where many records can use the same identifier value.

Abandoned Intervals Table

Name: CTL_Abandoned_Intervals

Purpose: Used in the Queue Time grid report for the endAbandonedInterval attribute.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM CTL_Abandoned_Intervals ORDER BY Interval_Key

Abandoned Intervals Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Interval_Key	Interval Key	int	The key generated for the interval. 1 = 0 -15 min 2 = 16 - 30 min 3 = 31 - 45 min 4 = 46 - 60 min 5 = 61 - 90 min 6 = 91 - 120 min 7 = 121 - 180 min 8 = 181 - 240 min 9 = 241 - 300 min 10 = 301 - 360 min 11 = 361 - 480 min 12 = 481 - 30000 min 13 = 30001 - NULL
B	Begin_Abandoned_Interval	Begin Abandoned Interval	int	The number of minutes at the beginning of the interval: 0 16 32 46 61 91 121 181 241 301 361 481 30001

Abandoned Intervals Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
C	End_Abandoned_Interval	End_Abandoned_Interval	int	<p>The number of minutes at the end of the interval:</p> <p>15 30 45 60 90 120 180 240 300 360 480 30000 NULL</p>
D	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	<p>The date and time when the record was last updated.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>

Agent Skills Table

Name: DIM_Agent_Skills

Purpose: The Agent Skills table identifies the skills and skill levels for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Agent_Skills ORDER BY Agent_Skill_Key

Agent Skills Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The key generated for this data source.
B	Agent_Key*	Agent Key	int(4) not null	The unique key generated for the user.
C	Agent_Skill_Key	Agent Skill Key	int(4) not null	The unique key generated for the user skill.
D	Skill_Level_Key	Skill Level Key	int(4)	The unique key generated for the skill level.
E	Id_Source	ID Source	bigint(8) not null	The identifier of the user skill.
F	Skill_Key*	Skill Key	int(4) not null	The unique key generated for the skill.
G	Level_Id_Source	Level ID Source	int(4)	The identifier of the skill level.
H	Modifying_Agent_Key	Modifying Agent Key	int(4) not null	The unique key generated for the user that made modification.
I	Modification_Type_Id_Source	Modification Type ID Source	int(4)	The identifier of the type of modification.
J	Modified_Date_Time	Modified Date and Time	datetime2 not null	The date and time when the modification was made. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
K	Originating_Site_Key*	Originating Site Key	int(4) not null	Not used.

Agent Skills Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
L	Originating_Date_Time	Originating Date and Time	datetime2	The date and time when the modification was made. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
M	Component	Component	nvarchar(40)	A description of the component.
N	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
O	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Agent Status Table

Name: DIM_Agent_Status

Purpose: The Agent Status table identifies each user status and how it appears in the status display.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Agent_Status ORDER BY Agent_Status_Key

Agent Status Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Agent_Status_Key	Agent Status Key	int(4) not null	The unique key generated for the user status: 0 = Logging In 1 = Idle 2 = Active 3 = Preview 4 = Wrap 5 = Not Ready 6 = On Hold 7 = Waiting (System) 8 = Waiting (Admin) 9 = Waiting (Hangup) 10 = Dialing 11 = Consulting 12 = 3-Way 13 = Active (Dial) 14 = Internal 15 = Manual 16 = Feature 17 = On Hook 18 = Invalid State (NotUsed) 19 = Chatting 20 = Logged Out 21 = Invalid State (AppReady) 22 = Wrap Warning 23 = Active (DID) 24 = Other 25 = Park 26 = Park Warning 27 = Accepting Call 28 = Wait Connection 29 = Reject Reason 30 = Active IM 31 = Multi 32 = Reserved 33 = Inactive 34 = Workflow 35 = Email

Agent Status Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
B	Description	Description	nvarchar(50)	A description of the user status: LoggingIn ccplIdle Active Preview WrapUp NotReady Held SystemWait AdminWait HangUpWait Dialing Consulting Conferenced ActiveDial ActiveInternal Manual Monitoring PhoneFoul NotUsed Chatting Loggedout AppReady WrapWarn DIDActive Other Park ParkWarning AcceptCall WaitAudio RejectCall IMing MultiLine IPNIQ Inactive Workflow Email

Agent Status Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
C	Display_Description	Display Description	nvarchar(32) not null	A description of the status display: Logging In Idle Active Preview Wrap Not Ready On Hold Waiting Dialing Consulting 3-Way Active Internal Manual Feature On Hook Invalid State Chatting Logged Out Invalid State Wrap Warning Active Other Park Park Warning Accepting Call Wait Connection Reject Reason Active IM Multi Reserved Inactive Workflow Email
D	Background_Color	Background Color	int(4) not null	The identifier of the status display background color.
E	Foreground_Color	Foreground Color	int(4) not null	The identifier of the status display foreground color.
F	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Agent Status Reasons Table

Name: DIM_Agent_Status_Reasons

Purpose: The Agent Status Reasons table identifies the reasons associated with user status.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM ORDER BY Agent_Status_Reason_Key

Agent Status Reasons Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Agent_Status_Id_Source	Agent Status ID Source	int(4) not null	The identifier of the user status: 5 = Not Ready 20 = Logged Out 25 = Park 29 = Reject Reason 30 = Active IM
B	Agent_Status_Reason_Id_Source	Agent Status Reason ID Source	int(4) not null	The unique identifier of the combination of user status and reason pairing.

Agent Status Reasons Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
C	Agent_Status_Reason_Key	Agent Status Reason Key	int(4) not null	<p>The unique key generated for the reason for this user status.</p> <p>1= Not Ready 2= Maintenance 3= Phone Fault 4= Adv. Feature 5= Rejected Call 6= Controlled Call Connection Timeout 7= Call By Call Feature 8= Initial Login 9= Adhoc CTI Call 10= CD Logged Out 11= Maintenance 12= Call Rejected Unknown Reason 13 = IMing 14= Failover 15= Unknown 16= Park 17= Initial Login 18= Rejected Call 19= Contolled Call Connection Timeout</p> <p>Note: The above mentioned values are default values. You can use the Configuration Manager to configure additional values for Not Ready, Logged Out, Park and Call Rejected Reason.</p>
D	Id_Source	Identifier Source	int(4) not null	This field is used internally by the system.
E	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for this data source.
F	Site_Key*	Site Key	int(4) not null	Not used
G	Tenant_Id_Source	Tenant ID Source	int(4)	Not used.

Agent Status Reasons Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
H	Reason_Id_Source	Reason ID Source	int(4) not null	<p>The identifier of the reason associated with the user status and tied to the Agent_Status_Id_Source</p> <p>0 = Not Ready -</p> <p>Agent_Status_Id_Source = 5</p> <p>0 = Park - Agent_Status_Id_Source = 25</p> <p>0 = CD Logged Out -</p> <p>Agent_Status_Id_Source = 20</p> <p>0 = Call Rejected Unknown Reason -</p> <p>Agent_Status_Id_Source = 29</p> <p>0 = IMing - Agent_Status_Id_Source = 30</p> <p>1 = Maintenance -</p> <p>Agent_Status_Id_Source = 5 or 20</p> <p>2 = Phone Fault -</p> <p>Agent_Status_Id_Source = 5</p> <p>3 = Adv. Feature -</p> <p>Agent_Status_Id_Source = 5</p> <p>4 = Rejected Call -</p> <p>Agent_Status_Id_Source = 5 or 25</p> <p>5 = Controlled Call Connection Timeout - Agent_Status_Id_Source = 5 or 25</p> <p>6 = Call by Call Failure -</p> <p>Agent_Status_Id_Source = 5</p> <p>7 = Initial Login -</p> <p>Agent_Status_Id_Source = 5 or 25</p> <p>8 = Adhoc CTI Call -</p> <p>Agent_Status_Id_Source = 5-1 = Failover -Agent_Status_Id_Source = 20 -2 = Unknown -</p> <p>Agent_Status_Id_Source = 20</p> <p>Note: The above mentioned values are default values. You can use the Configuration Manager to configure additional values for Not Ready, Logged Out, Park and Call Rejected Reason.</p>

Agent Status Reasons Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
I	Description	Description	nvarchar(80)	<p>A description of the reason associated with the user status:</p> <p>Not Ready Park CD Logged Out Call Rejected Unknown Reason IMing Maintenance Phone Fault Adv. Feature Rejected Call Controlled Call Connection Timeout Call by Call Failure Initial Login Adhoc CTI Call Failover Unknown</p> <p>Note: The above mentioned descriptions are default descriptions.. You can use the Configuration Manager to configure additional descriptions.</p>
J	Create_Date	Create Date	datetime2 not null	<p>The date and time the record was first created.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
K	Deleted	Deleted flag	int null	<p>Indicates whether the entry was deleted.</p> <p>1=Yes 0= No</p>
L	Delete_Date	Delete Date	datetime2 null	<p>The date and time the record was deleted.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
M	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
N	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated.

Agents Table

Name: DIM_Agents

Purpose: The Agents table identifies all known users in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Agents ORDER BY Agent_Key

Agents Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Agent_Key	Agent Key	int(4) not null	The unique key generated for the user.
B	Site_Key*	Site Key	int(4)	The unique key generated for the domain.
C	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for this data source.
D	Last_Name	Last Name	nvarchar(40)	The last name of the user.
E	First_Name	First Name	nvarchar(40)	The first name of the user.
F	Full_Name	Full Name	nvarchar(80)	The full name of the user. Full_Name includes User_ID_source, Last Name, First Name.
G	EMail_Address	Email Address	nvarchar(255)	The email address of the user.
H	Site_Id_Source	Site ID Source	int(4)	Not used.
I	User_Id_Source	User_Id_Source	nvarchar(16)	The identifier of the user.
J	Agent_Ldap_Id_Source	Agent LDAP ID Source	nvarchar(80)	The identifier of the user stored in Lightweight Directory Access Protocol (LDAP). This may differ from the User_Id_Source.
K	Create_Date	Create Date	datetime2 not null	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
L	Deleted	Deleted	int(4)	Indicates whether the record was deleted: 0 = No 1 = Yes

Agents Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
M	Delete_Date	Delete Date	datetime2	The date and time the record was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
N	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
O	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
P	Unique_Uid_Source	Unique UID Source	nvarchar(28) not null	The universally unique identifier used to programmatically find records. This field is used internally by the system.
Q	Id_Source	Identifier Source	int(4) not null	This field is used internally by the system.
R	Disabled	Disabled	tinyint(1)	Indicates whether the user account is disabled: 0 = No 1 = Yes
S	Time_Zone_Key*	Time Zone Key	int(4)	The key generated for the time zone.
T	Is_Account_Owner	Is Account Owner	tinyint(1)	Indicates whether the user is the account owner: 0 = No 1 = Yes
U	Workgroup_Key*	Workgroup Key	int(4)	The key for the team generated for DIM_Workgroups.Workgroup_Key. Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.

Call Action Reasons Table

Name: DIM_Call_Action_Reasons

Purpose: The Call Action Reasons table identifies each reason for a interaction action.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query:

```
SELECT * FROM DIM_Call_Action_Reasons ORDER BY Call_Action_Reason_Key
```

Call Action Reasons Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Call_Action_Reason_Key	Call Action Reason Key	int(4) not null	The unique key generated for the interaction action reason:
B	Call_Action_Reason	Call Action Reason	nvarchar(150) not null	A description of the reason the interaction action was taken: Unknown AbandonedBySwitch AgentAvailable AgentNotLoggedIn CallComplete ConferenceComplete Customer Hangup Customer Selected DialRequestFailed GiveBusy Holiday Inactive InternalFailure LicenseExceeded NoResourceAvailable NoRouteAvailable NTSwitchDown NTSwitchHungup NTSwitchRejectedRequest MaxQLen MaxQTime PrematureHangup RejectedByOverflowService

Call Action Reasons Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
B (cont'd)	Call_Action_Reason (cont'd)			RouteBeep RouteBusy RouteFax RouteHangup RoutePlayMessage RouteM3 ThirdPartyAvailable ThirdPartyNotAvailable TrunkLicenseExceeded Unavailable Undefined Unmanned UserNotAvailable XferedByAgent ThirdPartyHungup ConsultationComplete RoutePlayScript WaitForAgentExceeded QueueMaxLengthExceeded UserLeftMessage UserAccessedMessage AgentHungUp Met Confidence Level Did Not Meet Confidence Level NLP Failed NLP Assistance Agent Assistance NLP and Agent Assistance ReRoute Unavailable PO Unavailable Delivered Delivery Failed RingNoAnswer
C	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

The following table lists the possible values for the CallActionReasonId and CallActionReasonDesc columns.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns

CallActionReasonId	CallActionReasonDesc	Detailed Description
0	Unknown	Indicates that the call action for the call could not be determined during the call. Occurrence of this call action should be minimal, if any.
1	AbandonedBySwitch	Indicates that the switch hung up the call while attempting to connect the call.
2	AgentAvailable	Indicates an agent is available to route the call to.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns (continued)

CallActionReasonId	CallActionReasonDesc	Detailed Description
3	AgentNotLoggedIn	Indicates an agent is not logged in and cannot be reached.
4	CallComplete	Indicates call is complete.
5	ConferenceComplete	Indicates conference is complete.
6	CustomerHangup	Indicates the customer is hanging up the call first.
7	CustomerSelected	Call routed to Voice Mail or set for Promised Callback
8	DialRequestFailed	Indicates when a dial request has failed.
9	GiveBusy	Indicates when a give busy tone is sent.
10	Holiday	Indicates when the work type contacted has been set has Holiday.
11	Inactive	Indicates when the work type contacted has been set as Inactive.
12	InternalFailure	Indicates that the operation failed due to Ehub internal error.
13	LicenseExceeded	Indicates when the license has been exceeded because of the call.
14	NoResourceAvailable	Indicates when there is no resource available for the call.
15	NoRouteAvailable	Indicates when there is no route available for the call.
16	NTSwitchDown	Switch goes down whilst on an ongoing call. Call is completed.
17	NTSwitchHungup	Switch gets an hungup request to disconnect the call.
18	NTSwitchRejectedRequest	Switch rejects a request to disconnect the call.
19	MaxQLen	Max queue length has been reached.
20	MaxQTime	Max queue time has been reached.
21	PrematureHangup	Ongoing call has been hanged up prematurely (for outbound voice mainly).
22	RejectedByOverflowService	Call has been rejected due the overflow operation.
23	RouteBeep	Beep signal is received.
24	RouteBusy	Busy signal is received.
25	RouteFax	Not used.
26	RouteHangup	Hangup operations (for outbound voice mainly).
27	RoutePlayMessage	A message is played to the receiver.
28	RouteCXP	Call is routed to CXP for an IVR operation.
29	ThirdPartyAvailable	Third party is available.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns (continued)

CallActionReasonId	CallActionReasonDesc	Detailed Description
30	ThirdPartyNotAvailable	Third party is not available.
31	TrunkLiceneExceeded	Circuit license has been exceeded.
32	UnAvailable	Indicates that reroute is not available for the call.
33	UnDefined	Indicates that the call is created for inbound call that comes into undefined DNIS.
34	UnManned	Indicates that the work type contacted has a reroute configured when Unmanned.
35	UserNotAvailable	The destination agent is not available. For example, Not Ready.
36	XferedByAgent	Agent transfers the call to either another agent, work type or externally.
37	ThirdPartyHungup	Third party hangs up the call in its end.
38	ConsultationComplete	Consultation is complete.
39	RoutePlayScript	A message is played to the receiver.
40	WaitForAgentExceeded	Wait for the agent exceeded the allotted time.
41	QueueMaxLengthExceeded	Max queue length has been exceeded.
42	UserLeftMessage	User has left a message.
43	UserAccessedMessage	User has accessed a message.
44	AgentHungUp	The agent has hanged up the call first.
45	Met Confidence Level	Not used.
46	Did Not Meet Confidence Level	Not used.
47	NLP Failed	Natural Language Processing failed.
48	NLP Assistance	Natural Language Processing assistance.
49	Agent Assistance	Agent assistance.
50	NLP And Agent Assistance	Natural Language Processing and Agent assistance.
51	ReRoute Unavailable	Reroute is not available.
52	PO Unavailable	For email. PO stands for Post Office. It indicates the UCM Server report the Service Connection broken.
53	Delivered	Outbound SMS delivered successfully.
54	Delivery Failed	Outbound SMS not deliverd.
55	RingNoAnswer	Call rang on the agent end, but hasn't answered.

Call Actions Table

Name: DIM_Call_Actions

Purpose: The Call Actions table identifies each interaction action.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Call_Actions ORDER BY Call_Action_Key

Call Actions Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Call_Action_Key	Call Action Key	int(4) not null	The unique key generated for the interaction action.
B	Call_Action_Desc	Call Action Description	nvarchar(150) not null	A description of the interaction action. (See the following table for possible values.)
C	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

The following table lists the possible values for Call_Action_Desc.

Possible Values for Call_Action_Key and Call_Action_Desc Fields

Call_Action_Key	Call_Action_Desc	Detailed Description
0	Unknown	Indicates that the interaction action for the interaction could not be determined during the course of the interaction. Occurrence of this interaction action should be minimal, if any.
1	Send Digits	Indicates an interaction action for an outbound interaction to play digits to the external party. Digits are sent in accordance to the disposition plan.
2	Canceled	Indicates that a consultation interaction failed due to a switch error, or that an email was responded to by a user but the eSwitch itself was taken down.
3	Transferred To Agent	Indicates that the interaction was with a user and was transferred to another user in the system. The interaction is considered complete for the initial user.
4	Did Not Route	Indicates that the interaction was targeted for a Customer Experience script or a voicemail but did not get completed due to the Customer Experience server being unavailable or the Customer Experience server being unable to handle the request.
5	Abandoned In Queue	Indicates that the customer abandoned the interaction after the interaction was placed in queue and was waiting for a user.
6	Abandoned Before Call Queue	Indicates that the customer abandoned the interaction before the interaction was answered and placed in queue for a user.

Possible Values for Call_Action_Key and Call_Action_Desc Fields

Call_Action_Key	Call_Action_Desc	Detailed Description
7	Customer Hungup During Script	Indicates that the customer was in an Customer Experience script and hung up the interaction prior to the completion of the Customer Experience script.
8	Answered	Indicates that the interaction was handled by a user, and no further intervention (i.e., consult, transfer) was required for this interaction.
9	Sent Fax	For outbound interactions, indicates that a fax was sent successfully.
10	Reserved	Not used.
11	Hungup	Used for outbound and DID interactions. For outbound interactions, indicates that the interaction was terminated by the system due to various legitimate dispositions, such as Busy, Fax Machine, Reorder, No Voice Detect, or Network Announcement. For DID interactions, indicates that the customer hung up.
12	Overflowed	Indicates that the interaction got overflowed due to a configurable item in the work type, such as max queue length or max queue time exceeded.
13	Played Message	Used for AOD work types, when the switch disposition requires that a message be played to the customer.
14	Rejected	Used in scenarios where an interaction action cannot be completed due to system configuration, such as a reroute to a work type that has no route point defined for it.
15	Rerouted	Indicates that the interaction got rerouted successfully due to the state of the work type, when the work type is either unmanned, holiday, or inactive.
16	Reroute Failed	Indicates that the interaction failed to get rerouted due to the state of the work type, when the work type is either unmanned, holiday, or inactive.
17	Voice Mail	Indicates that the interaction was routed to voicemail.
18	Transferred To External	Indicates that the interaction was with a user and was transferred to an external number. The interaction is considered complete for the initial user.
19	Transferred To Service	Indicates that the interaction was with a user and was transferred to another work type in the system. The interaction is considered complete for the initial user.
20	Reserved	Not used.
21	Call Complete	Used for consult, conference, and external interactions to indicate that the interaction was completed.
22	Played Script	For AOD interactions. Indicates that the interaction was transferred to a Customer Experience script successfully.
23	Abandoned By Switch	For AOD and manual interactions. Indicates that the switch hung up the interaction while attempting to connect the interaction to a user or to an external party. Includes AOD interactions hung up by the system due to wait for available user time expiration.
24	Abandoned By Customer	For AOD, chat, and IM interaction types. Indicates that the customer hung up while waiting to be connected to a user or external party.

Possible Values for Call_Action_Key and Call_Action_Desc Fields

Call_Action_Key	Call_Action_Desc	Detailed Description
25	New Message	Not used.
26	Message Accessed	Not used.
27	Abnormal Termination	Indicates that the route attempts for the interaction failed, a user logged out while still processing an email, an email communication to a switch failed, or the routes from a Customer Experience work type failed.
28	Auto Responded	Used for inbound emails, when an automated response was sent to the customer, and user involvement is not required.
29	Queued For Agent	Used for inbound emails, when an automated response was attempted, but did not meet the criteria, and the email got queued for a user.
30	Queued For Review	Used for inbound emails that have been responded to by a user, but require team lead review prior to response to the customer.
31	Queued For Send	Used for inbound emails that have been responded to by a user, and do <i>not</i> require review prior to response to the customer.
32	Marked Unread	Used for inbound emails that have had an error during processing by the email server, and are being queued for reprocessing.
33	Delivered	Used for inbound emails, and indicates that the email has been successfully sent out to the customer.
34	Delivery Failed	Used for emails that were attempted to be sent to the customer, but the system failed to deliver the email.
35	Warm transfer to service by agent	Used for voice interactions when a warm consultation with a work type (such as, a consultation with any user in the work type) was performed.
36	Call Superseded	Used for AOD preview interactions that were superseded by a higher priority ACD or CTI interaction.
37	Transferred to IPNIQ	Used for inbound interactions that were transferred to another system via IPNIQ.
38	IPNIQ Abandoned	Used for remote interactions queued by Enterprise Routing that were abandoned at the original site.
39	IPNIQ Handled Elsewhere	Used for remote interactions queued by Enterprise Routing that were routed to a different system.
40	IPNIQ Cancelled	Used for remote interactions queued by Enterprise Routing that were rejected by the system for routing.
41	IPNIQ Network Error	Used for remote interactions queued by Enterprise Routing in which the interactions were removed from queue due to a networking issue.
42	IPNIQ Handled Locally	Used for remote interactions handled by Enterprise Routing that were routed to a user on the remote node.
43	Unannounced / blind transfer to service by agent	Used for voice interactions when a warm consultation with a work type (such as, a consultation with any user in the work type) was performed.
44	Not Answered	Indicates that the interaction was not answered.

Possible Values for Call_Action_Key and Call_Action_Desc Fields

Call_Action_Key	Call_Action_Desc	Detailed Description
45	Transferred To Expert	Indicates that the interaction was transferred to an Expert (a person with a specific skill).
46	Call Ended in IVR	Indicates that the interaction ended with Interactive Voice Response (IVR).
47	Transferred to AQO	Used for interactions that were transferred to Advanced Queue Optimizer (AQO). AQO is a callback scheduler where customers can make a callback request during non-working hours or if interaction load is high.
48	Blind Transfer to Agent	Indicates that the interaction was transferred to a user with a blind transfer.
49	Blind Transfer to External	Indicates that the interaction was transferred to an external number with a blind transfer.
50	Email saved as draft	Indicates that the Email was saved as draft.
51	Agent panic logout Email saved as draft	Indicates that the Email was saved as draft due to agent logout.
52	Email No Reply	Indicates that the Email received no reply.
53	Email not exist	Indicates that the Email does not exist.
54	Schedule Promised Callback	Indicates that a callback was scheduled.
55	Virtual Call Warm Transfer Post Consult	Used for voice interactions after a warm consultation with a work type (such as, a consultation with any user in the work type) was virtually performed.
56	Virtual Call Abandoned	Indicates that a consultation was dropped and disconnected without talking to anyone.
57	Email Reassigned	Indicates that an email was reassigned.
58	Virtual Call Consult	Indicates that a consultation was established without a transfer.
59	Virtual Call Blind Transfer	Indicates that a consultation was not established, but a transfer was initiated.

Call Categories Table

Name: DIM_Call_Categories

Purpose: The Call Categories table identifies each interaction category.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Call_Categories

Call Categories Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Call_Category_Key	Call Category Key	int(4) not null	The key generated for the interaction category: 1 = Inbound 2 = Outbound 3 = Internal
B	Call_Category_Desc	Call Category Description	nvarchar(150) not null	A description of the interaction category: Inbound Outbound Internal
C	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Call Time Ranges Table

Name: DIM_Call_Time_Ranges

Purpose: The Call Time Ranges table holds interactions that are handled within a given time range.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Call_Time_Ranges ORDER BY Range_Key

Call Time Ranges Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Range_Key	Range Key	int(4) not null	The unique key generated for the interaction range.
B	Range_Start	Range Start	int(4) not null	The beginning second of the interaction range.
C	Range_End	Range End	int(4) not null	The ending second of the interaction range.
D	Range_Desc	Range Description	nvarchar(12) not null	A description of the interaction range, for example 0-30.

Call Types Table

Name: DIM_Call_Types

Purpose: The Call Types table identifies each interaction type.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Call_Types ORDER BY Call_Type_Key

Call Types Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Call_Type_Key	Call Type Key	int(4) not null	The unique key generated for the interaction type: 1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected

Call Types Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
B	Call_Type_Desc	Call Type Description	nvarchar(150) not null	A description of the interaction type: ACD AOD Conference Consult Transferred DID Fax M3 Manual Message Monitoring Recording ThirdPartyConsultXfer Undefined External VoiceMail Chat Email NLP Email Agent Selected Email Self Service Email Director Review Email Send Email Outbound AWD CTI Instant Message Instant Message Conference Instant Message Consultation IPNIQ Inbound SMS Inbound SMS Email Manual Outbound Self-Service Inbound Self-Service Outbound Self-Service Rejected
C	Media_Type_Key*	Media Type Key	tinyint(1)	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other
D	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Chat Originated URLs Table

Name: DIM_Chat_Originated_URLs

Purpose: The Chat Originated URLs table identifies each chat Uniform Resource Locator (URL) used by the system.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Chat_Originated_URLs ORDER BY URL_Key

Chat Originated URLs Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	URL_Key	URL Key	int(4) not null	The unique key generated for the URL.
B	Locale_Id_Source	Locale ID Source	int(4) not null	The identifier of the locale.
C	Chat_Originated_URL_Id_Source	Chat Originated URL ID Source	int(4) not null	The distinct identification number for the chat URL used by the system.
D	Create_Date_Time	Create Date Time	datetime2 not null	The date and time the record was first created.
E	Service_Key*	Service Key	int(4)	The unique key generated for the work type.
F	URL	URL	nvarchar(765)	The URL.
G	Name	Name	nvarchar(180)	The name associated with the URL.
H	Deleted	Deleted	int(4)	Indicates whether the record was deleted: 0 = No 1 = Yes
I	Delete_Date_Time	Delete Date Time	datetime2	The date and time the record was deleted.
J	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for this data source.
K	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
L	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record was last updated.

Circuits Table

Name: DIM_Circuits

Purpose: The Circuits table identifies each circuit (trunk) in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Circuits ORDER BY Circuit_Key

Circuits Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Circuit_Key	Circuit Key	int(4) not null	The unique key generated for the circuit.
C	Site_Key*	Site Key	int(4) not null	The unique key for the domain.
D	Switch_Key*	Switch Key	int(4) not null	The unique key for the switch.
E	Slot_Id_Source	Slot ID Source	int(4) not null	The identifier of the slot for the domain.
F	Circuit_Id_Source	Circuit ID Source	int(4) not null	The identifier of the circuit.
G	Circuit_Description	Circuit Description	nvarchar(120)	A description of the circuit (trunk).
H	Circuit_Label	Circuit Label	nvarchar(128)	A label for the circuit.
I	Trunk_To_Trunk_Allow_Flag	Trunk to Trunk Allow Flag	int(4)	Indicates whether trunk to trunk transfers are allowed on the circuit:: 0 = No 1 = Yes

Circuits Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
J	Circuit_Type	Circuit Type	int(4)	The type of circuit: 0 = None 1 = E1 2 = ISDN 23 3 = ISDN 30 4 = MS 180 5 = CONFERENCE 6 = FAX 7 = ATM 8 = DST 9 = Analog 10 = IP 11 = Global 12 = T1 13 = Unknown 14 = MSI160 15 = MSI240 16 = SPEECH 17 = XDS_21 18 = Analog trunk 19 = CONFERENCE 20 = Analog station 21 = Loop start 22 = Call Control 23 = Timeslot Reservation
K	Num_Of_Channels	Number of Channels	int(4)	The number of channels in the circuit.
L	Circuit_Status_Id_Source	Circuit Status ID Source	int(4)	The identifier of the status of the circuit.
M	Create_Date_Time	Create Date Time	datetime2	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
N	Deleted_Flag	Deleted Flag	int(4)	Indicates whether the circuit has been deleted: 0 = No 1 = Yes
O	Uq_Circuit_Id_Source	Unique Circuit ID Source	nvarchar(37) not null	The unique identifier of the circuit.
P	Trunk_Type_Id_Source	Trunk Type ID Source	int(4)	The identifier of the trunk type:

Circuits Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
Q	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
R	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Contact Types Table

Name: DIM_Contact_Types

Purpose: The Contact Types table identifies each interaction type.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Contact_Types ORDER BY Contact_Type_Key

Contact Types Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Contact_Type_Key	Contact Type Key	int(4) not null	The unique key generated for the interaction type: -1 = Standard 0 = Undefined 1 = Queued Service Call 2 = DID Call 3 = Incoming Consultation Call 4 = Outgoing Consultation Call 5 = External Call 6 = Transferred-In Service Call 7 = Incoming Conference Call 8 = Outgoing Conference Call 9 = Multi Transferred-In Service Call 10 = Multi DID Call 11 = Multi Incoming Consultation Call 12 = Multi Outgoing Consultation Call 13 = Multi External Call 14 = Multi Incoming Conference Call 15 = Multi Outgoing Conference Call 16 = Transferred-In Non-Service Call
B	Contact_Type_Desc	Contact Type Description	nvarchar(150) not null	A description of the interaction type: Standard Undefined Queued Service Call DID Call Incoming Consultation Call Outgoing Consultation Call External Call Transferred-In Service Call Incoming Conference Call Outgoing Conference Call Multi Transferred-In Service Call Multi DID Call Multi Incoming Consultation Call Multi Outgoing Consultation Call Multi External Call Multi Incoming Conference Call Multi Outgoing Conference Call Transferred-In Non-Service Call

Contact Types Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
C	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Dial Mode Table

Name: DIM_Dial_Mode

Purpose: The Dial Mode table identifies each type of dial mode in the data source.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Dial_Mode ORDER BY Dial_Mode_Key

Dial Mode Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Dial_Mode_Key	Dial Mode Key	int(4) not null	The key generated for the dialing mode: 1 = Automatic 2 = Predictive 3 = Preview 4 = Precision 5 = Blaster
B	Dial_Mode	Dial Mode	nvarchar(10) not null	The dial mode: AUTO PRED PREV PREC BLAS
C	Dial_Mode_Description	Dial Mode Description	nvarchar(30)	A description of the dial mode: Automatic Predictive Preview Precision Blaster

Disposition Class Table

Name: DIM_Disposition_Class

Purpose: The Disposition Class table identifies each disposition class in the data source for a particular locale.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Disposition_Class ORDER BY Disposition_Class_Key

Disposition Class Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Disposition_Class_Key	Disposition Class Key	int(4) not null	The unique key generated for the disposition class.
C	Locale_Id_Source	Locale ID Source	int(4) not null	The identifier of the locale.
D	Disposition_Class_Id_Source	Disposition Class ID Source	int(4) not null	The identifier of the disposition class. 0 =System Disposition Class 999999 = Outbound Message Disp Class 1000000 and above = User configured Disposition Class
E	Create_Date_Time	Create Date and Time	datetime2 not null	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
F	Disposition_Class_Desc	Disposition Class Description	nvarchar(30)	A description of the disposition class.
G	Deleted	Deleted	int(4)	Indicates whether the record has been deleted: 0 = No 1 = Yes
H	Delete_Date_Time	Delete Date and Time	datetime2	The date and time the record was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Disposition Class Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
I	Id_Source	Identifier Source	int(4) not null	This field is used internally by the system.
J	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
K	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	<p>The date and time when the record was last updated.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>

Disposition Plan Table

Name: DIM_Disposition_Plan

Purpose: The Disposition Plan table identifies each disposition plan in the data source and provides the number of chat and voice dispositions.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Disposition_Plan ORDER BY Disposition_Plan_Key

Disposition Plan Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Disposition_Plan_Key	Disposition Plan Key	int(4) not null	The unique key generated for the disposition plan.
C	Id_Source	Identifier Source	bigint(8) not null	This field is used internally by the system.
D	Disposition_Plan_Id_Source	Disposition Plan ID Source	int(4) not null	The identifier of the disposition plan.
E	Disposition_Plan_Description	Disposition Plan Description	nvarchar(80)	A description of the disposition plan.
F	Disposition_Plan_Type_Id_Source	Disposition Plan Type ID Source	int(4)	The identifier of the disposition plan type.
G	Num_Voice_Dispositions	Number of Voice Dispositions	int(4)	The number of voice dispositions.
H	Num_Chat_Dispositions	Number of Chat Dispositions	int(4)	The number of chat dispositions.
I	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
J	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Dispositions Table

Name: DIM_Dispositions

Purpose: The Dispositions table identifies each disposition, disposition class, and disposition type in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Dispositions ORDER BY Disposition_Key

Dispositions Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Disposition_Key	Disposition Key	int(4) not null	The unique key generated for the disposition.
B	Site_Key*	Site Key	int(4) not null	The unique key for the domain.
C	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
D	Site_Id_Source	Site ID Source	int(4) not null	Not used.
E	Disposition_Type_Id_Source	Disposition Type ID Source	int(4)	The type of disposition: 1 = System Dispositions 2 = Customer/User Dispositions
F	Disposition_Class_Id_Source	Disposition Class ID Source	int(4)	The Disposition_Class_Id generated from Dim_Disposition_Class table: 0 = Gateway (system) disposition class 999999 = Outbound Message (system) Disposition class 1000000 and above = User configured Disposition Class from the Via User Experience Configuration Manager.
G	Disposition_Id_Source	Disposition ID Source	int(4) not null	The identifier of the application.
H	Disposition_Type_Desc	Disposition Type Description	nvarchar(150)	A description of the disposition type.
I	Disposition_Desc	Disposition Description	nvarchar(150)	A description of the disposition.
J	Contact_Flag	Contact Flag	tinyint(1)	Indicates whether the interaction was assigned a Contact disposition code: 0 = No 1 = Yes

Dispositions Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
K	Sales_Flag	Sales Flag	tinyint(1)	Indicates whether the interaction was assigned a Sales disposition code: 0 = No 1 = Yes
L	Create_Date	Created Date	datetime2	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
M	Deleted	Deleted	int(4)	Indicates whether the record was deleted: 0 = No 1 = Yes
N	Delete_Date	Deleted Date	datetime2	The date and time the record was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
O	Id_Source	Identifier Source	int(4) not null	This field is used internally by the system.
P	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
Q	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

DNIS Table

Name: DIM_DNIS

Purpose: The DNIS table identifies each Dialed Number Identification Service (the number dialed) in the data source.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables

Data Pull Query: SELECT * FROM DIM_DNIS ORDER BY DNIS_Key.

DNIS Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	DNIS_Key*	DNIS Key	int(4)	The key generated for the DNIS.
B	DNIS	DNIS	nvarchar(128)	Dialed Number Identification Service - the number dialed.
C	Description	Description	nvarchar(128)	A description of the skill level.
D	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
E	Site_Key *	Site Key	int(4) not null	The unique key for the domain.
F	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated.
G	Data_Task_Id *	Data Task ID	bigint(8) not null	The identifier of the data task.

Email States Table

Name: DIM_Email_States

Purpose: The Email States table identifies each email state.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Email_States ORDER BY Email_State_Key

Email States Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Email_State_Key	Email State Key	int(4) not null	<p>The unique key generated for the email state:</p> <p>1 = New Email that has been read in by UCM Server and persist to repository, but does not notify CC yet.</p> <p>2 = New Email waits for Agent.</p> <p>3 = New Email waits for Agent (CC need 2 new states for its operation).</p> <p>4 = In Active State with the Agent</p> <p>5 = In Wrap State with the Agent.</p> <p>6 = To-be-replied Email waits for Supervisor review.</p> <p>7 = Review-required email in the reviewing state.</p> <p>8 = Agent saved email draft.</p> <p>9 = Agent retrieves the draft and is working on it now.</p> <p>10 = Is transferred email.</p> <p>11 = Agent gets the transferred Email and is working on it now.</p>
B	Email_State_Desc	Email State Description	nvarchar(128) not null	<p>A description of the email state.</p> <ul style="list-style-type: none"> • A description of the email state: New Email that has been read in by UCM Server and persist to repository, but does not notify CC yet. • New Email waits for Agent. • New Email waits for Agent (CC need 2 new states for its operation). • In Active State with the Agent • In Wrap State with the Agent. • To-be-replied Email waits for Supervisor review. • Review-required email in the reviewing state. • Agent saved email draft. • Agent retrieves the draft and is working on it now. • Is transferred email. • Agent gets the transferred Email and is working on it now.

Email States Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
C	Email_State_Short_Desc	Email State Short Description	nvarchar(40) not null	A short description of the email state: Initial New-1 New-2 Active Wrap Wait-for-Reason Read Draft Draft Active Transferred Transferred Active
D	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Media Types Table

Name: DIM_Media_Types

Purpose: The Media Types table identifies each channel in the data source.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Media_Types ORDER BY Media_Type_Key

Media Types Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Media_Type_Key	Media Type Key	int(4) not null	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other
B	Media_Type_Desc	Media Type Description	nvarchar(150) not null	A description of the channel: None Voice Chat EMail AWD M3 Instant Message Outbound Message Social SMS Web Other
C	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Modification Type Table

Name: DIM_Modification_Type

Purpose: The Modification Type table identifies each type of modification in the data source.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Modification_Type ORDER BY
Modification_Type_Key

Modification Type Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Modification_Type_Key	Modification Type Key	int(4) not null	The unique key generated for the modification type: 1 = Inserted 2 = Updated 3 = Deleted
B	Modification_Desc	Modification Type Description	nvarchar(20)	A description of the modification type: Inserted Updated Deleted
C	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Resource Groups Table

Name: DIM_Resource_Groups

Purpose: The Resource Groups table identifies each resource group in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Resource_Groups ORDER BY Resource_Group_Key

Resource Groups Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for this data source.
B	Resource_Group_Key	Resource Group Key	int(4) not null	The unique key generated for the resource group.
C	Site_Key*	Site Key	int(4) not null	The unique key generated for the domain.
D	Site_Id_Source	Site ID Source	int(4) not null	Not used.
E	Resource_Group_Type_Id_Source	Resource Group Type ID Source	int(4) not null	The identifier of the resource group type: 0 = None 2 = Tie 4 = EM 5 = DSP 6 = SVI over sRTP
F	Resource_Group_Id_Source	Resource Group ID Source	int(4) not null	The identifier of the resource group: 0 = None 1 = SIP-RG 2 = SMS-RG
G	Resource_Group_Desc	Resource Group Description	nvarchar(150) not null	A description of the resource group: None SIP-RG SMS-RG
H	Id_Source	Identifier Source	int(4) not null	This field is used internally by the system.
I	Create_Date	Created Date	datetime2	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Resource Groups Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
J	Deleted	Deleted	int(4)	Indicates whether the record was deleted: 0 = No 1 = Yes
K	Delete_Date	Deleted Date	datetime2	The date and time the record was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
L	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
M	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Service Group Table

Name: DIM_Service_Group

Purpose: The Service Group table identifies each work type group in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Service_Group ORDER BY Service_Group_Key

Service Group Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Service_Group_Key	Service Group Key	int(4) not null	The unique key generated for the work type group.
C	Id_Source	Identifier Source	bigint(8) not null	This field is used internally by the system.
D	Service_Key*	Service Key	int(4) not null	The unique key generated for the work type.
E	Agent_Key*	Agent Key	int(4) not null	The unique key generated for the user.
F	Modified_Date_Time	Modified Date and Time	datetime2	The date and time when the record was last modified. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
G	Agent_Order	Agent Order	int(4)	The order for user routing in a terminal, circular, or skill-based scenario.
H	Skill_Weight	Skill Weight	int(4)	The weight for the skill.
I	Review_Emails	Review Emails	int(4)	Indicates whether the user has the capability to review emails: 0 = No 1 = Yes
J	CD_Assigned_Flag	CD Assigned Flag	int(4)	Indicates whether the user is initially placed into the work type upon login: 0 = No 1 = Yes

Service Group Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
K	Auto_Recording	Auto Recording	int(4)	Indicates whether all interactions for the user should be recorded: 0 = No 1 = Yes
L	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
M	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Service Types Table

Name: DIM_Service_Types

Purpose: The Service Types table identifies each type of work type.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Service_Types ORDER BY Service_Type_Key

Service Types Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Service_Type_Key	Service Type Key	int(4) not null	The key generated for the type of work type: 0 = No Service Type 1 = Inbound 2 = External 3 = M3 4 = Outbound 5 = Chat 6 = Inbound Email 7 = Workflow 9 = Dynamic Inbound 12 = CTI 13 = Instant Message 14 = Outbound Email 15 = Outbound SMS 16 = Aspect Social 17 = Inbound SMS 100 = Self-Service
B	Service_Type_Desc	Service Type Description	nvarchar(150) not null	A description of the type of work type: No Service Type Inbound External M3 Outbound Chat Inbound Email Workflow Dynamic Inbound CTI Instant Message Outbound Email Outbound SMS Aspect Social Inbound SMS Self-Service

Service Types Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
C	Media_Type_Key*	Media Type Key	int(4) not null	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other
D	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Services Table

Name: DIM_Services

Purpose: The Services table identifies each work type in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Services ORDER BY Service_Key

Services Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Service_Key	Service Key	int(4) not null	The unique key generated for the work type.
B	Enterprise_Service_Key	Enterprise Service Key	int(4)	The unique key generated for the enterprise work type.
C	Site_Key*	Site Key	int(4)	The key for the domain.
D	Service_Type_Key*	Service Type Key	int(4)	The key generated for the type of work type: 0 = No Service Type 1 = Inbound 2 = External 3 = M3 4 = Outbound 5 = Chat 6 = Inbound Email 7 = Workflow 9 = Dynamic Inbound 12 = CTI 13 = Instant Message 14 = Outbound Email 15 = Outbound SMS 16 = Aspect Social 17 = Inbound SMS 100 = Self-Servic
E	Application_Key*	Application Key	int(4)	Not used.
F	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
G	Service_Id_Source	Service ID Source	int(4) not null	The identifier of the work type.
H	Service_Desc	Service Description	nvarchar(150)	A description of the work type.
I	Service_Short_Name	Service Short Name	nvarchar(20)	A short description of the work type.

Services Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
J	Service_Level	Service Level Threshold	int(4)	The Goal Service Percent as set in the configuration for inbound voice work types under Work Type Settings\ Service tab\ Goal Service Percent field.
K	Create_Date	Create date	datetime(2) null	The date and time the service was created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
L	Deleted	Deleted flag	int null	Indicates whether the service is deleted. 1=Yes 0= No
M	Delete_Date	Delete date	datetime(2) null	The date and time the service was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
N	Id_Source	Identifier Source	int(4) not null	This field is used internally by the system.
O	Id2_Source	Identifier 2 Source	int(4)	This field is used internally by the system.
P	Id3_Source	Identifier 3 Source	int(4)	This field is used internally by the system.
Q	Id4_Source	Identifier 4 Source	int(4)	This field is used internally by the system.
R	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
S	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Sites Table

Name: DIM_Sites

Purpose: The Sites table identifies each domain in the data source.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Sites ORDER BY Site_Key

Sites Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Site_Key	Site Key	int(4) not null	The key generated for the domain.
B	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
C	Site_Id_Source	Site ID Source	int(4) not null	Not used.
D	Id2_Source	Identifier 2 Source	int(4)	This field is used internally by the system.
E	Site_Desc	Site Description	nvarchar(150) not null	A description of the domain.
F	Site_Type	Site Type	int(4)	The domain type.
G	Id_Source	Identifier Source	int(4) not null	This field is used internally by the system.
H	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record was last updated. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
I	Deleted	Deleted	int(4)	Indicates whether the domain has been deleted: 0 = No 1 = Yes
J	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Skill Groups Table

Name: DIM_Skill_Groups

Purpose: The Skill Groups table identifies each skill group in the data source for a particular locale.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Skill_Groups ORDER BY Skill_Group_Key

Skill Groups Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Skill_Group_Key	Skill Key	int(4) not null	The unique key generated for the skill group.
B	Locale_Id_Source	Locale ID Source	int(4) not null	The identifier of the locale.
C	Skill_Group_Id_Source	Skill Group ID Source	int(4) not null	The identifier of the skill group.
D	Create_Date	Create Date	datetime2 not null	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
E	Skill_Group_Description	Skill Group Description	nvarchar(80)	A description of the skill group.
F	Deleted	Deleted	int(4) not null	Indicates whether the skill group has been deleted: 0 = No 1 = Yes
G	Delete_Date	Delete Date	datetime2	The date and time the record was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
H	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
I	Data_Task_Id*	Data Task ID	bigint(8)	The identifier of the data task.

Skill Groups Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
J	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	<p>The date and time when the record last changed.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>

Skill Levels Table

Name: DIM_Skill_Levels

Purpose: The Skill Levels table identifies each skill level in the data source for a particular locale.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Skill_Levels ORDER BY Skill_Level_Key

Skill Levels Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Skill_Level_Key	Skill Level Key	int(4) not null	The unique key generated for the skill level.
C	Id_Source	ID Source	bigint(8) not null	This field is used internally by the system.
D	Skill_Key*	Skill Key	int(4) not null	The unique key generated for the skill.
E	Level_Id_Source	Level ID Source	int(4) not null	The identifier of the skill level.
F	Modified_Date_Time	Modified Date and Time	datetime2 not null	The date and time when the modification was made. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
G	Description	Description	nvarchar(40)	A description of the skill level.
H	Amount	Amount	real	The level of the skill level
I	Weight	Weight	real	The weight of the skill level.
J	Display_Order	Display Order	int(4)	The display order of the skill levels within the skill definition.
K	Modifying_Agent_Key	Modifying Agent Key	int(4)	The unique key generated for the user that made modification.
L	Component	Component	nvarchar(40)	A description of the component.
M	Originating_Site_Key*	Originating Site Key	int(4)	Not used.

Skill Levels Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
N	Originating_Date_Time	Originating Date and Time	datetime2	The date and time when the modification was made. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
O	Modification_Type_Key	Modification Type Key	int(4)	The unique key generated for the type of modification.
P	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
Q	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Skills Table

Name: DIM_Skills

Purpose: The Skills table identifies each skill in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Skills ORDER BY Skill_Key

Skills Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Create_Date	Create Date Time	datetime2 not null	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
B	Locale_Id_Source	Locale ID Source	int(4) not null	The identifier of the locale.

Skills Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
C	Site_Key*	Site Key	int(4)	The unique key generated for the domain.
D	Skill_Key	Skill Key	int(4) not null	The unique key generated for the skill.
E	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
F	Skill_Id_Source	Skill ID Source	int(4) not null	The identifier of the skill.
G	Skill_Desc	Skill Description	nvarchar(150)	A description of the skill.
H	Deleted	Deleted	int(4)	Indicates whether the skill group has been deleted: 0 = No 1 = Yes
I	Delete_Date	Delete Date	datetime2	The date and time the record was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
J	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
K	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Switches Table

Name: DIM_Switches

Purpose: The Switches table identifies each switch in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Switches ORDER BY Switch_Key

Switches Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Switch_Key	Switch Key	int(4) not null	The unique key generated for the switch.
C	Site_Key*	Site Key	int(4) not null	The unique key generated for the domain.
D	Site_Id_Source	Site ID Source	int(4) not null	Not used.
E	Switch_Id_Source	Switch ID Source	int(4) not null	The identifier of the switch.
F	Id_Source	Identifier Source	int(4) not null	This field is used internally by the system.
G	Switch_Desc	Switch Description	nvarchar(240)	A description of the switch.
H	Ip_Address	IP Address	nvarchar(20)	The IP address of the switch.
I	Machine_Name	Machine Name	nvarchar(80)	The name of the machine.
J	Num_Slots	Number of Slots	int(4)	The number of slots on this switch.
K	Num_Circuits	Number of Circuits	int(4)	The number of circuits on this switch.
L	Num_Channels	Number of Channels	int(4)	The number of channels on this switch.
M	Create_Date	Created Date	datetime2	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
N	Deleted	Deleted	int(4)	Indicates whether the record was deleted: 0 = No 1 = Yes

Switches Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
O	Delete_Date	Deleted Date	datetime2	The date and time the record was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
P	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
Q	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Workgroups Table

Name: DIM_Workgroups

Purpose: The Workgroups table identifies each team in the data source for a particular domain.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM DIM_Workgroups ORDER BY Workgroup_Key

Workgroups Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
B	Workgroup_Key	Workgroup Key	int(4) not null	The key generated for the team.
C	Site_Key*	Site Key	int(4)	The key generated for the domain.
D	Site_Id_Source	Site ID Source	int(4)	Not used.
E	Workgroup_Id_Source	Workgroup ID Source	int(4)	The identifier of the team.
F	Workgroup_Desc	Workgroup Description	nvarchar(150)	A description of the team.
G	Workgroup_Type	Workgroup Type	int(4)	Indicates whether the team is a knowledge worker team: 0 = No 1 = Yes
H	Id_Source	Identifier Source	int(4)	This field is used internally by the system.
I	Create_Date	Created Date	datetime2	The date and time the record was first created. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
J	Deleted	Deleted	int(4)	Indicates whether the record was deleted: 0 = No 1 = Yes

Workgroups Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
K	Delete_Date	Deleted Date	datetime2	The date and time the record was deleted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
L	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
M	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Chapter 3

Enterprise Historical Reporting Fact Tables

This chapter contains descriptions of the Enterprise Historical Reporting fact tables downloaded with Reporting Data Export Manager.

Fact tables contain fields (foreign keys) that link to other tables, providing information about various dimensions of enterprise activity. For example, `Disposition_Key` links to a `Dispositions` dimension table, where records describe the types and classes of dispositions. You can view and analyze data from various perspectives by selecting dimensions.

Fact tables also contain fields that provide values and data associated with enterprise activity, such as `Num_Interactions` and `Dur_Active_Time`.

This chapter lists both detail and summary fact tables. These tables provide enterprise data used for reporting. Detail tables contain records of facts, including: metric fields that contain measurable data, such as `Dur_Queue_Time`, nonmetric fields that further identify a transaction, such as flags indicating special characteristics, and fields containing unique identifiers that point to the record, such as `ANI`. Summary tables contain dimension fields and data fields summarized in 15-minute intervals.

The following tables are described in this chapter:

- Agent Activity Detail Table
- Agent Not Ready Summary Table
- Agent Service Summary Table
- Agent Sign In Summary Table
- Agent Activity Summary Table
- Callback Detail Table
- Contact Detail Table
- Email State Detail Table
- Media Agent Summary Table
- Media Data Detail Table
- Media Service Summary Table
- OFCOM Service Summary Table
- OFCOM Stats Summary Table
- Offered Profile Summary Table
- OnCall Activity Detail Table
- UMID Detail Table

The following information is presented for each data model table:

- **Name:** The name of the data model table to use when you create custom reports.

- **Purpose:** The purpose of the table, including what each row (record in the table) represents.
- **Excel Column:** If you are opening the CSV files using Excel, the letters in each column header help orient you to field information in this guide.
- **Field Name:** The name of the field to use when you create custom reports. Fields ending in *_Id* are identifiers from the Aspect source. Fields ending in *_Key* are generated by the reporting data engine and are not collected from the Aspect source.
- **Field Description:** A brief description of the information in the field.
- **Data Type:** Valid data the field can contain. The following are data types in the system data model that you can use as variables in a custom report:
 - *varchar(n)*—Variable-length combinations of letters, numbers, and symbols. Examples of character type information include names, addresses, and codes. *n* indicates the *maximum* number of characters that the field or variable can contain.
 - *tinyint*—Whole numbers between 0 and 255, inclusive. This data type stores 1 byte of data.
 - *int*—Whole numbers between -2,147,483,648 and 2,147,483,647, inclusive. This data type stores 4 bytes of data.
 - *bigint*—Whole numbers between -9,223,372,036,854,775,808 and 9,223,372,036,854,775,807, inclusive. This data type stores 8 bytes of data.
 - *float*—Floating point numeric data (for approximate numbers). This data type stores 4 bytes of data.
 - *datetime2*—Based on the SQL date format; includes date and time in string format: YYYY-MM-DD hh:mm:ss.
- **Comments:** The valid range of values the field can contain. Also used for special characteristics, constraints, and formatting information. *Identifier* is generally a Fact where many records can use the same identifier value.

Note: Enterprise Historical data exports naming convention specifies the 24-hours time period referring to UTC. This is due to all timestamps for specific fields on the files are stored in UTC. The information will be updated accordingly when target time zone reverts Daylight Savings to Standard Time. Here's an example for a user in the US Central Time zone. The adjustments vary for users in other time zones.

1. During DST Time, the name will be enterprise-historical-reporting-from-2020-04-20_05:00-to-2020-04-21_05:00.tar.gz.
2. On the morning following the change to Standard Time, the name will be enterprise-historical-reporting-from-2020-11-01_05_00-to-2020-11-02_06_00.tar.gz, and will include the 25-hours of data (1 extra).
3. During Standard Time, the name will be enterprise-historical-reporting-from-2020-12-14_06:00-to-2020-12-15_06:00.tar.gz.
4. On the morning following change to DST, the name will be enterprise-historical-reporting-from-2021-03-14-21_06_00-to-2021-03-15_05_00.tar.gz, and will contain 23-hours of data.

Agent Activity Detail Table

Name: FACT_Agent_Activity_Detail

Purpose: The Agent Activity Detail table provides user status information.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_Agent_Activity_Detail WHERE Start_Date_Time >= @begin AND Start_Date_Time < @end ORDER BY Start_Date_Time, End_Date_Time ASC

Agent Activity Detail Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Site_Key*	Site Key	int(4) not null	Not used.
C	Service_Key*	Service Key	int(4) not null	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
D	Agent_Key*	Agent Key	int(4) not null	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
E	Workgroup_Key*	Workgroup Key	int(4) not null	The key for the team generated for DIM_Workgroups.Workgroup_Key. Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.
F	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
G	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
H	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter hour (yyyy01-yyyy04).
I	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyy00, for example October 2014 appears as 20141000.
J	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).

Agent Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
K	Day_Key	Day Key	int(4) not null	The identifier of the date in yyyyymmdd format.
L	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
M	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
N	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter starting from 1-96.
O	Minute_Key	Minute Key	int(4) not null	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.

Agent Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
P	Status_Key*	Status Key	int(4)	<p>The key for the user status from DIM_Agent_Status.Agent_Status_Key:</p> <ul style="list-style-type: none"> 0 = Logging In 1 = Idle 2 = Active 3 = Preview 4 = Wrap 5 = Not Ready 6 = On Hold 7 = Waiting (System) 8 = Waiting (Admin) 9 = Waiting (Hangup) 10 = Dialing 11 = Consulting 12 = 3-Way 13 = Active (Dial) 14 = Internal 15 = Manual 16 = Feature 17 = On Hook 18 = Invalid State (NotUsed) 19 = Chatting 20 = Logged Out 21 = Invalid State (AppReady) 22 = Wrap Warning 23 = Active (DID) 24 = Other 25 = Park 26 = Park Warning 27 = Accepting Call 28 = Wait Connection 29 = Reject Reason 30 = Active IM 31 = Multi 32 = Reserved 33 = Inactive 34 = Workflow 35 = Email <p>Note that only 0,1,5,6,20,25,29,30 Null / blank appear in this table. Entries with NULL or blank represent calls that were active or in wrap at the time.</p>
Q	Sequence_Number	Sequence Number	int(4)	The unique identification number given to the interaction. The sequence number is used to trace an interaction across different work types.
R	Call_Id_Source	Call ID Source	int(4)	The identifier of the interaction.

Agent Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
S	Reason_Key*	Reason Key	int(4)	<p>The key for the user status reason from DIM_Agent_Status_Reason.Agent_Status_Reason_Key:</p> <p>1= Not Ready 2= Maintenance 3= Phone Fault 4= Adv. Feature 5= Rejected Call 6= Controlled Call Connection Timeout 7= Call By Call Feature 8= Initial Login 9= Adhoc CTI Call 10= CD Logged Out 11= Maintenance 12= Call Rejected Unknown Reason 13 = IMing 14= Failover 15= Unknown 16= Park 17= Initial Login 18= Rejected Call 19= Contolled Call ConnectionTimeout</p> <p>Note: The above mentioned values are default values. You can use the Configuration Manager to configure additional values for Not Ready, Logged Out, Park and Call Rejected Reason.</p>
T	Park_Flag	Park Flag	int(4)	<p>Indicates whether the user was in the Park state when this data was gathered:</p> <p>0 = No 1 = Yes</p>
U	Start_Date_Time	Start Date Time	datetime2 not null	<p>The date and time when the activity started.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>

Agent Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
V	End_Date_Time	End Date Time	datetime2	The date and time when the activity ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
W	Dur_Time	Time	int(4)	The amount of time, in seconds, the user spent in the current status.
X	Dur_Wrap_Time	Wrap Time	int(4)	The total amount of time, in seconds, the user spent in the Wrap state.
Y	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
Z	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record. For Login and Logout records, the identifier is non-unique.
AA	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Agent Activity Summary Table

Name: Fact_Agent_Activity_Sum

Purpose: The FACT Agent Activity Summary table provides a near real-time view of agent activity. Agent activity is recorded when an agent signs on to the Unified IP system.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM UIPDW.UIP.FACT_Agent_Activity_Sum WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time ASC

Agent Activity Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Service_Key*	Service Key	int(4) not null	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
C	Workgroup_Key*	Workgroup Key	int(4) not null	The key for the team generated for DIM_Workgroups.Workgroup_Key. Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.
D	Agent_Key*	Agent Key	int(4) not null	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
E	Site_Key*	Site Key	int(4) not null	Not used.
F	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
G	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
H	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
I	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyyymm00, for example October 2014 appears as 20141000.

Agent Activity Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
J	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
K	Day_Key	Day Key	int(4) not null	The identifier of the date in yyyymmdd format.
L	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
M	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
N	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
O	Minute_Key	Minute Key	int(4) not null	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
P	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time of the beginning of the interval in which the interaction was recorded.
Q	End_Date_Time	End Date Time	datetime2	The date and time when the interaction ended.
R	Dur_Idle_Time	Idle Time	int	The total amount of time, in seconds, the agent spent in the Idle state over the period of summary.
S	Dur_Login_Time	Login Time	int	The total amount of time, in seconds, the agent was logged in over the period of summary.
T	Dur_Notready_Time	Notready Time	int	The total amount of time, in seconds, the agent spent in the Not Ready state over the period of summary.
U	Dur_Gap_Time	Gap Time	int	The total amount of time, in seconds, not accounted for over the period of summary. Calculation: Login Time - (Idle Time + Not Ready Time + Active Time + Preview Time + Wrap Time)
V	Dur_Park_Time	Park Time	int	The total amount of time, in seconds, the agent spent in the Park state over the period of summary.
W	Dur_Park_Idle_Time	Park Idle Time	int	The total amount of time, in seconds, the agent spent Idle while in the Park state over the period of summary.
X	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed.

Agent Activity Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
Y	Login_Date_Time	Login Date Time	int	The total amount of time, in seconds, the agent was logged in over the period of summary.
Z	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
AA	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Agent Not Ready Summary Table

Name: FACT_Agent_Not_Ready_Sum

Purpose: The FACT Agent Not Ready Summary table summarizes agent Not Ready time, including the amount of time agents spent in the Not Ready state and reasons for entering Not Ready.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_Agent_Not_Ready_Sum WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time ASC

Agent Not Ready Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Site_Key*	Site Key	int(4) not null	Not used.
B	Agent_Key*	Agent Key	int(4) not null	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
C	Workgroup_Key*	Workgroup Key	int(4)	The key for the team generated for DIM_Workgroups.Workgroup_Key. Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.
D	Login_Date_Time			
E	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time of the beginning of the interval in which the interaction was recorded.
F	End_Date_Time	End Date Time	datetime2	The date and time when the interaction ended.
G	Dur_Not_Ready_Time	Not Ready Time	int	The total amount of time in seconds the user spent in the Not Ready state during summary period.

Agent Not Ready Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
H	Agent_Status_Key	Agent Status Key	int	<p>The unique key generated for the agent status:</p> <p>0 = Logging In 1 = Idle 2 = Active 3 = Preview 4 = Wrap 5 = Not Ready 6 = On Hold 7 = Waiting (System) 8 = Waiting (Admin) 9 = Waiting (Hangup) 10 = Dialing 11 = Consulting 12 = 3-Way 13 = Active (Dial) 14 = Internal 15 = Manual 16 = Feature 17 = On Hook 18 = Invalid State (NotUsed) 19 = Chatting 20 = Logged Out 21 = Invalid State (AppReady) 22 = Wrap Warning 23 = Active (DID) 24 = Other 25 = Park 26 = Park Warning 27 = Accepting Call 28 = Wait Connection 29 = Reject Reason 30 = Active IM 31 = Multi 32 = Reserved 33 = Inactive 34 = Workflow 35 = Email</p>
I	Agent_Status_Reason_key	Agent Status Reason Key	int	The key generated for the reason for the agent status.
J	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
K	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
L	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
M	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyyymm00, for example October 2014 appears as 20141000.

Agent Not Ready Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
N	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
O	Day_Key	Day Key	int(4) not null	The identifier of the date in yyyyymmdd format.
P	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
Q	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
R	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
S	Minute_Key	Minute Key	int(4) not null	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
T	Tenant_Id_Source*	Tenant ID Source	int(4)	Not used.
U	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
V	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed.
W	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
X	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Agent Service Summary Table

Name: FACT_Agent_Service_Sum

Purpose: The FACT Agent Service Summary table contains contact metrics summarized by agent and service. In addition to providing time spent in different states for a service, this table contains a row for each type of contact handled by an agent for a particular service during the specified time period.

An asterisk (*) indicates that the field can be used to join this table with another.

There is no primary key on this table.

Data Pull Query: SELECT * FROM FACT_Agent_Service_Sum WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time ASC

Agent Service Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
B	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
C	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
D	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
E	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyymm00, for example October 2014 appears as 20141000.
F	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
G	Day_Key	Day Key	int(4)	The identifier of the date in yyymmdd format.
H	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
I	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
J	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
K	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
L	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).

Agent Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
M	Workgroup_Key*	Workgroup Key	int(4)	The key for the team generated for DIM_Workgroups.Workgroup_Key. Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.
N	Agent_Key*	Agent Key	int(4)	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
O	Service_Key*	Service Key	int(4) not null	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
P	Service_Type_Key	Service Type Key	int	The key for the service type.
Q	Application_Key	Application Key	int	Not used.
R	Media_Type_Key*	Media Type Key	tinyint(1)	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other
S	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time of the beginning of the interval in which the interaction was recorded. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
T	Num_Total	Num Total	int	The total number of contacts handled by the agent for the service over the period of summary.

Agent Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
U	Num_ACD	Num ACD	int	The number of incoming (ACD) calls handled by the agent for the service over the period of summary.
V	Num_AOD	Num AOD	int	The number of outgoing (AOD) calls handled by the agent for the service over the period of summary.
W	Num_IM	Num IM	int	The number of instant messages handled by the agent for the service over the period of summary.
X	Num_Chat	Num Chat	int	The number of chat requests handled by the agent for the service over the period of summary.
Y	Num_Email	Num Email	int	The number of emails handled by the agent for the service over the period of summary.
Z	Num_Internal	Num Internal	int	The number of internal calls handled by the agent for the service over the period of summary.
AA	Num_Manual	Num Manual	int	The number of manual calls handled by the agent for the service over the period of summary.
AB	Num_Outgoing_Consultation	Num Outgoing Consultation	int	The number of outgoing conference calls handled by the agent for the service over the period of summary.
AC	Num_Incoming_Consultation	Num Incoming Consultation	int	The number of incoming consultation calls handled by the agent for the service over the period of summary.
AD	Num_Outgoing_Conference	Num Outgoing Conference	int	The number of outgoing conference calls handled by the agent for the service over the period of summary.
AE	Num_Incoming_Conference	Num Incoming Conference	int	The number of incoming conference calls handled by the agent for the service over the period of summary.
AF	Num_Accept	Accept	int(4)	The number of calls with a call action of Accepted over the period of summary.
AG	Num_Reject	Rejected	int(4)	The number of calls with a call action of Rejected over the period of summary.
AH	Dur_Active_Time	Active Time	bigint(8)	The total amount of Active time, in seconds.

Agent Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AI	Dur_Accept_Time	Accept Time	int(4)	The total amount of time, in seconds, the user spent in the Accepting Calls state for the channel over the period of summary.
AJ	Dur_Connection_Time	Connection Time	int(4)	The total amount of time, in seconds, the user spent in the Wait Connection state for the channel over the period of summary. This is the time a user spent waiting to connect if configured as a call by call user.
AK	Dur_Hold_Time	Hold Time	bigint(8)	The total amount of Hold time, in seconds.
AL	Dur_Idle_Time	Idle Time	int	The total amount of time, in seconds, the agent spent in the Idle state over the period of summary.
AM	Dur_Incoming_Conference_Time	Incoming Conference Time	int	The total amount of time, in seconds, the agent spent on incoming conference calls over the period of summary.
AN	Dur_Incoming_Consultation_Time	Incoming Consultation Time	int	The total amount of time, in seconds, the agent spent on incoming consultation calls over the period of summary.
AO	Dur_Internal_Time	Internal Time	int	The total amount of time, in seconds, the agent spent in the Internal state over the period of summary.
AP	Dur_Manual_Time	Manual Time	int	The total amount of time, in seconds, the agent spent in the Manual state over the period of summary.
AQ	Dur_Multi_Conference_Time	Multi Conference Time	int	The total amount of time, in seconds, the agent spent in the Multi-line conference state over the period of summary.
AR	Dur_On_Call_Conference_Time	On Call Conference Time	int	The total amount of time, in seconds, the agent spent in the OnCall Conference state over the period of summary.
AS	Dur_Not_Ready_Time	Not Ready Time	int	The total amount of time, in seconds, the agent spent in the Not Ready state over the period of summary.
AT	Dur_Outgoing_Conference_Time	Outgoing Conference Time	int	The total amount of time, in seconds, the agent spent on outgoing conference calls over the period of summary.

Agent Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AU	Dur_Outgoing_Consultation_Time	Outgoing Consultation Time	int	The total amount of time, in seconds, the agent spent on outgoing consultation calls over the period of summary.
AV	Dur_Park_Idle_Time	Park Idle Time	int	The total amount of time, in seconds, the agent spent Idle while in the Park state over the period of summary.
AW	Dur_Preview_Time	Preview Time	int(4)	The total amount of time, in seconds, the user spent in the Preview state for the channel over the period of summary.
AX	Dur_Reserved_Time	Reserved Time	int(4)	The total amount of time, in seconds, the user spent in the Reserved state for the channel over the period of summary.
AY	Dur_Wrap_Active_Time	Wrap Active Time	int(4)	The total amount of time, in seconds, the user spent in the Wrap Active state for the channel over the period of summary.
AZ	Dur_Wrap_Time	Wrap Time	bigint(8)	The total amount of Wrap time, in seconds.
BA	Dur_Gap_Time			
BB	Dur_Reject_Time	Reject Time	int(4)	The total amount of time, in seconds, the user spent in the Reject Reason state for the channel over the period of summary.
BC	Dur_Park_Time	Park Time	int	The total amount of time, in seconds, the agent spent in the Park state over the period of summary.
BD	Dur_Login_Time	Login Time	int	The total amount of time, in seconds, the agent was logged in over the period of summary.
BE	Dur_Unfocused_Time	Unfocused Time	int(4)	The total amount of time, in seconds, the user spent in the Unfocused state for the channel over the period of summary.
BF	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
BG	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed.

Agent Sign In Summary Table

Name: Fact_Agent_Sign_In_Sum

Purpose: The FACT Agent Sign In Summary table summarizes agent log on and log out times and the reason for logging out.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables

Data Pull Query: SELECT * FROM FACT_Agent_Sign_In_Sum WHERE Login_Date_Time >= @begin AND Login_Date_Time < @end ORDER BY Login_Date_Time ASC.

Agent Sign In Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Site_Key*	Site Key	int(4)	Not used.
B	Agent_Key*	Agent Key	int(4)	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
C	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
D	Workgroup_Key*	Workgroup Key	int(4)	The key for the team generated for DIM_Workgroups.Workgroup_Key. Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.
E	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
F	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
G	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
H	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyymm00, for example October 2014 appears as 20141000.
I	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
J	Day_Key	Day Key	int(4)	The identifier of the date in yyymmdd format.
K	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).

Agent Sign In Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
L	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
M	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
N	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
O	Tenant_Id_Source*	Tenant ID Source	int(4)	Not used.
P	Login_Date_Time	Login Date and Time	datetime2 (3)	The date and time when the agent logged in.
Q	Logout_Date_Time	Logout Date and Time	datetime2 (3)	The date and time when the agent logged out.
R	Dur_Login_Time	Login Time	int	The total amount of time, in seconds, the agent was logged in over the period of summary.
S	Dur_Idle_Time	Idle Time	int	The total amount of time, in seconds, the agent spent in the Idle state over the period of summary.
T	Dur_Notready_Time	Notready Time	int	The total amount of time, in seconds, the agent spent in the Not Ready state over the period of summary.
U	Dur_Gap_Time	Gap Time	int	The total amount of time, in seconds, not accounted for over the period of summary. Calculation: Login Time - (Idle Time + Not Ready Time + Active Time + Preview Time + Wrap Time)
V	Dur_Park_Time	Park Time	int	The total amount of time, in seconds, the agent spent in the Park state over the period of summary.
W	Agent_Status_Key	Agent Status Key	int	The key generated for the agent status.
X	Agent_Logout_Reason_Key	Agent Logout Reason Key	int	The key for the reason the agent logged out.
Y	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed.
Z	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
AA	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

ASBR Call Skill Detail Table

Name: FACT_ASBR_Call_Skill_Detail

Purpose: The ASBR (Dynamic Inbound Service) Call Skill Detail table provides skill data on Dynamic Inbound Service interactions.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_ASBR_Call_Skill_Detail WHERE
Call_Start_Date_Time >= @begin AND Call_Start_Date_Time < @end ORDER BY
Call_Start_Date_Time ASC

ASBR Call Skill Detail Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Call_Start_Date_Time	Call Start Date and Time	datetime2 not null	The date and time when the interaction started.
B	Sequence_Number	Sequence Number	int(4) not null	The unique identification number given to the interaction. The sequence number is used to trace an interaction across different work types.
C	Call_Id_Source	Call ID Source	int(4) not null	The identifier of the interaction.
D	Service_Key*	Service Key	int(4) not null	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
E	Skill_Key*	Skill Key	int(4) not null	The key generated for the skill.
F	Initial_Skill_Level	Initial Skill Level	int(4)	The initial skill level at the beginning of the interaction.
G	Final_Skill_Level	Final Skill Level	int(4)	The final skill level at the end of the interaction.
H	Agent_Skill_Level	Agent Skill Level	int(4)	The user skill level.
I	Call_Insert_Date_Time	Call Insert Date and Time	datetime2	The date and time when the interaction was inserted.
J	IPNIQ_Node_Id_Source	Enterprise Routing Node ID Source	int(4) not null	Not used.
K	Skill_Group_Key*	Skill Group Key	int(4) not null	The key generated for the skill group.
L	Skill_Group_Name	Skill Group Name	nvarchar(80)	The name of the skill group.

ASBR Call Skill Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
M	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
N	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed.
O	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
P	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
Q	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
R	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
S	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
T	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyymm00, for example October 2014 appears as 20141000.
U	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
V	Day_Key	Day Key	int(4)	The identifier of the date in yyymmdd format.
W	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
X	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
Y	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
Z	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.

Callback Detail Table

Name: FACT_Callback_Detail

Purpose:

An asterisk (*) indicates that the field can be used to join this table with another.

Data Pull Query: SELECT * FROM FACT_Callback_Detail WHERE Last_Update_Date_Time >= @begin AND Last_Update_Date_Time < @end ORDER BY Call_Back_Start_Date_Time ASC

Callback Detail Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Callback_Key	Callback Key	int(4) not null	The key for the callback.
B	Service_Key*	Service Key	int(4) not null	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
C	Table_Id_Source*	Table ID Source	int(4) not null	The identifier of the table.
D	Table_Key	Table Key	int(4)	For future use.
E	Record_Number	Record Number	int(4) not null	The number of the record.
F	UMID	Universal Media ID	varchar(36)	The universal media identifier.
G	Callback_Start_Date_Time	Callback Start Date Time	datetime2	The date and time when the callback started.
H	Callback_Sched_Date_Time	Callback Scheduled Date Time	datetime2 not null	The date and time for which the callback was scheduled.
I	Sequence_Number	Sequence Number	int(4)	The unique identification number given to the interaction. The sequence number is used to trace an interaction across different work types.
J	Callback_Seq_Num	Callback Sequence Number	int(4)	The unique identification number given to the callback interaction. The sequence number is used to trace an interaction across different work types.
K	Call_Id_Source	Call ID Source	int(4)	The identifier of the interaction.
L	Checkout_f	Checkout Flag	nchar(1)	Indicates whether the callback resulted in a checkout: 0 = No 1 = Yes

Callback Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
M	Dial_Mode	Dial Mode	int(4)	The dial mode: 1 = AUTO 2 = PRED 3 = PREV 4 = PREC 5 = BLAS
N	Account_Number	Account Number	nvarchar 40	The number of the account associated with the callback.
O	Soc_Sec_Number	Social Security Number	nvarchar 40	The social security number associated with the callback.
P	Play_Message_Type	Play Message Type	int(4)	The type of message played for the callback.
Q	Handle_Agent_Key*	Handle Agent Key	int(4)	The key for the user handling the callback.
R	Schedule_Agent_Key*	Schedule Agent Key	int(4)	The key for the user that scheduled the callback.
S	Agent_Disposition_Key*	Agent Disposition Key	smallint(2)	The key for the user disposition.
T	Switch_Disposition_Key*	Switch Disposition Key	smallint(2)	The key for the switch disposition.
U	Call_Action_Key*	Call Action Key	int(4)	The key for the interaction action generated for DIM_Call_Actions.Call_Action_Key. See Possible Values for Call_Action_Key and Call_Action_Desc Fields on page 2-20 .
V	Modified_Date_Time	Modified Date and Time	datetime2 not null	The date and time when the modification was made.
W	Modification_Type_Key*	Modification Type Key	int(4)	The unique key generated for the modification type: 1 = Inserted 2 = Updated 3 = Deleted
X	Phone_Number	Phone Number	nvarchar(25) not null	The phone number dialed.
Y	Memo	Memo	nvarchar 512	Comments entered by the user during the callback.
Z	Id_Source	ID Source	bigint(8) not null	The identifier of the callback interaction.
AA	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
AB	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed.

Callback Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AC	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
AD	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
AE	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
AF	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
AG	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyy-mm00, for example October 2014 appears as 20141000.
AH	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
AI	Day_Key	Day Key	int(4)	The identifier of the date in yyyy-mm-dd format.
AJ	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
AK	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
AL	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
AM	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
AN	Process_Flag	Process Flag	bit	The type of process: 0 = Unknown 1 = Not Ready 2 = Ready 3 = Completed 4 = Need Reprocess
AO	IsPromisedCallBack	Is Promised Callback	int(4)	Indicates whether callback is promised: 0 = No 1 = Yes
AP	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.

Contact Detail Table

Name: FACT_Contact_Detail

Purpose: The Contact Detail table provides detailed data on interactions.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Note: Undefined calls only apply to VOICE, and these are the 2 most common cases where Undefined calls would occur:

- A DNIS is available in the system, but the DNIS is not assigned to anything. In the event an incoming call is dialed to this number, an Undefined call is generated. There is no Service_Id associated to it, neither a CallActionId and a CallActionReasonId.
- A DNIS is removed from the system and replaced for another. Any call made to this number, no longer in service, will generate an Undefined CDR.
- In Enterprise historical data export such as Fact_contact_detail, undefined calls will show with service_key equal that of No Service from Dim_Services table and Call_Category_Key =1, Call_Type_Key =14.

Data Pull Query: SELECT * FROM FACT_Contact_Detail WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time, Call_End_Date_Time ASC

Contact Detail Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time of the beginning of the interval in which the interaction was recorded. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
B	Call_Start_Date_Time	Call Start Date Time	datetime2	The date and time when the interaction started.
C	Sequence_Number	Sequence Number	int(4)	The unique identification number given to the interaction. The sequence number is used to trace an interaction across different work types.
D	Call_Id_Source	Call ID Source	int(4)	The identifier of the contact record. This is a unique number for this:transaction record.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
E	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Join to Dim_Services table for the full name. Service name is the name of the work type as configured in the Via User Experience Configuration Manager.
F	Agent_Key*	Agent Key	int(4)	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
G	Call_Category_Key*	Call Category Key	int(4)	The key generated for the interaction category: 1 = Inbound 2 = Outbound 3 = Internal
H	Media_Type_Key*	Media Type Key	tinyint(1)	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
I	Call_Type_Key*	Call Type Key	int(4)	<p>The key for the call type generated for DIM_Call_Types.Call_Type_Key:</p> <p>1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected</p>
J	Call_Action_Key*	Call Action Key	int(4)	<p>The key for the interaction action generated for DIM_Call_Actions.Call_Action_Key.</p> <p>See Possible Values for Call_Action_Key and Call_Action_Desc Fields on page 2-20.</p>

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
K	Call_Action_Reason_Key*	Call Action Reason Key	int(4)	<p>The key for the reason interaction action generated for DIM_Call_Action_Reasons.Call_Action_Reason_Key:</p> <p>0 = Unknown 1 = AbandonedBySwitch 2 = AgentAvailable 3 = AgentNotLoggedIn 4 = CallComplete 5 = ConferenceComplete 6 = Customer Hangup 7 = Customer Selected 8 = DialRequestFailed 9 = GiveBusy 10 = Holiday 11 = Inactive 12 = InternalFailure 13 = LicenseExceeded 14 = NoResourceAvailable 15 = NoRouteAvailable 16 = NTSwitchDown 17 = NTSwitchHungup 18 = NTSwitchRejectedRequest 19 = MaxQLen 20 = MaxQTime 21 = PrematureHangup 22 = RejectedByOverflowService 23 = RouteBeep 24 = RouteBusy 25 = RouteFax 26 = RouteHangup 27 = RoutePlayMessage 28 = RouteM3 29 = ThirdPartyAvailable 30 = ThirdPartyNotAvailable 31 = TrunkLicenseExceeded 32 = Unavailable 33 = Undefined 34 = Unmanned 35 = UserNotAvailable</p>

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
L	Contact_Type_Key*	Contact Type Key	int(4)	The key for the interaction type generated for DIM_Contact_Types.Contact_Type_Key: -1 = Standard 0 = Undefined 1 = Queued Service Call 2 = DID Call 3 = Incoming Consultation Call 4 = Outgoing Consultation Call 5 = External Call 6 = Transferred-In Service Call 7 = Incoming Conference Call 8 = Outgoing Conference Call 9 = Multi Transferred-In Service Call 10 = Multi DID Call 11 = Multi Incoming Consultation Call 12 = Multi Outgoing Consultation Call 13 = Multi External Call 14 = Multi Incoming Conference Call 15 = Multi Outgoing Conference Call 16 = Transferred-In Non-Service Call
M	Phone_Number	Phone Number	nvarchar(256)	The phone number dialed for AOD interactions.
N	Station	Station	nvarchar(40)	The identifier of the analog channel station.
O	Near_Off_Hook_Date_Time	Near Off Hook Date Time	datetime2	The date and time when the local connection was Off Hook (picked up). Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
P	Far_Off_Hook_Date_Time	Far Off Hook Date Time	datetime2	The date and time when the distant connection was Off Hook (picked up). Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
Q	Near_On_Hook_Date_Time	Near On Hook Date Time	datetime2	The date and time when the local connection was On Hook (hung up). Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
R	Far_On_Hook_Date_Time	Far On Hook Date Time	datetime2	The date and time when the distant connection was On Hook (hung up). Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
S	Begin_Guard_Date_Time	Begin Guard Date Time	datetime2	The date and time when Guard Time began. Guard Time is a time interval left vacant on a transmission channel that can be used for synchronization and/or compensating for a signal distortion. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
T	End_Guard_Date_Time	End Guard Date Time	datetime2	The date and time when Guard Time ended. Guard Time is a time interval left vacant on a transmission channel that can be used for synchronization and/or compensating for a signal distortion. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
U	ANI	ANI	nvarchar(40)	Automatic Number Identification - the telephone number of an incoming interaction.
V	DNIS	DNIS	nvarchar(40)	Dialed Number Identification Service - the number dialed by the caller of an incoming interaction.
W	Site_Key*	Site Key	int(4)	Not used.
X	Switch_Key*	Switch Key	int(4)	The key for the switch.
Y	Resource_Group_Key*	Resource Group Key	int(4)	The key for the resource group generated for DIM_Resource_Groups.Resource_Group_Key.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
Z	Resource_Group_Type	Resource Group Type	int(4)	The type of resource group: 0 = None 2 = Tie 4 = EM 5 = DSP
AA	Circuit_Key*	Circuit Key	int(4)	The key generated for the circuit.
AB	Channel_Id_Source	Channel ID Source	int(4)	The identifier of the channel.
AC	Info_Digits	Info Digits	nvarchar(40)	The information digits that are sent out before a 10-digit phone number.
AD	Agent_Site_Key*	Agent Site Key	int(4)	Not used.
AE	Agent_Switch_Key*	Agent Switch Key	int(4)	The key generated for the user switch.
AF	Detail_Table	Detail Table	nvarchar(40)	This field is reserved for future use and always displays a value of CD.
AG	Caller_Id_Source	Caller ID Source	nvarchar(40)	The identifier of the caller.
AH	IPNIQ_Node_Id_Source	Enterprise Routing Node ID Source	int(4)	The identifier of the Enterprise Routing node where the interaction originated.
AI	Line_Number	Line Number	int(4)	The line number of a multi-line interaction: 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AJ	Queue_Start_Date_Time	Queue Start Date Time	datetime2	The date and time when the interaction was placed in a holding queue. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AK	CallQ_Start_Date_Time	Call Queue Start Date Time	datetime2	The date and time when the interaction was placed in a message queue. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AL	Queue_End_Date_Time	Queue End Date Time	datetime2	<p>The date and time when the interaction left a holding or message queue.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
AM	Dur_Total_Time	Total Time	bigint(8)	The total amount of time, in seconds, for the interaction.
AN	Dur_Queue_Time	Queue Time	int(4)	The total amount of the interaction that was queued to be handled by an agent or resource.
AO	Dur_Active_Time	Active Time	bigint(8)	The total amount of Active time, in seconds.
AP	Dur_Inactive_Time	Inactive Time	bigint(8)	The total amount of Inactive time, in seconds.
AQ	Dur_Hold_Time	Hold Time	bigint(8)	The total amount of Hold time, in seconds.
AR	Dur_Wrap_Time	Wrap Time	bigint(8)	The total amount of Wrap time, in seconds.
AS	Conn_Clear_Date_Time	Connection Clear Date Time	datetime2	<p>The date and time when the interaction connection was cleared.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
AT	Wrap_End_Date_Time	Wrap End Date Time	datetime2	<p>The date and time of the end of the wrap interval for the interaction. Wrap time (ACW) is the After Call Work time when users update record information and perform other follow-up work.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
AU	Workgroup_Key*	Workgroup Key	int(4)	<p>The key for the team generated for DIM_Workgroups.Workgroup_Key.</p> <p>Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.</p>

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AV	Agent_Disp_Key*	Agent Disposition Key	int(4)	The key generated for the user disposition.
AW	Switch_Disp_Key*	Switch Disposition Key	int(4)	The key for the switch disposition.
AX	Orig_Service_Key*	Origination Service Key	int(4)	The key for the original work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
AY	Orig_RG_Key*	Origination Resource Group Key	int(4)	The key generated for the resource group.
AZ	Orig_DNIS	Origination DNIS	nvarchar(40)	The identifier of the DNIS number dialed to originate the interaction.
BA	Answer_Flag	Answer Flag	int(4)	Indicates whether the interaction was answered before going into queue: 0 = No 1 = Yes
BB	Call_End_Date_Time	Call End Date Time	datetime2	The date and time when the interaction ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
BC	Script_Id_Source	Script ID Source	int(4)	The identifier of the M3 script.
BD	Script_Key*	Script Key	int(4)	The key generated for the IVR script.
BE	Terminal_Object_Key	Terminal Object Key	int(4)	The key generated for the script terminal object.
BF	Initial_Priority	Initial Priority	int(4)	The ASBR priority level at the beginning of the interaction.
BG	Final_Priority	Final Priority	int(4)	The ASBR priority level at the end of the interaction.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
BH	IPNIQ_ASBR_Flag	Enterprise Routing Dynamic Inbound Service Flag	int(4)	Enterprise Routing and Dynamic Inbound Service indicator: 0 = Not an Enterprise Routing or Dynamic Inbound Service contact 1 = Enterprise Routing contact (remote node) 2 = Dynamic Inbound Service contact with no Enterprise Routing involvement 3 = Enterprise Routing contact (originating node)
BI	IPNIQ_Dest_Site_Key*	Enterprise Routing Destination Site Key	int(4)	Not used.
BJ	Reserved_Start_Date_Time	Reserved Start Date Time	datetime2	The date and time when the user reserve began. A user is reserved while the local system waits for a remote system to transfer an Enterprise Routing interaction. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
BK	Reserved_End_Date_Time	Reserved End Date Time	datetime2	The date and time when user reserve ended. A user is reserved while the local system waits for a remote system to transfer an Enterprise Routing interaction. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
BL	Dur_IPNIQ_Q_Time	Enterprise Routing Queue Time	int(4)	The total amount of queue time, in seconds, at the originating site of an Enterprise Routing interaction.
BM	SeqLeg_Number	Sequence Leg Number	int(4)	The leg number of an Enterprise Routing interaction.
BN	Num_Accept_Responses	Accepted Responses	int(4)	The number of accept responses an Enterprise Routing interaction received.
BO	Num_Reject_Responses	Rejected Responses	int(4)	The number of reject responses received by an Enterprise Routing interaction.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
BP	Table_Key*	Table ID Source	int(4)	The identifier of the table.
BQ	Time_Zone_Key*	Time Zone Key	int(4)	The key generated for the time zone.
BR	Preview_Start_Date_Time	Preview Start Date Time	datetime2	<p>The date and time of the start of the preview segment of an outbound interaction. Preview is a mode that allows users to preview the interaction record before dialing.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
BS	Preview_End_Date_Time	Preview End Date Time	datetime2	<p>The date and time of the end of the preview segment of an outbound interaction. Preview is a mode that allows users to preview the interaction record before dialing.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
BT	Detection_Date_Time	Detection Date Time	datetime2	<p>The date and time when call analysis detected whether a human, answering machine, fax, or other device answered an outbound interaction and sent the results.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
BU	Answer_Date_Time	Answer Date Time	datetime2	<p>The date and time when an outbound interaction was answered.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
BV	Record_Number	Record Number	int(4)	The number of the record.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
BW	Detection_Type	Detection Type	int(4)	The type of answer for an outbound interaction as determined by system call analysis: 0 = Positive Voice 1 = Answering Machine 2 = Business 3 = Custom Answering Machine 4 = Connect
BX	Phone_In_Call_Table	Phone in Call Table	int(4)	The index of the phone number dialed (there could be up to six phone numbers in each record).
BY	Calling_Party_Name	Calling Party Name	nvarchar(126)	The default Gateway-level calling party name supplied on outbound interactions.
BZ	Message_Indicator	Message Indicator	int(4)	Indicates whether a WaitMessage was played to the customer: 0 = No 1 = Yes. Note: This field is available in version 7.3 SP2 and later.
CA	Wait_Message_Id_Source	Wait Message ID Source	int(4)	The identifier of the message that played to the customer when the interaction was placed in queue to wait for an available user.
CB	Num_Phone_Rings	Phone Rings	int(4)	The number of times the phone rang on an outbound interaction before the customer answered.
CC	End_Greeting_Date_Time	End Greeting Date Time	datetime2	The date and time when the salutation or greeting finished playing for the interaction. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
CD	Phone_Start_Ringing_Date_Time	Phone Start Ringing Date Time	datetime2	The date and time when the phone on an outbound interaction started ringing. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
CE	SIT_Tone_Message	SIT Tone Message	nvarchar(128)	The SIT tone message that was returned by the carrier. For example, the new phone number.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
CF	DCP_Disposition_Code	DCP Disposition Code	int(4)	The ISDN cause code for interactions reached on ISDN-based channels. However, if the interaction is made on a non-ISDN technology for telephony circuits (such as, SIP-based or E&M 4-Wire channels), the DCP interaction result will be passed into this field to provide additional information regarding the interaction.
CG	Begin_Greeting_Date_Time	Begin Greeting Date Time	datetime2	The date and time of the beginning of a salutation or greeting. For example, the "H" in "Hello." Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
CH	Begin_Msg_Playback_Date_Time	Begin Message Playback Date Time	datetime2	The date and time of the beginning of playback of an OFCOM-required recorded message played back to the called party in the event an outbound interaction is abandoned. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
CI	Original_Switch_Disposition_Key	Origination Switch Disposition Key	int(4)	The original switch disposition identifier. When an interaction is transferred to an user, the disposition gets overwritten. This field stores the original switch disposition.
CJ	Contact_Class	Contact Class	int(4)	The class of the interaction.
CK	Xfer_Command_Date_Time	Transfer Command Date Time	datetime2	The date and time a user was commanded to transfer a consultation interaction. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
CL	Connect_Date_Time	Connection Date Time	datetime2	The date and time when the interaction connection was made. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
CM	First_Party_Agent_Key*	First Party Agent Key	int(4)	The key generated for the user who was the first party in a conference or consultation interaction.
CN	First_Party_Disposition_Key	First Party Disposition Key	int(4)	The key generated for the disposition of the first party in a conference or consultation interaction.
CO	First_Party_Station	First Party Station	nvarchar(40)	The analog channel station identifier of the first party in a conference or consultation interaction.
CP	First_Party_Wrap_End_Date_Time	First Party Wrap End Date Time	datetime2	The date and time the wrap interval for the first party in a conference or consultation interaction ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
CQ	Second_Party_Agent_Key*	Second Party Agent Key	int(4)	The key for the user who was the second party in a conference or consultation interaction.
CR	Second_Party_Disposition_Key	Second Party Disposition Key	int(4)	The key generated for the disposition of the interaction from the perspective of the second party in a conference or consultation interaction.
CS	Second_Party_Station	Second Party Station	nvarchar(40)	The analog channel station identifier of the second party in a conference or consultation interaction.
CT	Second_Party_Wrap_End_Date_Time	Second Party Wrap End Date Time	datetime2	The date and time the wrap interval for the second party in a conference or consultation interaction ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
CU	Second_Party_Contact_Type_Key	Second Party Contact Type Key	int(4)	The key generated for the interaction type of the interaction from the perspective of the second party in a conference or consultation interaction.
CV	Second_Party_Line_Number	Second Party Line Number	int(4)	For a multi-line interaction, the line number of the second party in a conference or consultation interaction. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
CW	Expert_Flag	Expert Flag	int(4)	Indicates whether the called party in a conference or consultation interaction was a user or an expert: 0 = User 1 = Expert
CX	Park_Flag	Park Flag	int(4)	Indicates whether the user was in the Park state when this data was gathered: 0 = No 1 = Yes
CY	Second_Party_Park_Flag	Second Party Park Flag	int(4)	Indicates whether the second party in a conference or consultation interaction was in the Park state when this data was gathered: 0 = No 1 = Yes
CZ	Second_Party_Reject_Flag	Second Party Reject Flag	int(4)	Indicates whether the second party in a conference or consultation interaction rejected the interaction: 0 = No 1 = Yes
DA	Third_Party_Agent_Key*	Third Party Agent Key	int(4)	The key for the user who was the third party in a conference or consultation interaction.
DB	URL_Key	URL Key	int(4)	The unique key generated for the URL of a chat interaction.
DC	URL_Id_Source	URL ID Source	int(4)	The identifier of the URL of a chat interaction.
DD	Dur_Short_Call	Short Call Time	int(4)	The total amount of talk time, in seconds, that constitute a short call.
DE	Thread_Id	Thread ID	int(4)	The unique identifier for email interactions.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
DF	Pull_Mode	Pull Mode	int(4) not null	Indicates whether an inbound email was pulled from the queue (selected by a user): 0 = No, automatic routing 1 = Yes, user select
DG	Parked	Parked	int(4) not null	Indicates whether the user is in the Park state.
DH	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
DI	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
DJ	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
DK	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
DL	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter of the hour (1-96).
DM	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyyymm00, for example October 2014 appears as 20141000.
DN	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
DO	Day_Key	Day Key	int(4)	The identifier of the date in yyyyymmdd format.
DP	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
DQ	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
DR	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter of the hour (yyyy01, yyyy02, yyyy03, or yyyy04).
DS	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
DT	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.

Contact Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
DU	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
DV	Disconnected_Flag	Disconnected Flag	int(4)	Indicates the type of disconnection: 0 = Not applicable or undetermined 1 = Agent disconnected 2 = Customer disconnected 3 = System disconnected 4 = Transfer
DW	UMID	Universal Media ID	varchar(36)	The universal media identifier.
DX	DNIS_Key*	DNIS Key	int(4)	The key generated for the DNIS.

Email State Detail Table

Name: FACT_Email_State_Detail

Purpose: The Email State Detail table details incoming email states.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_Email_State_Detail WHERE
Last_Update_Date_Time >= @begin AND Last_Update_Date_Time < @end ORDER BY
Sent_TimeStamp, Received_TimeStamp ASC

Email State Detail Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Email_Object_Id_Source	Email Object ID Source	nvarchar(100) not null	The identifier of the email object.
B	Reply_Email_Object_Id_Source	Replay Email Object ID Source	nvarchar(100)	The identifier of the reply email object.
C	Message_Id_Source	Message ID Source	int(4)	The identifier of the email message.
D	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
E	Original_Service_Key*	Original Service Key	int(4)	The key for the original work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
F	Agent_Key*	Agent Key	int(4)	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
G	Thread_Id_Source	Thread ID Source	int(4)	The identifier of the email thread.
H	Case_Id_Source	Case ID Source	int(4)	The identifier of the email case.
I	UMID	Universal Media ID	varchar(37)	The universal media identifier.
J	Customer_Email_Id_Source	Customer Email ID Source	nvarchar(256)	The identifier of the customer email.
K	From_Address	From Address	nvarchar(256)	The email address of the sender.

Email State Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
L	To_Address	To Address	nvarchar(256)	The email address to which the email is being sent. This should be the work type address.
M	Subject	Subject	nvarchar(512)	The subject line of the email.
N	CC_Field	Carbon Copy Field	nvarchar(256)	The entries in the CC (Carbon Copy) line of the email.
O	BCC_Field	Blind Carbon Copy Field	nvarchar(256)	The entries the BCC (Blind Carbon Copy) line of the email.
P	Sent_TimeStamp	Sent Timestamp	datetime2 not null	The date and time the email was sent in MM/DD/YYYY HH:MM:SS AM/PM format.
Q	Received TimeStamp	Received Timestamp	datetime2 not null	The date and time the email was pulled by the Unified Communications server in MM/DD/YYYY HH:MM:SS AM/PM format.
R	Call_Start_TimeStamp	Call Start Timestamp	datetime2	The date and time the email interaction began in MM/DD/YYYY HH:MM:SS AM/PM format.
S	Call_Queued_TimeStamp	Call Queued Timestamp	datetime2	The date and time the email entered the queue in MM/DD/YYYY HH:MM:SS AM/PM format.
T	Call_Active_TimeStamp	Call Active Timestamp	datetime2	The date and time the email became Active in MM/DD/YYYY HH:MM:SS AM/PM format.
U	Last_Access_TimeStamp	Last Access Timestamp	datetime2	The date and time of the last access to the email in MM/DD/YYYY HH:MM:SS AM/PM format.
V	Require_Review	Require Review	tinyint(1)	An X indicates the email reply requires review by a manager.
W	CTIPS_Email_Id_Source	CTIPS Email ID Source	int(4)	The unique numerical identifier assigned to the email.
X	CTIPS_Sequence_Number	CTIPS Sequence Number	int(4)	The unique identification number assigned to the email. The sequence number is used to trace an interaction across different work types.

Email State Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
Y	Email_State_Key	Email State Key	int(4)	The key for the state of the email: 1 = New email that has been read in by initial server and persist to repository, but does not notify system yet. 2 = New email waits for user. 3 = New email waits for user (system needs two new states for its operation). 4 = In Active State with the user. 5 = In Wrap State with the user. 6 = To-be-replied email waits for review. 7 = Review-required email in the reviewing state. 8 = User saved email draft. 9 = User retrieves the draft and is working on it now. 10 = Is transferred email. 11 = User gets the transferred email and is working on it now.

Email State Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
Z	Call_Type_Key*	Call Type Key	int(4)	The key for the call type generated for DIM_Call_Types.Call_Type_Key: 1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected
AA	UD1	User Data 1	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AB	UD2	User Data 2	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AC	UD3	User Data 3	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AD	UD4	User Data 4	nvarchar(78)	The defined data associated with the email work type, if it has been configured.

Email State Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AE	UD5	User Data 5	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AF	UD6	User Data 6	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AG	UD7	User Data 7	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AH	UD8	User Data 8	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AI	UD9	User Data 9	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AJ	UD10	User Data 10	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AK	UD11	User Data 11	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AL	UD12	User Data 12	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AM	UD13	User Data 13	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AN	UD14	User Data 14	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AO	UD15	User Data 15	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AP	UD16	User Data 16	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AQ	UD17	User Data 17	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AR	UD18	User Data 18	nvarchar(78)	The defined data associated with the email work type, if it has been configured.

Email State Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AS	UD19	User Data 19	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AT	UD20	User Data 20	nvarchar(78)	The defined data associated with the email work type, if it has been configured.
AU	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
AV	Data_Task_Id*	Data Task ID	bigint(8)	The identifier of the data task.
AW	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed.

Media Agent Summary Table

Name: FACT_Media_Agent_Sum

Purpose: The Media Agent Summary table contains interaction metrics summarized by channel and user.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_Media_Agent_Sum WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time ASC

Media Agent Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Day_Key	Day Key	int(4)	The identifier of the date in yyyyymmdd format.
B	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
C	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
D	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
E	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
F	Workgroup_Key*	Workgroup Key	int(4)	The key for the team generated for DIM_Workgroups.Workgroup_Key. Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.
G	Agent_Key*	Agent Key	int(4)	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
H	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
I	Resource_Group_Key*	Resource Group Key	int(4)	The key for the resource group generated for DIM_Resource_Groups.Resource_Group_Key.
J	Call_Category_Key*	Call Category Key	int(4)	The key generated for the call category: 1 = Inbound 2 = Outbound 3 = Internal
K	Media_Type_Key*	Media Type Key	tinyint(1)	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
L	Call_Type_Key*	Call Type Key	int(4)	<p>The key for the call type generated for DIM_Call_Types.Call_Type_Key:</p> <ul style="list-style-type: none"> 1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected
M	Call_Action_Key*	Call Action Key	int(4)	<p>The key for the interaction action generated for DIM_Call_Actions.Call_Action_Key.</p> <p>See Possible Values for Call_Action_Key and Call_Action_Desc Fields on page 2-20.</p>

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
N	Call_Action_Reason_Key*	Call Action Reason Key	int(4)	<p>The key for the reason interaction action generated for DIM_Call_Action_Reasons.Call_Action_Reason_Key:</p> <p>0 = Unknown 1 = AbandonedBySwitch 2 = AgentAvailable 3 = AgentNotLoggedIn 4 = CallComplete 5 = ConferenceComplete 6 = Customer Hangup 7 = Customer Selected 8 = DialRequestFailed 9 = GiveBusy 10 = Holiday 11 = Inactive 12 = InternalFailure 13 = LicenseExceeded 14 = NoResourceAvailable 15 = NoRouteAvailable 16 = NTSwitchDown 17 = NTSwitchHungup 18 = NTSwitchRejectedRequest 19 = MaxQLen 20 = MaxQTime 21 = PrematureHangup 22 = RejectedByOverflowService 23 = RouteBeep 24 = RouteBusy 25 = RouteFax 26 = RouteHangup 27 = RoutePlayMessage 28 = RouteM3 29 = ThirdPartyAvailable 30 = ThirdPartyNotAvailable 31 = TrunkLicenseExceeded 32 = Unavailable 33 = Undefined 34 = Unmanned 35 = UserNotAvailable 36 = XferedByAgent 37 = ThirdPartyHungup 38 = ConsultationComplete 39 = RoutePlayScript 40 = WaitForAgentExceeded 41 = QueueMaxLengthExceeded 42 = UserLeftMessage 43 = UserAccessedMessage 44 = AgentHungUp 45 = Met Confidence Level 46 = Did Not Meet Confidence Level 47 = NLP Failed 48 = NLP Assistan 49 = Agent Assistance 50 = NLP and Agent Assistance 51 = ReRoute Unavailable 52 = PO Unavailable 53 = Delivered 54 = Delivery Failed 55 = RingNoAnswer</p>

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
O	Disposition_Key*	Disposition Key	int(4)	The key for the disposition generated for DIM_Dispositions.Disposition_Key. Disposition IDs of 85 and above are configurable dispositions.
P	Site_Key*	Site Key	int(4)	Not used.
Q	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time when this summary period began. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
R	Contact_Type_Key*	Contact Type Key	int(4)	The key generated for the interaction type.
S	Tenant_Id_Source*	Tenant ID Source	int(4)	Not used.
T	Table_Key	Table ID Source	int(4)	The identifier of the table.
U	Table_Id_Source*	Table ID Source	int(4)	The identifier of the table.
V	DNIS	DNIS	nvarchar(40)	Dialed Number Identification Service - the number dialed.
W	URL_Key	URL Key	int(4)	The unique key generated for the URL of a chat interaction.
X	Park_Flag	Park Flag	int(4)	Indicates whether the user was in the Park state when this data was gathered: 0 = No 1 = Yes
Y	IPNIQ_ASBR_Flag	Enterprise Routing Dynamic Inbound Service Flag	int(4)	Enterprise Routing and Dynamic Inbound Service indicator: 0 = Not an Enterprise Routing or Dynamic Inbound Service contact 1 = Enterprise Routing contact (remote node) 2 = Dynamic Inbound Service contact with no Enterprise Routing involvement 3 = Enterprise Routing contact (originating node)
Z	Line_Number	Line Number	int(4)	The line number of a multi-line interaction: 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AA	Num_Calls	Calls	int(4)	The total number of interactions over the period of summary.
AB	Num_Active	Active	int(4)	The number of active calls over the period of summary. This includes calls that started in the summary period and calls that started prior to the summary period but were still active during the summary period.
AC	Num_Times_On_Hold	Times on Hold	int(4)	The number of times calls were placed on hold by the user for the channel over the period of summary.
AD	Num_Calls_In_Wrap	Calls in Wrap	int(4)	The number of interactions placed in Wrap state for the channel over the period of summary.
AE	Dur_Total_Agent_Time	Total Agent Time	int(4)	The total amount of time, in seconds, users spent working for the work type over the period of summary.
AF	Dur_Preview_Time	Preview Time	int(4)	The total amount of time, in seconds, the user spent in the Preview state for the channel over the period of summary.
AG	Dur_Active_Time	Active Time	int(4)	The total amount of time, in seconds, the user spent in the Active state for the channel over the period of summary.
AH	Dur_Wrap_Time	Wrap Time	int(4)	The total amount of time, in seconds, the user spent in the Wrap state for the channel over the period of summary.
AI	Dur_Hold_Time	Hold Time	int(4)	The total amount of time, in seconds, the user spent in the Hold state for the channel over the period of summary.
AJ	Dur_Wrap_Active_Time	Wrap Active Time	int(4)	The total amount of time, in seconds, the user spent in the Wrap Active state for the channel over the period of summary.
AK	Num_ _Calls	OnCall Calls	int(4)	The total number of OnCall calls over the period of summary.

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AL	Num_OnCall_Active	OnCall Active	int(4)	The number of active OnCall calls over the period of summary. This includes calls that started in the summary period and calls that started prior to the summary period but were still active during the summary period.
AM	Num_OnCall_Hold	OnCall Hold	int(4)	The number of OnCall calls that were placed on Hold for the channel over the period of summary.
AN	Num_OnCall_In_Wrap_Active	OnCall in Wrap Active	int(4)	The number of times a user placed an OnCall call while in Wrap for the channel over the period of summary.
AO	Dur_OnCall_Preview_Time	OnCall Preview Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Preview state for the channel over the period of summary.
AP	Dur_OnCall_Active_Time	OnCall Active Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Active state for the channel over the period of summary.
AQ	Dur_OnCall_Wrap_Time	OnCall Wrap Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Wrap state for the channel over the period of summary.
AR	Dur_OnCall_Hold_Time	OnCall Hold Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Hold state for the channel over the period of summary.
AS	Dur_OnCall_Wrap_Active_Time	OnCall Wrap Active Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Wrap Active state for the channel over the period of summary.
AT	Num_Unfocused_Calls	Unfocused Calls	int(4)	The number of interactions that were in the Unfocused state over the period of summary.
AU	Dur_Unfocused_Time	Unfocused Time	int(4)	The total amount of time, in seconds, the user spent in the Unfocused state for the channel over the period of summary.
AV	Num_Reject	Rejected	int(4)	The number of calls with a call action of Rejected over the period of summary.
AW	Num_Accept	Accept	int(4)	The number of calls with a call action of Accepted over the period of summary.

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AX	Dur_Accept_Time	Accept Time	int(4)	The total amount of time, in seconds, the user spent in the Accepting Calls state for the channel over the period of summary.
AY	Dur_Reject_Time	Reject Time	int(4)	The total amount of time, in seconds, the user spent in the Reject Reason state for the channel over the period of summary.
AZ	Dur_Reserved_Time	Reserved Time	int(4)	The total amount of time, in seconds, the user spent in the Reserved state for the channel over the period of summary.
BA	Num_Times_In_Multi_Conference	Times in Multi-Conference	int(4)	The number of times an interaction was in the Multi-Line Conference state for the channel over the period of summary.
BB	Dur_Multi_Conference_Time	Multi-Line Conference Time	int(4)	The total amount of time, in seconds, the user spent in the Multi-Line Conference state for the channel over the period of summary.
BC	Num_OnCall_Conference	OnCall Conference	int(4)	The number of OnCall conference calls that occurred for the channel over the period of summary.
BD	Dur_OnCall_Conference_Time	OnCall Conference Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Conference state for the channel over the period of summary.
BE	Dur_OnCall_Accept_Time	OnCall Accept Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Accept state for the channel over the period of summary.
BF	Dur_OnCall_Reject_Time	OnCall Reject Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Reject Reason state for the channel over the period of summary.
BG	Num_OnCall_Accept	OnCall Accept	int(4)	The number of OnCall calls with a call action of Accepted over the period of summary.
BH	Num_OnCall_Reject	OnCall Reject	int(4)	The number of OnCall calls with a call action of Rejected over the period of summary.
BI	Num_Calls_In_Multi	Calls in Multi-Line	int(4)	The number of interactions placed in Multi-Line state for the channel over the period of summary.

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
BJ	Dur_Multi_Time	Multi-Line Time	int(4)	The total amount of time, in seconds, users spent in the Multi-Line state for the channel over the period of summary.
BK	Dur_Multi_Preview_Time	Multi-Line Preview Time	int(4)	The total amount of time, in seconds, the user spent in the Multi-Line Preview state for the channel over the period of summary.
BL	Dur_Multi_Active_Time	Multi-Line Active Time	int(4)	The total amount of time, in seconds, the user spent in the Multi-Line Active state for the channel over the period of summary.
BM	Dur_Multi_Hold_Time	Multi-Line Hold Time	int(4)	The total amount of time, in seconds, the user spent in the Multi-Line Hold state for the channel over the period of summary.
BN	Dur_Multi_Wrap_Time	Multi-Line Wrap Time	int(4)	The total amount of time, in seconds, the user spent in the Multi-Line Wrap state for the channel over the period of summary.
BO	Dur_Multi_WrapCall_Time	Multi-Line Wrap Call Time	int(4)	The total amount of time, in seconds, the user spent making calls while in the Multi-Line Wrap state for the channel over the period of summary.
BP	Dur_Multi_Accept_Time	Multi-Line Accept Time	int(4)	The total amount of time, in seconds, the user spent in the Multi-Line Accept state for the channel over the period of summary.
BQ	Dur_Multi_Reject_Time	Multi-Line Reject Time	int(4)	The total amount of time, in seconds, the user spent in the Multi-Line Reject Reason state for the channel over the period of summary.
BR	Dur_Multi_Connection_Time	Multi-Line Connection Time	int(4)	The total amount of time, in seconds, the user spent in the Multi-Line Wait Connection state for the channel over the period of summary. Wait Connection is the time a user spent waiting to connect if configured as a call by call user.
BS	Dur_Connection_Time	Connection Time	int(4)	The total amount of time, in seconds, the user spent in the Wait Connection state for the channel over the period of summary. This is the time a user spent waiting to connect if configured as a call by call user.

Media Agent Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
BT	Dur_OnCall_Connection_Time	OnCall Connection Time	int(4)	The total amount of time, in seconds, the user spent in the OnCall Wait Connection state for the channel over the period of summary. Wait Connection is the time a user spent waiting to connect if configured as a call by call user.
BU	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
BV	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
BW	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
BX	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
BY	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
BZ	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyy00, for example October 2014 appears as 20141000.
CA	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
CB	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
CC	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).

Media Data Detail Table

Name: FACT_Media_Data_Detail

Purpose: The Media Data Detail table provides data parameters for interactions by channel segment and work type.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_Media_Data_Detail WHERE Call_Start_Date_Time >= @begin AND Call_Start_Date_Time < @end ORDER BY Call_Start_Date_Time ASC

Media Data Detail Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Call_Start_Date_Time	Call Start Date Time	datetime2 not null	The date and time when the interaction started. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
B	Sequence_Number	Sequence Number	int(4) not null	The unique identification number given to the interaction. The sequence number is used to trace an interaction across different work types.
C	Call_Id_Source	Call ID Source	int(4) not null	The identifier of the interaction.
D	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
E	Agent_Key*	Agent Key	int(4)	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.

Media Data Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
F	Media_Type_Key*	Media Type Key	tinyint(1)	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other
G	Call_Type_Key*	Call Type Key	int(4)	The key for the call type generated for DIM_Call_Types.Call_Type_Key: 1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected

Media Data Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
H	Agent_Disposition_Key*	Agent Disposition Key	int(4)	The key generated for the disposition of the user.
I	Param1	Parameter 1	nvarchar(90)	Data parameter 1 for the channel segment.
J	Param2	Parameter 2	nvarchar(90)	Data parameter 2 for the channel segment.
K	Param3	Parameter 3	nvarchar(90)	Data parameter 3 for the channel segment.
L	Param4	Parameter 4	nvarchar(90)	Data parameter 4 for the channel segment.
M	Param5	Parameter 5	nvarchar(90)	Data parameter 5 for the channel segment.
N	Param6	Parameter 6	nvarchar(90)	Data parameter 6 for the channel segment.
O	Param7	Parameter 7	nvarchar(90)	Data parameter 7 for the channel segment.
P	Param8	Parameter 8	nvarchar(90)	Data parameter 8 for the channel segment.
Q	Param9	Parameter 9	nvarchar(90)	Data parameter 9 for the channel segment.
R	Param10	Parameter 10	nvarchar(90)	Data parameter 10 for the channel segment.
S	Param11	Parameter 11	nvarchar(90)	Data parameter 11 for the channel segment.
T	Param12	Parameter 12	nvarchar(90)	Data parameter 12 for the channel segment.
U	Param13	Parameter 13	nvarchar(90)	Data parameter 13 for the channel segment.
V	Param14	Parameter 14	nvarchar(90)	Data parameter 14 for the channel segment.
W	Param15	Parameter 15	nvarchar(90)	Data parameter 15 for the channel segment.
X	Param16	Parameter 16	nvarchar(90)	Data parameter 16 for the channel segment.
Y	Param17	Parameter 17	nvarchar(90)	Data parameter 17 for the channel segment.
Z	Param18	Parameter 18	nvarchar(90)	Data parameter 18 for the channel segment.
AA	Param19	Parameter 19	nvarchar(90)	Data parameter 19 for the channel segment.

Media Data Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AB	Param20	Parameter 20	nvarchar(90)	Data parameter 20 for the channel segment.
AC	IPNIQ_Node_Id_Source	Enterprise Routing Node ID Source	int(4) not null	The identifier of the Enterprise Routing node.
AD	Contact_Type_Key*	Contact Type Key	int(4) not null	The key generated for the interaction type.
AE	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
AF	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AG	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
AH	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
AI	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
AJ	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
AK	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter of the year in YYYY01 - yyyy04 format..
AL	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyyymm00, for example October 2014 appears as 20141000.
AM	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
AN	Day_Key	Day Key	int(4)	The identifier of the date in yyyyymmdd format.
AO	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
AP	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
AQ	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter of the hour starting from 1-96.
AR	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.

Media Service Summary Table

Name: FACT_Media_Service_Sum

Purpose: The Media Service Summary table contains interaction metrics summarized by channel and work type.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_Media_Service_Sum WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time ASC

Media Service Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
B	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time when this summary period began. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
C	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
D	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
E	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
F	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyy00, for example October 2014 appears as 20141000.
G	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
H	Day_Key	Day Key	int(4)	The identifier of the date in yyyy0000 format.
I	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
J	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
K	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).

Media Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
L	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
M	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
N	Resource_Group_Key*	Resource Group Key	int(4)	The key for the resource group generated for DIM_Resource_Groups.Resource_Group_Key.
O	Call_Category_Key*	Call Category Key	int(4)	The key generated for the call category: 1 = Inbound 2 = Outbound 3 = Internal
P	Contact_Type_Key*	Contact Type Key	int(4)	The key for the interaction type generated for DIM_Contact_Types.Contact_Type_Key: -1 = Standard 0 = Undefined 1 = Queued Service Call 2 = DID Call 3 = Incoming Consultation Call 4 = Outgoing Consultation Call 5 = External Call 6 = Transferred-In Service Call 7 = Incoming Conference Call 8 = Outgoing Conference Call 9 = Multi Transferred-In Service Call 10 = Multi DID Call 11 = Multi Incoming Consultation Call 12 = Multi Outgoing Consultation Call 13 = Multi External Call 14 = Multi Incoming Conference Call 15 = Multi Outgoing Conference Call 16 = Transferred-In Non-Service Call

Media Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
Q	Media_Type_Key*	Media Type Key	tinyint(1)	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other
R	Call_Type_Key*	Call Type Key	int(4)	The key for the call type generated for DIM_Call_Types.Call_Type_Key: 1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected

Media Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
S	Call_Action_Key*	Call Action Key	int(4)	The key for the interaction action generated for DIM_Call_Actions.Call_Action_Key. See Possible Values for Call_Action_Key and Call_Action_Desc Fields on page 2-20.

Media Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
T	Call_Action_Reason_Key*	Call Action Reason Key	int(4)	<p>The key for the reason interaction action generated for DIM_Call_Action_Reasons.Call_Action_Reason_Key:</p> <p>0 = Unknown 1 = AbandonedBySwitch 2 = AgentAvailable 3 = AgentNotLoggedIn 4 = CallComplete 5 = ConferenceComplete 6 = Customer Hangup 7 = Customer Selected 8 = DialRequestFailed 9 = GiveBusy 10 = Holiday 11 = Inactive 12 = InternalFailure 13 = LicenseExceeded 14 = NoResourceAvailable 15 = NoRouteAvailable 16 = NTSwitchDown 17 = NTSwitchHungup 18 = NTSwitchRejectedRequest 19 = MaxQLen 20 = MaxQTime 21 = PrematureHangup 22 = RejectedByOverflowService 23 = RouteBeep 24 = RouteBusy 25 = RouteFax 26 = RouteHangup 27 = RoutePlayMessage 28 = RouteM3 29 = ThirdPartyAvailable 30 = ThirdPartyNotAvailable 31 = TrunkLicenseExceeded 32 = Unavailable 33 = Undefined 34 = Unmanned 35 = UserNotAvailable 36 = XferedByAgent 37 = ThirdPartyHungup 38 = ConsultationComplete 39 = RoutePlayScript 40 = WaitForAgentExceeded 41 = QueueMaxLengthExceeded 42 = UserLeftMessage 43 = UserAccessedMessage 44 = AgentHungUp 45 = Met Confidence Level 46 = Did Not Meet Confidence Level 47 = NLP Failed 48 = NLP Assistance 49 = Agent Assistance 50 = NLP and Agent Assistance 51 = ReRoute Unavailable 52 = PO Unavailable 53 = Delivered 54 = Delivery Failed 55 = RingNoAnswer</p>

Media Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
U	Disposition_Key*	Disposition Key	int(4)	The key for the disposition generated for DIM_Dispositions.Disposition_Key. Disposition IDs of 85 and above are configurable dispositions.
V	Switch_Disposition_Key*	Switch Disposition Key	int(4)	The key for the switch disposition.
W	Site_Key*	Site Key	int(4)	Not used.
X	Tenant_Id_Source	Tenant ID Source	int(4)	Not used
Y	DNIS_Key	DNIS Key	int(4)	The key generated for the Dialed Number Identification Service (DNIS).
Z	DNIS	DNIS	nvarchar(40)	Dialed Number Identification Service - the number dialed.
AA	URL_Key	URL Key	int(4)	The unique key generated for the URL of a chat interaction.
AB	Table_Key	Table ID Source	int(4)	The identifier of the table.
AC	Table_Id_Source*	Table ID Source	int(4)	The identifier of the table.
AD	Num_Calls	Calls	int(4)	The total number of interactions over the period of summary.
AE	Num_Active	Active	int(4)	The number of active calls over the period of summary. This includes calls that started in the summary period and calls that started prior to the summary period but were still active during the summary period.
AF	Num_Queued	Queued	int(4)	The number of interactions placed in queue over the period of summary.
AG	Num_Times_On_Hold	Times on Hold	int(4)	The number of times interactions were placed on hold by the user for the channel over the period of summary.
AH	Num_Calls_In_Wrap	Calls in Wrap	int(4)	The number of interactions placed in Wrap state for the channel over the period of summary.
AI	Dur_Total_Time	Total Time	int(4)	The total amount of interaction time, in seconds, over the period of summary.
AJ	Dur_Queue_Time	Queue Time	int(4)	The total amount of the interaction that was queued to be handled by an agent or resource.

Media Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AK	Dur_NLP_Time	NLP (Natural Language Processing) Time	int(4)	The total amount of time, in seconds, spent on natural language processing for email over the period of summary.
AL	Dur_Send_Time	Send Time	int(4)	The total amount of send time, in seconds, over the period of summary. Send time is the amount of time it takes to send an email.
AM	Num_WI_Service_Level	Within Service Level	int(4)	The number of interactions that were completed within the configured service level threshold over the period of summary.
AN	Dur_Setup_Time	Setup Time	int(4)	The total amount of setup time, in seconds, over the period of summary. Setup time is counted between the start of the interaction and when system call analysis detects whether a human, answering machine, fax, or other device answered the call.
AO	Num_Dialed	Dialed	int(4)	The total number of interactions dialed over the period of summary.
AP	Max_Queue_Time	Maximum Queue Time	int(4)	The maximum amount of time interactions spent in queue over the period of summary.
AQ	Max_Queue_Time_Abandoned	Maximum Queue Time Abandoned	int(4)	The maximum amount of time interactions that were abandoned spent in queue over the period of summary.
AR	Max_Queue_Time_Dropped	Maximum Queue Time Dropped	int(4)	The maximum amount of time interactions that were dropped by the system spent in queue over the period of summary.
AS	Max_Queue_Time_Connected	Maximum Queue Time Connected	int(4)	The maximum amount of time interactions that were connected to a user spent in queue over the period of summary.
AT	Dur_Mandatory_Att_Time	Mandatory Attention Retainer Time	int(4)	Reserved for future use.

Media Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AU	Num_Rejected	Rejected	int(4)	<p>The number of calls with a call action of Rejected over the period of summary.</p> <p>This is the number of time users rejected an offered interaction (not system rejects). Reject is dependent on user configuration for Manual Answer. If user configuration is set to auto-answer, the number of Rejected will be shown as 0.</p>
AV	Num_Accepted	Accepted	int(4)	<p>The number of interactions with a call action of Accepted over the period of summary.</p> <p>This is the number of times users accepted the interaction. Accept is dependent on user configuration for Manual Answer. If user configuration is set to auto-answer, the number of Accepted will be shown as 0.</p>
AW	Num_Short	Short	int(4)	The number of calls over the period of summary that were abandoned before the configured short call interval.
AX	Dur_IVR_Time	IVR Time	int(4)	The amount of time an interaction spent within an IVR over the period of summary.
AY	IPNIQ_ASBR_Flag	Enterprise Routing Dynamic Inbound Service Flag	int(4)	<p>Enterprise Routing and Dynamic Inbound Service indicator:</p> <p>0 = Not an Enterprise Routing or Dynamic Inbound Service contact</p> <p>1 = Enterprise Routing contact (remote node)</p> <p>2 = Dynamic Inbound Service contact with no Enterprise Routing involvement</p> <p>3 = Enterprise Routing contact (originating node)</p>
AZ	Last_Update_Date_Time	Last Update Date and Time	datetime2	<p>The date and time when the record last changed.</p> <p>Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.</p>
BA	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.

Media Service Summary Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
BB	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

OFCOM Service Summary Table

Name: FACT_OFCOM_Service_Sum

Purpose: The FACT OFCOM Service Summary table summarizes OFCOM data, such as the number of answering machines detected by the dialer and the number of calling party violations that occurred during the summary period.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_OFCOM_Service_Sum WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time ASC

OFCOM Service Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time of the beginning of the interval in which the interaction was recorded. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
C	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Join to Dim_Services table for the full name. Service name is the name of the work type as configured in the Via User Experience Configuration Manager.
D	Table_Key*	Table ID Source	int(4)	The identifier of the table.
E	Site_Key*	Site Key	int(4)	Not used.
F	Tenant_Id_Source*	Tenant ID Source	int(4)	Not used.
G	Num_Answer_Machine	Num Answer Machine	int	The number of answering machines detected by the dialer, over the period of summary.

OFCOM Service Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
H	Num_Agent_Answer_Machine	Num Agent Answer Machine	int	The number of calls routed to an agent that were dispositioned by the agent as an answering machine, over the period of summary.
I	Num_Transfer_Success	Num Transfer Success	int	The number of calls delivered to an agent within the OFCOM-specified time limit from the beginning of the salutation, over the period of summary.
J	Num_Transfer_Violation	Num Transfer Violation	int	The number of calls that were delivered to an agent that took longer than the OFCOM-specified time limit from the beginning of the salutation, over the period of summary.
K	Num_Ring_No_Ans_Violation	Num Ring No Ans Violation	int	The number of calls where Aspect Unified IP dispositioned a call as Ring-No-Answer but did not allow the phone to ring for the minimum amount of time specified by OFCOM and configured in the Unified Command and Control - Administration client application, over the period of summary.
L	Num_Calling_Party_Violation	Num Calling Party Violation	int	The number of calls where the called party was not presented with calling party information (such as calling party name or calling party number), over the period of summary.
M	Num_Play_Message_Success	Num Play Message Success	int	The number of messages that played in less than or equal to the minimum amount of time specified by OFCOM and configured in the Unified Command and Control - Administration client application, over the period of summary.
N	Num_Play_Message_Violation	Num Play Message Violation	int	The number of messages that played in more than the minimum amount of time specified by OFCOM and configured in the Unified Command and Control - Administration client application, over the period of summary.
O	Num_Play_Message_Failure	Num Play Message Failure	int	The number of messages that failed to play to the called party, over the period of summary.

OFCOM Service Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
P	Num_False_Positive	Num False Positive	int	The reasoned number of live calls that were misdiagnosed as answering machines and were abandoned by the switch, over the period of summary. This is an estimate based on a percentage of live calls.
Q	Dur_Transfer_Time	Transfer Time	int	The amount of time that it took, in seconds, to deliver all agent-routed calls to agents from the beginning of the salutation of the called party (for example, from the "H" in "Hello"), over the period of summary.
R	Num_Transfer	Num Transfer	int	The number of calls transferred to an agent over the period of summary.
S	Num_Live_Connects	Num Live Connects	int	The number of outbound calls that the Aspect Unified IP system detected to be live calls (calls answered by a person), over the period of summary.
T	Num_Non_Live_Connects	Num Non Live Connects	int	The number of outbound calls that the Aspect Unified IP system detected were not live calls (calls not answered by a person), over the period of summary. For example, Answering Machine, Busy, or Ring-No-Answer calls.
U	Num_Abandoned	Num Abandoned	int	The number of interactions abandoned during the summary period. This includes interactions abandoned in queue, abandoned by switch, and abandoned by customer.
V	Num_Silent_Abandoned	Num Silent Abandoned	int	The number of interactions that were answered and no user was available and no message / recording was played, for the summary period.

OFCOM Service Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
W	IPNIQ_ASBR_Flag	Enterprise Routing Dynamic Inbound Service Flag	int(4) not null	Enterprise Routing and Dynamic Inbound Service indicator: 0 = Not an Enterprise Routing or Dynamic Inbound Service contact 1 = Enterprise Routing contact (remote node) 2 = Dynamic Inbound Service contact with no Enterprise Routing involvement 3 = Enterprise Routing contact (originating node)
X	Contact_Type_Key*	Contact Type Key	int(4) not null	The key generated for the interaction type.
Y	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
Z	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
AA	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
AB	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyy-mm00, for example October 2014 appears as 20141000.
AC	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
AD	Day_Key	Day Key	int(4)	The identifier of the date in yyyy-mm-dd format.
AE	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
AF	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
AG	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
AH	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.

OFCOM Service Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
AI	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AJ	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
AK	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

OFCOM Stats Summary Table

Name: FACT_OFCOM_Stats_Sum

Purpose: The FACT OFCOM Stats Summary table summarizes OFCOM data, such as the number of agent connections and the number of dial attempts that occurred during the summary period.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_OFCOM_Stats_Sum WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time ASC

OFCOM Stats Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.
B	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time of the beginning of the interval in which the interaction was recorded. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
C	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Join to Dim_Services table for the full name. Service name is the name of the work type as configured in the Via User Experience Configuration Manager.
D	Table_Key*	Table ID Source	int(4)	The identifier of the table.
E	Site_Key*	Site Key	int(4)	Not used.
F	Tenant_Id_Source*	Tenant ID Source	int(4)	Not used.
G	Num_Answer_Machine	Num Answer Machine	int	The number of answering machines detected by the dialer, over the period of summary.
H	Num_Agent_Answer_Machine	Num Agent Answer Machine	int	The number of calls routed to an agent that were dispositioned by the agent as an answering machine, over the period of summary.

OFCOM Stats Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
I	Num_Transfer_Success	Num Transfer Success	int	The number of calls delivered to an agent within the OFCOM-specified time limit from the beginning of the salutation, over the period of summary.
J	Num_Transfer_Violation	Num Transfer Violation	int	The number of calls that were delivered to an agent that took longer than the OFCOM-specified time limit from the beginning of the salutation, over the period of summary.
K	Num_Ring_No_Ans_Violation	Num Ring No Ans Violation	int	The number of calls where Aspect Unified IP dispositioned a call as Ring-No-Answer but did not allow the phone to ring for the minimum amount of time specified by OFCOM and configured in the Unified Command and Control - Administration client application, over the period of summary.
L	Num_Calling_Party_Violation	Num Calling Party Violation	int	The number of calls where the called party was not presented with calling party information (such as calling party name or calling party number), over the period of summary.
M	Num_Play_Message_Success	Num Play Message Success	int	The number of messages that played in less than or equal to the minimum amount of time specified by OFCOM and configured in the Unified Command and Control - Administration client application, over the period of summary.
N	Num_Play_Message_Violation	Num Play Message Violation	int	The number of messages that played in more than the minimum amount of time specified by OFCOM and configured in the Unified Command and Control - Administration client application, over the period of summary.
O	Num_Play_Message_Failure	Num Play Message Failure	int	The number of messages that failed to play to the called party, over the period of summary.
P	Num_False_Positive	Num False Positive	int	The reasoned number of live calls that were misdiagnosed as answering machines and were abandoned by the switch, over the period of summary. This is an estimate based on a percentage of live calls.

OFCOM Stats Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
Q	Num_Transfer	Num Transfer	int	The number of calls transferred to an agent over the period of summary.
R	Num_Live_Connects	Num Live Connects	int	The number of outbound calls that the Aspect Unified IP system detected to be live calls (calls answered by a person), over the period of summary.
S	Num_Non_Live_Connects	Num Non Live Connects	int	The number of outbound calls that the Aspect Unified IP system detected were not live calls (calls not answered by a person), over the period of summary. For example, Answering Machine, Busy, or Ring-No-Answer calls.
T	Num_Abandoned	Num Abandoned	int	The number of interactions abandoned during the summary period. This includes interactions abandoned in queue, abandoned by switch, and abandoned by customer.
U	Num_Silent_Abandoned	Num Silent Abandoned	int	The number of interactions that were answered and no user was available and no message / recording was played, for the summary period.
V	Num_Dial_Attempts	Num Dial Attempts	int	The number of outbound interactions dialed for the summary period.
W	Num_Agent_Connects	Num Agent Connects	int	The number of outbound interactions handled by users in the work type that began during the summary period.
X	Dur_Transfer_Time	Transfer Time	int	The amount of time that it took, in seconds, to deliver all agent-routed calls to agents from the beginning of the salutation of the called party (for example, from the "H" in "Hello"), over the period of summary.
Y	IPNIQ_ASBR_Flag	Enterprise Routing Dynamic Inbound Service Flag	int(4) not null	Enterprise Routing and Dynamic Inbound Service indicator: 0 = Not an Enterprise Routing or Dynamic Inbound Service contact 1 = Enterprise Routing contact (remote node) 2 = Dynamic Inbound Service contact with no Enterprise Routing involvement 3 = Enterprise Routing contact (originating node)

OFCOM Stats Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
Z	Contact_Type_Key*	Contact Type Key	int(4) not null	The key generated for the interaction type.
AA	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
AB	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
AC	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).
AD	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyyymm00, for example October 2014 appears as 20141000.
AE	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
AF	Day_Key	Day Key	int(4)	The identifier of the date in yyyyymmdd format.
AG	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
AH	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
AI	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
AJ	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
AK	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AL	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
AM	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

Offered Profile Summary Table

Name: FACT_Offered_Profile_Sum

Purpose: The FACT Offered Profile Summary table tracks Queue Time durations.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_Offered_Profile_Sum WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time ASC

Offered Profile Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Data_Source_Key	Data Source Key	int(4) not null	The key generated for the data source.
B	Site_Key	Site Key	int(4)	Not used.
C	Media_Type_Key*	Media Type Key	tinyint(1)	The unique key generated for the channel: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message 7 = Outbound Message 8 = Social 9 = SMS 99 = Web 100 = Other
D	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
E	DNIS	DNIS	nvarchar(40)	Dialed Number Identification Service - the number dialed by the caller of an incoming interaction.
F	DNIS_Key*	DNIS Key	int(4)	The key generated for the DNIS.
G	Call_Category_Key*	Call Category Key	int(4)	The key generated for the interaction category: 1 = Inbound 2 = Outbound 3 = Internal

Offered Profile Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
H	Call_Type_Key*	Call Type Key	int(4)	The key for the call type generated for DIM_Call_Types.Call_Type_Key: 1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected
I	Call_Action_Key*	Call Action Key	int(4)	The key for the interaction action generated for DIM_Call_Actions.Call_Action_Key. See Possible Values for Call_Action_Key and Call_Action_Desc Fields on page 2-20..
J	Year_Key	Year Key	int(4)	The identifier of the year (yyyy0000).
K	Half_Year_Key	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
L	Quarter_Key	Quarter Key	int(4)	The identifier of the quarter (yyyy01, yyyy02, yyyy03, or yyyy04).

Offered Profile Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
M	Month_Key	Month Key	int(4)	The identifier of the month. This appears as yyyyymm00, for example October 2014 appears as 20141000.
N	Week_Key	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
O	Day_Key	Day Key	int(4)	The identifier of the date in yyyyymmdd format.
P	Hour_Key	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
Q	Half_Hour_Key	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
R	Quarter_Hour_Key	Quarter Hour Key	int(4)	The identifier of the quarter hour segment starting from midnight (1-96).
S	Minute_Key	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
T	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time when this summary period began. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
U	Interval_Key	Interval Key	int	The key generated for the interval. 1 = 0 -15 min 2 = 16 - 30 min 3 = 31 - 45 min 4 = 46 - 60 min 5 = 61 - 90 min 6 = 91 - 120 min 7 = 121 - 180 min 8 = 181 - 240 min 9 = 241 - 300 min 10 = 301 - 360 min 11 = 361 - 480 min 12 = 481 - 30000 min 13 = 30001 - NULL
V	Virtual_Flag	Virtual Flag	bit	Indicates whether virtual.
W	Num_Abandoned	Num Abandoned	int	The number of interactions abandoned for the day/interval. This includes interactions abandoned in queue, abandoned by switch, and abandoned by customer.

Offered Profile Summary Table

Excel Column	Field Name	Field Description	Data Type	Comments
X	Num_Short	Short	int(4)	The number of calls over the period of summary that were abandoned before the configured short call interval.
Y	Num_Handled	Num Handled	int	The number of interactions handled for the day/interval. This does not include abandoned interactions.
Z	Dur_Queue_Time_Abandoned	Duration Queue Time Abandoned	int	The amount of time abandoned interactions spent in queue during the summary period.
AA	Max_Queue_Time_Abandoned	Maximum Queue Time Abandoned	int(4)	The maximum amount of time interactions that were abandoned spent in queue over the period of summary.
AB	Dur_Queue_Time_Handled	Duration Queue Time Handled	int	The amount of time handled interactions spent in queue during the summary period.
AC	Max_Queue_Time_Handled	Maximum Queue Time Handled	int	The maximum amount of time abandoned interactions spent in queue during the summary period.
AD	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AE	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.

OnCall Activity Detail Table

Name: FACT_On_Call_Activity_Detail

Purpose: The OnCall Activity Detail table provides detailed data on OnCall calls, including start and end times for Conference, Hold, Multi, Unfocused, and Wrap states.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_On_Call_Activity_Detail WHERE
Call_Start_Date_Time >= @begin AND Call_Start_Date_Time < @end ORDER BY
Call_Start_Date_Time, Call_End_Date_Time ASC

OnCall Activity Detail Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time the 15 minute interval began. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
B	Call_Start_Date_Time	Call Start Date Time	datetime2 not null	The date and time when the interaction started. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
C	Sequence_Number	Sequence Number	int(4) not null	The unique identification number given to the interaction. The sequence number is used to trace an interaction across different work types.
D	Call_Id_Source	Call ID Source	int(4) not null	The identifier of the interaction. This is the Contact Record Call ID from Contact Detail Table.
E	Subsequent_Call_Sequence_Number	Subsequent Call Sequence Number	int(4) not null	The identification number assigned to each interaction segment starting with 0. For example, if a particular Sequence_Number has three interaction segments, there will be three rows for that Sequence_Number in the table, each having a different Subsequent_Call_Sequence_Number of 0, 1, and 2.

OnCall Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
F	Service_Key*	Service Key	int(4)	The key for the work type generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
G	Agent_Key*	Agent Key	int(4)	The key for the user generated for DIM_Agent.Agent_Key. Note: Join to Dim_Agent table to allow reference to all user configurations for user name, and so forth.
H	Disposition_Key*	Disposition Key	int(4)	The key for the disposition generated for DIM_Dispositions.Disposition_Key. Disposition IDs of 85 and above are configurable dispositions.

OnCall Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
I	Call_Type_Key*	Call Type Key	int(4)	The key for the call type generated for DIM_Call_Types.Call_Type_Key: 1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected
J	Call_Category_Key*	Call Category Key	int(4)	The key generated for the interaction category: 1 = Inbound 2 = Outbound 3 = Internal
K	Call_Action_Key*	Call Action Key	int(4)	The key for the interaction action generated for DIM_Call_Actions.Call_Action_Key. See Possible Values for Call_Action_Key and Call_Action_Desc Fields on page 2-20.

OnCall Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
L	Hold_Start_Date_Time	Hold Start Date Time	datetime2	The date and time when the interaction entered the Hold state. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
M	Hold_End_Date_Time	Hold End Date Time	datetime2	The date and time when the Hold state ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
N	Wrap_Call_Start_Date_Time	Wrap Start Date Time	datetime2	The date and time when the interaction entered the Wrap state. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
O	Wrap_Call_End_Date_Time	Wrap End Date Time	datetime2	The date and time when the Wrap state ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
P	Call_Insert_Date_Time	Call Insert Date Time	datetime2	The date and time when the interaction was inserted. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
Q	Resource_Group_Key*	Resource Group Key	int(4)	The key for the user resource group generated for DIM_Resource_Group.Resource_Group_Key.
R	DNIS	DNIS	nvarchar(40)	Dialed Number Identification Service - the number dialed.

OnCall Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
S	Workgroup_Key*	Workgroup Key	int(4)	The key for the team generated for DIM_Workgroups.Workgroup_Key. Note: Workgroups are defined as Teams in the Via User Experience Configuration Manager.
T	Call_End_Date_Time	Call End Date Time	datetime2	The date and time when the interaction ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
U	Unfocused_Start_Date_Time	Unfocused Start Date Time	datetime2	The date and time when the interaction entered the Unfocused state. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
V	Unfocused_End_Date_Time	Unfocused End Date Time	datetime2	The date and time when the Unfocused state ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
W	IPNIQ_Node_Id_Source	Enterprise Routing Node ID Source	int(4) not null	The identifier of the Enterprise Routing node.
X	IPNIQ_ASBR_Flag	Enterprise Routing Dynamic Inbound Service Flag	int(4) not null	Enterprise Routing and Dynamic Inbound Service indicator: 0 = Not an Enterprise Routing or Dynamic Inbound Service contact 1 = Enterprise Routing contact (remote node) 2 = Dynamic Inbound Service contact with no Enterprise Routing involvement 3 = Enterprise Routing contact (originating node)
Y	Contact_Type_Key*	Contact Type Key	int(4) not null	The key generated for the interaction type.

OnCall Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
Z	Line_Number	Line Number	int(4) not null	The line number of a multi-line interaction: 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AA	Conference_Start_Date_Time	Conference Start Date Time	datetime2	The date and time when the interaction entered the Conference state. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AB	Conference_End_Date_Time	Conference End Date Time	datetime2	The date and time when the Conference state ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AC	Multi_State_Start_Date_Time	Multi State Start Date Time	datetime2	The date and time when the interaction entered the Multi state. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AD	Multi_State_End_Date_Time	Multi State End Date Time	datetime2	The date and time when the Multi state ended. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AE	Park_Flag	Park Flag	int(4)	Indicates whether the user was in the Park state when this data was gathered: 0 = No 1 = Yes
AF	Data_Source_Key	Data Source Key	int(4) not null	The unique key generated for the data source.

OnCall Activity Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
AG	Last_Update_Date_Time	Last Update Date and Time	datetime2 not null	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.
AH	Source_PK_Hash	Source Primary Key Hash	bigint(8) not null	The unique identifier of the record.
AI	Data_Task_Id*	Data Task ID	bigint(8) not null	The identifier of the data task.
AJ	Year_Key*	Year Key	int(4)	The identifier of the year (yyyy0000).
AK	Half_Year_Key*	Half Year Key	int(4)	The identifier of the half year (yyyy00 or yyyy06).
AL	Quarter_Key*	Quarter Key	int(4)	The identifier of the quarter of the year starting from YYYY01 - yyyy04
AM	Month_Key*	Month Key	int(4)	The identifier of the month. This appears as yyymmm00, for example October 2014 appears as 20141000.
AN	Week_Key*	Week Key	int(4)	The identifier of the week (yyyy0001 - yyyy0053).
AO	Day_Key*	Day Key	int(4)	The identifier of the date in yyymmmdd format.
AP	Hour_Key*	Hour Key	int(4)	The identifier of the hour segment starting from midnight (1-24).
AQ	Half_Hour_Key*	Half Hour Key	int(4)	The identifier of the half hour segment starting from midnight (1-48).
AR	Quarter_Hour_Key*	Quarter Hour Key	int(4)	The identifier of the quarter of the hour starting from 1-96.
AS	Minute_Key*	Minute Key	int(4)	The identifier of the minute segment starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.

UMID Detail Table

Name: FACT_UMID_Detail

Purpose: The UMID Detail table provides detailed Universal Media Identifier (UMID) interaction information for completed customer interactions that traverse Aspect Via and Customer Experience. Universal Media ID (UMID) is stored with every segment of an interaction in both Via and Customer Experience systems. It allows the data warehouse to link different segments of the customer interaction across systems and to provide data on complete customer interactions. One row in this table may represent several interaction segments.

Note: Email interactions are not supported in UMID interaction reporting.

An asterisk (*) indicates that the field can be used to join this table with another.

A **bold** field indicates that the field is a primary key can be referenced by fields in other tables to join tables.

Data Pull Query: SELECT * FROM FACT_UMID_Detail WHERE Begin_Date_Time >= @begin AND Begin_Date_Time < @end ORDER BY Begin_Date_Time, End_Date_Time ASC

UMID Detail Table

Excel Column	Field Name	Field Description	Data Type	Comments
A	Universal_Media_ID	Universal Media ID	nvarchar(36) not null	The universal media identifier (UMID) that tracks the interaction.

UMID Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
B	Start_Call_Type_Key*	Start Call Type Key	int(4)	The key for the call type at the start of the interaction generated for DIM_Call_Types.Call_Type_Key: 1 = ACD 2 = AOD 3 = Conference 4 = Consult 5 = Transferred 6 = DID 7 = Fax 8 = M3 9 = Manual 10 = Message 11 = Monitoring 12 = Recording 13 = ThirdPartyConsultXfer 14 = Undefined 15 = External 16 = VoiceMail 17 = Chat 18 = Email NLP 19 = Email Agent Selected 20 = Email Self Service 21 = Email Director Review 22 = Email Send 23 = Email Outbound 24 = AWD 25 = CTI 26 = Instant Message 27 = Instant Message Conference 28 = Instant Message Consultation 29 = IPNIQ Inbound 30 = SMS 31 = Inbound SMS 32 = Email Manual Outbound 100 = Self-Service Inbound 101 = Self-Service Outbound 102 = Self-Service Rejected
C	Begin_Date_Time	Begin Date Time	datetime2 not null	The date and time when the interaction began.
D	End_Date_Time	End Date Time	datetime2	The date and time when the interaction ended.
E	DNIS_Key*	DNIS Key	int(4)	The key generated for the DNIS.

UMID Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
F	Customer_Identification	Customer Identification	nvarchar(256)	The identifier of the customer. This is: ANI associated with the customer for inbound voice and Inbound SMS DialedNumber for Outbound Voice URL for chat FROMAddress (Incoming email address) for inbound email SendToAddress (Destination email address) for outbound email and outbound SMS
G	Start_Data_Source_Key*	Start Data Source Key	int(4)	The key for the data source where the interaction started.
H	End_Data_Source_Key*	End Data Source Key	int(4)	The key generated for the data source when the interaction ended.
I	Start_Site_Key*	Start Site Key	int(4)	Not used.
J	End_Site_Key*	End Site Key	int(4)	Not used.
K	Start_Service_Key*	Start Service Key	int(4)	The key for the work type when the interaction started generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
L	End_Service_Key*	End Service Key	int(4)	The key for the work type when the interaction ended generated for DIM_Services.Service_Key. Note: Services are defined as Work Types in the Via User Experience Configuration Manager.
M	Start_Media_Type_Key*	Start Media Type Key	tinyint(1)	The key for the channel type when the interaction started.
N	Start_Sub_Channel_Key	Start Sub Channel Key	int(4)	The key for the subchannel when the interaction started.

UMID Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
O	Interaction_Flag	Interaction Flag	tinyint(1) not null	<p>The type of interaction for the interaction:</p> <p>0 = Abandoned in Via 1 = Short Call 2 = Handled by Agent 3 = Automated in CX 4 = Automated in Via 5 = Abandoned/Rejected in CX 6 = Default</p> <p>This occurs when the interactions do not belong to other categories such as DID calls completed and interactions with undefined calls actions.</p> <p>7 = Other</p> <p>This occurs when the interactions do not make it to an agent, but are not abandoned with call actions of hung up, rejected, reroute failed, delivery failed, not answered, and e-mail does not exist.</p> <p>Note: The rows with Interaction_Flag value of 255 are invalid. These rows must be ignored in the data export as they are not shown on the historical reports.</p>
P	First_Agent_Key*	First Agent Key	int(4)	This field is reserved for future use.
Q	Last_Agent_Key*	Last Agent Key	int(4)	This field is reserved for future use.
R	Agent_Transfer_Flag	Agent Transfer Flag	tinyint(1)	<p>Indicates whether the interaction was transferred by a user:</p> <p>0 = No 1 = Yes</p>
S	Num_Agents_Involved	Agents Involved	int(4)	This field is reserved for future use.
T	Dur_Queue_Time	Queue Time	int(4)	<p>Total queue time for the interaction for all segments associated to the call where the call queued. As of now, this includes the IVR Time (e.g. Attention Retainer played to the customer before the call queues into a work type). This can be cross-checked looking for the Dur_Queue_Time in FACT_Contact_Detail (including IVR time too) for the same UMID and aggregate all Queue Time associated to all call segments where applicable.</p>
U	Dur_Wrap_Time	Wrap Time	int(4)	This field is reserved for future use.

UMID Detail Table (continued)

Excel Column	Field Name	Field Description	Data Type	Comments
V	Dur_Total_Time	Total Time	int(4)	The total amount of time for the interaction, in seconds.
W	Dur_Hold_Time	Hold Time	int(4)	This field is reserved for future use.
X	Num_Times_On_Hold	Times on Hold	int(4)	This field is reserved for future use.
Y	Num_Complete_Segments	Complete Segments	int(4)	The number of completed segments for the interaction.
Z	Num_Incomplete_Segments	Incomplete Segments	int(4)	The number of incompleted segments for the interaction.
AA	Completion_Flag	Completion Flag	tinyint(1)	Indicates whether the interaction has been completed: 0 = No 1 = Yes
AB	Start_Minute_Key*	Start Minute Key	int(4)	The identifier of the minute segment when the interaction started, starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
AC	Start_Day_Key*	Start Day Key	int(4)	The identifier of the day the interaction started in yyymmdd format.
AD	End_Day_Key*	End Day Key	int(4)	The identifier of the day the interaction ended in yyymmdd format.
AE	End_Minute_Key*	End Minute Key	int(4)	The identifier of the minute segment when the interaction ended, starting from midnight (1-1440). For example, 12:01AM displays as 2 and 3:03AM as 184.
AF	Data_Task_Id*	Data Task ID	bigint(8)	The identifier of the data task.
AG	Last_Update_Date_Time	Last Update Date and Time	datetime2	The date and time when the record last changed. Note: The default format is yyyy/mm/dd hh:mm:ss. However, regional settings apply when opening the csv document with Microsoft Excel, or other such tools.



3

Part 3 Outreach Tables

This section describes the Outreach tables downloaded with Reporting Data Export Manager.

Chapter 4

Outreach Tables

This chapter contains descriptions of tables for that provide Outreach data available for download with Reporting Data Export Manager.

The following tables are described in this chapter:

ac_uip_timezone
cb_appointment
cl_account_control_item
cl_contact_event
cl_contact_list
cq_disposition
ex_attempt_tracker_config
ex_attempt_tracker_event
ex_convenience
rp_agent_transactions
rp_list_penetration
rp_system_info
sd_schema_definition

The following information is presented for each data model table:

- **Name:** The name of the data model table.
- **Excel Column:** If you are opening the CSV files using Excel, the letters in each column header help orient you to field information in this guide.
- **Field Name:** The name of the field.
- **Data Type:** Valid data the field can contain. The following are data types in the system data model that you can use as variables in a custom report:
 - *varchar(n)*—Variable-length combinations of letters, numbers, and symbols. Examples of character type information include names, addresses, and codes. *n* indicates the *maximum* number of characters that the field or variable can contain.
 - *int*—Whole numbers between –2,147,483,648 and 2,147,483,647, inclusive. This data type stores 4 bytes of data.
 - *datetime*—Based on the SQL date format; includes date and time in string format: YYYY-MM-DD hh:mm:ss.
- **Description:** A description of the information in the field, including the valid range of values the field can contain. Also used for special characteristics, constraints, and formatting information.

The following tables have an identity column that should be ignored when importing data into an external data warehouse. The identity column should be auto-generated in the external data warehouse during the data insert but updated based on the given key:

- `cl_account_control_item` key(`contact_list_name`, `contact_address`, `contact_type`)
- `rp_agent_transactions` key(`date_time`, `interval_type`, `dialer_name`, `list_name`, `agent_login_name`, `dialer_target_name`, `timezone_id`)
- `rp_list_penetration` key(`date_time`, `interval_type`, `contact_list_id`)
- `rp_system_info` key(`date_time`, `interval_type`, `record_group_by_name`, `record_group_by_type`, `dialer_target_name`, `timezone_id`)

ac_uip_timezone

This table stores time zone information.

Data Pull Query: SELECT

```
timezone_id,timezone_desc,gmt_offset,nanp_timezone_id,dst_observed,dst_on_month,dst_on
_day_of_week,dst_on_start_day,dst_on_gmt,dst_off_month,dst_off_day_of_week,dst_off_start
_day,dst_off_gmt from ac_uip_timezone
```

ac_uip_timezone Table

Excel Column	Field Name	Data Type	Description
A	timezone_id	int 4 not null	The unique identifier of the time zone.
B	timezone_desc	nvarchar 80	The name of the time zone.
C	gmt_offset	real	The number of minutes this time zone differs from GMT time.
D	nanp_timezone_id	int 4	The identifier of the time zone in the NANP mapping file.
E	dst_observed	int 4	Indicates whether Daylight Savings Time is observed by this time zone: 0 = No 1 = Yes
F	dst_on_month	int 4	The month when Daylight Savings Time begins in this time zone.
G	dst_on_day_of_week	int 4	The day of the week when Daylight Savings Time begins in this time zone.
H	dst_on_start_day	int 4	The date when Daylight Savings Time begins in this time zone.
I	dst_on_gmt	int 4	The number of minutes after midnight when Daylight Savings Time begins in this time zone.
J	dst_off_month	int 4	The month when Daylight Savings Time ends in this time zone.
K	dst_off_day_of_week	int 4	The day of the week when Daylight Savings Time ends in this time zone.
L	dst_off_start_day	int 4	The date when Daylight Savings Time ends in this time zone.
M	dst_off_gmt	int 4	The number of minutes after midnight when Daylight Savings Time ends in this time zone.

cb_appointment

Data Pull Query: SELECT

```
appointment_id,agent_login_name,start_time,contact_list_id,campaign_name,service_id,service_name,target_id,target_name,customer_name,phone_number,customer_time_zone,memo,scheduled_count,missed_count,reassigned_count,termination_status,time_stamp,type_of_callback,callback_status,account_number,ssn,purpose_id,customer,snowflake,customer_olson_time_zone from cb_appointment WHERE time_stamp >= @begin AND time_stamp < @end
ORDER BY time_stamp ASC
```

cb_appointment Table

Excel Column	Field Name	Data Type	Description
A	appointment_id	numeric 10 not null	A system generated unique identifier for the appointment.
B	agent_login_name	nvarchar 256	The login name of the user to whom these statistics apply.
C	start_time	datetime 8 not null	The date and time when the callback is to occur.
D	contact_list_id	int 4 not null	The identifier of the original contact list to which the record was assigned.
E	campaign_name	nvarchar 256 not null	The name of the campaign to which these statistics apply.
F	service_id	int 4 not null	The identifier of the work type to which these statistics apply.
G	service_name	nvarchar 256 not null	The name of the work type to which these statistics apply.
H	target_id	int 4 not null	The identifier of the work type to which the record was sent.
I	target_name	nvarchar 256 not null	The identifier of the Outreach work type to which the callback is assigned.
J	customer_name	nvarchar 256 not null	The name of the customer called.
K	phone_number	nvarchar 32 not null	The phone number for calling back.
L	customer_time_zone	nvarchar 256 not null	The time zone associated with the phone number dialed.
M	memo	nvarchar 256 not null	Comments entered by the user during the interaction.
N	scheduled_count	int not null	The number of times the appointment was rescheduled.
O	missed_count	int not null	The number of times the appointment was missed.

cb_appointment Table (continued)

Excel Column	Field Name	Data Type	Description
P	reassigned_count	int not null	The number of times the appointment was reassigned.
Q	termination_status	nvarchar 6 not null	The disposition used for the record once the appointment is completed.
R	time_stamp	datetime 8 not null	The date and time the appointment was last updated. This time stamp determines when the data should be purged.
S	type_of_callback	int 4 not null	The type of callback: 0 = ServiceLevel 1 = SameAgent
T	callback_status	int 4	The status of the callback.
U	account_number	nvarchar 256	The number of the account to which these statistics apply.
V	ssn	nvarchar 256	The social security number of the customer called.
W	purpose_id	nvarchar 256	The identifier of the purpose.
X	customer	nvarchar 256	The customer called.
Y	snowflake	nvarchar 256	The snowflake ID of the customer.
Z	customer_olson_time_zone	nvarchar 256 not null	The Olson time zone associated with the phone number dialed.

cl_account_control_item

The cl_account_control_item table is populated by the Exclusion component based on requests from the system, Account Control section. The table stores information about the records that must not be contacted – input date for Account Control feature. Contents of the table can also be updated in real time if system parameters dictate ContactList to add records terminated with certain disposition codes to account control.

Note: The identity column (Excel Column A, Field Name 'id') should be ignored when importing data into an external data warehouse. The identity column should be auto-generated in the external data warehouse during the data insert but updated based on the given key.

Update key: (contact_list_name, contact_address, contact_type)

Data Pull Query: SELECT

id,contact_type,contact_address,contact_list_name,created_date,start_date,end_pattern,end_date,last_modified_date,last_modified_by,reason,version from cl_account_control_item

cl_account_control_item Table

Excel Column	Field Name	Data Type	Description
A	id	numeric 9 not null	(Primary key) The unique identifier of the account control item.
B	contact_type	int 4 not null	The type of contact: account, voice, email, sms, and ssn.
C	contact_address	nvarchar 255 not null	The value to match for exclusion.
D	contact_list_name	nvarchar 255	The name of list to exclude from or blank to exclude from all lists.
E	created_date	datetime 8 not null	The time stamp when the record was created.
F	start_date	datetime 8 not null	The date and time the record exclusion should start taking place in the system.
G	end_pattern	int 4 not null	Indicates whether to end occurrence on a specific date: 0 = No, do not end occurrence 1 = Yes, end occurrence on end_date
H	end_date	datetime 8	The date and time the record exclusion should be ceased by the system.
I	last_modified_date	datetime 8	The date and time this record was last modified.
J	last_modified_by	nvarchar 255	The user name of the last user to modify this record.
K	reason	nvarchar 256	The reason the record should be excluded (optional comment field).
L	version	int 4 not null	The version. Default = 1.

cl_contact_event

The cl_contact_event table tracks every terminated record in the system. Records can either be automatically terminated by the system in the case of a busy, no answer, and so on, or by a user. This table is updated by the ContactList component as each transaction is finished. Most of the report tables are populated based on information from the cl_contact_event table.

Note:

- The identity column (Excel Column A, Field Name 'id') should be ignored when importing data into an external data warehouse. The identity column should be auto-generated in the external data warehouse during the data insert. No update is required for this table.

Data Pull Query: SELECT

```
id,contact_list_id,contact_list_name,record_number,time_of_contact,response_status,contact_channel,agent_login_name,agent_full_name,account_number,timezone,resource_group,split_number,record_released_time,trunk_used,ani,dnis,ov_number_of_retries,ov_trunk_released_time,ov_help_agent_login_name,ov_help_accepted,ov_help_response_time,ov_help_request_time,ov_login_time,ov_inbound_call_count,ov_call_count,ov_available_time,ov_pace_time,ov_dial_time_parm,ov_extend_key1_time,ov_extend_key2_time,ov_extend_key3_time,ov_extend_key1_value,ov_extend_key2_value,ov_extend_key3_value,ov_short_key_time,ov_extend_count,ov_held_duration,ov_call_connected_time,ov_call_answered_time,ov_dial_complete_time,ov_dial_start_time,ov_preview_start_time,ov_phone_number,ov_contact_type,ov_number_dialed,ov_number_to_callback,ov_time_to_callback,ov_message_played,ov_language_message_played,ov_routing_time,ov_call_analysis_time,total_number_of_records,input_file_name,optimizer_status,workgroup_name,dialer_target_name,list_template_name,target_template_name,priority_template_name,ov_new_phone_number,dialer_disposition,dialer_cause_code,appointment_id,counter_template_name,sms_template_name,call_type,sms_message_sent,sms_service_provider,sms_origination,callerid,emailid,countrycode,sms_provider_account_id,service_id,customer,seqnum,callid,callstartdate,number_type,switch_response_status,is_dialer_auto_type,number_of_rings,rings_duration,umid,agent_email,dial_mode from cl_contact_event WHERE time_of_contact >= @begin AND time_of_contact < @end ORDER BY time_of_contact ASC
```

cl_contact_event Table

Excel Column	Field Name	Data Type	Description
A	id	numeric 9 not null	(Primary key) The unique identifier of the contact event.
B	contact_list_id	numeric 9	The identifier of the list for which the record belongs.
C	contact_list_name	nvarchar 255	The name of the list for which the record belongs.
D	record_number	int 4	The record number to which the event pertains.
E	time_of_contact	datetime 8	The time stamp when the contact was made.
F	response_status	nvarchar 30	The disposition that corresponds to the attempt on the record.
G	contact_channel	nvarchar 30	The channel used to attempt contact.
H	agent_login_name	nvarchar 256	If the interaction is connected to a user, the identifier of the user. This is the user name the user enters at the workstation when they log in.

cl_contact_event Table (continued)

Excel Column	Field Name	Data Type	Description
I	agent_full_name	nvarchar 256	The full name of the user that received the record.
J	account_number	nvarchar 256	The value of @ACCOUNT for the record.
K	timezone	nvarchar 255	The time zone of the record.
L	resource_group	int 4	The resource group of the user which received the record.
M	split_number	int 4	The number of the split of the user that received the record.
N	record_released_time	datetime 8	The date and time the record was released.
O	trunk_used	int 4	The trunk that the record was dialed on (or received in the case of an inbound interaction).
P	ani	nchar 20	The ANI digits associated with the record.
Q	dnis	nchar 10	The DNIS digits associated with the record.
R	ov_number_of_retries	int 4	The number of retries for outbound voice attempts.
S	ov_trunk_released_time	datetime 8	The date and time the voice trunk was released for the record.
T	ov_help_agent_login_name	nvarchar 256	If the interaction connected to a user and the user requested help during the interaction and the help request was honored, the login name of the user that honored the help request.
U	ov_help_accepted	int 4	If the interaction connected to a user and the user requested help during the interaction. A = Request was accepted C = Request was cancelled R = Request was rejected
V	ov_help_response_time	datetime 8	If the interaction connected to a user and the user requested help during the interaction, and the help request was honored, the time stamp when the help request was honored.
W	ov_help_request_time	datetime 8	If the interaction connected to a user and the user requested help during the interaction, the time stamp of the help request.
X	ov_login_time	datetime 8	If the interaction connected to a user, the time of the users last login to the system.
Y	ov_inbound_call_count	int 4	If the interaction connected to a user, the number of inbound interactions handled by the user connected to the record since their last login.
Z	ov_call_count	int 4	If the interaction connected to a user, the number of outbound interactions handled by the user connected to this interaction attempt since their last login.

cl_contact_event Table (continued)

Excel Column	Field Name	Data Type	Description
AA	ov_available_time	int 4	If the interaction connected to a user, the amount of time, in seconds, that the user connected to the interaction was available (ready) prior to taking the interaction.
AB	ov_pace_time	int 4	If the interaction connected to a user, the pace time, in seconds, of the user connected to the interaction at the time the interaction connected to the user.
AC	ov_dial_time_parm	int 4	The value of the dial time parameter on the split for which the interaction was launched or received.
AD	ov_extend_key1_time	datetime 8	If the interaction connected to a user, the time stamp when the user pressed the extend key.
AE	ov_extend_key2_time	datetime 8	If the interaction connected to a user, the time stamp when user pressed the extend key for the second time.
AF	ov_extend_key3_time	datetime 8	If the interaction connected to a user, the time stamp when user pressed the extend key for the third time.
AG	ov_extend_key1_value	nchar 10	If the interaction connected to a user, the amount of time, in seconds, that the interaction was extended as a result of the user pressing the extend key. Typically each value is the same unless parameters were changed during the interaction.
AH	ov_extend_key2_value	nchar 10	If the interaction connected to a user, the amount of time, in seconds, that the interaction was extended as a result of the user pressing the extend key the second time. Typically each value is the same unless parameters were changed during the interaction.
AI	ov_extend_key3_value	nchar 10	If the interaction connected to a user, the amount of time, in seconds, that the interaction was extended as a result of the user pressing the extend key the third time. Typically each value is the same unless parameters were changed during the interaction.
AJ	ov_short_key_time	datetime 8	If the interaction connected to a user and the short key was pressed, the time stamp when the short key was pressed.
AK	ov_extend_count	int 4	If the interaction connected to a user, the number of times the user pressed the extend key while working on this record. Valid values are 0 - 3.
AL	ov_held_duration	int 4	The amount of time, in seconds, that the interaction was on hold. This will be 0 if the interaction was on hold less than 1 second.
AM	ov_call_connected_time	datetime 8	If the interaction connected to a user, the timestamp when it was connected to the user.

cl_contact_event Table (continued)

Excel Column	Field Name	Data Type	Description
AN	ov_call_answered_time	datetime 8	If the interaction was answered, the timestamp when it was answered.
AO	ov_dial_complete_time	datetime 8	If the record was dialed, the time stamp when dialing was completed.
AP	ov_dial_start_time	datetime 8	If the record was dialed, the time stamp when dialing began.
AQ	ov_preview_start_time	datetime 8	In the case of a preview call, the time stamp when the record was presented to the user to preview.
AR	ov_phone_number	nvarchar 20	If the interaction is outbound, the phone number dialed for the interaction attempt. On a normal predictive call, this value is chosen by server processes. However, if a user manually dials another number, this field reflects that number.
AS	ov_contact_type	int 4	The type of interaction attempt. 0 = Predictive 1 = ManagedCallback 2 = AccountEdit 3 = AccountOwned 4 = Return 5 = AccountEditFail 6 = NextFromQueue 7 = Preview
AT	ov_number_dialed	int 4	Indicates the phone number position within the record schema layout that was dialed for a particular record attempt. Values are between zero and nine where 0 indicates @NUMBER, 1 indicates @NUMBER1, 2 indicates @NUMBER2 and so on. (Length: one digit; Read only.)
AU	ov_number_to_callback	int 4	Indicates the callback number. Values are between zero and nine where 0 indicates @NUMBER, 1 indicates @NUMBER1, 2 indicates @NUMBER2 and so on. A value of 411 occurs when a callback number is not present in any @NUMBER field (this alternative number is stored in @CBPHONE).
AV	ov_time_to_callback	datetime 8	The time stamp when a callback interaction was placed.
AW	ov_message_played	int 4	Indicates whether there is a message to play for the contact: 0 = No 1 = Yes
AX	ov_language_message_played	int 4	Indicates whether there is a message to play in a language other than English for the contact: 0 = No 1 = Yes

cl_contact_event Table (continued)

Excel Column	Field Name	Data Type	Description
AY	ov_routing_time	int 4	Time of PVD message from Customer Experience to time of Route Success message from Customer Experience.
AZ	ov_call_analysis_time	int 4	The amount of time it took to perform call analysis for the interaction event.
BA	total_number_of_records	int 4	The total number of records for this contact.
BB	input_file_name	nvarchar 255	The name of the input file.
BC	optimizer_status	nvarchar 30	The Optimizer disposition code (if an Optimizer was used). Interaction termination codes are different than termination codes on individual dialers as well as Optimizers.
BD	workgroup_name	nvarchar 255	The name of workgroup to which the user belongs.
BE	dialer_target_name	nvarchar 255	The work type name used by the record during processing.
BF	list_template_name	nvarchar 255	The name of the list parameter template associated with the list when this record was attempted.
BG	target_template_name	nvarchar 255	The work type parameter template name associated with the work type when this record was attempted.
BH	priority_template_name	nvarchar 255	The priority parameter template name associated with the list when this record was attempted.
BI	ov_new_phone_number	nvarchar 20	Indicates whether there is a new phone number for the contact: 0 = No 1 = Yes
BJ	dialer_disposition	nvarchar 256	The disposition of the dialer.
BK	dialer_cause_code	nvarchar 256	The ISDN cause code returned from the dialer. This only populates in rare circumstances in the Pacific Rim using certain telephony protocols.
BL	appointment_id	int 4	A system generated unique identifier for this record.
BM	counter_template_name	nvarchar 255	The name of the counter template.
BN	sms_template_name	nvarchar 255	The SMS template name.
BO	call_type	nvarchar 1	The type of interaction.
BP	sms_message_sent	nvarchar 765	The content of the SMS message.
BQ	sms_service_provider	nvarchar 255	The service provider utilized for this SMS.
BR	sms_origination	nvarchar 20	The origination of the SMS.
BS	callerid	nvarchar 20	The caller ID of the person called.

cl_contact_event Table (continued)

Excel Column	Field Name	Data Type	Description
BT	emailid	nvarchar 80	The email address associated with the contact event.
BU	countrycode	nvarchar 80	The country code of the person called.
BV	sms_provider_account_id	nvarchar 20	The identifier of the SMS provider account.
BW	service_id	int 4	The identifier of the work type to which these statistics apply.
BX	customer	nvarchar 256	The unique identifier of the customer across prospect databases.
BY	seqnum	int 4	The sequence number that identifies the leg of the interaction.
BZ	callid	int 4	The unique identifier of the interaction on the dialer.
CA	callstartdate	datetime2	The date and time the interaction started.
CB	number_type	int 4	For phone number fields, indicates the type of number (Home, Work, Other, Wireless).
CC	switch_response_status	nvarchar 30	The disposition that corresponds to the switch attempt.
CD	is_dialer_auto_type	int 4	Indicates whether the dialer supports fully-automated dialing features: 0 = No 1 = Yes
CE	number_of_rings	int 4	The number of rings for the interaction.
CF	rings_duration	int 4	The amount of ring time for the interaction, in milliseconds.
CG	umid	nvarchar 36	The universal media identifier (UMID) that tracks the interaction.
CH	agent_email	nvarchar 256	The email address of the user.
CI	dial_mode	int	DialMode used by EHUB to dial the record. 0= None 1= Automatic 2= Predictive 3= Preview 4= Precision 5= Blaster 6= TimedPreview 7= Manual 8= SMS 9= Email

cl_contact_list

The cl_contact_list table contains information about the contact lists that have been built on the system and their status (for example, are they currently dialing or not).

Data Pull Query: SELECT

```
id,build_project_id,name,description,input_file_name,schema_definition_id,enable_account_edit,sel_criteria_filter_id,additional_lookup_key,default_split_number,status,number_records_attempted,number_records_hit,total_number_records,hit_rate,penetration,last_queued_record_id,use_optimizer,optimizer_stream_id,start_time,number_records_active,list_type,number_records_ready_send,time_records_ready_send,last_optimized_record_id,begin_reoptimize,send_end_optimize,database_schema_id,filter_complete_records,total_number_of_attempts,saturation,number_records_penetrated,number_records_ready_to_assign,last_optimized_time,use_voice_channel,use_sms_channel,use_email_channel,sms_records_attempted,email_records_attempted,total_number_of_sms_attempts,total_number_of_email_attempts,has_dynamic_filter_changed,acct_owned_ready_to_send,created_date,dynamic_penetration,dynamic_saturation,passcount_sum_since_build,evaluated_records_since_build,evaluated_records_since_start,number_of_sms_records_penetrated,number_of_email_records_penetrated,number_sms_records_hit,number_email_records_hit,target_names,exclusion_filter_names,check_consent_flags,dial_sequence,check_for_exclusions,number_records_locally_terminated,purpose_id,last_modified_time,version from cl_contact_list WHERE last_modified_time >= @begin AND last_modified_time < @end ORDER BY last_modified_time ASC
```

cl_contact_list Table

Excel Column	Field Name	Data Type	Description
A	id	numeric 9 not null	(Primary key) The unique identifier of the contact list.
B	build_project_id	numeric 9 not null	The unique identifier of the strategy the list belongs to. Foreign key to bp_build_project.
C	name	nvarchar 255 not null	The name of the contact list.
D	description	nvarchar 255	A description of the contact list.
E	input_file_name	nvarchar 255 not null	The name of the database to use for the build.
F	schema_definition_id	numeric 9 not null	The number that identifies the database schema to use for the strategy that created the list. Foreign key to sd_schema_definition.
G	enable_account_edit	int 4 not null	Indicates whether to put records into the account lookup table: 0 = No 1 = Yes
H	sel_criteria_filter_id	numeric 9 not null	The identifier of the filter that was used to assign individual records to the list. Foreign key to fl_filter.
I	additional_lookup_key	nvarchar 30	The name of additional schema field to be used for account lookups.

cl_contact_list Table (continued)

Excel Column	Field Name	Data Type	Description
J	default_split_number	int 4 not null	Field reserved for future use.
K	status	int 4 not null	The execution status of the contact list. 0 = Building 1 = Built 2 = Inactive 3 = Active 4 = Dialing 5 = Paused
L	number_records_attempted	int 4 not null	The number of records attempted within the contact list.
M	number_records_hit	int 4 not null	The number of records attempted that resulted in a hit.
N	total_number_records	int 4 not null	The total number of records in the contact list.
O	hit_rate	int 4 not null	The hit rate for the contact list.
P	penetration	int 4 not null	The penetration for the contact list. This is based on dispositions and is user defined.
Q	last_queued_record_id	int 4	The unique identifier for the last record that was queued for the contact list.
R	use_optimizer	int 4	Indicates whether an Optimizer is used to satisfy the demand for records: 0 = No 1 = Yes
S	optimizer_stream_id	int 4	The identifier of the Optimizer used.
T	start_time	int 4	The time when the list was started.
U	number_records_active	int 4	The number of records in active queue.
V	list_type	int 4	The type of list: 0 = Static 1 = Dynamic 2 = FastPath 3 = ActiveSort
W	number_records_ready_send	int 4	The number of records ready to be processed.
X	time_records_ready_send	int 4	The time when the records became ready to send.
Y	last_optimized_record_id	int 4	The identifier of the last received Optimizer record.
Z	begin_reoptimize	int 4	Indicates whether re-optimization is in progress: 0 = No 1 = Yes

cl_contact_list Table (continued)

Excel Column	Field Name	Data Type	Description
AA	send_end_optimize	int 4	Indicates whether the end optimize signal has been sent to Optimizer: 0 = No 1 = Yes
AB	database_schema_id	int 4 not null	The unique identifier of the schema used to create the contact list.
AC	filter_complete_records	int 4	Indicates whether there are some records completed due to application of a filter upon the list: 0 = No 1 = Yes
AD	total_number_of_attempts	int 4 not null	The total number of attempts to send both email and SMS records.
AE	saturation	int 4 not null	The saturation percentage for the campaign (number of attempts divided by the number of records attempted). Attempts are based on dispositions and are user defined.
AF	number_records_penetrated	int 4 not null	The number of records that have been penetrated. This is based on dispositions and is user defined.
AG	number_records_ready_to_assign	int 4	For dynamic campaigns, the number of records in the record pool ready to assign to the campaign associated with the event.
AH	last_optimized_time	datetime 8	The time stamp when the list was last optimized.
AI	use_voice_channel	int 4	Indicates whether voice channel is to be used: 0 = No 1 = Yes
AJ	use_sms_channel	int 4	Indicates whether SMS channel is to be used: 0 = No 1 = Yes
AK	use_email_channel	int 4	Indicates whether email channel is to be used: 0 = No 1 = Yes
AL	sms_records_attempted	int 4	The number of SMS records attempted within the contact list.
AM	email_records_attempted	int 4	The number of email records attempted within the contact list.
AN	total_number_of_sms_attempts	int 4	The total number of attempts to send SMS records.
AO	total_number_of_email_attempts	int 4	The total number of attempts to send email.
AP	has_dynamic_filter_changed	int 4	Indicates whether the dynamic filter has changed: 0 = No 1 = Yes

cl_contact_list Table (continued)

Excel Column	Field Name	Data Type	Description
AQ	acct_owned_ready_to_send	int 4	The number of account-owned records ready to send to a dialer for this list.
AR	created_date	datetime 8 not null	The date and time the contact list was created.
AS	dynamic_penetration	int 4 not null	The penetration for a dynamic contact list. This is based on dispositions and is user defined.
AT	dynamic_saturation	int 4 not null	The saturation percentage for a dynamic campaign (number of attempts divided by the number of records attempted). Attempts are based on dispositions and are user defined.
AU	passcount_sum_since_build	int 4 not null	The number of passcounts for all unique records that have been evaluated at some point since the list was built.
AV	evaluated_records_since_build	int 4 not null	The number of all unique records that have been evaluated at some point since the list was built.
AW	evaluated_records_since_start	int 4 not null	The number of unique records evaluated since start of list.
AX	number_of_sms_records_penetrated	int 4 not null	The number of SMS records that have been penetrated. This is based on dispositions and is user defined.
AY	number_of_email_records_penetrated	int 4 not null	The number of email records that have been penetrated. This is based on dispositions and is user defined.
AZ	number_sms_records_hit	int 4 not null	The number of SMS records attempted that resulted in a hit.
BA	number_email_records_hit	int 4 not null	The number of email records attempted that resulted in a hit.
BB	target_names	nvarchar 400	The names of the targets this list is currently dialing on.
BC	exclusion_filter_names	nvarchar 400	The names of the exclusion filters currently assigned to the list.
BD	check_consent_flags	int 4	Indicates whether consent flags are configured: 0 = No 1 = Yes
BE	dial_sequence	nvarchar 30	The current dial sequence from list parameters, which is set to preserve the dial sequence while the list is not running in case there are changes.
BF	check_for_exclusions	int 4	Indicates whether to check for exclusions: 0 = No 1 = Yes
BG	number_records_locally_terminated	int 4	The number of records that were terminated locally.

cl_contact_list Table (continued)

Excel Column	Field Name	Data Type	Description
BH	purpose_id	int 4	The identifier of the purpose.
BI	last_modified_time	datetime	The date and time this record was last modified.
BJ	version	int 4 not null	The version. Default = 1.

cq_disposition

The cq_disposition table is populated by the ContactList component based on requests from the system, Strategy/Dispositions section. The table stores a dictionary of disposition codes.

Data Pull Query: SELECT

id,status_code,name,description,disposition_type,queuing_action,assignable,unison_mappings,conversations_mappings,epro_mappings,optimizer_mapping,last_modified_date,last_modified_by,report_as_attempt,report_as_contact,uip_cause_codes,allow_name_change,allow_edit,feature_disabled from cq_disposition

cq_disposition Table

Excel Column	Field Name	Data Type	Description
A	id	numeric 9 not null	(Primary key) The identifier of the disposition.
B	status_code	nvarchar 20 not null	The unique code that defines a specific disposition.
C	name	nvarchar 255 not null	The name associated with the disposition.
D	description	nvarchar 255	A description of the disposition.
E	disposition_type	int 4 not null	The type of disposition (specified by the system or user).
F	queuing_action	int 4 not null	The queuing action associated with the disposition. Example: action 'Busy' would result in re-queuing the records to the 'Busy' queue.
G	assignable	int 4 not null	Indicates whether a disposition can be assigned to a custom completion queue: 0 = No 1 = Yes
H	unison_mappings	nvarchar 255	The mapping of the disposition to the Unison dialer dispositions.
I	conversations_mappings	nvarchar 255	The mapping of the disposition to the Conversations dialer dispositions.
J	epro_mappings	nvarchar 512	The mapping of the disposition to the dialer dispositions.
K	optimizer_mappings	nvarchar 6	The mapping of the disposition to the Optimizer dispositions.
L	last_modified_date	datetime 8	The date and time this record was last modified.
M	last_modified_by	nvarchar 255	The user name of the last user to modify this record.
N	report_as_attempt	int 4 not null	Indicates whether this record was reported as an attempt: 0 = No 1 = Yes

cq_disposition Table (continued)

Excel Column	Field Name	Data Type	Description
O	report_as_contact	int 4 not null	Indicates whether this record was reported as a contact: 0 = No 1 = Yes
P	uip_cause_codes	nvarchar (512)	The cause code.
Q	allow_name_change	int 4 not null	Indicates whether a name in custom completion queue can be changed: 0 = No (Default for versions up to 7.3) 1 = Yes (Default for 7.3 SP1 and later)
R	allow_edit	int 4 not null	Indicates whether the disposition is editable using the UI: 0 = No (Default) 1 = Yes
S	feature_disabled	int 4 not null	Indicates whether the feature is disabled: 0 = No (Default) 1 = Yes

ex_attempt_tracker_config

The `ex_attempt_tracker_config` table holds the configuration information used by the Outreach system to track and limit the attempts for a record or phone number dialed across prospect databases.

Data Pull Query: SELECT

```
id,name,description,type_of_tracker,dispositions_to_increment,number_of_attempts,threshold,threshold_interval,last_modified_date,last_modified_by,number_types,geocodes,tracker_rule_type,purposes from ex_attempt_tracker_config
```

ex_attempt_tracker_config Table

Excel Column	Field Name	Data Type	Description
A	id	numeric 9 not null	(Primary key) The unique identifier for this record.
B	name	nvarchar 64 not null	The name of the event.
C	description	nvarchar 255	A description of the event.
D	type_of_tracker	int 4 not null	The type of tracker: Customer PhoneDialed CustomerPhoneDialed
E	dispositions_to_increment	nvarchar 1000 not null	The dispositions that will increment the counting of an attempt.
F	number_of_attempts	int 4 not null	The number of attempts that will trigger the restriction on dialing this record or phone number.
G	threshold	int 4 not null	The length of time for this tracking configuration.
H	threshold_interval	int 4 not null	The interval of time for this tracking configuration: Minutes Hours Days Weeks Current Day Current Week Current Month
I	last_modified_date	datetime	The date and time this record was last modified.
J	last_modified_by	nvarchar 255	The name of the last user to modify this record.
K	number_types	int 4	The number types.
L	geocodes	nvarchar 4000	The geocode for the event.
M	tracker_rule_type	int 4 not null	The type of tracker rule.
N	purposes	nvarchar 4000	The purposes.

ex_attempt_tracker_event

The ex_attempt_tracker_event table holds the values for each event generated by a disposition of a record that allows the Outreach system to track and limit the attempts for a record or phone number dialed across prospect databases.

Data Pull Query: SELECT
customer,phone_dialed,response_status,time_of_attempt,number_type from
ex_attempt_tracker_event WHERE time_of_attempt >= @begin AND time_of_attempt < @end
ORDER BY time_of_attempt ASC

ex_attempt_tracker_event Table

Excel Column	Field Name	Data Type	Description
A	customer	nvarchar 60	The identifier of the customer for this event.
B	phone_dialed	nvarchar 60	The phone number dialed for this event.
C	response_status	nvarchar 30 not null	The response status of the disposition that generated this event.
D	time_of_attempt	datetime	The date and time of the attempt that generated this event.
E	number_type	int 4 not null	The type of number.

ex_convenience

The ex_convenience and ex-convenience_item_table holds the data for convenient call times for customers.

Note: This table is the result of a SQL join between 2 different tables, so that ID column will appear to have duplicates, but that is not true

Data Pull Query: SELECT

a.id,a.customer,a.phone,a.reason,a.created_date,a.end_date,a.last_modified_date,a.last_modified_by,b.days_of_week,b.start_time,b.end_time from ex_convenience a, ex_convenience_item b WHERE a.id = b.convenience_id

ex_convenience Table

Excel Column	Field Name	Data Type	Description
A	id	numeric 9 not null	The unique identifier for each record.
B	customer	nvarchar 255 not null	The customer.
C	phone	nvarchar 20	The customer phone number.
D	reason	nvarchar 255 not null	The reason associated with this call time.
E	created_date	datetime 8 not null	The date this record was created.
F	end_date	datetime 8	The date that defines the end of this convenient call time.
G	last_modified_date	datetime 8	The date and time this record was last modified.
H	last_modified_by	nvarchar 255	The user name of the last user to modify this row.
I	days_of_week	nvarchar 10	The days of the week to be included as convenient.
J	start_time	datetime 8 not null	The time that ends the convenient call time.
K	end_time	datetime 8 not null	The time that starts the convenient call time.

rp_agent_transactions

The rp_agent_transactions table stores information for all calls terminated by a user. The source of the information in this table is the individual calls in the cl_contact_event table. This table updates on an interval basis by the ContactList component. This table contains information about each user-terminated call such as the user who terminated the call, the termination code, and so on.

Note: The identity column (Excel Column A, Field Name 'id') should be ignored when importing data into an external data warehouse. The identity column should be auto-generated in the external data warehouse during the data insert but updated based on the given key.

Update key: (date_time, interval_type, dialer_name, list_name, agent_login_name, dialer_target_name,timezone_id)

Data Pull Query: SELECT

```
id,date_time,interval_type,list_name,agent_login_name,workgroup_name,agent_name,login_time,login_timestamp,outb_calls,outb_calls_connected,outb_calls_contacted,outb_calls_alloc_time,outb_calls_talk_time,outb_calls_wrap_time,dialer_target_name,timezone_id from rp_agent_transactions WHERE date_time >= @begin AND date_time < @end ORDER BY date_time ASC
```

rp_agent_transactions Table

Excel Column	Field Name	Data Type	Description
A	id	int 4 not null	(Primary key) The unique identifier for this record.
B	date_time	datetime 8 not null	The date and time of the end of one reporting interval and the beginning of the next reporting interval.
C	interval_type	nvarchar 8 not null	The type of interval: INTERVAL, DAILY, WEEKLY, MONTHLY.
D	list_name	nvarchar 255 not null	The name of the contact list for which the event occurred.
E	agent_login_name	nvarchar 60 not null	The login name of the user.
F	workgroup_name	nvarchar 255 not null	The name of the workgroup to which the user belongs.
G	agent_name	nvarchar 255 not null	The name of the user.
H	login_timestamp	datetime 8 not null	The time stamp when the user logged in (in GMT).
I	login_time	int 4 not null	The amount of time the user was logged in.
J	outb_calls	int 4 not null	The number of outbound calls the user accepted.

rp_agent_transactions Table (continued)

Excel Column	Field Name	Data Type	Description
K	outb_calls_connected	int 4 not null	The number of outbound calls connected to the user.
L	outb_calls_contacted	int 4 not null	The number of outbound calls contacted.
M	outb_calls_alloc_time	int 4 not null	The amount of time the user spent in alloc for outbound calls.
N	outb_calls_talk_time	int 4 not null	The amount of time the user spent talking on outbound calls.
O	outb_calls_wrap_time	int 4 not null	The amount of time the user spent wrapping up outbound calls.
P	dialer_target_name	nvarchar 60	The service name that is used by the record during processing.
Q	timezone_id	int 4 not null	The unique identifier of the time zone.

rp_list_penetration

The `rp_list_penetration` table contains information about outbound record attempts and results (for example, completed, contacted, and connected to a user). This information is populated on an interval basis by the `ContactList` component using information from the `cl_contact_event` table.

Insert / Update key: (date_time, interval_type, contact_list_id)

Data Pull Query: SELECT

```
date_time,interval_type,contact_list_id,contact_list_name,outb_recs,outb_recs_att,outb_recs_0_att,outb_recs_1_att,outb_recs_2_att,outb_recs_3_att,outb_recs_4_att,outb_recs_5plus_att,outb_recs_connected,outb_recs_contacted,outb_recs_completed,dials_attempted,reporting_from_date_time from rp_list_penetration WHERE date_time >= @begin AND date_time < @end ORDER BY date_time ASC
```

rp_list_penetration Table

Excel Column	Field Name	Data Type	Description
A	date_time	datetime 8 not null	The date and time of the end of one reporting interval and the beginning of the next reporting interval.
B	interval_type	nvarchar 8 not null	The type of interval: SNAPSHOT. As a list dials, a snapshot of current data is provided on the interval marks. The snapshot replaces the prior database rows for the list.

rp_list_penetration Table (continued)

Excel Column	Field Name	Data Type	Description
C	contact_list_id	numeric 4 not null	The unique identifier of the contact list.
D	contact_list_name	nvarchar 60 not null	The name of the list to which the record belongs.
E	outb_recs	int 4 not null	The total number of outbound records in the list.
F	outb_recs_att	int 4 not null	The total number of outbound records attempted during the interval.
G	outb_recs_0_att	int 4 not null	The number of outbound records not attempted during the interval.
H	outb_recs_1_att	int 4 not null	The number of outbound records attempted one time during the interval.
I	outb_recs_2_att	int 4 not null	The number of outbound records attempted two times during the interval.
J	outb_recs_3_att	int 4 not null	The number of outbound records attempted three times during the interval.
K	outb_recs_4_att	int 4 not null	The number of outbound records attempted four times during the interval.
L	outb_recs_5plus_att	int 4 not null	The number of outbound records attempted five or more times during the interval.
M	outb_recs_connected	int 4 not null	The number of outbound records connected to a user at least once during the interval.
N	outb_recs_contacted	int 4 not null	The number of outbound records contacted at least once during the interval (based on termination code).
O	outb_recs_completed	int 4 not null	The number of outbound records completed at least once during the interval (based on termination code).
P	dials_attempted	int 4 not null	The number of initiated dials.
Q	reporting_from_date_time	datetime 8 not null	The date and time of the start of the report data.

rp_system_info

The `rp_system_info` table contains information about calls which were terminated by the system (for example, busy signals, bad numbers, abandon calls, and so on.). This information is populated on an interval basis by the ContactList component using information from the `cl_contact_event` table.

Note: The identity column (Excel Column A, Field Name 'id') should be ignored when importing data into an external data warehouse. The identity column should be auto-generated in the external data warehouse during the data insert but updated based on the given key.

Update key: (date_time, interval_type, dialer_name, record_group_by_name, record_group_by_type, dialer_target_name,timezone_id)

Data Pull Query: SELECT

```
id,date_time,interval_type,record_group_by_name,dials_attempted,dials_completed,outb_calls,
outb_calls_connected,outb_calls_answered,outb_calls_answered_connected,outb_calls_contacted,
outb_calls_notcontacted,outb_calls_busy,outb_calls_sit,outb_calls_held,outb_calls_queue,
d,outb_calls_dropped,outb_calls_abandoned,outb_calls_abandoned_pri_agt,outb_calls_ringno,
answer,outb_calls_talk_time,outb_calls_wrap_time,outb_calls_queue_time,outb_calls_hold_time,
outb_calls_alloc_time,outb_calls_eg2cx_time,outb_calls_eg2cx_excthr_time,outb_calls_eg2cx_excthr,
outb_calls_eg2cx_cnx_excthr,outb_calls_eg2cx_drop_excthr,outb_calls_eg2cx_aban_excthr,
outb_calls_eg2cx_cnx_excthr,outb_recs,outb_recs_att,outb_recs_0_att,outb_recs_1_att,
outb_recs_2_att,outb_recs_3_att,outb_recs_4_att,outb_recs_5plus_att,outb_recs_connected,
outb_recs_contacted,outb_recs_completed,outb_calls_optimizer_ptp,outb_calls_optimizer_rpc,
outb_calls_optimizer_wpc,max_wait,record_group_by_type,dialer_target_name,timezone_id from
rp_system_info WHERE date_time >= @begin AND date_time < @end ORDER BY date_time
ASC
```

rp_system_info Table

Excel Column	Field Name	Data Type	Description
A	id	int 4 not null	(Primary key) The unique identifier for this record.
B	date_time	datetime 8 not null	The date and time of the end of one reporting interval and the beginning of the next reporting interval.
C	interval_type	nvarchar 8 not null	The type of interval: INTERVAL, DAILY, WEEKLY, MONTHLY.
D	record_group_by_name	not null	The value of the list, job, or file for which this record was recorded.
E	dials_attempted	int 4 not null	The number of initiated dials.
F	dials_completed	int 4 not null	The number of completed dials.
G	outb_calls	int 4 not null	The number of outbound calls.

rp_system_info Table (continued)

Excel Column	Field Name	Data Type	Description
H	outb_calls_connected	int 4 not null	The number of outbound calls answered by customers. Note: outb_calls_answered displays the number of connected outbound calls.
I	outb_calls_answered	int 4 not null	The number of outbound calls that were connected to a user. Note: outb_calls_connected displays the number of answered outbound calls.
J	outb_calls_answered_connected	int 4 not null	The number of outbound calls connected to a user and answered by customers.
K	outb_calls_contacted	int 4 not null	The number of outbound calls contacted (based on termination code).
L	outb_calls_notcontacted	int 4 not null	The number of outbound calls not contacted (based on termination code).
M	outb_calls_busy	int 4 not null	The number of outbound calls that reached a busy signal.
N	outb_calls_sit	int 4 not null	The number of outbound calls that reached a SIT tone.
O	outb_calls_held	int 4 not null	The number of outbound calls placed on hold by a user.
P	outb_calls_queued	int 4 not null	The number of outbound calls that were queued (for example, waiting for user).
Q	outb_calls_dropped	int 4 not null	The number of outbound calls that were dropped by the dialer.
R	outb_calls_abandoned	int 4 not null	The number of outbound calls abandoned by customers.
S	outb_calls_abandoned_pri_agt	int 4 not null	The number of outbound calls abandoned by customers prior to connecting to a user.
T	outb_calls_ringnoanswer	int 4 not null	The number of outbound calls that were not answered by a customer.
U	outb_calls_talk_time	int 4 not null	The amount of time users spent talking to outbound customers.
V	outb_calls_wrap_time	int 4 not null	The amount of time users spent updating outbound records after disconnect.
W	outb_calls_queue_time	BIGINT not null	The amount of time outbound customers waited to connect to a user.
X	outb_calls_hold_time	int 4 not null	The amount of time outbound customers were placed on hold by a user.
Y	outb_calls_alloc_time	int 4 not null	The amount of time users spent in the alloc state during the interval.

rp_system_info Table (continued)

Excel Column	Field Name	Data Type	Description
Z	outb_calls_eg2cx_time	BIGINT not null	The amount of time for outbound calls between the end of the customer greeting to connection to a user.
AA	outb_calls_eg2cx_excthr_time	BIGINT not null	The amount of time above the threshold for outbound calls where the time of customer greeting end to connection to a user exceeded the threshold.
AB	outb_calls_eg2cx_nonzero	int 4 not null	The number of outbound calls where the time of customer greeting end to connection to a user was greater than zero.
AC	outb_calls_eg2cx_excthr	int 4 not null	The number of outbound calls where the time of customer greeting end to connection to a user exceeded the threshold.
AD	outb_calls_eg2cx_drop_excthr	int 4 not null	The number of dropped outbound calls where the time of customer greeting end to connection to a user exceeded the threshold.
AE	outb_calls_eg2cx_aban_excthr	int 4 not null	The number of abandoned outbound calls where the time of the customer greeting end to connection to a user exceeded the threshold.
AF	outb_calls_eg2cx_cnx_excthr	int 4 not null	The number of user connected outbound calls where the time of the customer greeting end to connection to a user exceeded the threshold.
AG	outb_recs	int 4 not null	The total number of outbound records in the list.
AH	outb_recs_att	int 4 not null	The total number of outbound records attempted during the interval.
AI	outb_recs_0_att	int 4 not null	The number of outbound records not attempted during the interval.
AJ	outb_recs_1_att	int 4 not null	The number of outbound records attempted one time during the interval.
AK	outb_recs_2_att	int 4 not null	The number of outbound records attempted two times during the interval.
AL	outb_recs_3_att	int 4 not null	The number of outbound records attempted three times during the interval.
AM	outb_recs_4_att	int 4 not null	The number of outbound records attempted four times during the interval.
AN	outb_recs_5plus_att	int 4 not null	The number of outbound records attempted five or more times during the interval.
AO	outb_recs_connected	int 4 not null	The number of outbound records connected to a user at least once during the interval.

rp_system_info Table (continued)

Excel Column	Field Name	Data Type	Description
AP	outb_recs_contacted	int 4 not null	The number of outbound records contacted at least once during the interval (based on termination code).
AQ	outb_recs_completed	int 4 not null	The number of outbound records completed at least once during the interval (based on termination code).
AR	outb_calls_optimizer_ptp	int 4 not null	The number of calls classified as promise to pay from an Optimizer perspective during the interval.
AS	outb_calls_optimizer_rpc	int 4 not null	The number of calls classified as right party contacts (RPC) from an Optimizer perspective during the interval.
AT	outb_calls_optimizer_wpc	int 4 not null	The number of calls classified as wrong party contacts (WPC) from an Optimizer perspective during the interval.
AU	max_wait	int 4 not null	The maximum amount of time, in seconds, a single call waited before being abandoned during the interval.
AV	record_group_by_type	int 4 not null	The type of record group: List, Job, or File.
AW	dialer_target_name	not null	The service name used by the record during processing.
AX	timezone_id	int 4 not null	The unique identifier of the time zone.

sd_schema_definition

The sd_schema_definition and sd_schema_definition_item table store information for a Schema Definition. This table is populated by the SchemaDefinition component, based on requests from the UI, Strategy/Schemas section. The sd_schema_definition table contains general information about each Schema Definition defined in the system. There is one entry in this table for each Schema Definition.

Note: This table is the result of a SQL join between 2 different tables, so that ID column will appear to have duplicates, but that is not true

Data Pull Query: SELECT

a.id,a.name,a.description,a.use_in_filter,a.version,a.cloned_indicator,a.last_changed_by,a.last_updated_date,a.delimiter_type,a.custom_delimiter,b.number,b.name,b.offset,b.width,b.access_type,b.data_type,b.unison_name,b.opt_name,b.opt_type,b.epro_type,b.epro_amd,b.epro_include_in_call_data,b.epro_agent_screen_label,b.epro_nulls_allowed,b.epro_index_create,b.epro_include_primary_key,b.number_type,b.encrypted,b.uip_call_data_reserved from
sd_schema_definition a, sd_schema_definition_item b WHERE a.id = b.schema_definition_id

sd_schema_definition Table

Excel Column	Field Name	Data Type	Description
A	id	numeric 9 not null	The uniquely identifier of the schema definition
B	name	nvarchar 255 not null	The name of the schema.
C	description	nvarchar 255	A description of the schema.
D	use_in_filter	int 4	Field reserved for future use.
E	version	nvarchar 48 not null	The version of the schema.
F	cloned_indicator	nvarchar 128 not null	Indicates whether there is a silent copy of the schema: 0 = No 1 = Yes
G	last_changed_by	nvarchar 255	The name of the user who last modified the schema.
H	last_updated_date	datetime 8	The date and time of last schema modification.
I	delimiter_type	int 4	0 (Default) = Fixed - there is no delimiter between fields and you must specify the offset and the length of the fields 1 = Delimited - Raw data is delimited by comma, semicolon, tab, or other. If 'other', a custom delimiter specifies the delimiter.
J	custom_delimiter	nvarchar 1	Indicates whether a single special character is used as the custom delimiter for raw data: 0 = No 1 = Yes
K	number	int 4 not null	The order of the schema field.
L	name	nvarchar 255 not null	The name of the schema field.
M	offset	int 4 not null	The offset of the schema field within the raw file, if applicable.
N	width	int 4 not null	The width of the schema field in the raw file and in the database table.
O	access_type	int 4 not null	The access type for the schema definition item (read only, read-write or write only).
P	data_type	int 4 not null	The type of data for the schema definition item (string, integer, timestamp, and so forth).
Q	unison_name	nvarchar 255	Field reserved for future use.
R	opt_name	nvarchar 255	The Optimizer name used for the field, if applicable.

sd_schema_definition Table (continued)

Excel Column	Field Name	Data Type	Description
S	opt_type	int 4	The Optimizer type, if applicable: 0 = NotDefined 1 = Account 2 = PhoneHome 3 = PhoneWork 4 = PhoneCell 5 = PhoneOther 6 = PersonalNumber 7 = BalanceDue 8 = State 9 = Country 10 = PostalCode 11 = CPNumeric 12 = CPDate 13 = CPDaysAgo 14 = CPString
T	epro_type	int 4	The data type of the dialer.
U	epro_amd	int 4	The type of AMD detection to use on dialer.
V	epro_include_in_call_data	int 4	Indicates to the dialer whether to include the field in the call record data: 0 = No 1 = Yes
W	epro_agent_screen_label	nvarchar 255	Indicates the label to use on the user's data screen: 0 = No 1 = Yes
X	epro_nulls_allowed	int 4	Indicates to the dialer whether to allow null values for the field: 0 = No 1 = Yes
Y	epro_index_create	int 4	Indicates to the dialer whether an index should be created for the field: 0 = No 1 = Yes
Z	epro_include_primary_key	int 4	Indicates to the dialer whether the field should be a primary key field: 0 = No 1 = Yes
AA	number_type	int 4 not null	For phone number fields, indicates the type of number (Home, Work, Other).
AB	encrypted	int 4	Indicates whether the item should be encrypted on disk: 0 = No 1 = Yes
AC	uip_call_data_reserved	int 4	Indicates whether the call record data is reserved: 0 = No 1 = Yes

4

Part 4 Intraday Data

This section contains descriptions of the Intraday Data tables available for download with Reporting Data Export Manager, and also available thru Aspect Via® API REST endpoints. The Intraday Data consists of Lookup, Configuration, and Detail Data Tables. The Intraday Data Tables are intended to provide users with more frequent access to interval statistics to inform business processes throughout the day.

Many of the Intraday Data Tables provide interval statistics that are further summarized and augmented as a source for the Enterprise Historical Fact Tables, Outreach Tables and other Aspect Via® platform reporting. The Intraday Data is not intended to replace or map directly to other daily data extracts such as Enterprise Historical Reporting, Outreach and so on. Refer to the table fields and descriptions in the following sections.

Chapter 5

Intraday Data Export Tables

This chapter contains detailed descriptions of Lookup tables, Configuration tables, and Detail tables for Intraday data available with the Aspect Via® database.

Totally twenty-four tar.gz files are available daily, and Intraday runs every XX:30 h interval and collects information from the previous hour, all timestamps are in UTC, including the generated files. The generated files follow the intraday-yyyy_mm_dd_XX.tar.gz naming convention. For example, an intraday file with the name -2019-03-07_14, indicates that the contents in this file have gathered information from 13:00:00.000 h to 13:59:59.999 UTC, and the process started at 14:30:00 h UTC. The time taken for execution depends on the volume of data in the files. The data capturing criteria varies and depends on the nature of the table.

Please note that each TAR.GZ file, will include all 36 CSV files each time. Depending on your activities for that hour, it is possible that some of the individual CSV files (detail tables) will be empty (zero bytes in size).

Note: Aspect Via® retains tar.gz files for the previous 90 days.

The following tables are explained in this chapter:

Lookup Table	Configuration Table	Detail Table
tlkpCallAction Table	AgentStatusReasonInterDVAudit Table	Accept Call Detail Table
tlkpCallActionReason Table	AODServiceAudit Table	ACD CallDetail Table
tlkpCallType Table	ASBR Service Table	Agent Idle Detail Table
	ASBR Call Skill Detail Table	Agent Login Logout Table
	DispositionInterDVAudit Table	Agent Not Ready Detail Table
	OFCOMSettings Table	AMD Inbound Detail Table
	ServiceDVAudit Table	AMD Outbound Detail Table
	UsersDVAudit Table	AOD Call Detail Table
	WorkgroupDVAudit Table	New Fields
		Call Detail Table
		Chat Call Detail Table
		cl_contact_event
		Conference Call Detail Table

Lookup Table	Configuration Table	Detail Table
		Consultation Call Detail Table
		DID Call Detail Table
		External Call Detail Table
		Inbound SMS Call Detail Table
		Manual Call Detail Table
		Media Data Detail Table
		Media Detail Table
		On Call Activity Detail Table
		Outbound SMS Detail Table
		Undefined Call Detail Table
		VM Call Detail Table

The lookup tables help in translating keys into values. The contents of these tables are static and do not alter during a release.

The following information is presented for each data model table:

- **Name:** The name of the data model table.
- **Excel Column:** If you are opening the CSV files using Excel, the letters in each column header help orient you to field information in this guide.
- **Field Name:** The name of the field.
- **Data Type:** Valid data the field can contain. The following are data types in the system data model that you can use as variables in a custom report:
 - *varchar(n)*—Variable-length combinations of letters, numbers, and symbols. Examples of character type information include names, addresses, and codes. *n* indicates the *maximum* number of characters that the field or variable can contain.
 - *int*—Whole numbers between –2,147,483,648 and 2,147,483,647, inclusive. This data type stores 4 bytes of data.
 - *datetime*—Based on the SQL date format; includes date and time in string format: YYYY-MM-DD hh:mm:ss.
- **Description:** A description of the information in the field, including the valid range of values the field can contain. Also used for special characteristics, constraints, and formatting information.

The following sections describe lookup tables that are not added in the tar.gz files.

Contact Class Lookup Table

Purpose: This table contains contact class identifications and descriptions.

Contact Class	Description
0	Undefined
1	Live Person
2	Recorded Voice
3	Non-Voice

Contact Type Lookup Table

Purpose: This table contains contact type identification numbers and descriptions.

Contact Class	Description
-1	Standard
0	Undefined
1	Queued Service Call
2	DID Call
3	Incoming Consultation Call
4	Outgoing Consultation Call
5	External Call
6	Transferred-In Service Call
7	Incoming Conference Call
8	Outgoing Conference Call
9	Multi Transferred-In Service Call
10	Multi DID Call
11	Multi Incoming Consultation Call
12	Multi Outgoing Consultation Call
13	Multi External Call
14	Multi Incoming Conference Call
15	Multi Outgoing Conference Call

Call Category Lookup Table

Purpose: This table contains call category identification numbers and descriptions.

Contact Class	Description
1	Inbound operations where customers contact the Enterprise. For example, inbound voice and chat.
2	Outbound operations where the Enterprise contacts the customers. For example, outbound voice, and outbound e-mail.
3	Internal operations done within the Enterprise. Examples of these are consultation or conferences.

Timezone ID Lookup Table

Purpose: This table contains timezone identification numbers and descriptions.

Timezone_Id	Identifier	TimeZone Description	GMT_Offset
1	Afghanistan Standard Time	(UTC+04:30) Kabul	270
2	Alaskan Standard Time	(UTC-09:00) Alaska	-540
3	Arabian Standard Time	(UTC+04:00) Abu Dhabi, Muscat	240
4	Atlantic Standard Time	(UTC-04:00) Atlantic Time (Canada)	-240
5	AUS Central Standard Time	(UTC+09:30) Darwin	570
6	Azores Standard Time	(UTC-01:00) Azores	-60
7	SE Asia Standard Time	(UTC+07:00) Bangkok, Hanoi, Jakarta	420
8	Canada Central Standard Time	(UTC-06:00) Saskatchewan	-360
9	Cen. Australia Standard Time	(UTC+09:30) Adelaide	570
10	N. Central Asia Standard Time	(UTC+06:00) Novosibirsk (RTZ 5)	420
11	Central Europe Standard Time	(UTC+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague	60

Timezone_Id	Identifier	TimeZone Description	GMT_Offset
12	Central Pacific Standard Time	(UTC+11:00) Solomon Is., New Caledonia	660
13	Central Standard Time	(UTC-06:00) Central Time (US & Canada)	-360
14	China Standard Time	(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi	480
15	Dateline Standard Time	(UTC-12:00) International Date Line West	-720
16	GTB Standard Time	(UTC+02:00) Athens, Bucharest	120
17	E. South America Standard Time	(UTC-03:00) Brasilia	-180
18	Eastern Standard Time	(UTC-05:00) Eastern Time (US & Canada)	-300
19	Egypt Standard Time	(UTC+02:00) Cairo	120
20	Fiji Standard Time	(UTC+12:00) Fiji	720
21	FLE Standard Time	(UTC+02:00) Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius	120
22	GMT Standard Time	(UTC) Dublin, Edinburgh, Lisbon, London	0
23	Greenwich Standard Time	(UTC) Monrovia, Reykjavik	0
24	Hawaiian Standard Time	(UTC-10:00) Hawaii	-600
25	India Standard Time	(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi	330
26	Iran Standard Time	(UTC+03:30) Tehran	210
27	Israel Standard Time	(UTC+02:00) Jerusalem	120
30	Mountain Standard Time	(UTC-07:00) Mountain Time (US & Canada)	-420
31	New Zealand Standard Time	(UTC+12:00) Auckland, Wellington	720
32	Newfoundland Standard Time	(UTC-03:30) Newfoundland	-210

Timezone_Id	Identifier	TimeZone Description	GMT_Offset
33	Pacific Standard Time	(UTC-08:00) Pacific Time (US & Canada)	-480
34	Romance Standard Time	(UTC+01:00) Brussels, Copenhagen, Madrid, Paris	60
35	Russian Standard Time	(UTC+03:00) Moscow, St. Petersburg, Volgograd (RTZ 2)	180
36	SA Eastern Standard Time	(UTC-03:00) Cayenne, Fortaleza	-180
37	SA Pacific Standard Time	(UTC-05:00) Bogota, Lima, Quito, Rio Branco	-300
38	SA Western Standard Time	(UTC-04:00) Georgetown, La Paz, Manaus, San Juan	-240
39	Samoa Standard Time	(UTC+13:00) Samoa	780
40	Arab Standard Time	(UTC+03:00) Kuwait, Riyadh	180
41	South Africa Standard Time	(UTC+02:00) Harare, Pretoria	120
42	AUS Eastern Standard Time	(UTC+10:00) Canberra, Melbourne, Sydney	600
43	Singapore Standard Time	(UTC+08:00) Kuala Lumpur, Singapore	480
44	Tasmania Standard Time	(UTC+10:00) Hobart	600
45	Tokyo Standard Time	(UTC+09:00) Osaka, Sapporo, Tokyo	540
46	US Eastern Standard Time	(UTC-05:00) Indiana (East)	-300
47	US Mountain Standard Time	(UTC-07:00) Arizona	-420
48	W. Europe Standard Time	(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna	60
49	West Asia Standard Time	(UTC+05:00) Ashgabat, Tashkent	300

Timezone_Id	Identifier	TimeZone Description	GMT_Offset
50	West Pacific Standard Time	(UTC+10:00) Guam, Port Moresby	600
51	Arabic Standard Time	(UTC+03:00) Baghdad	180
52	Cape Verde Standard Time	(UTC-01:00) Cabo Verde Is.	-60
54	Central America Standard Time	(UTC-06:00) Central America	-360
55	Central Asia Standard Time	(UTC+06:00) Astana	360
56	Central European Standard Time	(UTC+01:00) Sarajevo, Skopje, Warsaw, Zagreb	60
57	E. Africa Standard Time	(UTC+03:00) Nairobi	180
58	E. Australia Standard Time	(UTC+10:00) Brisbane	600
59	Ekaterinburg Standard Time	(UTC+05:00) Ekaterinburg (RTZ 4)	300
60	Greenland Standard Time	(UTC-03:00) Greenland	-180
61	E. Europe Standard Time	(UTC+02:00) E. Europe	120
62	Korea Standard Time	(UTC+09:00) Seoul	540
64	Myanmar Standard Time	(UTC+06:30) Yangon (Rangoon)	390
65	Nepal Standard Time	(UTC+05:45) Kathmandu	345
66	North Asia East Standard Time	(UTC+08:00) Irkutsk (RTZ 7)	480
67	North Asia Standard Time	(UTC+07:00) Krasnoyarsk (RTZ 6)	420
68	Pacific SA Standard Time	(UTC-04:00) Santiago	-240
69	Sri Lanka Standard Time	(UTC+05:30) Sri Jayawardenepura	330
70	Taipei Standard Time	(UTC+08:00) Taipei	480
71	Tonga Standard Time	(UTC+13:00) Nuku'alofa	780

Timezone_Id	Identifier	TimeZone Description	GMT_Offset
72	Vladivostok Standard Time	(UTC+10:00) Vladivostok	600
73	W. Australia Standard Time	(UTC+08:00) Perth	480
74	W. Central Africa Standard Time	(UTC+01:00) West Central Africa	60
75	Yakutsk Standard Time	(UTC+09:00) Yakutsk (RTZ 8)	540
76	Azerbaijan Standard Time	(UTC+04:00) Baku	240
77	Central Brazilian Standard Time	(UTC-04:00) Cuiaba	-240
78	Middle East Standard Time	(UTC+02:00) Beirut	120
79	Georgian Standard Time	(UTC+04:00) Tbilisi	240
80	Jordan Standard Time	(UTC+02:00) Amman	120
81	Central Standard Time (Mexico)	(UTC-06:00) Guadalajara, Mexico City, Monterrey	-360
82	Pacific Standard Time (Mexico)	(UTC-08:00) Baja California	-480
83	Montevideo Standard Time	(UTC-03:00) Montevideo	-180
84	Mountain Standard Time (Mexico)	(UTC-07:00) Chihuahua, La Paz, Mazatlan	-420
85	Namibia Standard Time	(UTC+01:00) Windhoek	60
86	Caucasus Standard Time	(UTC+04:00) Yerevan	240
87	Venezuela Standard Time	(UTC-04:30) Caracas	-240
88	Argentina Standard Time	(UTC-03:00) Buenos Aires	-180
89	Morocco Standard Time	(UTC) Casablanca	0
90	Pakistan Standard Time	(UTC+05:00) Islamabad, Karachi	300

Timezone_Id	Identifier	TimeZone Description	GMT_Offset
91	Mauritius Standard Time	(UTC+04:00) Port Louis	240
93	Paraguay Standard Time	(UTC-04:00) Asuncion	-240
94	UTC	(UTC) Coordinated Universal Time	0
95	Bangladesh Standard Time	(UTC+06:00) Dhaka	360
96	Magadan Standard Time	(UTC+11:00) Magadan	660
97	Syria Standard Time	(UTC+02:00) Damascus	120
98	Ulaanbaatar Standard Time	(UTC+08:00) Ulaanbaatar	480
99	UTC+12	(UTC+12:00) Coordinated Universal Time+12	720
100	UTC-02	(UTC-02:00) Coordinated Universal Time-02	-120
101	UTC-11	(UTC-11:00) Coordinated Universal Time-11	-660
102	Bahia Standard Time	(UTC-03:00) Salvador	-180
103	Kaliningrad Standard Time	(UTC+02:00) Kaliningrad (RTZ 1)	120
104	Turkey Standard Time	(UTC+02:00) Istanbul	180
105	Libya Standard Time	(UTC+02:00) Tripoli	120
106	Belarus Standard Time	(UTC+03:00) Minsk	180
107	Line Islands Standard Time	(UTC+14:00) Kiritimati Island	840
108	Russia Time Zone 10	(UTC+11:00) Chokurdakh (RTZ 10)	660
109	Russia Time Zone 11	(UTC+12:00) Anadyr, Petropavlovsk-Kamchatsky (RTZ 11)	720
110	Russia Time Zone 3	(UTC+04:00) Izhevsk, Samara (RTZ 3)	240

Timezone_Id	Identifier	TimeZone Description	GMT_Offset
111	Eastern Standard Time (Mexico)	(UTC-05:00) Chetumal	-300
112	North Korea Standard Time	(UTC+08:30) Pyongyang	510

Media Type ID Lookup Table

Purpose: This table contains media type identification numbers and descriptions.

Media Type ID	Media Type Mask	Description
0	0	None
1	1	Voice
2	2	Chat
3	4	EMail
4	8	Not used
5	16	Not used
6	32	Not used
7	64	Outbound Message
8	128	Not used
9	256	SMS

tlkpCallAction Table

Name: tlkpCallAction

Purpose: This table contains call action identification numbers and descriptions.

Data Pull Query: SELECT * FROM tlkpCallAction ORDER BY CallActionId

tlkpCallAction Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallActionId	Call action ID	int(4) not null	Distinct call action identification number.
B	CallActionDesc	Call action description	nvarchar(60) null	Descriptions of each call action.

CallActionId	CallActionDesc	Comments
0	Unknown	Indicates that the interaction action for the interaction could not be determined during the course of the interaction. Occurrence of this interaction action should be minimal, if any.
1	Send Digits	Indicates an interaction action for an outbound interaction to play digits to the external party. Digits are sent in accordance to the disposition plan.
2	Canceled	Indicates that a consultation interaction failed due to a switch error, or that an email was responded to by a user but the eSwitch itself was taken down
3	Transferred to Agent	Indicates that the interaction was with a user and was transferred to another user in the system. The interaction is considered complete for the initial user.
4	Did Not Route	Indicates that the interaction was targeted for a Customer Experience script or a voicemail but did not get completed due to the Customer Experience server being unavailable or the Customer Experience server being unable to handle the request.
5	Abandoned In Queue	Indicates that the customer abandoned the interaction after the interaction was placed in queue and was waiting for a user.
6	Abandoned Before Call Queue	Indicates that the customer abandoned the interaction before the interaction was answered and placed in queue for a user.
7	Customer Hungup During Script	Indicates that the customer was in an Customer Experience script and hung up the interaction prior to the completion of the Customer Experience script.

CallActionId	CallActionDesc	Comments
8	Answered	Indicates that the interaction was handled by a user, and no further intervention (i.e., consult, transfer) was required for this interaction.
9	Sent Fax	Not used.
10	Reserved	Not used.
11	Hungup	Used for outbound and DID interactions. For outbound interactions, indicates that the interaction was terminated by the system due to various legitimate dispositions, such as Busy, Fax Machine, Reorder, No Voice Detect, or Network Announcement. For DID interactions, indicates that the customer hung up.
12	Overflowed	Indicates that the interaction got overflowed due to a configurable item in the work type, such as max queue length or max queue time exceeded.
13	Played Message	Used for AOD work types, when the switch disposition requires that a message be played to the customer.
14	Rejected	Used in scenarios where an interaction action cannot be completed due to system configuration, such as a reroute to a work type that has no route point defined for it.
15	Rerouted	Indicates that the interaction got rerouted successfully due to the state of the work type, when the work type is either unmanned, holiday, or inactive.
16	Reroute Failed	Indicates that the interaction failed to get rerouted due to the state of the work type, when the work type is either unmanned, holiday, or inactive.
17	Voice Mail	Indicates that the interaction was routed to voicemail.
18	Transferred To External	Indicates that the interaction was with a user and was transferred to an external number. The interaction is considered complete for the initial user.
19	Transferred To Service	Indicates that the interaction was with a user and was transferred to another work type in the system. The interaction is considered complete for the initial user.
20	Reserved	Not used.
21	Call Complete	Used for consult, conference, and external interactions to indicate that the interaction was completed.
22	Played Script	For AOD interactions. Indicates that the interaction was transferred to a Customer Experience script successfully.
23	Abandoned By Switch	For AOD and manual interactions. Indicates that the switch hung up the interaction while attempting to connect the interaction to a user or to an external party. Includes AOD interactions hung up by the system due to wait for available user time expiration.

CallActionId	CallActionDesc	Comments
24	Abandoned By Customer	For AOD, chat, and IM interaction types. Indicates that the customer hung up while waiting to be connected to a user or external party.
25	New Message	Not used.
26	Message Accessed	Not used.
27	Abnormal Termination	Indicates that the route attempts for the interaction failed, a user logged out while still processing an email, an email communication to a switch failed, or the routes from a Customer Experience work type failed.
28	Auto Responded	Not used.
29	Queued For Agent	Used for inbound emails, when an automated response was attempted, but did not meet the criteria, and the email got queued for a user.
30	Queued For Review	Not used.
31	Queued For Send	Not used.
32	Marked Unread	Not used.
33	Delivered	Used for inbound emails, and indicates that the email has been successfully sent out to the customer.
34	Delivery Failed	Used for emails that were attempted to be sent to the customer, but the system failed to deliver the email.
35	Warm transfer to service by agent	Used for voice interactions when a warm consultation with a work type (such as, a consultation with any user in the work type) was performed.
36	Call Superceded	Not used.
37	Transferred to IPNIQ	Not used.
38	IPNIQ Abandoned	Not used.
39	IPNIQ Handled Elsewhere	Not used.
40	IPNIQ Cancelled	Not used.
41	IPNIQ Network Error	Not used.
42	IPNIQ Handled Locally	Not used.
43	Unannounced / blind transfer to service by agent	Not used.

CallActionId	CallActionDesc	Comments
44	Not Answered	Indicates that the interaction was not answered.
45	Transferred To Expert	Not used.
46	Call Ended in IVR	Indicates that the interaction ended with Interactive Voice Response (IVR).
47	Transferred to AQO	Used for interactions that were transferred to Advanced Queue Optimizer (AQO). AQO is a callback scheduler where customers can make a callback request during non-working hours or if interaction load is high.
48	Blind Transfer to Agent	Indicates that the interaction was transferred to a user with a blind transfer.
49	Blind Transfer to External	Indicates that the interaction was transferred to an external number with a blind transfer.
50	Email saved as draft	Indicates that the Email was saved as draft.
51	Agent panic logout Email saved as draft	Indicates that the Email was saved as draft due to agent logout.
52	Email No Reply	Indicates that the Email received no reply.
53	Email not exist	Indicates that the Email does not exist.
54	Schedule Promised Callback	Indicates that a callback was scheduled
55	Virtual Call Warm Transfer Post Consult	Used for voice interactions after a warm consultation with a work type (such as, a consultation with any user in the work type) was virtually performed.
56	Virtual Call Abandoned	Indicates that a consultation was dropped and disconnected without talking to anyone.
57	Email Reassigned	Indicates that an email was reassigned.
58	Virtual Call Consult	Indicates that a consultation was established without a transfer.
59	Virtual Call Blind Transfer	Indicates that a consultation was not established, but a transfer was initiated.

tlkpCallActionReason Table

Name: tlkpCallActionReason

Purpose: This table contains call action reason information.

Data Pull Query: SELECT * FROM tlkpCallActionReason ORDER BY CallActionReasonId

tlkpCallActionReason Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallActionReasonId	Call action reason ID	int not null	Distinct call action reason identification number. (See the following table for possible values.)
B	CallActionReason Desc	Call action reason description	nvarchar null	Description of the call action reason. (See the following table for possible values.)

The following table lists the possible values for the CallActionReasonId and CallActionReasonDesc columns.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns

CallAction ReasonId	CallActionReasonDesc	Detailed Description
0	Unknown	Indicates that the call action for the call could not be determined during the call. Occurrence of this call action should be minimal, if any.
1	AbandonedBySwitch	Indicates that the switch hung up the call while attempting to connect the call.
2	AgentAvailable	Indicates an agent is available to route the call to.
3	AgentNotLoggedIn	Indicates an agent is not logged in and cannot be reached.
4	CallComplete	Indicates call is complete.
5	ConferenceComplete	Indicates conference is complete.
6	CustomerHangup	Indicates the customer is hanging up the call first.
7	CustomerSelected	Call routed to Voice Mail or set for Promised Callback
8	DialRequestFailed	Indicates when a dial request has failed.
9	GiveBusy	Indicates when a give busy tone is sent.
10	Holiday	Indicates when the work type contacted has been set has Holiday.
11	Inactive	Indicates when the work type contacted has been set as Inactive.
12	InternalFailure	Indicates that the operation failed due to Ehub internal error.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns (continued)

CallActionReasonId	CallActionReasonDesc	Detailed Description
13	LicenseExceeded	Indicates when the license has been exceeded because of the call.
14	NoResourceAvailable	Indicates when there is no resource available for the call.
15	NoRouteAvailable	Indicates when there is no route available for the call.
16	NTSwitchDown	Switch goes down whilst on an ongoing call. Call is completed.
17	NTSwitchHungup	Switch gets an hungup request to disconnect the call.
18	NTSwitchRejectedRequest	Switch rejects a request to disconnect the call.
19	MaxQLen	Max queue length has been reached.
20	MaxQTime	Max queue time has been reached.
21	PrematureHangup	Ongoing call has been hanged up prematurely (for outbound voice mainly).
22	RejectedByOverflowService	Call has been rejected due the overflow operation.
23	RouteBeep	Beep signal is received.
24	RouteBusy	Busy signal is received.
25	RouteFax	Not used.
26	RouteHangup	Hangup operations (for outbound voice mainly).
27	RoutePlayMessage	A message is played to the receiver.
28	RouteCXP	Call is routed to CXP for an IVR operation.
29	ThirdPartyAvailable	Third party is available.
30	ThirdPartyNotAvailable	Third party is not available.
31	TrunkLiceneExceeded	Circuit license has been exceeded.
32	UnAvailable	Indicates that reroute is not available for the call.
33	UnDefined	Indicates that the call is created for inbound call that comes into undefined DNIS.
34	UnManned	Indicates that the work type contacted has a reroute configured when Unmanned.
35	UserNotAvailable	The destination agent is not available. For example, Not Ready.
36	XferedByAgent	Agent transfers the call to either another agent, work type or externally.
37	ThirdPartyHungup	Third party hangs up the call in its end.
38	ConsultationComplete	Consultation is complete.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns (continued)

CallActionReasonId	CallActionReasonDesc	Detailed Description
39	RoutePlayScript	A message is played to the receiver.
40	WaitForAgentExceeded	Wait for the agent exceeded the allotted time.
41	QueueMaxLengthExceeded	Max queue length has been exceeded.
42	UserLeftMessage	User has left a message.
43	UserAccessedMessage	User has accessed a message.
44	AgentHungUp	The agent has hanged up the call first.
45	Met Confidence Level	Not used.
46	Did Not Meet Confidence Level	Not used.
47	NLP Failed	Natural Language Processing failed.
48	NLP Assistance	Natural Language Processing assistance.
49	Agent Assistance	Agent assistance.
50	NLP And Agent Assistance	Natural Language Processing and Agent assistance.
51	ReRoute Unavailable	Reroute is not available.
52	PO Unavailable	For email. PO stands for Post Office. It indicates the UCM Server report the Service Connection broken.
53	Delivered	Outbound SMS delivered successfully.
54	Delivery Failed	Outbound SMS not deliverd.
55	RingNoAnswer	Call rang on the agent end, but hasn't answered.

tlkpCallType Table

Name: tlkpCallType

Purpose: This table contains call type identification numbers and descriptions.

Data Pull Query: SELECT * FROM tlkpCallType ORDER BY CallTypeId

tlkpCallType Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallTypeid	Call type ID	int not null	Distinct call type identification number. (See the following table for possible values.)
B	CallTypeDesc	Call type description	nvarchar(40) null	Descriptions of all the call types. (See the following table for possible values.)

The following table lists the possible values for the CallTypeid and CallTypeDesc columns.

Possible Values for CallTypeid and CallTypeDesc Columns

CallTypeid	CallTypeDesc
1	ACD
2	AOD
3	Conference
4	Consult
5	Transferred
6	DID
7	Not used
8	Not used
9	Manual
10	Message
11	Monitoring
12	Recording
13	ThirdPartyConsultXfer
14	Undefined
15	External
16	VoiceMail
17	Chat
18	EMail NLP

Possible Values for CallTypeId and CallTypeDesc Columns (continued)

CallTypeId	CallTypeDesc
19	EEmail Agent Selected
20	Not used
21	Not used
22	Not used
23	Not used
24	Not used
25	Not used
26	Not used
27	Not used
28	Not used
29	Not used
30	Outbound SMS
31	Inbound SMS
32	Outbound Email

AgentStatusReasonInterDVAudit Table

Name: AgentStatusReasonInterDVAudit

Purpose: This table contains AgentStatusReasonInterDV Audit values and their descriptions.

Data Pull Query: SELECT * FROM AgentStatusReasonInterDVAudit ORDER BY AgentStatusId

AgentStatusReasonInterDVAudit Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	LocaleID	Locale ID	int not null	Not used.
B	AgentStatusID	Agent Status ID	int not null	The identifier of the agent status. 5 = Not Ready 20 = Logged Out 25 = Park
C	ReasonID	Reason ID	int not null	The identifier of the reason associated with the agent status (AgentStatusId).
D	CreateDT	Created date	datetime21(7) not null	The date and time when the record was created.
E	Description	Description	nvarchar(80) null	A description of the reason (ReasonId) associated with the agent status (AgentStatusId).
F	Deleted	Deleted	int not null	Indicates whether the record has been deleted. 0= No 1= Yes
G	DeletedDt	Deleted date	Datetime21(7) null	The date and time when the record was deleted.
H	AgentStatusReasonID	Agent status reason ID	int not null	The unique identifier of the combination of the agent status (AgentStatusID) and reason (ReasonID) pairing
I	ID	ID	int identity(1,1) not null	Autogenerated numeric unique value assigned to every record.

AODServiceAudit Table

Name: AODServiceAudit

Purpose: This table contains AODService DV audit values and their descriptions.

Data Pull Query: SELECT * FROM AODServiceAudit ORDER BY Service_Id

AODServiceAudit Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	ID	Identifier	identity(1,1) not null	Autogenerated numeric unique value assigned to every record.
B	Service_ID	Service ID	int not null	The identifier of the outreach work type. Maps to an entry in the ServiceDVAudit table.
C	ModifiedDt	Modified date	DateTime not null	Date and time when the record was last modified.
D	TimeZone_GroupId	Time zone group ID	int null	The identifier of the Time Zone group.
E	SPH_Goal	Service percent on hold goal	real null	The outreach work type setting for percent on hold.
F	Ring_No_Ans_Rings_num	Ring no answer rings number	int null	The work type setting for the maximum number of rings before the outreach call is answered. The service will go onto the next call if this number is reached.
G	Detection_Type_cd	Detection type call detection	int null	An identification number that represents the call detection type for the outreach work type. Values below: 0 Positive Voice 1 Answering Machine 2 Business 4 Connect
H	Ans_Mach_Res_cd	Answering machine resolution call detection	int null	An identification number that represents the answering machine resolution call detection type for the outreach work type.
I	Dial_to_Agent_Ratio_num	Dial to agent ratio number	real null	The outreach work type setting for Dials to Agent ratio.

AODServiceAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
J	Dial_Mode_cd	Dial model call detection	int null	A number that identifies the type of Dial Mode used on the call by the outreach work type. Values below: 1 = Automatic 2 = Predictive 3 = Preview 4 = Precision 5 = Blaster
K	Abandon_Target_pct	Abandon target percentage	real null	The outreach work type setting for the maximum percentage of abandons allowed.
L	Abandon_Alert_pct	Abandon alert percentage	real null	The outreach work type setting for the maximum percentage of Abandon alerts allowed.
M	MaxCallSetupSecs	Maximum call setup in seconds	int null	The outreach work type setting that for the maximum call setup time in seconds.
N	MaxWrapSecs	Maximum wrap in seconds	int null	The outreach work type setting for the maximum wrap time in seconds.
O	AgentQType_Id	Agent queue type ID	int null	An identification number that represents the Agent Queue type for the outreach work type.
P	QMaxTime	Queue maximum time	int null	The outreach work type setting for Maximum Queue Time.
Q	Priority	Priority	int null	A priority identification number of a priority template set up for the outreach work type.
R	FeedType	Feed Type	int not null	The outreach work type setting for Feed Type.
S	TargetQTime	Target queue time	int null	The outreach work type setting for the Target Queue Time.
T	TargetQLen	Target queue length	int null	The outreach work type setting for the Target Queue Length.
U	WaitMessageId	Wait message ID	int null	An identification number that represents the message that gets played while in the Wait state for the outreach work type.
V	CircularAODTableList	Circular AOD table list	int null	Not used.
W	CallBackDays	Callback days	int null	The outreach work type setting for the number of days to callback.

AODServiceAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
X	RedialHandledBy	Redial handled by	int null	An identification number that represents who has handled the redial.
Y	TimedPreviewFlag	Timed preview flag	int null	The outreach work type setting. When this flag is set (to 1), preview will timeout after the number of seconds in the PreviewTimeoutInSecs field.
Z	PreviewTimeoutInSecs	Preview timeout in seconds	int null	The outreach work type setting for the number of seconds a Time Preview will timeout. See previous field for more information.
AA	NextServiceId	Next service ID	int null	The outreach setting for the next work type, if any for this one to continue onto. See the service table to get work type information based on Service_Id.
AB	ReEstablishDt	Reestablish date	Datetime null	The work type setting for the date to reestablish the work type.
AC	CBReloadOptionId	Call back reload option ID	int null	An identification number that represents a callback reload option.
AD	CBDialModeFlag	Call back dial mode flag	int null	An identification number that represents a callback dial mode.
AE	CBAgentToServicePromoteFlag	Callback agent to work type promote flag	int null	A flag indicating to promote an agent work callback to work type.
AF	CFLogAgentsInServiceFlag	CF log agents in work type flag	int null	Pending
AG	CBElapsedTimeAfterExpiration	Callback elapsed time after expiration	int null	Time the callback elapsed after the expiration.
AH	CBSERVICECallbackFlag	Callback to work type flag	int null	A flag indicating if callbacks can be scheduled to this work type.
AI	RecordingTypeInterval	Recording type interval	int null	The interval specified for the recording.
AJ	RecordingTypeId	Recording type ID	int null	The identifier of the recording type.
AK	RecordingScheduleId	Recording schedule ID	int null	The identifier of the recording schedule

AODServiceAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
AL	PBXCTIServiceld	PBX CTI Work type ID	int null	Not used.
AM	NumOfCallsDialedPer Sec	Number of calls dialled per second	int null	Number of calls dialled per second setting.
AN	ContinueRecordingFlag	Continue recording flag	int null	A flag indicating if recordings can be continued.
AO	TransientCalls	Transient calls	int null	Number of transient calls.
AP	ExpectedHitRate	Expected hit rate	int null	Expected hit rate setting (%).
AQ	AbandonTolerance	Abandon tolerance	int null	Abandon tolerance setting (%).
AR	DampeningFactor	Dampening factor	int null	Dampering factor setting (%).
AS	SlowDownFactor	Slow down factor	int null	Slow down factor (%).
AT	QuotaCriteriaFlag	Quota criteria flag	int null	Not used.
AU	MaximumQuotaValue	Maximum quota value	int null	Not used.
AV	ScreenCaptureFlag	Screen capture flag	int null	Work type setting to indicate if screen capture is allowed.
AW	Disp_Id	Disposition ID	int null	Not used.
AX	ContinueDialOnAudio Flag	Continue dial on audio flag	int null	Not used.
AY	SupercedeFlag	Supercede flag	int null	Not used.
AZ	ShortCallInterval	Short call interval	int null	Configurable setting (in seconds) for short calls. Default value is 0.
BA	ServiceLevelInterval	Service level interval	int null	Configurable setting (in seconds) for service level threshold on outreach queued calls. Default value is 20.
BB	RollingServiceLevelInterval	Rolling service level interval	int null	Not used.
BC	ServiceLevelCalc	Service Level Calculation	int null	Not used.

AODServiceAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
BD	MultiLineReRouteDestTypeVoice	Multiline reroute destination type voice	int null	Not used.
BE	MultiLineReRouteDestVoice	Multiline reroute destination voice	int null	Not used.
BF	Ofcom_f	OFCOM flag	int null	Flag to indicate if OFCOM (UK's Office Communications, regulator) settings must be applied for this work type.
BG	AM_Dispatch_Id		int null	Not used.
BH	ModifyingUserId	Modifying user ID	nvarchar(128) null	The User_Id of the person who last modified the record (DBI or AWS mainly).
BI	Component	Component	nvarchar(40) null	The software component that triggered the modification.
BJ	OriginatingSiteId	Originating site ID	int null	Not used.
BK	OriginatingTimeStamp	Originating time stamp	datetime null	The date and time the modification was made.
BL	ModificationTypeId	Modification type ID	int null	The identifier of the type modification. 1= Inserted 2= Updated 3= Deleted
BM	AcceptCBCParallel	Accept CBC parallel	int null	Not used.
BN	OfcomSettingsId	Ofcom settings Id	int null	Identifier for the OFCOM setting associated to the work type wherever applicable.
BO	UseRNA_Nums	Use ring no answer number of ring tones	int null	Flag to observe settings for disconnecting calls based on ring tones received.
BP	Ring_No_Ans_Rings_Secs	Ring no answer number in seconds	int null	Configurable setting (in seconds) to determine for how long the calls will be ringing before it is disconnected, if nobody answers in the allotted time.

ASBR Service Table

Name: ASBRservice

Purpose: This table contains detailed information about ASBRservice data and definitions.

Data Pull Query: SELECT * FROM ASBRservice ORDER BY Service_Id

ASBR Service Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	Service_Id	Service ID	int not null	The identifier of the work type. Maps to an entry in the ServiceDVAudit table.
B	Priority	Priority	int null	A priority identification number of a priority template setup for the work type.
C	DisabledAttRetainerId	Disabled attention retainer ID	int null	The identifier for the attention retainer to use when work type is disabled.
D	HolidayAttRetainerId	Holiday attention retainer ID	int null	The identifier for the attention retainer to use when work type is set as Holiday.
E	MBoxId	Voicemail box ID	int null	Identifier of the voicemail box.
F	ScriptId	Script ID	int null	Not used.
G	Site_Id	Site ID	int null	Not used.
H	RecordingTypeInterval	Recording type interval	int null	Not used.
I	RecordingTypeId	Recording type ID	int null	Not used.
J	RecordingScheduleId	Recording schedule ID	int null	Not used.
K	ContinueRecordingFlag	Continue recording flag	int null	Not used (always 0).
L	ScreenCaptureFlag	Screen capture flag	int null	Not used (always 0)
M	Disp_Id	Disposition ID	int null	Not used.
N	VoiceIVRScriptId	Voice IVR script ID	int null	Not used.
O	DataIVRScriptId	Data IVR script ID	int null	Not used.

ASBR Service Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
P	ShortCallInterval	Short call interval	int null	Configurable setting (in seconds) for short calls. Default value is 0.
Q	ServiceLevelInterval	Service level interval	int null	Configurable setting (in seconds) for the work type threshold on queued calls. Default value is 20.
R	RollingServiceLevelInterval	Rolling service level interval	int null	Not used.
S	ServiceLevelCalc	Service level calculation	int null	Not used.
T	TargetQTime	Target queue time	int null	The work type setting for the Target Queue Time.
U	MultiLineReRouteDestTypeVoice	Multiline reroute destination type voice	int null	Not used.
V	MultiLineReRouteDestVoice	Multiline reroute destination voice	int null	Not used.
W	AcceptCBCParallel	Accept CBC parallel	int null	Not used.
X	TargetQLen	Target queue length	int null	The work type setting for the Target Queue Length.
Y	ServiceLevelType	Service level type	int null	Not used.
Z	VMAutomation	Voicemail automation	int null	Not used.
AA	VMAutomationServiceId	Voicemail automation work type ID	int null	Not used.
AB	VMDeleteDaysOffset	Delete voicemail days offset	int null	Not used.
AC	PBXAODServiceId	PBX Outreach work type ID	int null	The identifier of the PBX outreach work type.
AD	VSN	VSN (Voxeo Service Name)	nvarchar(255)	Name of the CXP app that was used for the call segment.

ASBR Call Skill Detail Table

Name: ASBRCallSkillDetail

Purpose: This table contains ASBR call skill fields and descriptions.

Data Pull Query: SELECT * FROM ASBRCallSkillDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

ASBRCallSkillDetailTable

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different services.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int not null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
E	Skill_Id	Skill ID	int not null	Skill identifier. There can be multiple skills on an ASBR call.
F	InitialSkillLevel	Initial skill level	int null	Skill level at the beginning of the call.
G	FinalSkillLevel	Final skill level	int null	Skill level at the end of the call.
H	AgentSkillLevel	Agent skill level	int null	Skill level of the agent handling the call.
I	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
J	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
K	SkillGroupId	Skill group ID	int not null	Identifier of the skill group.
L	SkillGroupName	Skill group name	nvarchar(80) null	Name of the skill group.
M	UMID	Universal Media Identifier	varchar(36)	Universal Media Identifier each associated segment of the call assigned to Cradle to Grave.

ASBRCallSkillDetailTable (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
N	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to entry in the UsersDVAudit table.
O	Workgroup_Id	Team ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.
P	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table. The call action is the result of the interaction and it is associated to all skills involved with it.
Q	SkillRemoved	Skill removed	int null	Flag to indicate a skill group has been either removed or replaced with a different one upon an update in the script.

Call Data Definition Detail Table

Name: CallDataDefDetail

Purpose: This table contains detailed information about call data definitions.

Data Pull Query: SELECT * FROM CallDataDefDetail ORDER BY CallDataDefId, CallDataDefDetailId

Call Data Definition Detail Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallDataDefId	Call data definition ID	int(4)	An ID number that matches an entry in the CallDataDef table which identifies it by name, table definition, and media type.
B	CallDataDefDetailId	Call data definition detail ID	int(4)	An ID number which is a subcategory of CallDataDefId which is further defined by the attributes in this table.
C	TableDef_Id	Table definition ID	int(4)	Table definition IDs
D	Field_Id	Field ID	int(4)	Unique field ID number within a table.
E	CallDataReservedWordId	Call data reserved word ID	int(4)	ID number that matches a reserved word.
F	FieldOrder	Field order	int(4)	The sort order of the field in the table.
G	Label	Label	varchar(20)	The label given to the field.
H	Masktype	Mask type	int null	The identifier of the mask type.
I	NumCharstoMask	Number characters to mask	int null	The number of characters to mask for this call data definition.

DispositionInterDVAudit Table

Name: DispositionInterDVAudit

Purpose: This table contains DispositionInterDV audit values and their descriptions.

Data Pull Query: SELECT * FROM DispositionInterDVAudit ORDER BY Id

DispositionInterDVAudit Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	LocaleId	Locale ID	int not null	Not used.
B	Disp_Id	Disposition ID	int	The identifier of the disposition.
C	CreateDt	Create Date	Datetime2(3) null	Date and time when the record was created.
D	DispClass_Id	Disposition class ID	int(4)	Identification numbers given to disposition classes. 0 = Gateway Dispositions 1 = Customer Dispositions
E	Disp_c	Disposition code	varchar(8)	Short description or abbreviation of each disposition code. Examples: DAC, DAM, DNA.
F	Disposition_Desc	Disposition Description	varchar(50)	Long description of each disposition code. Examples: Abort-Customer Hung Up On Hold, Answering Machine, No Answer.
G	Disp_Mask	Disposition mask	int(4)	A bit mask that is used to identify the different routing actions of the disposition. 1= None 2= Hangup 4= Play Message 8= Redial 16= Send Digits 32= Send Fax 64= Transfer 128= IVR 256= Dial Next Number
H	Disp_Type	Disposition type	int(4)	1= Gateway Dispositions (<=64) 2= Customer Dispositions (>64). Defined in the ttkpDispositionType table.

DispositionInterDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
I	Display_f	Display flag	int(4)	Display flag. 0= Disposition does not get displayed on statistic screens 1= Disposition gets displayed on statistic screens.
J	Abandon_f	Abandon flag	int(4)	Abandon flag. 0= Disposition does not represent an abandoned call 1= Disposition represents an abandoned call
K	Callback_f	Callback flag	int(4)	Callback flag. 0= Disposition does not represent a callback 1= Disposition represents a callback
L	Contact_f	Contact flag	int(4)	Contact flag 0= Disposition does not represent a contact 1= Disposition represents a contact
M	Followup_f	FollowUp flag	int(4)	FollowUp flag 0= Disposition does not represent a followup 1= Disposition represents a followup
N	Sales_f	Sales flag	int(4)	Sales (Success) flag 0= Disposition does not represent a sale (success) 1= Disposition represents a sale (success)
O	Deleted	Deleted	int not null	Indicates whether the record has been deleted. 0= No 1= Yes
P	MediaTypeMask	Media type mask	int(4)	A bit mask that is used to group dispositions in different media type categories based on their attributes. See the Media Type ID Lookup Table for more details.
Q	Exclusions_f	Exclusions flag	int(4)	Exclusion flag 1= Dispositoin represents an exclusion 0= Disposition does not represent an exclusion.

DispositionInterDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
R	Refusal_f	Refusal flag	int(4)	Refusal flag 1= Disposition represents a refusal 0= Disposition does not represent a refusal.
S	DeleteDt	Delete date	smalldatetime	Date and time when the mailbox was deleted.
T	ID	Identifier	nvarchar(128) null	This is a system generated unique ID.
U	ContactClass	Contact class	int null	Contact class assigned to the disposition. See the Contact Class Lookup Table for more information.

OFCOMSettings Table

Name: OFCOMSettings

Purpose: This table contains OFCOMSettings and their descriptions

Data Pull Query: SELECT * FROM OFCOMSettings ORDER BY OfcomSettingsId ASC

OFCOMSettingsTable

Excel Column	Column Name	Column Description	Data Type	Comments
A	OfcomSettingsId	Ofcom Settings Id	intIdentity(1,1) not null	The identifier for the OFCOM setting
B	Abandon_Rate	Abandon rate	float null	This is the current allowable abandonment rate for a 24-hour period.
C	Xfer_Time	Transfer time	int null	Time in millisceonds to cross-connect the called party to the agent-starting time from the beginning of salutation - the 'H' in 'Hello'. If it exceeds 2000 ms, it indicates an OFCOM violation.
D	PlaybackTime	Playback time	int null	Time in milliseconds that we must begin playback of recorded message to the called party, if the call is abandoned- starting time from the beginning of salutation - the 'H' in 'Hello'. If it exceeds 2000 ms, it indicates an OFCOM violation.
E	PrioritizationInterval	Prioritization interval	int null	The interval delayin milliseconds for the Prioritization loop (Idle Agent Allocation). It is recommend not to tweak this value.
F	AlertInterval	Alert interval	int null	Time in minutes that we will supress a specific time of OFCOM Alert - if it has already been generated, controls flooding.

OFCOMSettingsTable (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
G	falsePositiveRate	False positive rate	float null	This is the percentage of calls that were not dispositioned as live calls. DPV/Positive Voice - that were more than likely live humans used in the abandonment rate calculation. The default value is 1.5%.
H	StatsHourDemark	Stats hour demark	int null	This is the 24-hour format that marks the beginning of the next 24-hour cycle for abandonment rate and counters.
I	RnaAsAbandon	Ring no answer abandon	int null	A value of zero turns this feature off and a value of one turns it on. If it is set to a value of one and the actual number of rings detected before the Telephonny Server dispositions, the calls as ring-no-answer answer (DNA) is less than RingNoAnswrNumRings as set in the OFCOMSettings table.
J	RingNoAnsNumRings	Ring no answer number of rings	int null	The number of rings before the call is disconnected, Disconnect and disposition the call as ring-no-answer.
K	NoCallidAsAbandon	No Call Id as abandon	int null	The value of zero turns this feature off and a value of one turns it on. If the value is set to one and if no calling party information is presented to the called party, then we would count this call as a nuisance call, abandon for the ARC calculation.
L	RunTimeViolationAction	Run time violation action	int null	This is the configured action to take if a runtime violation is detected.
M	ConfigViolationAction	Configurable violation action	int null	The action to take if a configuration setting violation has been detected.

OFCOMSettingsTable (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
N	RevertDialModeConf	Revert dial model configuration	int null	If the Configuration Violation Action is to revert the dial mode, dial mode is reverted to specified mode.
O	RevertDialRatioConf	Revert dial ratio configuration	float null	When the Configuration Violation Action is to revert the dial ratio, dial ratio is reverted to specified.
P	RevertDetectionType Conf	Revert detection type configuration	int null	If the Configuration Violation Action is to revert the detection type, detection type is reverted to specified.
Q	RevertDialModeRun	Revert dial mode run	int null	If the configuration Violation Action is to revert the dial mode, dial mode is reverted to mode specified.
R	RevertDialRatioRun	Revert dial ratio run	float null	If this value is set ot zero, the dial ratio will be automatically calculated based on the current hit rate. This is the recommended value. If the system continues to increase the abandonment rate after this change has been enacted, the system will automatically reduce the dial ratio to one (1).
S	RevertDetectionType Run	Revert detection type run	int null	If the Configuration Violation Action is to revert the detection type, detection type is reverted to as specified.
T	PlaybackFailRate	Playback fail rate	int null	This is the configured percentage limit of recorded message playback failures that took longer to initiate than the value as set in PlayBackTime of OFCOMSettings table.
U	RingNoAnsFailRate	Ring no answer fail rate	int null	This is the configured percentage limit of ring-no-answer ring count violations.
V	CallingPartyIDFailRate	Calling party ID fail rate	int null	This is the configured percentage limit of no called id violations.

OFCOMSettingsTable (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
W	OfcomMinCount	OFCOM minimum count	int null	Count for runtime violation percentage calculations before an abandonment rate violation is taken.
X	AbandonRateDeglitch	Abandon rate deglitch	float null	If the current abandonment rate plus deglitch value is greater than the configured OFCOM limit, an information alert is sent indicating that the abandonment rate is approaching violation. If the current abandonment rate is greater than the configured target for this type plus deglitch value, the configured OFCOMSettings runtime violation action is taken.
Y	XferTimeDeglitch	Transfer time deglitch	int null	Time in milliseconds that is added to the Xfer_Time. The default is zero. This setting allows to add some tolerance to the default Xfer_Time of 2000 milliseconds.
Z	IgnoreCPN	Ignore calling party number	int null	The value of zero turns this feature off and a value of one turns it on. If the value is set to one and no calling party information is presented to the called party, the call will not be considered as a nuisance call (an abandon and added to the abandonment rate calculation).
AA	ViolationActionInterval	Violation action interval	int null	When an OFCOM violation has occurred, the system will automatically take the configured action (if this condition was last reported earlier than the interval period) in minutes, or this is the first occurrence.

OFCOMSettingsTable (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
AB	ReserveLastOFCOM Agent	Reserver last OFCOM agent	int null	When the prioritization mechanism is connecting all Idle Agents to calls in queue, the current call being prioritized is not an OFCOM call and the Agent selected is the last idle Agent for any OFCOM work type that has calls in progress and those calls won't be delivered to the agent. This allows to decrease the likelihood of abandonng an Outreach OFCOM call.
AC	SubCallsToPlaceCut Off	Subsequent calls to place cut off	int null	When an agent is assigned to more than one active work tpe, the pacing algorithm takes this into account when the Agent is Idle prioritizing the work type with OFCOM settings.
AD	MinAgentsForPredictive	Minimum agents for predictive	int null	When a work type is configured to dial in Predictive mode, the recommended number of Agents assigned to that Service is ten (10). This setting cotrols the minimum number of AGents current logged-in to the work type before it is allowed to dial in Predictive mode.
AE	UseDayMonthYear	User day month year	int null	Localized time format for UK (dd/mm/yyyy)
AF	ThreadPriority	Thread priority	int null	This thread prioritizes all calls and connects calls with all available Idle agents.
AG	MultipleServiceWeight	Multiple service weight	int null	When an agent is logged into multiple Outreach work types, the multiple service weight is calculated dividing weight of the agent by the number of work types.
AH	ResetPacingOnTable Switch	Reset pacing on table switch	int null	Not used.
AI	Description	Description	nvarchar(256) not null	The given name for the OFCOM setting.

OFCOMSettingsTable (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
AJ	UseRNANums	Use ring no answer number of rings	int not null	If set, to observe the amount of UK ring tones before disconnecting the calls if there is no answer.
AK	RingNoAnsRingsSecs	Ring no answer seconds	int null	Minimum time (in seconds) the phone has to ring before disconnecting if there is no answer.

ServiceDVAudit Table

Name: ServiceDVAudit

Purpose: This table contains ServiceDVAudit values and their descriptions.

Data Pull Query: SELECT * FROM ServiceDVAudit ORDER BY Service_Id

ServiceDVAudit Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	LocaleId	Locale ID	int not null	Not used.
B	Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
C	CreateDt	Created date	datetime2(7) not null	The date and time when the record was created.
D	Priority	Priority	int null	A priority identification number of a priority template set up for the work type.
E	Schedule_Id	Schedule ID	int not null	Unique identifier for a schedule.
F	DispPlan_Id	Disposition plan ID	int null	Identification number for a disposition plan. A disposition plan is a group of dispositions used by one or more work types.
G	RouteAccess_Id	Route access ID	int null	The identification number of an external phone line.
H	ServiceType_Id	Service type ID	int null	Distinct Service Type identification number. 0 No Service Type 1 ACD 2 External 3 Not used 4 AOD 5 Chat 6 EMail 7 Not used 9 Dynamic Inbound 12 Not used
I	Available_f	Available flat	int null	Work type available flag. 0 = Work type is not available 1 = Work type is available
J	Service_short	Service short	nvarchar(20) null	Short description of the work type.
K	Service_c	Service complete	nvarchar(80) null	Long description of the work type.

ServiceDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
L	Application_Id	Application ID	int null	Not used.
M	CCID	Call Control ID	int null	Call Control identification number.
N	BackUpCCID	Backup Call Control ID	int null	Backup Call Control Identification number.
O	Music_Id	Music ID	int null	Hold music identification number.
P	OutgoingMask	Outgoing mask	int null	<p>A bit mask that represents a dialing category or group of dialing categories defined in the ttkpOutgoingSelectionType table.</p> <p>BitMask SelectionDesc</p> <p>-----</p> <p>--</p> <p>1 LD</p> <p>2 Local</p> <p>4 Local_0</p> <p>8 Local_411</p> <p>16 Local_611</p> <p>32 Local_911</p> <p>64 Local_800</p> <p>128 Local_888</p> <p>256 International</p> <p>512 External</p> <p>1024 AMP</p> <p>2048 Services</p>
Q	Deleted	Deleted	Int(null)	<p>Indicates whether the record has been deleted.</p> <p>0= no</p> <p>1= Yes</p>
R	EverBeenActivated	Even been activated	int(null)	<p>A flat that lets you know whether the work type has ever been activated.</p> <p>0 = No (Not used)</p> <p>1= Yes</p>
S	Msg_Id	Message ID	int null	Voice Message identification number for the work type.
T	Languageld	Language ID	int null	<p>Language identification number for the language of the voice message (msg_Id).</p> <p>1 English</p>
U	CallDataDefId	Call data definition ID	int null	Distinct call data definition number.
V	CatalogId	Catalog ID	int null	Not used.

ServiceDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
W	PresentationIndicator	Presentation indicator	int null	A display presentation indicator. See the tlkpCallPresentationIndicat table. Id Description ----- ---- 0 Default 1 Presentation Allowed 2 Restricted Not Available
X	CpnAllowOverride	Calling party number allow override	int null	Work type can override the calling party number. 0 = NO 1= YES
Y	CallingNumber	Calling number	nvarchar(64) null	Phone number of the work type.
Z	SerializeCallDataFlag	Serialize call data flag	int null	Enable the displaying of serialized call data. 1= Yes 0= No
AA	ServiceNameMessageId	Service name message ID	int null	Work type's default message identification number.
AB	ServiceNameLanguageId	Service name language ID	int null	The work type's default language identification number for its message.
AC	AffinityTimeout	Affinity timeout	int null	Affinity timeout value in seconds for the work type. Affinity prevents an agent from swinging between work types on a call-by-call basis. If set, an agent is aligned with the work type from which the previous call was taken, until either the work type queue is empty or other priority template factors in the work type take precedence.
AD	StaticPriority	Static priority	int null	A priority level set for the work type which helps determine which service gets handled first. The levels are from 0 - 10 with 0 being the highest priority.

ServiceDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
AE	ServiceLevel	Service level	int null	Percentage of calls answered within a user defined interval. For example, 80% of calls were answered within the allotted configurable value (20 seconds default).
AF	CallToAgentRatio	Call to agent ratio	real null	(Number of calls in queue plus the number of calls currently with an agent for this service) / (number of calls currently with an agent for this service plus the number of idle agents assigned to the service).
AG	GoalQueueTime	Goal queue time	int null	Target amount of time you want a call to wait in queue for the work type.
AH	CARatioCalls	CA ratio calls	int null	Number of calls in queue plus the number of calls currently with an agent for this work type.
AI	CARatioAgents	CA ratio agents	int null	Number of calls currently with an agent for this service+number of idle agents assigned to the work type.
AJ	CallingPartyName	Calling party name	nvarchar(42) null	Default Gateway level calling party name supplied on outreach calls.
AK	RecordingScheduleId	Recording schedule ID	int null	The identifier of the recoding schedule.
AL	Preemptive	Preemptive	int null	Pending
AM	RecordingDuplex	Recording duplex	int null	Pending
AN	RecordTariffTone	Record tariff tone	int null	Pending
AO	RecordTariffToneDuplex	Record tariff tone duplex	int null	Pending
AP	MonitorTariffTone	Monitor tariff tone	int null	Pending
AQ	MonitorTariffToneDuplex	Monitor tariff tone duplex	int null	Pending
AR	RecordTariffToneInterval	Record tariff tone interval	int null	Pending
AS	MonitorTariffToneInterval	Monitor tariff tone interval	int null	Pending

ServiceDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
AT	AuditableAlertForAcceptCall	Available alert for accept call	int null	Pending
AU	MultiLine	Multiline	int null	Work type setting for allowing multiline.
AV	MultiLineNoAnswerTimeout	Multiline no answer timeout	int null	Allotted time (in seconds) for multiline timeout.
AW	AutoRecordConsultation	Auto record consultation	int null	Pending
AX	PGAllowed	PG allowed	int null	Pending
AY	PG_Id	PG identifier	int null	Pending
AZ	PGSchedule_Id	PG schedule identifier	int null	Pending
BA	AutoRecordHeldCalls	Auto record held calls	int null	Pending
BB	DeletedDt	Delete date	datetime2(7) null	Date and time when the voice mailbox was deleted
BC	AcceptMsgId	Accept message ID	int null	Pending
BD	Id	ID	int identity(1,1) not null	Not used
BE	TimeZone_Id	Time zone ID	int null	The numeric identifier assigned to the time zone. See the Timezone ID Lookup Table for more information.
BF	ResetStatsByTimeZone	Reset stats by time zone	int null	Not used.
BG	InActiveVSN	Inactive VSN (Voxeo Service Name)	nvarchar(255) null	Name of the CX app used when the work type reroute for inactive.
BH	HolidayVSN	Holiday VSN (Voxeo Service Name)	nvarchar(255) null	Name of the CX app used when the work type reroute for holiday.
BI	PlayAudioF	Play audio flag	int null	Flag to determine if an audi file has to be played.

UsersDVAudit Table

Name: UsersDVAudit

Purpose: This table contains UsersDVAudit values and their descriptions.

Data Pull Query: SELECT * FROM UsersDVAudit ORDER BY User_Id

UsersDVDVAudit Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	LocaleId	Locale ID	int not null	The identifier of the locale.
B	User_Id	User ID	int not null	The identifier of the user (agent). Maps to an entry in the UsersDVAudit table.
C	CreateDt	Created date	datetime2(7) not null	The date and time when the record was created.
D	User_L_name	User last name	nvarchar(30) null	The user's last name.
E	User_F_Name	User first name	nvarchar(30) null	The user's first name.
F	Password	Password	nvarchar(16) null	The user's password.
G	UserTypeMask	User type mask	int null	A bit mask that identifies the type of user. Mask Description ----- ----- 0 None 1 Agent 2 Director 3 Agent & Director 4 Switch Admin 5 Switch Admin & Agent 6 Switch Admin & Director Switch Admin, Director & Agent
H	Disabled	Disabled	int null	0= Agent is enabled 1= Agent is disabled
I	Deleted	Deleted	int not null	Indicates whether the record has been deleted. 0= No 1= Yes
J	UserFullName	User full name	nvarchar(80) null	The user's full name
K	EMailAddress	Email address	nvarchar(255) null	The user's email address

UsersDVDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
L	EMailProtocolId	Email protocol ID	int null	An identification number for the Email protocol used by the agent. Currently there are 3 entries: Email ProtocolId Description ----- ----- 0 None 1 Email Protocol - POP3 2 Email Protocol - IMAP Microsoft Exchange Server
M	PresentationIndicator	Presentation indicator	int null	A display presentation indicator. Id Description ----- ----- 0 Default 1 Presentation Allowed 2 Restricted Not Available
N	CallingNumber	Calling number	nvarchar (64) null	The phone number of the user
O	FirstThreeDigitsofLastName	First three digits of last name	nvarchar(6) null	The first three digits of the user's last name. Letters are converted to numbers. AaBbCc=2, DdEeFf=3, GgHhIi=4, 3 letters per number.
P	RMAccountId	Recorded message account ID	nvarchar(20) null	Recorded Message Account Identification. Null= None.
Q	RMAccountPIN	Recorded message account PIN	nvarchar(20) null	Not used.
R	RMAccountEnabled	Recorded message account enabled.	int null	1= Recorded Message Account Enabled 0= Disabled NULL = Disabled.
S	UserNameMessageId	User name message ID	int null	The user's default message identification number.
T	UserNameLanguageId	User name language ID	int null	The user's default language identification number for their message.
U	Application_Id	Application ID	int null	Not used.

UsersDVDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
V	CallingPartyName	Calling party name	nvarchar(42) null	Default Gateway level calling party name supplied on outbound calls.
W	LDAPUserId	LDAP user ID	nvarchar(80) null	Distinct user login identification used on the LDAP authentication portal. It may be the same or different from the User_Id.
X	DeleteDt	Delete date	datetime2(7) null	Date and time when the voice mailbox was deleted.
Y	Unique_Uid	Unique user ID	nvarchar(28) not null	Unique user identifier.
Z	PhoneNumber	Phone number	nvarchar(25) null	Phone number assigned to the user.
AA	IMConnectSIPURL	IM Connect SIP URL	nvarchar(225) null	Not used.
AB	HomePhoneNumber	Home phone number	nvarchar(25) null	Not used.
AC	MobileNumber	Mobile number	nvarchar(25) null	Not used.
AD	ExternalUserName	External user name	nvarchar(30) null	Not used.
AE	OfficePhoneNumber	Office phone number	nvarchar(25) null	Not used.
AF	Id	Id	identity(1,1) not null	Autogenerated number unique value assigned to every record.
AG	AgentCtId	Agent CTI ID	int null	Autogenerated numeric value assigned to every record.
AH	TimeZone_Id	Time zone ID	int null	Identification number of the time zone. See the Timezone ID Lookup Table for more information.
AI	IsAccountOwner	Is account owner	tinyint null	Flag indicator reflected in the System Owner persona for using the time zone to run daily data extracts in local time.
AJ	Workgroup_Id	Workgroup Id	int null	Distinct team identification number.

WorkgroupDVAudit Table

Name: WorkgroupDVAudit

Purpose: This table contains WorkgroupDVAudit values and their descriptions.

Data Pull Query: SELECT * FROM WorkgroupDVAudit ORDER BY Workgroup_Id

WorkgroupDVAudit Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	LocaleId	Locale ID	int not null	Not used.
B	Workgroup_Id	Workgroup Id	int not null	Distinct team identification number.
C	CreateDt	Create date	datetime2(7) not null	Date and time when the record was created.
D	RouteAccess_Id	Route access ID	int null	Identification number of an external phone line.
E	Workgroup_Name	Workgroup name	nvarchar(255) null	Name of the team.
F	PresentationIndicator	Presentation Indicator	int null	A display presentation indicator. Id Description 0 Default 1 Presenation Allowed 2 Restricted Not Available
G	CPnAllowOverride	Calling party number allow override	int null	Services can override the calling party number. 0 = NO 1= YES
H	CallingNumber	Calling number	nvarchar(64) null	Not used.
I	Applicaition_Id	Application ID	int null	Not used
J	CallingPartyName	Calling party name	nvarchar(42) null	Not used.
K	TeamOwner	Team owner	nvarchar(16) null	The User_Id of the person who last modified the record.
L	AutoAccept	Auto accept	int null	Pending
M	TaskOfferedTimeout	Task offered timeout	int null	Pending
N	RequireRejectReason	Require reject reason	int null	Pending

WorkgroupDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
O	NotreadyIfReject	Not ready if reject	int null	Pending
P	AllowNotReadyFlag	Allow not ready flag	int null	Pending
Q	KWWorkgroupFlag	KW workgroup flag	int not null	Not used.
R	EnableUC_F	Enable UC flag	int null	Flag indicating whether the agent has UC functionality implemented or enabled. Allowed values: 1 = YES 0 = NO
S	AllowAgenttoAgentIM	Allow agent to agent IM	int null	Not used.
T	AllowAgenttoSupervisor	Allow agent to Supervisor IM	int null	Not used.
U	AllowIntraIM	Allow intra IM	int null	Not used.
V	AllowInboundIM	Allow inbound IM	int null	Not used.
W	MultiLine	Multiline	int null	Work type setting for allowing multiline.
X	MultiLineReRouteDestinationTypeVoice	Multiline reroute destination type voice	int null	Pending
Y	MultiLineReRouteDestinationVoice	Multiline no answer timeout	int null	Pending
Z	MultiLineNoAnswerTimeout	Multiline no answer time out	int null	Pending
AA	AllowAskAnExpertInPark	Allow ask an expert in park	int null	Not used.
AB	Deleted	Deleted	int null	Indicates whether the record has been deleted. 0 = No 1 = Yes
AC	DeleteDt	Deleted date	datetime2(7) null	The date and time when the record was deleted.

WorkgroupDVAudit Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
AD	Id	ID	int identity(1,1) not null	Autogenerated numeric unique value assigned to every record.
AE	Replay_Service_VM	Replay work type voicemail	int null	Pending
AF	Replay_Agent_VM	Replay agent voicemail	int null	Pending
AG	Replay_Agent_Recording	Replay agent recording	int null	Pending
AH	HidePhoneOnSpeedDial	Hide phone on speed dial	int null	Pending
AI	MaxTotalCalls	Maximum total calls	int null	Not used.
AJ	MaxChatCalls	Maximum chat calls	int null	Not used
AK	MaxEmailCalls	Maximum email calls	int null	Not used
AL	MaxIMCalls	Maximum IM calls	int null	Not used.
AM	MaxWorkflowCalls	Maximum work flow calls	int null	Not used
AN	AllowSuspendResumeMA	Allow suspend resume Multi-Appearance	int null	Not used.
AO	SuspendMAIfReject	Allow suspend resume Multi-Appearance	int null	Not used.
AP	UUID	UUID	nvarchar(64) null	Not used

Accept Call Detail Table

Name: AcceptCallDetail

Data Pull Query: SELECT * FROM AcceptCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Accept Call Detail Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each segment handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	AcceptPresentationNumber	Accept presentation number	int not null	Because a call can be rejected multiple times before it is finally accepted, each presentation of the call to an agent is assigned a number, creating the unique key for the table.
E	Service_Id	Service ID	int not null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
F	User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the UsersDVAudit table.
G	Workgroup_Id	Team ID	int not null	Distinct team identification number that maps an entry in the WorkgroupDVAudit table.
H	Table_Id	Table ID	int null	Not used.
I	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.

Accept Call Detail Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
J	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller.
K	CallCategoryId	Call category ID	int null	Distinct call category identification. See the Call Category Lookup Table for more information.
L	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to entry in the CallType table.
M	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the CallAction table.
N	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to entry in the CallActionReason table.
O	Disp_Id	Disposition ID	int null	Distinct disposition identification number that maps to an entry in the DispositionInterDVAudit table.
P	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0= No 1= Yes.
Q	CallInsertDt	Call insert date	datetime2(3) not null	Date and time when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
R	ScreenPopStartDt	Screen pop start date	datetime2(3) not null	Date and time when the screenpop started presenting to the agent.
S	ScreenPopEndDt	Screen pop end date	datetime2(3) not null	Date and time when the screenpop stopped presenting to the agent.

Accept Call Detail Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
T	AcceptType	Accept type	int not null	Indicates the type of Accept/Reject. 0= Call Accepted by the agent 1= Call Rejected by the agent 2= Timeout before agent responded 3= Call Abandoned by customer.
U	RejectReasonId	Reject reason ID	int null	Identifier of the reason for rejection entered by the agent.
V	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
W	IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	Not used.
X	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact types for which this data was generated. See the Contact Type Lookup Table for more information.
Y	LineNumber	Line number	int not null	Line number of a multi-line contact. 0= Not applicable or unknown 1= 1st line 2= 2nd line

ACD CallDetail Table

Name: ACDCallDetail

Purpose: This table provides detailed information about each ACD call.

Data Pull Query: SELECT * FROM ACDCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int not null	Distinct work type identification number that maps to an entry in the Service DVAudit table.
E	User_Id	User ID	varchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
G	CallCategoryId	Call category ID	int null	Distinct call category identification number.
H	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
I	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
J	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.

Excel Column	Column Name	Column Description	Data Type	Comments
K	DNIS	DNIS	varchar(40) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
L	QueueStartDt	Queue start date	datetime2(3) null	QueueStartDt is the time when system assigns the call to the Service.
M	CallQStartDt	Call queue start date	datetime2(3) null	CallQStartDt is when the time system put the call in the Service Queue for an Agent. CallQStartDt would be NULL, if system find and route the call to an Agent immediately. This indicates that the call does not have queue time.
N	QueueEndDt	Queue end date	datetime2(3) null	QueueEndDt is the time system removes the call from the Service's Queue when system routes the call to an Agent or the call is abandoned by the caller.
O	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
P	WrapEndDt	Wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for each connection. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
Q	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
R	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.

Excel Column	Column Name	Column Description	Data Type	Comments
S	AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
T	SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the DispositionInterDV Audit table.
U	Station	Station	varchar(40) null	Analog Channel station ID.
V	OrigServiceId	Originating service ID	int null	Work type identification number of the originating work type. The first work type to have the same SeqNum. It will be 0, if there was none.
W	ANI	ANI digits	varchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.
X	CallerId	Caller ID	varchar(40) null	Identification number or information about the caller of an inbound call.
Y	OrigRGId	Origination resource group ID	int null	Resource group identification number of the originating resource group. The first resource group to have the same SeqNum.
Z	OrigDNIS	Origination DNIS	varchar(40) null	Identification number of the originating DNIS (Dialed Number Identification Service – the number dialed by the caller). The first DNIS to have the same SeqNum. More specific DNIS information can be found in the InboundRouting table.
AA	AnswerFlag	Answer flag	int null	Set to = 1 if the call was answered before going into a queue.
AB	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended. CallEndDt column will contain the latest of the dates WrapEndDt, ConnClearDt, QueueEndDt, and CallStartDt.
AC	ScriptId	Script ID	int null	Not used.

Excel Column	Column Name	Column Description	Data Type	Comments
AD	TerminalObjectId	Terminal object ID	int null	Not used.
AE	InitialPriority	Initial priority	int null	ASBR priority at call start.
AF	FinalPriority	Final priority	int null	ASBR priority at call end.
AG	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
AH	IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	Not used.
AI	IPNIQDestSiteId	IPNIQ destination site ID	int null	Not used.
AJ	ReservedStartDt	Reserved start date	datetime2(3) null	Not used.
AK	ReservedEndDt	Reserved end date	datetime2(3) null	Not used.
AL	IPNIQ_QTime	IPNIQ queue time	int null	Not used.
AM	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
AN	LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AO	SeqLegNumber	Sequence leg number	int null	Not used
AP	NumOfAcceptResponses	Number of accept responses	int null	Not used.
AQ	NumOfRejectResponses	Number of reject responses	int null	Not used.
AR	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0 = No 1 = Yes 2= Pending park state, agent requesting to go to park state after call.
AS	SkillGroupId	Skill group ID	int null	Identifier of the skill group.

Excel Column	Column Name	Column Description	Data Type	Comments
AT	VSN	VSN (Voxeo Service Name)	nvarchar (255) null	Name of the CXP app that was used for the call segment.

Agent Idle Detail Table

Name: AgentIdleDetail

Data Pull Query: SELECT * FROM AgentIdleDetail WHERE ISNULL(UpdateDt,CreateDt) >= @begin AND ISNULL(UpdateDt,CreateDt) < @end ORDER BY IdleStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	IdleStartDt	Idle start date	datetime2(3) not null	Date and time when the agent idle period began.
B	User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the UsersDVAudit table.
C	IdleEndDt	Idle end date	datetime2(3) null	Date and time when the agent idle period ended.
D	ReasonId	Reason ID	int null	Identification number of the reason why an agent could not take a call. Maps to an entry in the AgentStatusReason table based on the agent's status.
E	CreateDt	Create date	datetime2(3) null	Date and time when the record was created.
F	UpdateDt	Update date	datetime2(3) null	Date and time when the record was last updated.

Agent Login Logout Table

Name: AgentLoginLogout

Data Pull Query: SELECT * FROM AgentLoginLogout WHERE ISNULL(UpdateDt,CreateDt) >= @begin AND ISNULL(UpdateDt,CreateDt) < @end ORDER BY LoginDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	LoginDt	Login date	datetime2(3) not null	Login begin timestamp for the agent.
B	User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the UsersDVAudit table.
C	Service_Id	Service ID	int not null	Distinct work typeidentification number that maps to an entry in the ServiceDVAudit table.
D	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.
E	LogoutDt	Logout date	datetime2(3) null	Logout timestamp for the agent.
F	ReasonId	Reason ID	int null	Identification number of the reason why an agent has logged out. This maps to an entry in AgentStatusReasonInterDVAudit table
G	CreateDt	Created date	datetime2(3) null	Date and time when the record was created.
H	UpdateDt	Updated date	datetime2(3) null	Date and time when the record was last updated.

Agent Not Ready Detail Table

Name: AgentNotReadyDetail

Purpose: This table contains details for each Agent Not Ready period recorded by the system

Data Pull Query: SELECT * FROM AgentNotReadyDetail WHERE
ISNULL(UpdateDt,CreateDt) >= @begin AND ISNULL(UpdateDt,CreateDt) < @end ORDER
BY NotReadyStartDt .

Excel Column	Column Name	Column Description	Data Type	Comments
A	NotReadyStartDt	Not ready start date	datetime2(3) not null	Date and time when the Not Ready state began.
B	User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the UsersDVAudit table.
C	NotReadyEndDt	Not ready end date	datetime2(3) null	Date and time when the Not Ready state ended.
D	ReasonId	Reason ID	int null	Identification number of the reason why an agent was not ready or park. This maps to an entry in AgentStatusReasonInterDV Audit table.
E	CreateDt	Created date	datetime2(3) null	Date and time when the record was created.
F	UpdateDt	Updated date	datetime2(3) null	Date and time when the record was last updated.
G	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0 = No 1 = Yes 2= Pending park state, agent requesting to go to park state after call.

AMD Inbound Detail Table

Name: AMDInboundDetail

Data Pull Query: SELECT * FROM AMDInboundDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	AMDMessageld	AMD message ID	int null	Distinct AMD message identifier. that maps to an entry in the AMDMessageDetail table.
E	Service_Id	Service ID	int null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
F	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
G	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.
H	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
I	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Type Lookup Table for more information.

Excel Column	Column Name	Column Description	Data Type	Comments
J	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
K	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
L	ServerId	Server ID	int null	Distinct email server identification number.
M	MailQueueId	Mail queue ID	int null	Unique identifier of a mail queue defined in the MailQueue table.
N	QueueStartDt	Queue start date	datetime2(3) null	Starting timestamp of when a call or connection was placed in a holding queue.
O	QueueEndDt	Queue end date	datetime2(3) null	Ending timestamp of when a connection left a hold or message queue.
P	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
Q	WrapEndDt	Wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for each connection. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
R	CallInsertDt	Call insert date	datetime2(3) null	Date and time when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
S	AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the DispositionInterDVAudit table.

Excel Column	Column Name	Column Description	Data Type	Comments
T	Station	Station	nvarchar(40) null	Analog Channel station ID.
U	OrigServiceId	Originating service ID	int null	Work type identification number of the originating work type. The first work type to have the same SeqNum. It will be 0 if there was none.
V	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended. CallEndDt column will contain the latest of the dates WrapEndDt, ConnClearDt, QueueEndDt, and CallStartDt.
W	XFerToServiceId	Transfer to service ID	int null	ID of the work type this email segment is trasferred to.
X	XFerToUserId	Transfer to user ID	nvarchar(16) null	ID of the user this email segment is transferred to.
Y	XFerToEmailAddress	Transfer to email address ID	nvarchar(255) null	Destination email address information this email segment is forwarded to.
Z	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
AA	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
AB	UMID	UMID (Universal Media Identifier)	varchar(36)	Universal Media Identifier each associated setment of the call is assigned to Cradle to Grave.
AC	FROMAddress	From Address	nvarchar(256)	Email address the email was sent from.
AD	ThreadId	Thread ID	int null	Unique identifier from the thread ID.
AE	PullMode	Pull mode	int not null	Indicates if the email segment has been pulled from an existing queue. 0 = No 1 = Yes

Excel Column	Column Name	Column Description	Data Type	Comments
AF	Parked	Parked	int not null	Indicates if the email segment has been handled whilst the user is in Park state.

AMD Outbound Detail Table

Name: AMDOutboundDetail

Data Pull Query: SELECT * FROM AMDOutboundDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
E	CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
F	CallCategoryid	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
G	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
H	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
I	DistributionListId	Distribution list ID	int null	Unique identifier of a distribution list defined in the DistributionList table.
J	MailQueueId	Mail queue ID	int null	Unique identifier of a mail queue.
K	SiteId	Site ID	int null	Not used .

Excel Column	Column Name	Column Description	Data Type	Comments
L	ESwitchId	Eswitch ID	int null	Not used.
M	EswitchDispld	Eswitch disposition ID	int null	Not used.
N	EMailId	Email ID	int null	Not used.
O	SentToAddress	Sent To: address	nvarchar(255) null	Email address the email was sent to.
P	SendStartDt	Send start date	datetime2(3) null	Date and time when the auto-response email message started.
Q	SendEndDt	Send end date	datetime2(3) null	Date and time when the auto-response email message ended.
R	CallInsertDt	Call insert date	datetime2(3) null	Date and time when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
S	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
T	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
U	ContactTypeid	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
V	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
W	AgentDispld	Agent disposition ID	int null	Identification number for an agent entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
X	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.
Y	UMID	UMID	varchar(36)	Universal Media Identifier each associated segment of the call assigned to Cradle to Grave.

Excel Column	Column Name	Column Description	Data Type	Comments
Z	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
AA	WrapEndDt	Wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for each connection. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
AB	ThreadId	Thread ID	int null	Unique identifier from the thread ID.

AOD Call Detail Table

Name: AODCallDetail

Data Pull Query: SELECT * FROM AODCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int not null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
E	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
G	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
H	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.

Excel Column	Column Name	Column Description	Data Type	Comments
I	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the <code>tlkpCallActionReason</code> table.
J	Table_Id	Table ID	int null	Not used.
K	TimeZone_Id	Time zone ID	int null	Identification number of the time zone. See the Timezone ID Lookup Table for more information.
L	PreviewStartDt	Preview start date	datetime2(3) null	Starting timestamp of the preview segment of an Outreach call. Preview is a mode that allows the agents to view or pre-view the call record before dialing it.
M	PreviewEndDt	Preview end date	datetime2(3) null	Ending timestamp of the preview segment of an Outreach call. Preview is a calling mode that allows the agents to view or "preview" call records before dialing. PreviewEnd occurs just after ConnClear, (Connection Clear).
N	DetectionDt	Detection date	datetime2(3) null	When call analysis detects whether it is a human, answering machine, or fax, and sends over the results. It should come after answer date.
O	AnswerDt	Answer date	datetime2(3) null	Date and time when the customer picks up an outbound call.
P	CallQStartDt	Call queue start date	datetime2(3) null	Starting timestamp of when a connection was placed in a message queue.
Q	QueueEndDt	Queue end date	datetime2(3) null	Ending timestamp of when a connection left a hold or message queue.

Excel Column	Column Name	Column Description	Data Type	Comments
R	ConnClearDt	Connection clear date	datetime2(3) null	Date and time when a call or media connection was cleared.
S	WrapEndDt	Wrap end date	datetime2(3) null	Date and time when the wrap interval for each connection ended. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
T	CallInsertDt	Call insert date	datetime2(3) null	Date and time when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
U	RecordNum	Record number	int null	Number of the record in the call table.
V	DetectionType	Detection type	int null	Type of answer that was determined by the system. The descriptions are in the tlkpDetectType table where AODCallDetail.Detection Type = tlkpDetectType.Detection_Type_cd: 0 PV Positive Voice 1 AM Answering Machine 2 BS Business 3 CAM Custom Answering Machine 4 CON Connect
W	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.
X	AgentDispId	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the DispositionInterDVAudit table.

Excel Column	Column Name	Column Description	Data Type	Comments
Y	SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
Z	Station	Station	nvarchar(40) null	Analog Channel station id.
AA	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
AB	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by caller. More specific DNIS information can be found in the InboundRouting table.
AC	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended. CallEndDt column will contain the latest of the dates WrapEndDt, ConnClearDt, PreviewEndDt, QueueEndDt, and CallStartDt.
AD	PhoneInCallTable	Phone in call table	int null	Not used.
AE	CallingPartyName	Calling party name	nvarchar(126) null	Default Gateway level calling party name supplied on outbound calls.
AF	MessageIndicator	Message indicator	int null	Equals 1 if a WaitMessage was played to the customer; otherwise, equals 0.
AG	WaitMessageID	Wait message ID	int null	Identification number of the message that played to the customer when the AOD call was placed in queue to wait for an available agent.
AH	NoofPhoneRings	Number of phone rings	int null	Number of times the phone rang before the customer answered.

Excel Column	Column Name	Column Description	Data Type	Comments
AI	EndOfGreetingTime	End of greeting time	datetime2(3) null	Timestamp of when the salutation/greeting finished playing. This column is associated with the BeginGreeting_dt column.
AJ	TimePhoneStarting Ringing	Time phone started ringing	datetime2(3) null	Timestamp of when the phone on an outbound call started ringing.
AK	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
AL	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
AM	LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AN	SitToneMessage	SIT tone message	nvarchar(128) null	SIT tone message that was returned by the carrier. For example, the new phone number.
AO	DCPDispCode	DCP disposition code	int null	This field contains the ISDN cause code for contacts reached on ISDN-based channels. However, if the contact is made on a non-ISDN technology for telephony circuits (such as, SIP-based or E&M 4-Wire channels), the DCP call result will be passed into this field. This is to provide additional information regarding the calls made.
AP	BeginGreeting_dt	Begin greeting date	datetime2(3) null	Timestamp of the beginning of the salutation/greeting. For example, the "H" in "Hello." This column is associated with the EndOfGreetingTime column.

Excel Column	Column Name	Column Description	Data Type	Comments
AQ	BeginMsgPlayback_dt	Begin message playback date	datetime2(3) null	Timestamp of the beginning of playback of the OFCOM-required recorded message; played back to the called party in the event the call is abandoned.
AR	OriginalSwitchDispld	Original switch disposition ID	int null	Original switch disposition identification number. When a call is transferred to an agent, the disposition gets over written. This field stores the original switch disposition. This is used in some report field calculations.
AS	ContactClass	Contact class	int null	Contact class assigned to the outbound call. See the Contact Class Lookup Table for more informatin.
AT	XferCommandDt	Transfer command date	datetime2(3) null	Date and time an agent was commanded to transfer a consultation call.
AU	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0 = No, 1 = Yes 2= Pending park state, agent requesting to go to pak state after call.
AV	ListId	List ID	int null	Unique identifier for the list.
AW	JobName	Job name	nvarchar(256)	Unique identifier for the job.
AX	UMID	UMID	varchar(36)	Universal Media Identifier each associated segment of the call is assigned to Cradle to Grave.
AY	Callback_Seq_Num	Calback sequence number	int not null	Callback sequence number assigned to a call back whereas applicable.

Excel Column	Column Name	Column Description	Data Type	Comments
AZ	Callback	Callback	int null	Callback flag to indicate this segment is a result of a callback.
BA	DialMode	Dial Mode	int null	A number that identifies the type of Dial Mode used. 1= Automatic 2= Predictive 3= Preview 4= Precision 5= Blaster 6= Timed Preview

Call Detail Table

Name: CallDetaill

Data Pull Query: SELECT * FROM CallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different workt ypes.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the ServiceDVAudit table.
E	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
G	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
H	DialedNum	Dialed number	nvarchar(40) null	Number that was dialed in the case of an AOD call.
I	Station	Station	nvarchar(40) null	Analog Channel station id.
J	NearOffHookDt	Near off hook date	datetime2(3) null	Timestamp of when the local connection is Off Hook (picked up).
K	FarOffHookDt	Far off hook date	datetime2(3) null	Timestamp of when the distant connection is Off Hook (picked up).

Excel Column	Column Name	Column Description	Data Type	Comments
L	NearOnHookDt	Near on hook date	datetime2(3) null	Timestamp of when the local connection is On Hook (hung up).
M	FarOnHookDt	Far on hook date	datetime2(3) null	Timestamp of when the distant connection is On Hook (hung up).
N	BeginGaurdDt	Begin guard date	datetime2(3) null	Beginning timestamp of Guard Time. Guard Time is a time interval left vacant on a transmission channel that can be used for synchronization and/or compensating for a signal distortion.
O	EndGaurdDt	End guard date	datetime2(3) null	Ending timestamp of Guard Time. Guard Time is a time interval left vacant on a transmission channel that can be used for synchronization and/or compensating for a signal distortion.
P	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
Q	ANI	ANI digits	nvarchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.
R	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
S	Site_Id	Site ID	int null	Not used.
T	Switch_Id	Switch ID	int null	Unique identifier for the switch on which this data was originated.
U	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
V	ResourceGroupType	Resource group type	int null	Resource group type identification number.
W	Circuit_Id	Circuit ID	int null	Circuit identification number.

Excel Column	Column Name	Column Description	Data Type	Comments
X	ChannelId	Channel ID	int null	Call channel identification number.
Y	InfoDigits	Information digits	nvarchar(40) null	Information digits that are sent out before the 10 digit phone number.
Z	AgentSiteId	Agent site ID	int null	Not used.
AA	AgentSwitchId	Agent switch ID	int null	Identification number for the user tied to the switch.
AB	DetailTable	Detail table	nvarchar(40) null	Not used. Always = CD.
AC	CallerId	Caller ID	nvarchar(40) null	Identification number or information about the caller of an inbound call.
AD	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
AE	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
AF	LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AG	QueueTime	Queue time	int null	Time this call spent in a queue (in seconds). This is derived from QueueStartDt (Including any hold or IVR Time) to QueueEndDt.
AH	UMID	Universal media ID	varchar(36) null	The universal media identifier (UMID) that tracks the Customer Journey contact.
AI	Workgroup_Id	Workgroup ID	int null	Not used.

Chat Call Detail Table

Name: ChatCallDetaill

Data Pull Query: SELECT * FROM ChatCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
E	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.
G	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
H	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
I	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
J	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.

Excel Column	Column Name	Column Description	Data Type	Comments
K	ServerId	Server ID	int null	Distinct server identification number that maps to an entry in the Server table.
L	URLId	URL ID	int null	URL identification number that is defined in the ChatOriginatedURLs table.
M	QueueStartDt	Queue start date	datetime2(3) null	Starting timestamp of when a call or connection was placed in a holding queue.
N	CallQStartDt	Call queue start date	datetime2(3) null	Starting timestamp of when a connection was placed in a message queue.
O	QueueEndDt	Queue end date	datetime2(3) null	Ending timestamp of when a connection left a hold or message queue.
P	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
Q	WrapEndDt	Wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for each connection. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
R	CallInsertDt	Call Insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
S	AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
T	SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
U	Station	Station	nvarchar(40) null	Analog Channel station id.

Excel Column	Column Name	Column Description	Data Type	Comments
V	OrigServiceId	Originating service ID	int null	Work type identification number of the originating work type. The first work type to have the same SeqNum. It will be 0 if there was none.
W	RemoteIPAddress	Remote IP address	nvarchar(40) null	IP address of the media server.
X	MachineDomainName	Machine domain name	nvarchar(255) null	Not Used. Always = NULL.
Y	NearOffHookDt	Near off hook date	datetime2(3) null	Date and time when the local connection is Off Hook (picked up).
Z	NearOnHookDt	Near on hook date	datetime2(3) null	Date and time when the local connection is On Hook (hung up).
AA	FarOffHookDt	Far off hook date	datetime2(3) null	Date and time when the distant connection is Off Hook (picked up).
AB	FarOnHookDt	Far on hook date	datetime2(3) null	Date and time when the distant connection is On Hook (hung up).
AC	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended. CallEndDt column will contain the latest of the dates WrapEndDt, ConnClearDt, QueueEndDt, and CallStartDt.
AD	IPNIQNodeid	IPNIQ node ID	int not null	Not used.
AE	ContactTypeid	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
AF	VSN	VSN	nvarchar(255)	Name of the CXP app that was used for the call segment.
AG	UMID	UMID	varchar(36)	Universal Media Identifier each associated segment of the call
AH	SkillGroupid	Skill group ID	int not null	Identifier of the skill group.

cl_contact_event

Name: cl_contact_event

Intraday data supports the Outreach cl_contact_event table available for download with Reporting Data Export Manager.

Data Pull Query: SELECT

```
id,contact_list_id,contact_list_name,record_number,time_of_contact,response_status,contact_channel,agent_login_name,agent_full_name,account_number,timezone,resource_group,split_number,record_released_time,trunk_used,ani,dnis,ov_number_of_retries,ov_trunk_released_time,ov_help_agent_login_name,ov_help_accepted,ov_help_response_time,ov_help_request_time,ov_login_time,ov_inbound_call_count,ov_call_count,ov_available_time,ov_pace_time,ov_dial_time_parm,ov_extend_key1_time,ov_extend_key2_time,ov_extend_key3_time,ov_extend_key1_value,ov_extend_key2_value,ov_extend_key3_value,ov_short_key_time,ov_extend_count,ov_held_duration,ov_call_connected_time,ov_call_answered_time,ov_dial_complete_time,ov_dial_start_time,ov_preview_start_time,ov_phone_number,ov_contact_type,ov_number_dialed,ov_number_to_callback,ov_time_to_callback,ov_message_played,ov_language_message_played,ov_routing_time,ov_call_analysis_time,total_number_of_records,input_file_name,optimizer_status,workgroup_name,dialer_target_name,list_template_name,target_template_name,priority_template_name,ov_new_phone_number,dialer_disposition,dialer_cause_code,appointment_id,counter_template_name,sms_template_name,call_type,sms_message_sent,sms_service_provider,sms_origination,callerid,emailid,countrycode,sms_provider_account_id,service_id,customer,seqnum,callid,callstartdate,number_type,switch_response_status,is_dialer_auto_type,number_of_rings,rings_duration,umid,agent_email,dial_mode from cl_contact_event WHERE time_of_contact >= @begin AND time_of_contact < @end ORDER BY time_of_contact
```

Note:

- The hourly extract of this table will have the records that were contacted during the last one hour based on the *time_of_contact* column.

For more information about *cl_contact_event* table, see [Chapter 4, cl_contact_event](#).

Conference Call Detail Table

Name: ConferenceCallDetail

Data Pull Query: SELECT * FROM ConferenceCallDetail WHERE CallInsertDt >= @begin
AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the ServiceDVAudit table.
E	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
G	CallCategoryId	Call category ID	int null	Distinct call category identification number . See the Call Category Lookup Table for more informaiton.
H	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
I	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
J	ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in a conference call.

Excel Column	Column Name	Column Description	Data Type	Comments
K	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
L	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
M	SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the DispositionInterDV Audit table.
N	SecondPartyUserId	Second party user ID	nvarchar(16) null	UserId of the second person involved in the conference call. The UserId maps to an entry in the UsersDVAudit table.
O	SecondPartyStation	Second party station	nvarchar(40) null	Analog channel station identifier of the second party involved in the conference call.
P	ThirdPartyUserId	Third party user ID	varchar(16) null	UserId of the third person involved in the conference call. The UserId maps to an entry in the UsersDVAudit table.
Q	ThirdPartyPhoneNum	Third party phone number	nvarchar(40) null	Phone number of the third person involved in the conference call.
R	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
S	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller.
T	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
U	Table_Id	Table ID	int null	Not used.
V	InboundRGId	Inbound resource group ID	int null	Not used.
W	IPNIQNodeId	IPNIQ node ID	int not null	Not used.

Excel Column	Column Name	Column Description	Data Type	Comments
X	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
Y	LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
Z	DestinationScriptId	Destination script ID	int null	Not used.
AA	DestinationServiceId	Destination service ID	int null	Identifier of the work type to which the call was transferred.
AB	SecondPartyContactTypeId	Second party contact type ID	int null	Contact type identifier of the contact from the perspective of the second agent. See the Contact Type Lookup Table for more information.
AC	SecondPartyLineNumber	Second party line number	int null	For a multi-line contact, the line number of the agent who was the second party in a conference or consultation call. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AD	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0 = No 1 = Yes 2= Pending park state, agent requesting to go to park state after call.
AE	SecondPartyParkFlag	Second party park flag	int null	Indicates whether the agent who was the second party in a conference or consultation call was in the Park state when this data was gathered. 0 = No 1 = Yes 2= Pending park state, agent requesting to go to park state after call.

Excel Column	Column Name	Column Description	Data Type	Comments
AF	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.

Consultation Call Detail Table

Name: ConsultationCallDetail

Data Pull Query: SELECT * FROM ConsultationCallDetail WHERE CallInsertDt >= @begin
AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
E	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
G	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
H	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
I	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.

Excel Column	Column Name	Column Description	Data Type	Comments
J	ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in a consultation call.
K	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
L	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
M	SwitchDispld	Switch disposition ID	int null	Identification number for switch entered in the DispositionInterDVAudit table.
N	FirstPartyId	First party ID	nvarchar(16) null	UserId of the first person in the consultation call. It will match an entry in the UsersDVAudit table.
O	FirstPartyDispld	First party disposition ID	int null	Identification number of the disposition entered by the first party in the DispositionInterDVAudit table..
P	FirstPartyWrapEndDt	First party wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for the first party's connection in the consultation call. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
Q	FirstPartyTransferredDt	First party transferred date	datetime2(3) null	Timestamp of when the first party transferred the call to the second party in the consultation call.
R	SecondPartyId	Second party ID	nvarchar(16) null	UserId of the second person in the consultation call. It will match an entry in the UsersDVAudit table.

Excel Column	Column Name	Column Description	Data Type	Comments
S	SecondPartyDispld	Second party disposition ID	int null	Identification number of the disposition entered by the second party in the DispositionInterDVAudit table.
T	SecondPartyWrapEndDt	Second Party wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for the second parties connection in the consultation call. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
U	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
V	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
W	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
X	Table_Id	Table ID	int null	Not used.
Y	InboundRGId	Inbound resource group ID	int null	Not used.
Z	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
AA	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
AB	LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AC	DestinationScriptId	Destination script ID	int null	Not used.

Excel Column	Column Name	Column Description	Data Type	Comments
AD	DestinationServiceId	Destination service ID	int null	Identifier of the work type to which the call was transferred.
AE	SecondPartyContactTypeId	Second party contact type ID	int null	Contact type identifier of the contact from the perspective of the second agent. See the Contact Type Lookup Table for more information.
AF	SecondPartyLineNumber	Second party line number	int null	For a multi-line contact, the line number of the agent who was the second party in a conference or consultation call. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AG	SecondPartyRejectFlag	Second party reject flag	int null	Indicates whether the agent who was the second party in a conference or consultation call rejected the call. 0 = Call Accepted by the agent 1 = Call Rejected by the agent 2 = Timeout before agent responded
AH	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0 = No, 1 = Yes 2= Pending-park state, agent requesting to go to park state after call.
AI	SecondPartyParkFlag	Second party park flag	int null	Indicates whether the agent who was the second party in a conference or consultation call was in the Park state when this data was gathered. 0 = No, 1 = Yes 2= Pending-park state, agent requesting to go to park state after call.

Excel Column	Column Name	Column Description	Data Type	Comments
AJ	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.

DID Call Detail Table

Name: DIDCallDetail

Data Pull Query: SELECT * FROM DIDCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
E	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
F	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
G	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
H	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.

Excel Column	Column Name	Column Description	Data Type	Comments
I	ANI	ANI digits	nvarchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.
J	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller.
K	UserDispld	User disposition ID	int null	Identification number of the disposition entered by the user (User_Id) in the DID call. DispositionInterDVAudit table.
L	ConnectDt	Connection date	datetime2(3) null	Date and time when one party was connected to another in a DID call.
M	ConnClearDt	Connection clear date	datetime2(3) null	Date and time when a call or media connection was cleared.
N	WrapEndDt	Wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for each connection. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
O	CallInsertDt	Call insert date	datetime2(3) null	Date and time when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
P	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
Q	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended. CallEndDt column will contain the latest of the dates WrapEndDt, ConnClearDt, and CallStartDt.
R	IPNIQNodeId	IPNIQ node ID	int not null	Not used.

Excel Column	Column Name	Column Description	Data Type	Comments
S	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
T	LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
U	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0 = No, 1 = Yes 2 = pending-park state, agent requesting to go to park state after call.
V	Workgroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.

External Call Detail Table

Name: ExternalCallDetail

Data Pull Query: SELECT * FROM ExternalCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current service segment of a call or media transaction.
D	Service_Id	Service ID	int null	Distinct work type identification number given to each service mapped in the ServiceDVAudit table.
E	CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
F	CallCategoryid	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
G	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
H	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
I	ExternalId	External ID	int null	Identification number which identifies an external route.
J	ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in an external call.

Excel Column	Column Name	Column Description	Data Type	Comments
K	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
L	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
M	SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
N	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
O	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller.
P	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
Q	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
R	ContactTypeld	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.

Inbound SMS Call Detail Table

Name: InboundSMSCallDetail

Data Pull Query: SELECT * FROM InboundSMSCallDetail WHERE CallInsertDt >= @begin
AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int null	Distinct work type identification number given to each service mapped in the ServiceDVAudit table.
E	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	Workgroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.
G	CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table
H	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
I	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
J	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.

Excel Column	Column Name	Column Description	Data Type	Comments
K	ServerId	Server ID	int null	Distinct inbound SMS server identification number.
L	QueueStartDt	Queue start date	datetime2(3) null	Starting timestamp of when a call or connection was placed in a holding queue.
M	CallQStartDt	Call start date	datetime2(3) null	Starting timestamp of when a connection was placed in a message queue.
N	QueueEndDt	Queue end date	datetime2(3) null	Ending timestamp of when a connection left a hold or message queue.
O	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
P	WrapEndDt	Wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for each connection. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
Q	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
R	AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the Disposition tableInterDVAudit table.
S	SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
T	Station	Station	nvarchar(40) null	Agent Channel station ID.
U	OrigServiceId	Originating service ID	int null	Work type identification number of the originating work type. The first work type to have the same SeqNum. It will be 0 if there was none
V	ANI	ANI digits	nvarchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.

Excel Column	Column Name	Column Description	Data Type	Comments
W	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller.
X	NearOffHookDt	Near off hook date	datetime2(3) null	Timestamp of when the local connection is Off Hook (picked up).
Y	NearOnHookDt	Near on hook date	datetime2(3) null	Timestamp of when the local connection is On Hook (hung up).
Z	FarOffHookDt	Far off hook date	datetime2(3) null	Timestamp of when the distant connection is Off Hook (picked up).
AA	FarOnHookDt	Far on hook date	datetime2(3) null	Timestamp of when the distant connection is On Hook (hung up).
AB	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
AC	ContactTypeId	Contact type ID	int null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
AD	VSN	VSN	nvarchar(255) null	Name of the CXP app that was used for the call segment.
AE	SkillGroupId	Skill group ID	int null	Identifier of the skill group.

Manual Call Detail Table

Name: ManualCallDetail

Data Pull Query: SELECT * FROM ManualCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
E	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
G	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
H	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
I	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
J	ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in a manual call.

Excel Column	Column Name	Column Description	Data Type	Comments
K	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
L	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
M	SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
N	FirstPartyId	First party ID	nvarchar(16) null	User_id of the first party to handle the manual call. (UserDVAudit Table.FirstPartyId = Users.User_Id)
O	FirstPartyDispld	First party disposition ID	int null	Disposition entered by the first party of a manual call. (DispositionInterDVAudit Table.FirstPartyDispld = Disposition.Disp_Id)
P	FirstPartyStation	First party station	nvarchar(40) null	Analog Channel station id of the first party involved in the manual call.
Q	FirstPartyWrapEndDt	First party wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for the first parties connection in the manual call. Wrap (or ACW) time is the After Call Work time agents use to update record information and/or for other follow-up administration work.
R	SecondPartyId	Second party ID	nvarchar(16) null	User_id of the second party to handle the manual call. (UserDVAudit Table.FirstPartyId = Users.User_Id)
S	SecondPartyDispld	Second party disposition ID	int null	Disposition entered by the second party of a manual call. (DispositionInterDVAudit.FirstPartyDispld = Disposition.Disp_Id).

Excel Column	Column Name	Column Description	Data Type	Comments
T	SecondPartyStation	Second party station	nvarchar(40) null	Analog Channel station id of the second party involved in the manual call.
U	SecondPartyWrapEndDt	Second party wrap end date	datetime2(3) null	Ending timestamp of the wrap interval for the second parties connection in the manual call. Wrap (or ACW) time is After Call Work time agents use to update record information and/or for other follow-up administration work.
V	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
W	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller.
X	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
Y	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0 = No, 1 = Yes 2 = pending-park state, agent requesting to go to park state after call.
Z	Table_Id	Table ID	int null	Not used.
AA	ExpertFlag	Expert flag	int null	Not used.
AB	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
AC	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type ID Lookup Table for more information.
AD	LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AE	SecondPartyContactTypeId	Second party contact type ID	int null	Contact Type identifier of the contact from the perspective of the second agent. See the Contact Type Lookup Table for more information.

Excel Column	Column Name	Column Description	Data Type	Comments
AF	SecondPartyLine Number	Second party line number	int null	For a multi-line contact, the line number of the agent who was the second party in a conference or consultation call. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
AG	SecondPartyReject Flag	Second party reject flag	int null	Indicates whether the agent who was the second party in a conference or consultation call rejected the call. 0 = Call Accepted by the agent 1 = Call Rejected by the agent 2 = Timeout before agent responded
AH	SecondPartyParkFlag	Second party park flag	int null	Indicates whether the agent who was the second party in a conference or consultation call was in the Park state when this data was gathered. 0 = No, 1 = Yes 2 = pending-park state, agent requesting to go to park state after call.
AI	TimePhoneStarting Ringing	Time phone started ringing	datetime2(3) null	Timestamp of when the called party's phone started ringing.
AJ	NoofPhoneRings	Number of phone rings	int null	Number of rings detected for a manual call.
AK	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkgroupDVAudit table.

Media Data Detail Table

Name: MediaDataDetail

Data Pull Query: SELECT MediaDataDetail.* FROM MediaDataDetail INNER JOIN MediaDetail ON MediaDetail.CallStartDt = MediaDataDetail.CallStartDt AND MediaDetail.SeqNum = MediaDataDetail.SeqNum AND MediaDetail.CallId = MediaDataDetail.CallId WHERE MediaDetail.CallInsertDt >= @begin AND MediaDetail.CallInsertDt < @end ORDER BY MediaDataDetail.CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	Service_Id	Service ID	int not null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
E	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
F	CallTypeId	Call type ID	int not null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
G	AgentDispld	Agent disposition ID	int not null	Identification number for agent entered dispositions or Disp_Id's in the DispositionInterDVAudit table.
H	Param1	Parameter 1	nvarchar(30) null	Data parameter 1 for the media segment.
I	Param2	Parameter 2	nvarchar(30) null	Data parameter 2 for the media segment.
J	Param3	Parameter 3	nvarchar(30) null	Data parameter 3 for the media segment.
K	Param4	Parameter 4	nvarchar(30) null	Data parameter 4 for the media segment.
L	Param5	Parameter 5	nvarchar(30) null	Data parameter 5 for the media segment.

Excel Column	Column Name	Column Description	Data Type	Comments
M	Param6	Parameter 6	nvarchar(30) null	Data parameter 6 for the media segment.
N	Param7	Parameter 7	nvarchar(30) null	Data parameter 7 for the media segment.
O	Param8	Parameter 8	nvarchar(30) null	Data parameter 8 for the media segment.
P	Param9	Parameter 9	nvarchar(30) null	Data parameter 9 for the media segment.
Q	Param10	Parameter 10	nvarchar(30) null	Data parameter 10 for the media segment.
R	Param11	Parameter 11	nvarchar(30) null	Data parameter 11 for the media segment.
S	Param12	Parameter 12	nvarchar(30) null	Data parameter 12 for the media segment.
T	Param13	Parameter 13	nvarchar(30) null	Data parameter 13 for the media segment.
U	Param14	Parameter 14	nvarchar(30) null	Data parameter 14 for the media segment.
V	Param15	Parameter 15	nvarchar(30) null	Data parameter 15 for the media segment.
W	Param16	Parameter 16	nvarchar(30) null	Data parameter 16 for the media segment.
X	Param17	Parameter 17	nvarchar(30) null	Data parameter 17 for the media segment.
Y	Param18	Parameter 18	nvarchar(30) null	Data parameter 18 for the media segment.
Z	Param19	Parameter 19	nvarchar(30) null	Data parameter 19 for the media segment.
AA	Param20	Parameter 20	nvarchar(30) null	Data parameter 20 for the media segment.
AB	IPNIQNodeID	IPNIQ node ID	int not null	Not used.
AC	ContactTypeID	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

Media Detail Table

Name: MediaDetail

Data Pull Query: SELECT * FROM MediaDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Media Detail Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each segment handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	MediaTypeId	Media type ID	int null	Unique identifier that identifies the media type.
E	DetailTypeId	Detail type ID	int null	Identifier of the type of detail.
F	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
G	IPNIQNodeId	IPNIQ node ID	int not nul	Not used.
H	MACallFlag	Multi-appearance (multitasking) contact flag	int null	Indicates whehter a contact is multi-appearance (multitasking) contact. 0= No 1= Yes

Media Detail Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
I	DisconnectedFlag	Disconnected flag	int null	Indicates the type of disconnection. 0= Not applicable or undetermined 1= Agent disconnected 2= Customer disconnected 3= System disconnected.
J	UMID	Universal media ID	varchar(36) null	The universal media identifier.
K	SessionEnd	Session end	int null	Flag to indicate if the interaction is still on the system or not. 1. Interaction is stil in the system 2. Call is no longer in the system. It only aplies to email inteaction(both inbound and outbound).

On Call Activity Detail Table

Name: OnCallActivityDetail

Data Pull Query: SELECT * FROM OnCallActivityDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different services.
C	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	SubCallSeqNum	Subsequent call sequence number	int not null	A number assigned to each call segment starting with 0. If a seqNum has 3 call segments, the table will have 3 entries for it. Each row for that SeqNum will have different SubCallSeqNum's 0, 1, and 2.
E	Service_Id	Service ID	int null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
F	User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the UsersDVAudit table.
G	Disp_Id	Disposition ID	int null	Distinct disposition identification number that maps to an entry in the DispositionInterDVAudit table.
H	CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
I	CallCategoryid	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
J	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.

Excel Column	Column Name	Column Description	Data Type	Comments
K	HoldStartDt	Hold start date	datetime2(3) null	Date and time when the contact entered the HOLD state.
L	HoldEndDt	Hold end date	datetime2(3) null	Date and time when the HOLD state ended.
M	WrapCallStartDt	Wrap call start date	datetime2(3) null	Date and time when the contact entered the WRAP state.
N	WrapCallEndDt	Wrap call end date	datetime2(3) null	Date and time when the WRAP state ended.
O	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
P	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
Q	DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by the caller.
R	WorkGroup_Id	Workgroup ID	int null	Distinct team identification number that maps to an entry in the WorkGoupDVAudit table.
S	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
T	UnfocusedStartDt	Unfocused start date	datetime2(3) null	When in Multi-Appearance (user handling voice and other media calls such as chat simultaneously) time this call is out of focus (not being worked on).
U	UnfocusedEndDt	Unfocused end date	datetime2(3) null	When in Multi-Appearance (user handling voice and other media calls such as chat simultaneously) time this call is being worked on (on focus).
V	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
W	IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	Not used.

Excel Column	Column Name	Column Description	Data Type	Comments
X	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
Y	LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
Z	ConferenceStartDt	Conference start date	datetime2(3) null	Date and time when the contact entered the Conference state.
AA	ConferenceEndDt	Conference end date	datetime2(3) null	Date and time when the Conference state ended.
AB	MultiStateStartDt	Multi-line state start date	datetime2(3) null	Date and time when the contact entered the MultiState state.
AC	MultiStateEndDt	Multi-line state end date	datetime2(3) null	Date and time when the MultiState state ended.
AD	ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state when this data was gathered. 0 = No, 1 = Yes 2 = pending-park state, agent requesting to go to park state after call.

Outbound SMS Detail Table

Name: OutboundSMSDetail

Data Pull Query: SELECT * FROM OutboundSMSDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	CallSentDt	Call sent date	datetime2(3) null	Date and time when the contact was sent.
C	DispositionDt	Call ID	datetime2(3) null	Timestamp of when the disposition started whereas applicable (Otherwise is the equivalent of ConnClearDt).
D	CallId	Call ID	int not null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
E	SeqNum	Sequence number	int not null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
F	Service_Id	Service ID	int not null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
G	RecordId	Record ID	int not null	Identification number of the record.
H	CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
I	CallCategoryid	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
J	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
K	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.

Excel Column	Column Name	Column Description	Data Type	Comments
L	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.
M	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
N	SMSTDispositionCode	SMS disposition code	int not null	Disposition code for the SMS message.
O	SendToAddress	Send To address	nvarchar(256) not null	Send To address for the SMS message.
P	SMSServiceProviderId	SMS service provider ID	int not null	Service provider identification number for the SMS message.
Q	SMSServiceProviderAccount	SMS service provider account	int not null	Service provider account number for the SMS message.
R	CallerId	Caller ID	nvarchar(256) null	Identification number or information about the caller or sender of a contact.
S	Message	Message	nvarchar(256) null	Message output on the SMS sent.
T	CallInsertDt	Call insert date	datetime 2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
U	VSN	VSN	nvarchar(256) null	Name of the CXP app that was used for the call segment.
V	UMID	UMID	varchar(36)	Universal Media Identifier each associated segment of the call is assigned to Cradle to Grave.

Undefined Call Detail Table

Name: UndefinedCallDetail

Data Pull Query: SELECT * FROM UndefinedCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int null	Unique identification number that is given to each call handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
E	CallCategoryid	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
F	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
G	ANI	ANI digits	nvarchar(120) null	Short for Automatic Number Identification. The telephone number of an incoming call.
H	DNIS	DNIS	nvarchar(120) null	Dialed Number Identification Service. Number dialed by the caller.
I	Site_Id	Site ID	int null	Not used.
J	Switch_Id	Switch ID	int null	Switch identification number as defined in the switch table.
K	ResourceGroup_Id	Resource group ID	int null	Resource group reference number.
L	ResourceGroupType	Resource group type	int null	Not used.

Excel Column	Column Name	Column Description	Data Type	Comments
M	Circuit_Id	Circuit ID	int null	Circuit identification number.
N	ChannelId	Channel ID	int null	Call Channel id number
O	InfoDigits	Information digits	nvarchar(120) null	Information digits that are sent out before the 10 digit phone number.
P	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
Q	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
R	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.

VM Call Detail Table

Name: VMCallDetail

Data Pull Query: SELECT * FROM VMCallDetail WHERE CallInsertDt >= @begin AND CallInsertDt < @end ORDER BY CallStartDt

VM Call Detail Table

Excel Column	Column Name	Column Description	Data Type	Comments
A	CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
B	SeqNum	Sequence number	int null	Unique identification number that is given to each segment handled by the system. It can be used to trace a call across different work types.
C	CallId	Call ID	int null	Identification number that is used to keep track of the current transaction segment of a call or media transaction.
D	MBoxId	Voicemail box ID	int null	Identifier of the voicemail box.
E	MessageId	Message ID	int null	Identifier of the voicemail message.
F	Service_Id	Service ID	int null	Distinct work type identification number that maps to an entry in the ServiceDVAudit table.
G	ScriptId	Script ID	int null	Not used.
H	CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
I	CallCategoryId	Call category ID	int null	Distinct call category identification number. See the Call Category Lookup Table for more information.
J	CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.

VM Call Detail Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
K	CallActionReasonId	Call action reason ID	int null	Distinct reason (why the call action was taken) identification number that maps to an entry in the <code>tlkpCallActionReason</code> table.
L	ResourceGroup_Id	Resource group ID	int null	Distinct resource group identification number.
M	DNIS	DNIS	nvarchar(120) null	Dialed Number Identification Service. Number dialed by the caller.
N	VMSize	Voicemail size	int null	Not used. Always set to 0.
O	SwitchDispId	Switch disposition ID	int null	Identification number for switch entered dispositions or <code>Disp_Id</code> 's in the <code>DispositionDVAudit</code> table.
P	ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in a VM call.
Q	ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
R	CallInsertDt	Call insert date	datetime2(3) null	Timestamp indicating when this row was inserted into this table. A process can use this to determine which detail data arrived after the last time the table was checked.
S	CallerId	Caller ID	nvarchar(120) null	Identification number or information about the caller of an inbound call.
T	CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
U	IPNIQNodeId	IPNIQ node ID	int not null	Not used.
V	ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. See the Contact Type Lookup Table for more information.

VM Call Detail Table (continued)

Excel Column	Column Name	Column Description	Data Type	Comments
W	Workgroup_Id	Workgroup ID	int not null	Distinct team identification number that maps to an entry in the WorkGroupDVAudit table.



Part 5

Appendix

This section provides an appendix that describes Skill Reporting and also tracks data model changes.

Appendix 6

Release Changes

This appendix lists the changes to the Reporting Data Export Manager data model Guide that have occurred from Aspect Via 18.2 to Aspect Via 19. It contains the following information:

- General Changes
- Enterprise Historical Reporting Tables Changes
- Outreach Tables Changes
- Intraday Data Export Tables Changes

General Changes

The general changes to the Reporting Data Export Manager Data Model Guide from Aspect Via 18.2 to Aspect Via 19 explained in this section.

1. The following changes are made in the [Exporting Customer Data](#) section:

- By default, the reporting data extracts is retained in Amazon S3 folders for 90 days.
- The extract file format has changed from TAR to GZ.

2. [Skill Reporting](#) Feature

3. **Data Pull Queries** are added for the Enterprise Historical Reporting, Outreach, and Intraday data tables. For information about data pull query, you can search using the string *Data Pull Query: SELECT*

Note: Refer to the Appendix section of Reporting Data Export Manager Data Model Guide 18.1, for more information about the changes that have occurred from Aspect Via 18 to Aspect Via 18.1.

Note: Refer to the Appendix section of Reporting Data Export Manager Data Model Guide 18.2, for more information about the changes that have occurred from Aspect Via 18.1 to Aspect Via 18.2.

Enterprise Historical Reporting Tables

The changes to Enterprise Historical Reporting Tables that have occurred from Aspect Via 18.2 to Aspect Via 19, are listed in the following table:

Enterprise Historical Reporting Table

S.no	Table Name	Change	Release
DIM Tables			
1	Abandoned Intervals Table (CTL_Abandoned_Intervals)	Table Added	19
2	(DIM_DNIS)	Table Added	19
FACT Tables			
1	Agent Activity Summary Table (FACT_Agent_Summary)	Table Added	19
2	Agent Not Ready Summary Table (FACT_Agent_Not_Ready_Summary)	Table Added	19
3	Agent Service Summary Table (FACT_Agent_Service_Summary)	Table Added	19
4	Agent Sign In Summary Table (FACT_Agent_SignIn_Summary)	Table Added	19
5	OFCOM Service Summary Table (Fact_OFCOM_Service_Sum)	Table Added	19
6	OFCOM Stats Summary Table (Fact_OFCOM_Stats_Sum)	Table Added	19
7	Offered Profile Summary Table (Fact_Offered_Profile_Sum)	Table Added	19

Outreach Tables

The change to Outreach Tables that have occurred from Aspect Via 18.2 to Aspect Via 19, is listed in the following table:

Outreach Tables

Table Name	Field	Row	Change	Release
cl_contact_event	dial_mode	CI	Field Added	19

Intraday Data Export Tables

The changes to Intraday Data Export Tables that have occurred from Aspect Via 18.2 to Aspect Via 19, are listed in the following table:

Intraday Data Export Tables

S.no	Table Name	Change	Release
1	ASBR Call Skill Detail Table	Table Added	19
2	AODServiceAudit Table	Table Added	19
3	New Fields	Table Added	19
4	Accept Call Detail Table	Table Added	19
5	Media Data Detail Table	Removed 15 fields from Via 18.2, and they are added to the Media Detail Table in Via 19.	19
6	Media Detail Table	Table Added	19
7	Call Detail Table	A new section containing information about Intraday support to Outreach cl_contact_event table is added. For more information, see the Call Detail Table section	19

Headers and DDLs

You can download Headers and DDLs using the URL details mentioned in the following table:

Headers and DDLs

Sl.no	Name	URL
Headers		
1	Enterprise Historical Data Extract Header File	https://help.voxeo.com/go/aspect/aspectvia.via19.reporting.headerddl.daextractheader
2	Outreach Header File	https://help.voxeo.com/go/aspect/aspectvia.via19.reporting.headerddl.oureachheaders
3	Intraday Header File	https://help.voxeo.com/go/aspect/aspectvia.via19.reporting.headerddl.intadayheader
DDLs		
1	Intraday DDLs	https://help.voxeo.com/go/aspect/aspectvia.via19.reporting.headerddl.intadayddl
2	Outreach DDLs	https://help.voxeo.com/go/aspect/aspectvia.via19.reporting.headerddl.oureachddl

Corporate and Americas Headquarters

5 Technology Park Drive, Suite 9
Westford, MA 01886

+(1) 978 250 7900 office
+(1) 978 244 7410 fax

Europe & Africa Headquarters

The Record Store, 15 Pressing Lane
Hayes UB3 1EP, United Kingdom

+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

Asia Pacific & Middle East Headquarters

7 Temasek Boulevard, #08-02 Suntec Tower One
Singapore 038987

+(65) 6590 0391 office
+(65) 6324 1003 fax

