



Aspect® Unified IP® Historical Data Model Guide

7.4 SP2

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About this Guide

This guide describes the tables and fields of the database tables contained on the Aspect® Unified IP® Primary and Secondary Datamart servers.

For information about Training, Technical Support, commenting on the documentation, and a list of additional documentation, see the appropriate product Release Notes document on the Aspect Software web site at <http://www.aspect.com>.

Audience

This guide is designed for Aspect Unified IP database users and report designers who are familiar with the particular contact center environment where Aspect Unified IP is installed.

Readers are required to have a basic understanding of and familiarity with Microsoft Windows operating systems as well as an understanding of sophisticated software applications such as Aspect Unified IP.

Organization of this Guide

This guide consists of the following chapters:

- [Chapter 1, Database Overview](#), provides an overview of the Aspect Unified IP Primary Datamart server and the Secondary Datamart server, and the databases contained on each.
- [Chapter 2, Config_<epro> Tables](#), contains detailed descriptions of the Config_<epro> tables of the Aspect Unified IP database.
- [Chapter 3, Detail_<epro> Tables](#), contains detailed descriptions of the Detail_<epro> tables of the Aspect Unified IP database.
- [Chapter 4, Lookup Tables](#), contains detailed descriptions of the lookup tables of the Aspect Unified IP database.
- [Chapter 5, Summary_<epro> Tables](#), contains detailed descriptions of the Summary_<epro> tables of the Aspect Unified IP database.
- [Appendix A, Schema Changes in Recent Unified IP Releases](#), identifies the changes to the Aspect Unified IP database schema that occurred in recent releases.
- [Appendix B, Change Management Overview](#), describes the tracking of changes to configuration data through tables in the Audit database.

1. Database Overview

This chapter provides an overview of the Aspect Unified IP databases and an overview of the SQL Server Agent Job process.

Note: In Aspect Unified IP 7.3 and later, all timestamps in the Unified IP database are expressed in Coordinated Universal Time (UTC). In Unified IP releases prior to 7.3, the timestamps were expressed in local time.

1.1 Aspect Unified IP Database Overview

Each Unified IP system includes a Primary Datamart server and a Secondary Datamart server. The Secondary Datamart server is a mirrored copy of the Primary Datamart server.

An additional Customer Database server is used as an additional place to store call tables.

The following sections describe the database servers in more detail.

1.1.1 Primary Datamart Server

The Primary Datamart server contains

- The configuration data that is administered using the Unified Command and Control - Administration and Unified Director applications.
- The summary and detail reporting records.
- The metadata used by the system to locate recording files for a particular agent or call.

The Primary Datamart server includes the following datamarts:

- application_<epro>
- config_<epro>
- detail_<epro>
- knowledgebase

- lookup
- newrecordings_<epro>
- recordings_<epro>
- resource
- summary_<epro>

Also includes:

- The Unified Command and Control - Administration databases:
 - UCCConfig
 - UCCConfigBackup
- The Unified Resource Manager database:
 - URMDB

1.1.2 Secondary Datamart Server

The Secondary Database server is a mirrored copy of the Primary Database server.

1.1.3 Customer Database Server

The Customer Database server is used as an additional place to store call tables. Instead of importing Outbound table data through the Unified Director application, you can define and use one of your existing database servers as the source for these AOD tables. You can have the system transfer the data to the database servers directly, which is more convenient than re-importing data to the Director application. If the Unified IP system you are configuring uses a Customer database, then you must configure it with the Unified IP Server Configurator application.

1.2 SQL Server Agent Job Process Overview

This section discusses the SQL Server Agent Job process.

1.2.1 Database Backups

The SQL Server Agent Job process provides a mechanism to schedule automated backups and transaction log backups.

Note: Resources like disk space must be configured and managed to ensure proper automated backups.

1.2.2 Data Management

The SQL Server Agent Job process utilizes data archive, space utilization checks, and optimizations.

1.3 Information Presented in the Tables in this Guide

Each database table in this guide contains the following information:

Information	Description
Name	The name of the database table.
Column Name	The name of the column.
Column Description	A brief description of the information in the column.
Data Type	Valid data that the column can contain.
Comments	The valid range of values that the column can contain.

Note: If a data type entry specifies *not null*, such as *number not null*, you must assign a value to the field. If the field is in a system database table, the system does not allow you to leave this field blank when you create a new record.

Because the default charset on the Sybase database server is UTF-8, the space allocated will be automatically promoted to n*3. This is because UTF8 supports all languages and needs the extra space to accommodate all possible character sets.

To check the configured bytes of storage:

```
Select @@ncharsize
```

For example, a column of type nvarchar(60), guarantees enough storage bytes for 20 characters in any language. This column would have been created as nvarchar(20) but is automatically promoted to nvarchar(20 *@@ncharsize) by the database engine. This column can hold up to 60 characters using the English alphabet (1 byte) but only 20 when using the Thai alphabet (3 bytes).

1.4 Overview: Audit Tables

The following sections provide information about the use of audit tables and DV audit tables in the Unified IP database.

1.4.1 Audit Tables

The Aspect Unified IP database makes use of audit tables to track changes to resources. If a resource or configuration item is modified, the corresponding audit table tracks things such as which component was modified, the modification date and time, and which user made the modification.

There are audit tables for most of the config_<epro> and resource database tables. There are two audit tables in the Detail_<epro> database: ChatOriginatedURLsAudit and EDMLoaderAudit. The summary_<epro> database only has one audit table, which is a DV audit table (for more information, see [DV Audit Tables](#)).

Each audit table is named by appending “Audit” to the original name of the definition table. For example, in the config_<epro> database, the Application table defines all the currently active applications, and its corresponding audit table is named ApplicationAudit.

Each audit table has the same structure as the definition table with the addition of six columns: ModifiedDt, ModifyingUserId, Component, OriginatingSiteId, OriginatingTimeStamp, and ModificationTypeId. The definitions and meaning of these columns follows. All other columns in the audit tables have the same definition and meaning as the columns in the corresponding table in the databases.

Column Name	Column Description	Data Type	Comments
ModifiedDt	Modified date	datetime2(3) not null	The date and time when the record was last modified.
ModifyingUserId	Modifying user ID	nvarchar(128) null	The User_Id of the person who last modified the record.
Component	Component	nvarchar(40) null	The Unified IP software component that triggered the modification.
OriginatingSiteId	Originating site ID	int(4) null	The Unified IP site ID that triggered the modification.
OriginatingTimeStamp	Originating timestamp	datetime2(3) null	The date and time the modification was made.
ModificationTypeId	Modification type ID	int(4) null	The identifier of the type of modification. 1 = Inserted 2 = Updated 3 = Deleted.

1.4.2 DV Audit Tables

In the Aspect Unified IP application, the names of many resources can be reused. A resource is physically deleted from its definition table in the database when it is no longer used in the system. Since these deleted resources will still have historical data to be reported on, we must maintain the definitions of all resources ever used on the system. The list of all resources, both currently used (active) and deleted, are maintained in the DV audit tables in the databases.

There are DV audit tables in the config_<epro> and resource databases, and there is one DV audit table in the summary_<epro> database (the ChatOriginatedURLsDVAudit table).

Note: For reference, the corresponding ChatOriginatedURLs table and the ChatOriginatedURLsAudit table are part of the Details_<epro> database.

There is a corresponding DV audit table for every resource definition table in the databases that the Aspect Unified IP DataViews application reports on. Each DV audit table is named by appending “DVAudit” to the original name of the resource definition table. For example, in the config_<epro> database, the Application table defines all the currently active applications, and its corresponding DV audit table is named ApplicationDVAudit.

Each DV audit table has the same structure as the definition table with the addition of four columns: LocaleId, Deleted, CreateDt, and DeleteDt. The definitions and meaning of these columns follows. All other columns in the DV audit tables have the same definition and meaning as the columns in the corresponding table in the databases.

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int(4) not null	The identifier of the locale.
CreateDt	Created date	datetime2(7) not null	The date and time when the record was created.
DeleteDt	Deleted date	datetime2(7) null	The date and time when the record was deleted.
Deleted	Deleted	int(4) null	Indicates whether the record has been deleted. 0 = No 1 = Yes

For your reference, [Table 1-1](#) lists the names of the DV audit tables in the config_<epro>, resource, and summary_<epro> databases.

Table 1-1 DV Audit Tables

<i>config_<epro> database tables:</i>	<i>resource database tables:</i>
AgentStatusReasonInterDVAudit	ChangeManagementDVAudit
ApplicationDVAudit	CircuitDVAudit
ChangeManagementDVAudit	ResourceGroupDVAudit
DiagAlertsDVAudit	ResourceGroupMembersDVAudit
DiscoveredExpertsDVAudit	ServerDVAudit
Disposition_ClassInterDVAudit	SiteDVAudit
DispositionInterDVAudit	SwitchDVAudit
IMServiceURIDVAudit	TenantServersDVAudit
IVRDVAudit	<i>summary_<epro> database table:</i>
IVRScriptObjectsDVAudit	ChatOriginatedURLsDVAudit

Table 1-1 DV Audit Tables

<i>config_<epro> database tables:</i>	<i>resource database tables:</i>
MailQueueDVAudit	
Monitor_ClassDVAudit	
RouteAccessDVAudit	
ServiceDVAudit	
SkillsDVAudit	
SkillGroupsDVAudit	
Table_StatDVAudit	
TableDefDVAudit	
UsersDVAudit	
WorkgroupDVAudit	

2. Config_<epro> Tables

This chapter contains detailed descriptions of the config_<epro> tables of the Aspect Unified IP database.

For information about audit tables, see [Chapter 1](#), the [Overview: Audit Tables](#) section.

Note: The config_<epro> database contains several hundred tables. Only a portion of the tables are currently documented in this guide at this time. The Aspect Technical Publications department is in the process of adding additional tables to the guide, and plans to release updated revisions periodically with additional tables included.

2.1 ACD Service Table

Name: ACDSERVICE

ACD Service Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	The identifier of the service. Maps to an entry in the config_<epro>.dbo.Service table.
Table_Id	Table ID	int	The identifier of the table.
AgentQType_Id	Agent queue type ID	int	The identifier of the agent queue type.
Att_Retainer_id	Attention retainer ID	int	The identifier of the attention retainer.
Sched_Start_dt	Schedule start date	datetime	The date and time the schedule starts.
Whisper_Msg_Id	Whisper message ID	int	The identifier of the whisper message.
Sched_End_dt	Schedule end date	datetime	The date and time the schedule ends.
SPH_Goal	SPH goal	int	
QMaxTime	Queue maximum time	int	

ACD Service Table (continued)

Column Name	Column Description	Data Type	Comments
QMaxTime_Att_Retainer_Id	Queue maximum time attention retainer ID	int	The identifier of the queue maximum time attention retainer.
QMaxLen	Queue maximum length	int	
QMaxLen_Att_Retainer_Id	Queue maximum length attention retainer ID	int	The identifier of the queue maximum length attention retainer.
Unmanned_Att_Retainer_Id	Unmanned attention retainer ID	int	The identifier of the unmanned attention retainer.
Disabled_Att_Retainer_Id	Disabled attention retainer ID	int	The identifier of the disabled attention retainer.
CallAnsDelay_QLen	Call answer delay queue length	int	
CallAnsDelay_Secs	Call answer delay in seconds	int	The amount of time (in seconds) the system is configured to wait before answering a call or playing a busy signal.
Priority	Priority	int	
TargetQTime	Target queue time	int	
TargetQLen	Target queue length	int	
Alert_Svc_Pct	Alert service percentage	int	
Alert_Abandon_Pct	Alert abandoned percentage	int	
Holiday_Att_Retainer_Id	Holiday attention retainer ID	int	Identification number of the holiday attention retainer.
Default_Att_Retainer_Id	Default attention retainer ID	int	Identification number of the default attention retainer.
MBoxId	Voicemail box ID	int	Identification number of the mailbox.
ScriptId	Script ID	int	Identification number of the script.

ACD Service Table (continued)

Column Name	Column Description	Data Type	Comments
Site_Id	Site ID	int	The identifier of the site on which this data was originated. It is a foreign key to the Resource.Site table.
PBXSwitchId	PBX switch ID	int	The identifier of the of the PBX switch.
QueueId	Queue ID	int	The identifier of the queue.
RecordingTypeInterval	Recording type interval	int	
RecordingTypeId	Recording type ID	int	The identifier of the recording type.
RecordingScheduleId	Recording schedule ID	int	The identifier of the recording schedule.
PBXAODServiceId	PBX AOD service ID	int	The identifier of the PBX Outbound service.
ContinueRecording Flag	Continue recording flag	int	
ScreenCaptureFlag	Screen capture flag	int	
Disp_Id	Disposition ID	int	The identifier of the disposition.

2.2 Agent Table

Name: Agent

Purpose: This table contains agent definitions, setup information, attributes, and some statistical information.

Agent Table

Column Name	Column Description	Data Type	Comments
User_Id	User ID	nvarchar(16) not null	The identifier of the user (agent). Maps to an entry in the config_<epro>.dbo.Users table.
RouteAccess_Id	Route access ID	int(4) null	The identification number of a phone line mapped in the ExternalRoutes table and described in RouteAccess table.
Performance_Display _f	Performance display flag	int(4) null	Enable the performance display. 1 = Yes, 0 = No.

Agent Table (continued)

Column Name	Column Description	Data Type	Comments																												
Last_call_dt	Last call date	datetime2(3) null	The timestamp of the beginning of the last manual call made by the agent.																												
Workgroup_Id	Workgroup ID	int(4) null	The identifier of the workgroup that maps to an entry in the Workgroup table.																												
Most_Recent_DNIS	Most recent DNIS	int(4) null	The most Recent DNIS (Dialed Number Identification Service - The number dialed by caller.) used to contact the agent. More specific DNIS information can be found in the InboundRouting table.																												
Most_Recent_Call_type	Most recent call type	nvarchar(16) null	The Call Type of the most recent call made by the agent.																												
Most_Recent_Disposition_c	Most recent disposition code	nvarchar(8) null	The most recent disposition code entered by the agent.																												
work_status	Work status	nvarchar(8) null	The agent's current work status.																												
Monitor_Status	Monitor status	nvarchar(10) null	The agent's current monitor status.																												
vpi	Virtual path ID	int(4) null	The ATM virtual path identifier.																												
vci	Virtual circuit ID	int(4) null	The ATM virtual circuit identifier.																												
OutgoingMask	Outgoing mask	int(4) null	<p>A bit mask that represents a dialing category or group of dialing categories defined in the tlkpOutgoingSelectionType table.</p> <table border="0"> <tr> <td>BitMask</td> <td>SelectionDesc</td> </tr> <tr> <td colspan="2">-----</td> </tr> <tr> <td>1</td> <td>LD</td> </tr> <tr> <td>2</td> <td>Local</td> </tr> <tr> <td>4</td> <td>Local_0</td> </tr> <tr> <td>8</td> <td>Local_411</td> </tr> <tr> <td>16</td> <td>Local_611</td> </tr> <tr> <td>32</td> <td>Local_911</td> </tr> <tr> <td>64</td> <td>Local_800</td> </tr> <tr> <td>128</td> <td>Local_888</td> </tr> <tr> <td>256</td> <td>International</td> </tr> <tr> <td>512</td> <td>External</td> </tr> <tr> <td>1024</td> <td>AMP</td> </tr> <tr> <td>2048</td> <td>Services</td> </tr> </table>	BitMask	SelectionDesc	-----		1	LD	2	Local	4	Local_0	8	Local_411	16	Local_611	32	Local_911	64	Local_800	128	Local_888	256	International	512	External	1024	AMP	2048	Services
BitMask	SelectionDesc																														

1	LD																														
2	Local																														
4	Local_0																														
8	Local_411																														
16	Local_611																														
32	Local_911																														
64	Local_800																														
128	Local_888																														
256	International																														
512	External																														
1024	AMP																														
2048	Services																														

Agent Table (continued)

Column Name	Column Description	Data Type	Comments
btnDial_f	Allow manual dialing flag	int(4) null	Enable Allow Manual Dialing flag. 1 = Yes, 0 = No
btnHangUp_f	Hang-up flag	int(4) null	Enable Hang-up flag. 1 = Yes, 0 = No
btnHold_f	Hold flag	int(4) null	Enable Hold flag. 1 = Yes, 0 = No
btnXfer_f	Transfer flag	int(4) null	Enable Transfer flag. 1 = Yes, 0 = No
btnBlindxfer_f	Blind transfer flag	int(4) null	Enable Blind Transfer flag. 1 = Yes, 0 = No
btn3way_f	3-way flag	int(4) null	Enable 3-Way flag. 1 = Yes, 0 = No
btnConsult_f	Consult flag	int(4) null	Enable Consultation flag. 1 = Yes, 0 = No
btn3CustHangup_f	3rd party customer hang-up flag	int(4) null	Enable 3rd Party Hangup flag. 1 = Yes, 0 = No
btnRecord_f	Record flag	int(4) null	Enable Record flag. 1 = Yes, 0 = No
btnPlay_f	Play flag	int(4) null	Enable Play flag. 1 = Yes, 0 = No
DisplayServiceRecording_f	Display service recording flag	int(4) null	Enable Service Recording flag. 1 = Yes, 0 = No
btnCtrlAltDel_f	Ctrl Alt Del flag	int(4) null	Enable Ctrl Alt Del flag. 1 = Yes, 0 = No
btnCtrlESC_f	Ctrl ESC flag	int(4) null	Enable Ctrl ESC flag. 1 = Yes, 0 = No
btnAltF4_f	Alt F4 flag	int(4) null	Enable Alt F4 flag. 1 = Yes, 0 = No
DisplayServices_f	Display services flag	int(4) null	Enable Display Service List flag. 1 = Yes, 0 = No
RequireService_f	Require service flag	int(4) null	Enable Require a Service flag. 1 = Yes, 0 = No
CanChgDefBrowserSplit	Can change default browser split flag	int(1) null	Enable Can change default browser split flag. 1 = Yes, 0 = No

Agent Table (continued)

Column Name	Column Description	Data Type	Comments
CallDataDefId	Call data definition ID	int(4) null	The identifier of the call data definition that maps to an entry in the CallDataDef table. Call data definitions include call tables and media types.
ShowCallDataDialog_f	Show call data dialog flag	int(4) null	Enable Call Data flag. 1 = Yes, 0 = No
Req_Disposition_f	Require disposition flag	int(4) null	Require the agent to enter a disposition flag. 1 = Yes, 0 = No
Req_Wrap_f	Require wrap flag	int(4) null	Require the agent to wrap flag. 1 = Yes, 0 = No
CallDataDialogDuration	Call data dialog duration	int(4) null	Enable the Call Data Duration dialog. 1 = Yes, 0 = No
Wrap_Warning_Delay	Wrap warning delay	int(4) null	Enable the Wrap Warning Delay dialog. 1 = Yes, 0 = No
No_Disposition_Max_Wrap	No disposition maximum wrap	int(4) null	Enable the No Disp Max Wrap dialog. 1 = Yes, 0 = No
SerializeCallData_f	Serialize call data flag	int(4) null	Enable the display of serialized call data flag. 1 = Yes, 0 = No
btnNextCall	Next call flag	int(4) null	Enable Next Call flag. 1 = Yes, 0 = No
CBReloadOptionId	Callback reload option ID	int(4) null	The identifier of the callback reload option. The descriptions are in the tlkpCBReloadOptionsInter table.
CBSelfCallbackFlag	Callback self-callback flag	int(4) null	Self Callback enabled flag. 1 = enabled, 0 = not enabled.
MaxTotalCalls	Maximum total calls	int null	In the User > Call Data screen > Multitasking Calls section, the Total Maximum Number of Calls setting.
MaxChatCalls	Maximum chat calls	int null	In the User > Call Data screen > Multitasking Calls section, the Maximum Number of Chat Calls setting.
Park	Park	int not null	In the User > Call Data screen > Park State section, indicates whether the Park option is enabled. 1 = Yes, 0 = No

Agent Table (continued)

Column Name	Column Description	Data Type	Comments
ParkDelay	Park delay	int not null	In the User > Call Data screen > Park State section, the Park Warning Delay (Secs) setting.
WarmTransfer	Warm transfer	int null	In the User > Telephony Settings screen > Allow section, indicates whether the Warm Transfer option is enabled. 1 = Yes, 0 = No
AutoAccept	Auto accept	int null	In the User > Accept Call screen, indicates whether the Manual Answer setting is disabled. (With this setting, the agent is set for auto accept.) 1 = Yes, 0 = No
TaskOfferedTimeout	Task offered timeout	int null	In the User > Accept Call screen, the Task Offered Timeout (Secs) setting.
RequireRejectReason	Require reject reason	int null	In the User > Accept Call screen, the Reason Code Required for Rejection setting.
NotreadyIfReject	Not ready if reject	int null	In the User > Accept Call screen, the Go Not Ready If Reject setting.
BeginIdleTimeoutOnWrap	Begin idle timeout on wrap	int null	In the User > Accept Call screen, indicates whether the Begin Idle Timeout On Wrap option is enabled. 1 = Yes, 0 = No
OnDemandFlag	On demand flag	int null	In the User > Accept Call screen, indicates whether the On Demand Flag option is enabled. 1 = Yes, 0 = No
AuditableAlertForAcceptCall	Auditable alert for accept call	int null	In the User > Accept Call screen, indicates whether the Auditable Alert for Accept Call option is enabled. 1 = Yes, 0 = No
AllowNotReadyFlag	Allow not ready flag	int null	In the User > Accept Call screen, indicates whether the Enter Not Ready State option is enabled. 1 = Yes, 0 = No

Agent Table (continued)

Column Name	Column Description	Data Type	Comments
EnableUC_F	Enable UC flag	int not null	Flag indicating whether the agent has UC functionality implemented or enabled. Allowed values: 1 = UC enabled 0 = UC not enabled
AllowAgenttoAgentIM	Allow agent-to-agent IM	int null	In the User > Instant Messaging screen, indicates whether the Allow IM to Agent option is enabled. 1 = Yes, 0 = No
AllowAgenttoSupervisor	Allow agent to supervisor	int null	In the User > Instant Messaging screen, indicates whether the Allow IM to Supervisor option is enabled. 1 = Yes, 0 = No
AllowIntraIM	Allow intra IM	int null	In the User > Instant Messaging screen, indicates whether the Allow Intra-Contact Center IM option is enabled. 1 = Yes, 0 = No
AllowInboundIM	Allow inbound IM	int null	In the User > Instant Messaging screen, indicates whether the Allow Inbound IM option is enabled. 1 = Yes, 0 = No
UseWorkgroupSetting	Use workgroup setting	int null	In the User > Instant Messaging screen, indicates whether the Use Workgroup Setting option is enabled. 1 = Yes, 0 = No
MinWrapTime	Minimum wrap time	int null	In the User > Call Data screen > Wrap/Disposition section, the Min Wrap Time (Secs) setting.
MaxWrapTime	Maximum wrap time	int null	In the User > Call Data screen > Wrap/Disposition section, the Max Wrap Time (Secs) setting.
WrapExceedAction	Wrap exceed action	int null	In the User > Call Data screen > Wrap/Disposition section, the Wrap Exceed Action setting.
MultiLine	Multi-line	int null	In the User > System Record Detail screen > Multi-Line section, indicates whether the Multi-Line option is enabled. 1 = Yes, 0 = No

Agent Table (continued)

Column Name	Column Description	Data Type	Comments
MultiLineReRouteDestTypeVoice	Multi-line reroute destination type voicemail	int null	In the User > System Record Detail screen > Multi-Line section, the No Answer/Call Reject Destination setting.
MultiLineReRouteDestVoice	Multi-line reroute destination voicemail	int null	In the User > System Record Detail screen > Multi-Line section, the No Answer/Call Reject Destination voicemail box.
MultiLineNoAnswerTimeout	MultiLineNoAnswerTimeout	int null	In the User > System Record Detail screen > Multi-Line section, the No Answer Timeout (Secs) setting.
Switch_Id	Switch ID	int null	The identifier of the switch.
PGAllowed	Personal greetings allowed	int null	In the User > Telephony Settings screen > Allow section, indicates whether the Personal Greetings Allowed option is enabled. 1 = Yes, 0 = No
AllowAskAnExpertInPark	Allow Ask An Expert in Park state	int null	Indicates whether the Ask an Expert setting is set for Allow for Non-Call States such as Park. 1 = Yes, 0 = No
AcceptMsgId	Accept message ID	int null	The identifier of the Accept Message.
displayCallbackTimeWarning_f	Display Callback Time Warning flag	int null	In the User > Telephony Settings screen > Allow section, indicates whether the Display Callback Time Warning option is enabled. 1 = Yes, 0 = No
Replay_Service_VM	Replay Service Voice Mail	int null	In the User > Telephony Settings screen > Allow section, indicates whether the Replay Service Voice Mail option is enabled. 1 = Yes, 0 = No
Replay_Agent_VM	Replay Agent Voice Mail	int null	In the User > Telephony Settings screen > Allow section, indicates whether the Replay Agent Voice Mail option is enabled. 1 = Yes, 0 = No
Replay_Agent_Recording	Replay Agent Recording	int null	In the User > Telephony Settings screen > Allow section, indicates whether the Replay Agent Recording option is enabled. 1 = Yes, 0 = No

Agent Table (continued)

Column Name	Column Description	Data Type	Comments
HidePhoneOnSpeedDial	Hide Phone On Speed Dial	int null	In the User > New User screen, indicates whether the Speed Dial Display Option is set for Hide Phone Number. 1 = Yes, 0 = No
MaxEmailCalls	Maximum email calls	int null	In the User > Call Data screen > Multitasking Calls section, the Maximum Number of Email Calls setting.
MaxIMCalls	Maximum IM calls	int null	In the User > Call Data screen > Multitasking Calls section, the Maximum Number of IM Calls setting.
MaxWorkflowCalls	Maximum workflow calls	int null	In the User > Call Data screen > Multitasking Calls section, the Maximum Number of Workflow Calls setting.
AllowSocialMedia	Allow Social Media	int not null	In the User > Agent Information screen > Social tab, indicates whether the Allow Social Media option is enabled. 1 = Yes, 0 = No
AspectSocialInstanceId	Aspect Social instance ID	int null	In the User > Agent Information screen > Social tab, the Aspect Social Instance setting. The identifier of the Social Media instance.
TransitionToParkForAspectSocial	Transition To Park For Aspect Social	int not null	In the User > Call Data screen > Park State section, indicates whether the Transition To Park For Aspect Social option is enabled. 1 = Yes, 0 = No
DefaultASMServiceId	Default ASM service ID	int null	In the User > Agent Information screen > Social tab, the Default Social Service setting. The identifier of the default Aspect Social Media service.
AllowSuspendResumeMA	Allow Suspend Resume MA	int null	In the User > Call Data screen > Multitasking Options section, indicates whether the Suspend Multitasking After Reject option is enabled. 1 = Yes, 0 = No
SuspendMAIfReject	Suspend MA If Reject	int null	In the User > Call Data screen > Multitasking Options section, the Suspend Multitasking After Reject setting.

2.3 Agent Skills Table

Name: Agent_Skills

Agent Skills Table

Column Name	Column Description	Data Type	Comments
User_Id	User ID	nvarchar(16) not null	The identifier of the user. Maps to an entry in the config_<epro>.dbo.Users table.
Skill_Id	Skill ID	int(4) not null	The identifier of the skill. Maps to an entry in the config_<epro>.dbo.Skills table.
Level_Id	Level ID	int(4) not null	The identifier of the skill level. Maps to an entry in the config_<epro>.dbo.SkillLevels table.

2.4 Agent State Table

Name: AgentState

Purpose: This table contains information about the agent's state.

Agent State Table

Column Name	Column Description	Data Type	Comments
User_Id	User ID	nvarchar(16) not null	The identifier of the user (agent). Maps to an entry in the config_<epro>.dbo.Users table.
Status	Status	nvarchar(16) null	The current status of the agent.
Status_Start_dt	Status start date	datetime2(3) null	The beginning timestamp of the last service worked on by the agent.
IP_Address	IP address	nvarchar(16) null	The IP address of the agent's workstation.
Agent_Index	Agent index	int(4) null	The agent routing identification number mapped in the AgentRouting table.
MGWLoggedInFlag	Multiple gateway logged in flag	int(4) null	Logged into multiple gateways flag. 1 = Yes, 0 = No
CTILoggedInFlag	CTI logged in flag	int(4) null	Logged into CTI flag. 1 = Yes, 0 = No
KWLastAccessedTime	KW last accessed time	datetime2(3) null	The date and time when the Knowledge Worker last logged in.

Agent State Table (continued)

Column Name	Column Description	Data Type	Comments
Director_Index	Director index	int(4) null	The director routing identification number.
Station	Station	nvarchar(24) null	The analog channel station ID.

2.5 Agent Status Reason Table

Name: AgentStatusReason

Purpose: This table contains agent status reason identification numbers and descriptions.

Agent Status Reason Table

Column Name	Column Description	Data Type	Comments
AgentStatusId	Agent status ID	int(4) not null	The identifier of the agent status. Maps to the lookup.dbo.tlkpAgentStatus table. Only AgentStatusId's of 5 (Not Ready), 20 (Logged Out), and 25 (Park) are used in the AgentStatusReason table.
ReasonId	Reason ID	int(4) not null	The identifier of the reason associated with the agent status (AgentStatusId).
Description	Description	nvarchar(80)	A description of the reason (ReasonId) associated with the agent status (AgentStatusId).
AgentStatusReasonId	Agent status reason ID	int(4) not null	The unique identifier of the combination of the agent status (AgentStatusId) and reason (ReasonId) pairing.

The following table lists the possible values for the AgentStatusReason table, and also provides additional detailed descriptions for the AgentStatusId and ReasonId combination.

Possible Values for AgentStatusReason Table

AgentStatusId (Description)	ReasonId	Description (of ReasonId)	AgentStatus ReasonId	Detailed Description
5 (Not Ready)	0	Not Ready	1	The agent moved to the Not Ready state but was not required to provide a reason.
5 (Not Ready)	1	Maintenance	2	A telephony related failure.
5 (Not Ready)	2	Phone Fault	3	The agent did not answer the phone after initial login.

Possible Values for AgentStatusReason Table

AgentStatusId (Description)	ReasonId	Description (of ReasonId)	AgentStatus ReasonId	Detailed Description
5 (Not Ready)	3	Adv. Feature	4	The agent began to monitor another agent or entity and is no longer available to service calls.
5 (Not Ready)	4	Rejected Call	5	When the “Go Not Ready If Reject” setting is enabled in the Unified IP User > Accept Call screen, if the agent rejects the contact, the system places the agent in the Not Ready state with a “Rejected Call” reason.
5 (Not Ready)	5	Controlled Call Connection Timeout	6	If the agent does not accept or reject the contact within the configured time limit, the system places the agent in the Not Ready state with a “Controlled Call Connection Timeout” reason.
5 (Not Ready)	6	Call By Call Failure	7	The agent did not answer the contact.
5 (Not Ready)	7	Initial Login	8	The initial time period from when the agent logged in until they made themselves Available.
5 (Not Ready)	8	Adhoc CTI Call	9	Used only in a dual desktop environment. The agent received a call on the CTI server and was placed in the Not Ready state on the Unified IP system.
20 (Logged Out)	0	CD Logged Out	10	This field is not used – reserved for future use.
20 (Logged Out)	1	Maintenance	11	A telephony related failure.
20 (Logged Out)	-1	Failover	14	This field is not used – reserved for future use.
20 (Logged Out)	-2	Unknown	15	This field is not used – reserved for future use.

Possible Values for AgentStatusReason Table

AgentStatusId (Description)	ReasonId	Description (of ReasonId)	AgentStatus ReasonId	Detailed Description
5 (Not Ready)	9	AspectSocial	16	The agent has moved to the Not Ready state for the purpose of working on Aspect Social requests and events.

2.6 AOD Service Table

Name: AODService

Purpose: This table contains information related to the Automated Outbound Dialing (AOD) service, also known as the Outbound voice service.

AOD Service Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int(4)	The identifier of the Outbound service. Maps to an entry in the config_<epro>.dbo.Service table.
TimeZone_Group_Id	Time zone group ID	int(4)	The identifier of the time zone group for the Outbound service. Defined in the TimeZone_Group table.
SPH_Goal	Service percent on hold goal	real(4)	The Outbound voice service setting for percent on hold.
Ring_No_Ans_Rings_num	Ring no answer rings number	int(4)	The service setting for the maximum number of rings before the outbound call is answered. The service will go on to the next call if this number is reached.
Detection_Type_cd	Detection type call detection	int(4)	An identification number that represents the call detection type for the Outbound service. Defined in the tlkpDetectType table.
Ans_Mach_Res_cd	Answering machine resolution call detection	int(4)	An identification number that represents the answering machine resolution call detection type for the Outbound service. Defined in the tlkpAnsMachRes table.
Dial_to_Agent_Ratio_num	Dial to agent ration number	real(4)	The Outbound service setting for Dials to Agent ratio.

AOD Service Table (continued)

Column Name	Column Description	Data Type	Comments
Dial_Mode_cd	Dial mode call detection	int(4)	A number that identifies the type of Dial Mode used for the Outbound service call. Maps to the lookup.dbo.tlkDialMode table > Dial_Mode_cd column. 1 = Automatic 2 = Predictive 3 = Preview 4 = Precision 5 = Blaster
Abandon_Target_pct	Abandon target percentage	real(4)	The Outbound service setting for the maximum percentage of abandons allowed (Target Abandon Percentage setting).
Abandon_Alert_pct	Abandon alert percentage	real(4)	The Outbound service setting for the maximum percentage of abandon alerts allowed.
MaxCallSetupSecs	Maximum call setup in seconds	int(4)	The Outbound service setting for the maximum call setup time in seconds.
MaxWrapSecs	Maximum wrap in seconds	int(4)	The Outbound service setting for Max Wrap Time (Secs).
AgentQType_Id	Agent queue type ID	int(4)	An identification number that represents the Agent Queue Type for the Outbound service. Defined in the tlkAgentQType table.
QMaxTime	Queue maximum time	int(4)	The Outbound service setting for Maximum Queue Time.
Priority	Priority	int(4)	A priority identification number of a priority template set up for the Outbound service. See the Priority table.
FeedType	Feed type	int(4)	The type of Outbound Feed application used by the service.
TargetQTime	Target queue time	int(4)	The Outbound service setting for the Target Queue Time.
TargetQLen	Target queue length	int(4)	The Outbound service setting for the Target Queue Length.

AOD Service Table (continued)

Column Name	Column Description	Data Type	Comments
WaitMessageld	Wait message ID	int(4)	An identification number that represents the message that gets played while in the Wait state for the Outbound service. For more detail, cross reference WaitMessageld with Msg_Id in the Messages table.
CircularAODTableList	Circular AOD table list	int(4)	
CallBackDays	Callback days	int(4)	The Outbound service setting for the number of days to callback.
RedialHandledBy	Redial handled by	int(4)	
TimedPreviewFlag	Timed preview flag	int(4)	The Outbound service setting for the Timed Preview check box. 0 = No, 1 = Yes (selected). If Yes, indicates the preview will timeout after the number of seconds in the Preview Timeout In Secs field. (See the PreviewTimeoutInSecs column.)
PreviewTimeoutInSecs	Preview timeout in seconds	int(4)	The Outbound service setting for the Preview Timeout In Secs field. Indicates the number of seconds an automated call is previewed to an agent before being dialed. (Related to the TimePreviewFlag column.)
NextServiceId	Next service ID	int(4)	The Outbound service setting for the next service (if any) for this service to continue on to. See the Service table to get Service information based on Service_Id.
ReEstablishDt	Reestablish date	datetime(8)	The date and time the service was reestablished.
CBReloadOptionId	Callback reload option ID	int(4)	An identification number that represents a Callback Reload Option. The descriptions are in the tlkpCBReloadOptionsInter table.
CBDialModeFlag	Callback dial mode flag	int(4)	
CBAgentToService PromoteFlag	Callback agent to service promote flag	int(4)	

AOD Service Table (continued)

Column Name	Column Description	Data Type	Comments
CFLogAgentsInServiceFlag	CF log agents in service flag	int(4)	
CBElapsedTimeAfterExpiration	Callback elapsed time after expiration	int(4)	
CBServiceCallbackFlag	Callback service callback flag	int(4)	
RecordingTypeid	Recording type ID	int	
RecordingScheduleid	Recording schedule ID	int	
PBXCTIServiceid	PBX CTI service ID	int	
NumOfCallsDialedPerSec	Number of calls dialed per second	int	
ContinueRecordingFlag	Continue recording flag	int	
TransientCalls	Transient calls	int	The Outbound service setting for the Predictive Transient Calls Value field.
ExpectedHitRate	Expected hit rate	int	The Outbound service setting for the Predictive Expected Hit Rate (%) field.
AbandonTolerance	Abandon tolerance	int	The Outbound service setting for the Predictive Abandon Tolerance Value (%) field.
DampeningFactor	Dampening factor	int	The Outbound service setting for the Predictive Dampening Factor Value (%) field.
SlowDownFactor	Slow down factor	int	The Outbound service setting for the Predictive Slowdown Factor Value (%) field.
QuotaCriteriaFlag	Quota criteria flag	int	Indicates whether the Quota Criteria check box is selected for the Outbound service.
MaximumQuotaValue	Maximum quota value	int	The Outbound service setting for the Quota Count field.
ContinueDialOn-AudioFlag	Continue dial on audio flag	int	Indicates whether the Continue Dial On Audio check box is selected for the Outbound service.

AOD Service Table (continued)

Column Name	Column Description	Data Type	Comments
SupercedeFlag	Supercede flag	int	Indicates whether the Supersede check box is selected for the Outbound service.
ScreenCaptureFlag	Screen capture flag	int	Indicates whether the Screen Capture check box is selected for the Outbound service, which enables recording of the agent screen.
Disp_Id	Disposition ID	int	Identifier of the disposition.
AllowNonWhiteListNumber	Allow Non-Whitelist Number	int null	Indicates that non-whitelist numbers are allowed to be assigned to this service. Note: This field is available in version 7.3 SP4 and later.
AllowCTIExternalRouting	Allow CTI external routing	int null	In the Outbound voice service > System Record Detail screen, indicates whether the External Routing option is enabled for the service. When enabled, indicates that an external third-party system can determine the routing destination for calls. Note: This field is available in version 7.3 SP5 and later.
RouteRequestTimeout	Route Request timeout	int null	In the Outbound voice service > System Record Detail screen, the Route Request Timeout (Secs) setting for the service. Note: This field is available in version 7.3 SP5 and later.

2.7 Application Table

Name: Application

Purpose: This table contains the identification numbers and descriptions of all applications (overall category to group services).

Application Table

Column Name	Column Description	Data Type	Comments
Application_Id	Application ID	int(4)	Unique identifier for this application. Primary key of this table.
App_Desc	Application Description	varchar(80)	Description of each application represented by Application_Ids.

2.8 Callback Table

Name: Callback

Purpose: This table documents information about callback calls.

Callback Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int(4) not null	The identifier of the AOD service. Maps to an entry in the config_<epro>.dbo.Service table.
Table_Id	Table ID	int(4) not null	The identifier of the table.
Record_Num	Record number	int(4) not null	The number of the record in the table.
Callback_dt	Callback date	datetime2(3) not null	Then date and time of the callback.
Phone_Num	Phone number	nvarchar(25) not null	The phone number dialed for the callback.
User_id	User ID	nvarchar(16) null	The identifier of the user. Maps to an entry in the config_<epro>.dbo.Users table.
Memo	Memo	nvarchar(512) null	
Checkout_f	Checkout flag	nchar(1) null	

Callback Table (continued)

Column Name	Column Description	Data Type	Comments
DialMode	Dial mode	int not null	A number that identifies the type of Dial Mode used on the call by the AOD Service. Maps to the lookup.dbo.tlkpDialMode table > Dial_Mode_cd column. 1 = Automatic 2 = Predictive 3 = Preview 4 = Precision 5 = Blaster
FirstName	First name	nvarchar(80) null	First name of the customer who was dialed for the callback.
LastName	Last name	nvarchar(40) null	Last name of the customer who was dialed for the callback.
AccountNumber	Account number	nvarchar(40) null	Account number of the customer who was dialed for the callback.
SocSecNumber	Social security number	nvarchar(40) null	Social security number of the customer who was dialed for the callback.
playMessageType	Play message type	int null	The type of message played for the callback. Note: This field is available in version 7.3 SP3 and later.

2.9 Call Data Definition Detail Table

Name: CallDataDefDetail

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

Call Data Definition Detail Table

Column Name	Column Description	Data Type	Comments
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.
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.
TableDef_Id	Table definition ID	int(4)	Table definition id's defined in the TableDef table.
Field_Id	Field ID	int(4)	Unique field id number within a table.

Call Data Definition Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallDataReservedWordId	Call data reserved word ID	int(4)	Id number that matches a reserved word in the CallDataReservedWords table.
FieldOrder	Field order	int(4)	The sort order of the field in the table.
Label	Label	varchar(20)	The label given to the field.

2.10 Call Table Exclusion List Table

Name: CallTableExclusionList

Call Table Exclusion List Table

Column Name	Column Description	Data Type	Comments
ExclusionTypeId	Exclusion type ID	int not null	Distinct exclusion identification number that maps to an entry in the exclusion table.
ExclusionValue	Exclusion value	nvarchar	Description of each exclusion represented by ExclusionTypeIds.
Application_Id	Application ID	int not null	Identifier of the application.
StartDt	Start date	datetime	Date and time when the contact or media segment started.
EndDt	End date	datetime	Date and time when the contact or media segment ended.
ModifiedDt	Modified date	datetime	Date and time when the record was last modified.
Record_num	Record number	numeric(10,0)	Number of the record in the call table.

2.11 Certificate Config File Details Table

Name: CertificateConfigFileDetails

Certificate Config File Details Table

Column Name	Column Description	Data Type	Comments
Thumbprint	Thumbprint	varchar(128) not null	
Machine	Machine	varchar(256) not null	
Serverid	Server ID	int not null	Identifier of the server.
ServerName	Server name	varchar(256) not null	Name of the server.
ExpectedConfigTags	Expected configuration tags	varchar(1024) not null	
AssignedConfigTags	Assigned configuration tags	varchar(1024) null	
Status	Status	varchar(128) null	
LastAuditTimestamp	Last audit timestamp	datetime null	Date and time when the last audit occurred.

2.12 Certificate Detail Table

Name: CertificateDetail

Certificate Detail Table

Column Name	Column Description	Data Type	Comments
Thumbprint	Thumbprint	varchar(128) not null	
Machine	Machine	varchar(256) not null	
Subject	Subject	nvarchar(1024) not null	
FQDN	Fully Qualified Domain Name	nvarchar(512) not null	Fully Qualified Domain Name.

Certificate Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CertificateType	Certificate type	nvarchar(128) not null	
ValidFrom	Valid from	datetime not null	Date and time the certificate is valid <i>from</i> .
ValidTo	Valid to	datetime not null	Date and time the certificate is valid <i>to</i> .
VerificationStatus	Verification status	nvarchar(128) not null	
VerificationTimestamp	Verification timestamp	datetime null	
TimeZoneInfo	Time zone info	nvarchar(512) null	
RowVersion	Row version	timestamp not null	
Certificate password	Certificate password	nvarchar(128) null	
Usage	Usage	int null	
Deprecated	Deprecated	bit null	
Serverid	Server ID	int not null	Identifier of the server.
ServerName	Server name	varchar(255) not null	Name of the server.

2.13 Certificate Port Details Table

Name: CertificatePortDetails

Certificate Port Details Table

Column Name	Column Description	Data Type	Comments
Thumbprint	Thumbprint	varchar(128) not null	
Machine	Machine	varchar(256) not null	
Serverid	Server ID	int not null	Identifier of the server.
ServerName	Server name	varchar(256) not null	Name of the server.
ExpectedPort	Expected port	int not null	

Certificate Port Details Table (continued)

Column Name	Column Description	Data Type	Comments
AssignedPort	Assigned port	int null	
Status	Status	varchar(128) null	
LastAuditTimestamp	Last audit timestamp	datetime null	Date and time when the last audit occurred.

2.14 Certificate Signing Request Table

Name: CertificateSigningRequest

Certificate Signing Request Table

Column Name	Column Description	Data Type	Comments
RequestId	Request ID	uniqueidentifier not null	Identifier of the request.
Subject	Subject	nvarchar(1024) not null	
FQDN	Fully Qualified Domain Name	nvarchar(512) not null	Fully Qualified Domain Name.
Status	Status	nvarchar(256) not null	
Thumbprint	Thumbprint	varchar(512) not null	
csrData	CSR data	varchar(2048) null	
RequestTimestamp	Request timestamp	datetime null	Date and time of the request.
TimeZoneInfo	Time zone info	nvarchar(512) null	
RowVersion	Row version	timestamp not null	

2.15 Claims Sts Configuration Table (7.3 SP3 and Later)

Note: This table is available in Unified IP 7.3 SP3 and later.

Name: ClaimsStsConfiguration

Purpose: This table is logs data related to Claims Based Authentication.

Claims Sts Configuration Table

Column Name	Column Description	Data Type	Comments
Id	ID	int not null	The identifier for the claims based authentication record.
RealmName	Realm name	nvarchar(max) not null	Name of the security realm.
RealmsFederated	Realm is federated	int not null	Indicates whether the realm uses federated identity. 1 = Yes 2 = No
SSOEnabled	SSO enabled	int not null	Indicates whether single sign-on is enabled. 1 = Yes 2 = No
CustStsUserNameMixedFqdnUrl	Customer STS user name mixed FQDN URL	nvarchar(max) not null	The ADFS URL against which Unified Agent Desktop agents will be authenticated using username and password.
CustStsWindowsMixedFqdnUrl	Customer STS Windows mixed FQDN URL	nvarchar(max) null	
CustStsWsTrustVersion	Customer STS WS trust version	int not null	The version of WS-Trust.
CustStsKeyType	Customer STS key type	nvarchar(max) not null	The key type.
CustStsTokenSignThumb	Customer STS token sign thumb	nvarchar(max) not null	The thumbprint of the token signing certificate from the service provider.
CustStsIdentifier	Customer STS identifier	nvarchar(max) not null	The identifier URL for the customer's server-to-server connection.

Claims Sts Configuration Table (continued)

Column Name	Column Description	Data Type	Comments
UipStsUserNameMixedFqdnUrl	UIP STS user name mixed FQDN URL	nvarchar(max) null	The ADFS URL against which Unified Agent Desktop agents will be authenticated using username and password.
UipStsWindowsMixedFqdnUrl	UIP STS Windows mixed FQDN URL	nvarchar(max) null	
UipStsWsTrustVersion	UIP STS WS trust version	int null	The version of WS-Trust.
UipStsKeyType	UIP STS key type	nvarchar(max) null	The key type.
UipStsTokenSignThumb	UIP STS token sign thumb	nvarchar(max) null	The thumbprint of the token signing certificate from teh service provider.
UipStsIdentifier	UIP STS identifier	nvarchar(max) null	The identifier URL for the Unified IP server-to-server connection.
UipStsServiceIdentifier	UIP STS service identifier	nvarchar(max) not null	The identifier of the service.

2.16 ClientType Config Table (7.3 SP6 and Later)

Note: This table is available in Unified IP 7.3 SP6 and later.

Name: ClientTypeConfig

ClientType Config Table

Column Name	Column Description	Data Type	Comments
ClientTypeId	Client type ID	int not null	
InactiveTimeout	Inactive timeout	int null	
IdleTimeout	Idle timeout	int null	

2.17 ClientType User Info Table (7.3 SP6 and Later)

Note: This table is available in Unified IP 7.3 SP6 and later.

Name: ClientTypeUserInfo

ClientType User Info Table

Column Name	Column Description	Data Type	Comments
User_Id	User ID	nvarchar(16) not null	The user logged into the client application.
ClientTypeId	Client type ID	int not null	Client application type (Server Config, UAD etc.)
LastLoginTime	Last login time	datetime2(7) null	The last login time of the user on the client application.
UserEnabled	User enabled	bit null	This user is currently enabled on the client application.
UserDisabledTime	User disabled time	datetime2(7) null	The time when the user is on the client application.

2.18 Customer Area Code Exchange Time Zone Table

Name: CustAreaCodeExchangeTimeZone

Customer Area Code Exchange Time Zone Table

Column Name	Column Description	Data Type	Comments
AreaCode	Area code	char(3) not null	Distinct exclusion identification number that maps to an entry in the exclusion table.
Exchange	Exchange	char(3) not null	Description of each exclusion represented by ExclusionTypeIds.
NANPTimeZoneId	NANP time zone ID	char(1)	The identifier of the time zone assigned by the North American Numbering Plan (NANP).
DayLightSavingsFlag	Daylight savings flag	char(1) not null	
City	City	char(10) not null	

Customer Area Code Exchange Time Zone Table (continued)

Column Name	Column Description	Data Type	Comments
State	State	char(2) not null	
DefaultExchange	Default exchange	char(1)	
Disabled	Disabled flag	char(1)	0 = Agent is enabled 1 = Agent is disabled
TimeZone_Id	Time zone ID	int	The numeric identifier assigned to the time zone. For example: 1 (Afghanistan Standard Time), 2 (Alaskan Standard Time), etc. Maps to an entry in the config_<epro>.dbo.TimeZone table.

2.19 Diag Alert Action Fields Table

Name: DiagAlertActionFields

Diag Alert Action Fields Table

Column Name	Column Description	Data Type	Comments
AlertActionId	Alert action ID	int not null	
DocumentFieldId	Document field ID	int not null	

2.20 Diag Alert Action Parameters Table

Name: DiagAlertActionParameters

Diag Alert Action Parameters Table

Column Name	Column Description	Data Type	Comments
AlertActionId	Alert action ID	int not null	
ParameterId	Parameter ID	int not null	
ParameterValue	Parameter value	nvarchar(1024) not null	

2.21 Diag Alert Actions Table

Name: DiagAlertActions

Diag Alert Actions Table

Column Name	Column Description	Data Type	Comments
AlertActionId	Alert action ID	int not null	
AlertId	Alert ID	int not null	
ActionId	Action ID	int not null	
WaitInterval	Wait interval	int not null	

2.22 Diag Alert Evaluations Table

Name: DiagAlertEvaluations

Diag Alert Evaluations Table

Column Name	Column Description	Data Type	Comments
ExpressionId	Expression ID	int not null	Identifier of the expression.
AlertId	Alert ID	int not null	Identifier of the alert.
Expression	Expression	nvarchar(1024) not null	

2.23 Diag Alerts Table

Name: DiagAlerts

Diag Alerts Table

Column Name	Column Description	Data Type	Comments
AlertId	Alert ID	int not null	Identifier of the alert.
DocumentTypeId	Document type ID	int not null	Identifier of the document type.
Alert	Alert	nvarchar(128) not null	

Diag Alerts Table (continued)

Column Name	Column Description	Data Type	Comments
Description	Description	nvarchar(1024) not null	
SeverityLevel	Severity level	int not null	
CreatedBy	Created by	nvarchar(144) not null	
CreatedDt	Created date	datetime not null	Date and time when the record was created.
Global	Global	bit not null	
Enabled	Enabled	bit not null	
ReadOnly	Read only	bit not null	

2.24 Diag Alert Schedules Table

Name: DiagAlertSchedules

Diag Alert Schedules Table

Column Name	Column Description	Data Type	Comments
ScheduleId	Schedule ID	int not null	
AlertActionId	Alert action ID	int not null	
StartDate	Start date	datetime	
EndDate	End date	datetime	
StartTime	Start time	datetime	
EndTime	End time	datetime	
DayOfWeek	Day of week	nvarchar(128)	

2.25 Disposition Table

Name: Disposition

Purpose: This table contains a list of all the dispositions and their attributes.

Disposition Table

Column Name	Column Description	Data Type	Comments
Disp_Id	Disposition ID	int(4)	The unique identifier of this disposition; it is the primary key of the Disposition table.
DispClass_Id	Disposition class ID	int(4)	Identification numbers given to disposition classes. The default class is: DispClass_Id DispClass_Desc ----- 0 Gateway Dispositions (see the Disposition_Class table)
Disp_c	Disposition code	varchar(8)	Short description or abbreviation of each disposition code. Examples: DAC, DAM, DNA.
Disposition_Desc	Disposition description	varchar(50)	Long description of each disposition code. Examples: Abort-Customer Hung Up On Hold, Answering Machine, No Answer.
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
Disp_Type	Disposition type	int(4)	1 = Gateway Dispositions (<=64) 2 = Customer Dispositions (> 64) Defined in the tlkpDispositionType table.
Display_f	Display flag	int(4)	Display flag. 0 = Disposition does not get displayed on statistic screens 1 = Disposition gets displayed on statistic screens
Abandon_f	Abandon flag	int(4)	Abandon flag. 0 = disposition does not represent an abandoned call 1 = disposition represents an abandoned call
CallBack_f	Callback flag	int(4)	Callback flag. 0 = disposition does not represent a callback 1 = disposition represents a callback

Disposition Table (continued)

Column Name	Column Description	Data Type	Comments
Contact_f	Contact flag	int(4)	Contact flag 0 = disposition does not represent a contact 1 = disposition represents a contact
FollowUp_f	FollowUp flag	int(4)	FollowUp flag 0 = disposition does not represent a followup 1 = disposition represents a followup
Sales_f	Sales flag	int(4)	Sales (Success) flag 0 = disposition does not represent a sale (success) 1= disposition represents a sale (success)
MediaTypeMask	Media type mask	int(4)	A bit mask that is used to group dispositions in different media type categories based on their attributes. The different media bit masks are defined in the tlpMediaTypetable. MediaTypeId Desc. MediaTypeMask ----- 0 None 0 1 Voice 1 2 Chat 2 3 EMail 4 4 AWD 8 5 M³ 16
Exclusions_f	Exclusions flag	int(4)	Exclusion flag. 1= disposition represents an exclusion, 0 = disposition does not represent an exclusion.
Refusal_f	Refusal flag	int(4)	Refusal flag. 1= disposition represents a refusal, 0 = disposition does not represent a refusal.
ContactClass	Contact class	int(10) not null	The contact class (Live person/Recorded voice/Non-voice) of the disposition.

2.26 Disposition Class Table

Name: Disposition_Class

Purpose: This table contains identification numbers and names of classes used to group dispositions.

Disposition Class Table

Column Name	Column Description	Data Type	Comments
DispClass_Id	Disposition class ID	int(4)	The unique identifier of this disposition class; it is the primary key of the Disposition_Class table.
DispClass_Desc	Disposition class description	varchar(3)	Descriptions of the different disposition classes. Default values. DispClass_Id DispClass_Desc ----- 0 Gateway Dispositions

2.27 Disposition Plan Table

Name: DispPlan

Purpose: This table contains overview information for each disposition plan.

Disposition Plan Table

Column Name	Column Description	Data Type	Comments
DispPlan_Id	Disposition plan ID	int(4)	Identification number for a disposition plan. A disposition plan is a group of dispositions used by one or more services. The descriptions are in the DispPlan table and the details in the DispPlanDetail table.
DispPlan_Desc	Disposition plan description	nvarchar(240)	Description of disposition plan.
DispPlanTypeId	Disposition plan type ID	int(4)	1 = Gateway Dispositions (<=64) 4 = Customer Dispositions (> 64)
VoiceDispositionsCount	Voice dispositions count	int(4)	The number of Voice Dispositions in each disposition plan. Defined in the tlkpDispositionType table.
ChatDispositionsCount	Chat dispositions count	int(4)	The number of Chat Dispositions in each disposition plan. Defined in the tlkpDispositionType table.

2.28 Disposition Plan Detail Table

Name: DispPlanDetail

Purpose: This table contains detailed information for each disposition plan.

Disposition Plan Detail Table

Column Name	Column Description	Data Type	Comments
DispPlan_Id	Disposition plan ID	int(4)	Identification number for a disposition plan. A disposition plan is a group of dispositions used by one or more services. The descriptions are in the DispPlan table and the details in the DispPlanDetail table.
Disp_Id	Disposition ID	int(4)	Distinct disposition identification number that maps to an entry in the Disposition table.
Msg_Id	Message ID	int(4)	Voice Message identification number for the service. Maps to an entry in the Messages table.
Languageld	Language ID	int(4)	<p>The language identification number for the language of the voice message (Msg_Id). See the tlkpLanguage table.</p> <p>Languageld Description</p> <p>-----</p> <p>1 = English US 2 = Spanish ES 3 = Cantonese 4 = Japanese JP 5 = French FR 6 = German DE 7 = Mandarin 8 = Korean KR 9 = Thai TH 10 = Portuguese BR 11 = English GB 12 = Spanish CO 14 = English AU</p> <p>Note: The Ids also apply to Languageld columns in other tables.</p>
Routing_Id	Routing ID	int(4)	A routing identification number which matches an entry in the RouteAccessMembers table.
NumberOfRetries	Number of retries	int(4)	The number of tries it took to complete the transaction.
RetryDelayMin	Retry delay minimum	int(4)	The minimum delay between retries.

Disposition Plan Detail Table (continued)

Column Name	Column Description	Data Type	Comments
DialMode	Dial mode	int(4)	A number that identifies the type of Dial Mode used on the call by the AOD Service. Maps to the lookup.dbo.tlkpDialMode table > Dial_Mode_cd column. 1 = Automatic 2 = Predictive 3 = Preview 4 = Precision 5 = Blaster
Fax_Id	Fax ID	int(4)	An identification number which identifies each Fax sent. It references an entry in the FaxQueue table.
PhoneNumber	Phone number	nvarchar(90)	The phone number dialed.
Service_Id	Service ID	int(4)	The identifier of the service. Maps to an entry in the config_<epro>.dbo.Service table.
IVR_Id	IVR ID	int(4)	Distinct IVR (interactive voice response) unit identification number.
QuotaDisposition	Quota disposition	int	

2.29 Email Attachments Table

Name: EmailAttachments

Email Attachments Table

Column Name	Column Description	Data Type	Comments
EMailId	Email ID	int not null	Identifier of the email.
AttachmentId	Attachment ID	int not null	Identifier of the attachment.
AttachmentSequence	Attachment sequence	int not null	
RenderatBeginning	Render at beginning	int	
RenderatEnd	Render at end	int	

2.30 Email Signatures Table

Name: EmailSignatures

Email Signatures Table

Column Name	Column Description	Data Type	Comments
SignatureId	Signature ID	int not null	The unique identifier for this email signature; the primary key of this table.
Description	Description	nvarchar(40)	A brief description of this email signature.
Signature	Signature	image	The email signature itself.

2.31 External Routes Table

Name: ExternalRoutes

External Routes Table

Column Name	Column Description	Data Type	Comments
ExternalRoute_Desc	External route desc	nvarchar(240)	Description of each external route.
ExternalRoute_Id	External route ID	int(4)	An identification number used to reference external routes.
ExternalRoute_Type	External route type	int(4)	A reference number to identify the type of external route. Descriptions can be found in the tlkpExternalRouteType table.
Phone_Num	Phone number	nvarchar(240)	The phone number of the external route identified on this line in the table.
RouteAccess_Id	Route access ID	int(4)	The identification number of a phone line mapped in the ExternalRoutes table and described in RouteAccess table.
Service_Id	Service ID	int(4)	The identifier of the service. Maps to an entry in the config_<epro>.dbo.Service table.
User_Id	User ID	nvarchar(48)	The identifier of the user. Maps to an entry in the config_<epro>.dbo.Users table.

2.32 IVR Table

Name: IVR

Purpose: This table contains identification numbers, descriptions and attributes of IVRs (interactive voice response systems) defined on the system.

IVR Table

Column Name	Column Description	Data Type	Comments
IVR_Id	IVR ID	int(4) not null	Identifier of the IVR (interactive voice response system).
Opened	Opened	int(4) not null	1 = The IVR is opened 0 = The IVR is not opened
IVR_Description	IVR description	nvarchar(80) not null	Description of each IVR represented by an IVR_Id.
LastModified	Last modified	datetime2(3) not null	Date and time the IVR script was last modified.
LastModifiedBy	Last modified by	nvarchar(80) not null	Name of the last user to modify the IVR script.
MachineName	Machine name	nvarchar(80) not null	Name of the machine where the IVR script resides.
LocalPath	Local path	nvarchar(240) not null	Local path of the IVR scripts.
WorkSpace	Workspace	image(16) null	Voice data (binary data).
Script	Script	image(16) null	IVR script (binary data).
Type_Id	Type ID	int(4) null	IVR type identifier. Defined as the IVRTypeid in the tlkpIVRTypes table. 1 = Voice Mail 2 = Remote Monitoring 3 = Executive 4 = Dynamic Inbound Routing 5 = IPNIQ (Network InterQueue) 50 = User Defined
NodeCap	Node cap	int(4) null	Maximum number of nodes that can be reported on by the M3 Server for this particular script.
ProjectVersion	Project version	nvarchar(30) null	M3 project version, which is updated when a script is saved to the database. (This field is not used.)
ScriptSize	Script size	int(4) null	Size of the compiled script. (This field is not used.)

2.33 IVR Script Objects Table

Name: IVRScriptObjects

Purpose: This table contains information about IVR (interactive voice response) scripts.

IVR Script Objects Table

Column Name	Column Description	Data Type	Comments
ScriptId	Script ID	int(4)	IVR script identification number.
ObjectId	Object ID	int(4)	IVR script object identification number.
Service_Id	Service ID	int(4)	The identifier of the service. Maps to an entry in the config_<epro>.dbo.Service table.
NodeTypeId	Node type ID	int(4)	The node type as defined in the tlkpNodeActions table. Examples: Hang up, Prompt, Transfer.
Caption	Caption	varchar(255)	Describes the nature of the object specified by ObjectId.
ReportFlag	Report flag	int(4)	0 = object cannot be reported on 1 = object can be reported on

2.34 KW User Information Table

Name: KWUserInfo

Purpose: This table contains the specific properties of knowledge workers.

KW User Information Table

Column Name	Column Description	Data Type	Comments
KWUserId (PK)	KW user ID	nvarchar(16)	The identifier of the knowledge worker user. Maps to a User_Id in the config_<epro>.dbo.Users table.
KWWorkgroupId	KW workgroup ID	int	The identifier of the knowledge worker's workgroup. Maps to a Workgroup_Id in the config_<epro>.dbo.Workgroup table.
KWPhoneNumber (Unique)	KW phone number	nvarchar(25)	Telephone number to connect to with knowledge worker.
KWIMConnectSIPURL (Unique)	KW connect SIP URL	nvarchar(255)	SIP URL to connect through IM with knowledge worker.
KWLastAccessedTime	KW last accessed time	datetime	Last access time when the knowledge worker was contacted.

2.35 Local Tenant

Name: LocalTenant

Purpose: The LocalTenant table identifies the tenant (business unit) whose data is stored in this config_<epro> database.

Local Tenant Table

Column Name	Column Description	Data Type	Comments
TenantShortName	Tenant short name	nvarchar(18) not null	Short name identifying the tenant (business unit) whose data is in this database.
MDSequence	Media sequence	int(4) null	Sequence number assigned by Centercord to the media.
RecordingSequence	Recording sequence	int(4) null	Sequence number assigned by Centercord to the recording.
TenantDBVersion	Tenant database version	int(4) null	Version number of the tenant database.
EVTSequence	Event sequence	int(4) null	CTIPS event sequence number used by Unified IP. When CenterCord comes up, it reads the value as the starting point of the counter for the event sequence, then writes the new value (current value + 5,000) back to the table. Note: This field is available in version 7.3 SP2 and later.

2.36 Mail Queue Table

Name: MailQueue

Purpose: This table contains identification numbers, names, descriptions and attributes of all the mail queues defined on the system.

Mail Queue Table

Column Name	Column Description	Data Type	Comments
MailQueueId	Mail queue ID	int(4)	Identification numbers for the mail queues defined in this table.
QueueShort	Queue short	varchar(6)	A short description of each mail queue.

Mail Queue Table (continued)

Column Name	Column Description	Data Type	Comments								
InboundAddressId	Inbound Address ID	int(4)	Inbound email identification number matching one of the entries in the CcproEMailAddress table (Incoming email addresses).								
CustReplyAddressId	Customer reply address ID	int(4)	Customer reply email identification number matching one of the entries in the CcproEMailAddress table.								
ReviewAddressId	Review address ID	int(4)	Review email identification number matching one of the entries in the CcproEMailAddress table (used for reviewing outgoing email).								
Service_Id	Service ID	int(4)	The identifier of the service. Maps to an entry in the config_<epro>.dbo.Service table.								
ActiveEMailId	Active email ID	int(4)	Active email identification number matching one of the entries in the CcproEMailAddress table used as a backup or default when the MailQueueId address could not be reached or is unavailable.								
HolidayEMailId	Holiday email ID	int(4)	Holiday email identification number matching one of the entries in the CcproEMailAddress table.								
AutoResponseEMailId	Auto response email ID	int(4)	Auto Response email identification number matching one of the entries in the CcproEMailAddress table. It is set up to respond automatically.								
AutoResponseModelId	Auto response mode ID	int(4)	Identification number representing the mode in which the auto response is sent. The choices are in the tkpAutoResponseMode table. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>ModelId</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>None</td> </tr> <tr> <td>1</td> <td>Embedded In Body</td> </tr> <tr> <td>2</td> <td>As Attachments</td> </tr> </tbody> </table>	ModelId	Description	0	None	1	Embedded In Body	2	As Attachments
ModelId	Description										
0	None										
1	Embedded In Body										
2	As Attachments										
AutoResponseMarker	Auto response marker	varchar(10)	A code (up to 10 characters) that triggers an auto response if it is found in the incoming email.								
Description	Description	varchar(255)	Full description of each mail queue.								

2.37 Monitor Class Table

Name: Monitor_Class

Purpose: This table contains information about monitor classifications.

Monitor Class Table

Column Name	Column Description	Data Type	Comments
Monitor_Class_id	Monitor class ID	int(4)	Unique identifier for the monitor class.
Monitor_Class_Desc	Monitor class description	nvarchar(240)	Description of the monitor class.
Supervisor	Supervisor	int(4)	
Agent	Agent	int(4)	
QA	QA	int(4)	

2.38 NANP to Time Zone Table

Name: NANPtoTimeZone

NANP to Time Zone Table

Column Name	Column Description	Data Type	Comments
NANPTimeZoneId	NANP time zone ID	char(1) not null	The identifier of the time zone assigned by the North American Numbering Plan (NANP).
DST_Observed	Daylight savings time observed	int not null	Indicates whether Daylight Saving Time is observed in the time zone. 0 = No 1 = Yes
TimeZone_Id	Time zone ID	int not null	The numeric identifier assigned to the time zone. For example: 1 (Afghanistan Standard Time), 2 (Alaskan Standard Time), etc. Maps to an entry in the config_<epro>.dbo.TimeZone table.

2.39 Ofcom Calculations Table

Name: OFCOM_Calculations

OFCOM Calculations Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	Identifier of the Outbound voice service.
Abandon_pct	Abandon percent	float null	Target abandon percentage for the Outbound voice service.
Abandon_pct_dt	Abandon percent date	datetime null	
Num_Abandoned	Number of abandoned calls	int null	
Num_Hits	Number of hits	int null	
Num_Missed	Number of missed calls	int null	
Num_Answering_Mach	Number of answering machine	int null	
NumHitsForFP	Number of hits for false positive	int null	
Num_NonVoiceConnects	Number of non-voice connects	int null	

2.40 Ofcom Settings Table

Name: OfcomSettings

Ofcom SettingsTable

Column Name	Column Description	Data Type	Comments
OfcomSettingsId	Ofcom settings ID	int identity(1,1) not null	Identifier of the particular set of OFCOM settings.
Abandon_Rate	Abandon rate	float null	
Xfer_Time	Xfer time	int null	Transfer time.
PlaybackTime	Playback time	int null	

Ofcom SettingsTable (continued)

Column Name	Column Description	Data Type	Comments
PrioritizationInterval	Prioritization interval	int null	
AlertInterval	Alert Interval	int null	
falsePositiveRate	False Positive Rate	float null	Percentage of calls that were not dispositioned as live calls (DPV/ Positive Voice)—but were more than likely a live person—used in the Abandon Rate calculation.
StartsHourDemark	Starts hour demark	int null	
RnaAsAbandon	Ring No Answer as Abandon	int null	
RingNoAnsNumRings	Ring No Answer Number of Rings	int null	
NoCallidAsAbandon	No Call ID As Abandon	int null	
RunTimeViolationAction	Run time violation action	int null	
ConfigViolationAction	Config violation action	int null	
RevertDialModeConf	Revert Dial Mode Conf	int null	
RevertDialRatioConf	Revert Dial Ratio Conf	float null	
RevertDetectionTypeConf	Revert Detection Type Conf	int null	
RevertDialModeRun	Revert Dial Mode Run	int null	
RevertDialRatioRun	Revert Dial Ratio Run	float null	
RevertDetectionTypeRun	Revert Detection Type Run	int null	
PlaybackFailRate	Playback Fail Rate	int null	
RingNoAnsFailRate	Ring No Answer Fail Rate	int null	

Ofcom SettingsTable (continued)

Column Name	Column Description	Data Type	Comments
CallingPartyIdFailRate	Calling Party ID Fail Rate	int null	
OfcomMinCount	OFCOM Min Count	int null	
AbandonRateDeglitch	Abandon Rate Deglitch	float null	
XferTimeDeglitch	Transfer Time Deglitch	int null	
IgnoreCPN	Ignore CPN	int null	
ViolationActionInterval	Violation Action Interval	int null	
ReserveLastOFCOMAgent	Reserve Last OFCOM Agent	int null	
SubCallsToPlaceCutOff	Sub Calls To Place Cut Off	int null	
MinAgentsForPredictive	Min Agents For Predictive	int null	
UseDayMonthYear	Use Day Month Year	int null	
ThreadPriority	Thread Priority	int null	
MultipleServiceWeight	Multiple Service Weight	int null	
ResetPacingOnTableSwitch	Reset Pacing On Table Switch	int null	
Description	Description	nvarchar(256) not null	
UseRNANums	UseRNANums	int not null	
RingNoAnsRingsSecs	Ring No Answer Rings Secs	int null	
DacAsAbandon	DAC As Abandon	int null	Indicates when a call is abandoned by the called party (a disposition of DAC). Note: This field is available in version 7.3 SP5 and later.

2.41 QM File Receiver Info Table

Name: QMFileReceiverInfo

QM File Receiver Info Table

Column Name	Column Description	Data Type	Comments
Id		bigint not null	
QMFileReceiverInfoId		int not null	Identifier of the table
ModifiedDt	Modified date	datetime2(3) not null	Date and time when the record was last modified.
ServerId	Server Id	int not null	Identifier of the server
Priority	Priority	int null	A priority identification number of a priority template set up for the QMFileReceiverInfo QMFileReceiverInfo service.
RecordingTag		int not null	
Address		nvarchar (255) null	
Num_Retries		int null	
Retry_Interval		int null	
Secure		int null	
Username		nvarchar (128) null	
Password		nvarchar(256) null	
Port		int not null	
PDP_Path		nvarchar(255) null	
ModifyingUserId	Modifying user ID	nvarchar(128) null	The user who modified/inserted/deleted the entry.
Component	Component	nvarchar(40) null	The component through which the user made the modified/inserted/deleted entry.
OriginatingSiteId	Originating site ID	int null	The Unified IP site ID that triggered the modification.
OriginatingTimeStamp	Originating time stamp	datetime2(3) null	The date and time the modification was made.

QM File Receiver Info Table (continued)

Column Name	Column Description	Data Type	Comments
ModificationTypeId	Modification type ID	int null	The identifier of the type of modification. 1 = Inserted 2 = Updated 3 = Deleted

2.42 Route Access Table

Name: RouteAccess

Route Access Table

Column Name	Column Description	Data Type	Comments
RouteAccess_Id	Route access ID	int not null	Identification number of the route access.
RouteAccess_Desc	Route access description	nvarchar(80)	Description of the route access.

2.43 Schedule Table

Name: Schedule

Schedule Table

Column Name	Column Description	Data Type	Comments
Schedule_Id	Schedule ID	int not null	Unique identifier for a schedule.
Schedule_Desc	Schedule description	nvarchar(80)	Schedule description.

2.44 Service Table

Name: Service

Purpose: This table contains identification numbers, names, types and attributes of all the services defined on the system.

Service Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int(4) not null	The identifier of the service.
Priority	Priority	int(4) null	A priority identification number of a priority template set up for the service. See the Priority table.
Schedule_Id	Schedule ID	int(4) null	Identification numbers for service schedules that controls the times and dates when the service runs. The schedule descriptions are in the Schedule table, and the start and stop times in the Schedule_Detail table.
DispPlan_Id	Disposition plan ID	int(4) null	Identification number for a disposition plan. A disposition plan is a group of dispositions used by one or more services. The descriptions are in the DispPlan table and the details in the DispPlanDetail table.
RouteAccess_Id	Route Access ID	int(4) null	The identification number of a phone line mapped in the ExternalRoutes table and described in RouteAccess table.
ServiceType_Id	Service type ID	int(4) null	Distinct Service Type identification number. See the Service_Type table. Type_Id Description ----- --- 0 No Service Type 1 ACD 2 External 3 M ² 4 AOD 5 Chat 6 EMail 7 AWD 9 Dynamic Inbound 12 CTI
Available_f	Available flag	int(4) null	Service available flag. 0 = service is not available 1 = service is available
Service_short	Service short	nvarchar(20) null	Short description of the service.

Service Table (continued)

Column Name	Column Description	Data Type	Comments																												
Service_c	Service complete	nvarchar(80) null	Long description of the service.																												
Application_Id	Application ID	int(4) not null	Distinct application identification number that maps to an entry in the Application table.																												
CCID	Call Control ID	int(4) null	Call Control Identification number. This number maps to an entry in the CallControlGroup table which has call controlling parameters.																												
BackUpCCID	Backup Call Control ID	int(4) null	Backup Call Control Identification number. This number maps to an entry in the CallControlGroup table which has call controlling parameters.																												
Music_Id	Music ID	int(4) null	Hold music identification number. This maps to an entry in the MusicSource table.																												
OutgoingMask	Outgoing mask	int(4) null	<p>A bit mask that represents a dialing category or group of dialing categories defined in the tlkpOutgoingSelectionType table.</p> <table border="1"> <thead> <tr> <th>BitMask</th> <th>SelectionDesc</th> </tr> </thead> <tbody> <tr><td>--</td><td></td></tr> <tr><td>1</td><td>LD</td></tr> <tr><td>2</td><td>Local</td></tr> <tr><td>4</td><td>Local_0</td></tr> <tr><td>8</td><td>Local_411</td></tr> <tr><td>16</td><td>Local_611</td></tr> <tr><td>32</td><td>Local_911</td></tr> <tr><td>64</td><td>Local_800</td></tr> <tr><td>128</td><td>Local_888</td></tr> <tr><td>256</td><td>International</td></tr> <tr><td>512</td><td>External</td></tr> <tr><td>1024</td><td>AMP</td></tr> <tr><td>2048</td><td>Services</td></tr> </tbody> </table>	BitMask	SelectionDesc	--		1	LD	2	Local	4	Local_0	8	Local_411	16	Local_611	32	Local_911	64	Local_800	128	Local_888	256	International	512	External	1024	AMP	2048	Services
BitMask	SelectionDesc																														
--																															
1	LD																														
2	Local																														
4	Local_0																														
8	Local_411																														
16	Local_611																														
32	Local_911																														
64	Local_800																														
128	Local_888																														
256	International																														
512	External																														
1024	AMP																														
2048	Services																														
EverBeenActivated	Ever been activated	int(4) null	<p>A flag that lets you know whether the service has ever been activated.</p> <p>0 = No. (Not used) 1 = Yes</p>																												
Msg_Id	Message ID	int(4) null	Voice Message identification number for the service. Maps to an entry in the Messages table.																												

Service Table (continued)

Column Name	Column Description	Data Type	Comments
LanguageId	Language ID	int(4) null	Language identification number for the language of the voice message (Msg_Id). See the tkpLanguage table. LanguageId Description ----- - 1 English 2 Spanish
CallDataDefId	Call data definition ID	int(4) null	Distinct call data definition number that maps to an entry in the CallDataDef table. Call data definitions include call tables and media types.
CatalogId	Catalog ID	int(4) null	Knowledge Base catalog identification number. See the KBCatalog table for catalog names and information.
PresentationIndicator	Presentation indicator	int(4) null	A display presentation indicator. See the tkpCallPresentationIndicat table. Id Description ----- ---- 0 Default 1 Presentation Allowed 2 Restricted 3 Not Available
CpnAllowOverride	Calling party number allow override	int(4) null	Services can override the calling party number. 0 = NO 1 = YES
CallingNumber	Calling number	nvarchar(64) null	Phone number of the service.
SerializeCallDataFlag	Serialize call data flag	int(4) null	Enable the displaying of serialized call data. 1 = Yes, 0 = No.
ServiceNameMessageId	Service name message ID	int(4) null	Service's default message identification number. See the Messages table.

Service Table (continued)

Column Name	Column Description	Data Type	Comments
ServiceNameLanguageId	Service name language ID	int(4) null	<p>The service's default language identification number for its message. See the tkpLanguage table. LanguageId Description ----- -----</p> <p>1 English 2 Spanish</p>
AffinityTimeout	Affinity timeout	int(4) null	Affinity timeout value in seconds for the service. Affinity prevents an agent from swinging between services on a call-by-call basis. If set, an agent is aligned with the service from which the previous call was taken, until either the service queue is empty or other priority template factors in the service take precedence.
StaticPriority	Static priority	int(4) null	A priority level set for the service which helps determine which service gets handled first. The levels are from 0 - 10 with 0 being the highest priority.
ServiceLevel	Service level	int(4) null	Percentage of calls answered within a user defined interval. For example, 80% of calls were answered within 20 seconds. Service level only applies to AOD services.
CallToAgentRatio	Call to agent ratio	real(4) null	$(\# \text{ of calls in queue} + \# \text{ of calls currently with an agent for this service}) / (\# \text{ of calls currently with an agent for this service} + \# \text{ of idle agents assigned to the service})$.
GoalQueueTime	Goal queue time	int(4) null	Target amount of time you want a call to wait in queue for the service.
CARatioCalls	CA ratio calls	int(4) null	Number of calls in queue + number of calls currently with an agent for this service.
CARatioAgents	CA ratio agents	int(4) null	Number of calls currently with an agent for this service + number of idle agents assigned to the service.

Service Table (continued)

Column Name	Column Description	Data Type	Comments
CallingPartyName	Calling party name	nvarchar(42) null	Default Gateway level calling party name supplied on outbound calls.
RecordingScheduleId	Recording schedule ID	int null	In the Service > Recording screen > Automation section, the Automatic Recording Schedule setting. The name of the recording schedule.
Preemptive	Preemptive	int null	In the Service > Agent Settings screen, indicates whether the Preemptive Focus option is enabled for agents in the service. Allows the Call Data dialog to be placed in front of all other windows on the agent desktop.
RecordingDuplex	Recording duplex	int null	In the Service > Recording screen > Agent Duplex Recording section, the Agent Duplex Recording setting.
RecordTariffTone	Record tariff tone	int null	In the Service > Recording screen > Agent Recording/ Monitoring Tone section, the Record Tariff Tone setting.
RecordTariffToneDuplex	Record tariff tone duplex	int null	In the Service > Recording screen > Agent Recording/ Monitoring Tone section, the Record Tariff Tone Duplex setting.
MonitorTariffTone	Monitor tariff tone	int null	In the Service > Recording screen > Agent Recording/ Monitoring Tone section, the Monitor Tariff Tone setting.
MonitorTariffToneDuplex	Monitor tariff tone duplex	int null	In the Service > Recording screen > Agent Recording/ Monitoring Tone section, the Monitor Tariff Tone Duplex setting.
RecordTariffToneInterval	Record tariff tone interval	int null	In the Service > Recording screen > Agent Recording/ Monitoring Tone section, the Record Tariff Tone Interval (Secs) setting.

Service Table (continued)

Column Name	Column Description	Data Type	Comments
MonitorTariffToneInterval	Monitor tariff tone interval	int null	In the Service > Recording screen > Agent Recording/ Monitoring Tone section, the Monitor Tariff Tone Interval (Secs) setting.
AuditableAlertForAcceptCall	Auditable alert for accept call	int null	In the Service > Agent Settings screen > Accept Call section, indicates whether the Auditable Alert for Accept Call option is enabled.
MultiLine	Multi-Line	int null	In the Service > Agent Settings screen > Multi-Line section, indicates whether the Multi-Line feature is enabled for agents in the service.
MultiLineNoAnswerTimeout	Multi-Line no answer timeout	int null	In the Service > Agent Settings screen > Multi-Line section, the No Answer Timeout (Secs) setting.
AutoRecordConsultation	Auto record consultation	int null	In the Service > Recording screen > Automation section, indicates whether the Automatically Record Consultation Calls option is enabled.
PGAllowed	Personal greetings allowed	int null	In the Service > Agent Settings screen, indicates whether the Personal Greetings option is enabled, which allows agents in the service to record/use personal greetings.
PG_Id	Personal greeting ID	int null	Identifier of the default personal greeting for the service. (Typically the setting is in the Service > System Record Detail screen.)
PGSchedule_Id	Personal greeting schedule ID	int null	In the Service > Personal Greetings screen, the Personal Greetings Schedule setting. The identifier or name of the personal greeting schedule.
AutoRecordHeldCalls	Auto record held calls	int null	In the Service > Recording screen > Automation section, indicates whether the Automatically Record Held Calls option is enabled.

Service Table (continued)

Column Name	Column Description	Data Type	Comments
AcceptMsgId	Accept message ID	int null	In the Service > Agent Settings screen > Accept Call section, the Accept Message setting. The identifier or name of the Accept Message.
TimeZone_Id	Time zone ID	int null	In the Service > Schedule screen, the Time Zone setting.
ResetStatsByTimeZone	Reset stats by time zone	int null	In the Service > Schedule screen, the Reset Realtime Statistics at Midnight setting.

2.45 Service Group Table

Name: Service_Group

Service_Group Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service_Id	int(4) not null	The identifier of the service. Maps to an entry in the config_<epro>.dbo.Service table.
User_Id	User ID	nvarchar(16) not null	The identifier of the user. Maps to an entry in the config_<epro>.dbo.Users table.
Agent_Order	Agent order	int(4) not null	The order for agent routing for terminal, circular, or skills-based routing scenarios.
Skill_Weight	Skill weight	int(4) not null	The weight for the skill.
ReviewEmails	Review emails	int(4) not null	Indicates whether the agents have the capability to review emails. 0 = No 1 = Yes
CDAssignedFlag	CD assigned flag	int(4) not null	Indicates whether the agent initially gets placed into the service upon log in, or has to “flow” into the service. 0 = No 1 = Yes
AutoRecording	Auto recording	int(4) not null	Indicates whether all calls for the agent in the service should be recorded. 0 = No 1 = Yes

2.46 Service Skills Table

Name: Service_Skills

Service Skills Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int(4) not null	The identifier of the service. Maps to an entry in the config_<epro>.dbo.Service table.
Skill_Id	Skill ID	int(4) not null	The identifier of the skill. Maps to an entry in the config_<epro>.dbo.Skills table.
Amount	Amount	real(4) null	The level of the skill level.
Weight	Weight	real(4) null	The weight for the skill.
Level_Id	Level ID	int(4) null	The identifier of the skill level. Maps to an entry in the config_<epro>.dbo.SkillLevels table.

2.47 Skill Levels Table

Name: Skill_Levels

Skill Levels Table

Column Name	Column Description	Data Type	Comments
Skill_Id	Skill ID	int(4) not null	The identifier of the skill. Maps to an entry in the config_<epro>.dbo.Skills table.
Level_Id	Level ID	int(4) not null	The identifier of the skill level.
Description	Description	nvarchar(40) null	The description of the skill level.
Amount	Amount	real(4) null	The level of the skill level.
Weight	Weight	real(4) null	The weight for the skill.
DisplayOrder	Display order	int(4) not null	The display order of the skill levels within the skill definition.

2.48 Skill Group Details Table

Name: SkillGroupDetails

Skill Group Details Table

Column Name	Column Description	Data Type	Comments
SkillGroupDetailID	Skill group detail ID	int(4) not null	The identifier of the skill group detail. Maps to a SkillGroupID entry in the config_<epro>.dbo.SkillGroups table.
SkillGroupID	Skill group ID	int(4) not null	The identifier of the skill group. Maps to an entry in the config_<epro>.dbo.SkillGroups table.
Skill_Id	Skill ID	int(4) not null	The identifier of the skill. Maps to an entry in the config_<epro>.dbo.Skills table.
Level_Id	Level ID	int(4) not null	The identifier of the skill level. Maps to an entry in the config_<epro>.dbo.SkillLevels table.

2.49 Skill Groups Table

Name: SkillGroups

Skill Groups Table

Column Name	Column Description	Data Type	Comments
SkillGroupID	Skill group ID	int(4) not null	The identifier of the skill group.
SkillGroupDesc	Skill group description	nvarchar(80) null	The description of the skill group.

2.50 Skills Table

Name: Skills

Skills Table

Column Name	Column Description	Data Type	Comments
Skill_Id	Skill ID	int(4) not null	The identifier of the skill.

Skills Table (continued)

Column Name	Column Description	Data Type	Comments
Skill_Desc	Skill description	nvarchar(80) null	The description of the skill.

2.51 Skill Usage Table

Name: SkillUsage

Skill Usage Table

Column Name	Column Description	Data Type	Comments
IVR_Id	IVR ID	int(4) not null	The identifier of the IVR system. Maps to an entry in the config_<epro>.dbo.IVR table.
ObjectID	Object ID	int(4) not null	The identifier of the command object (the command executed by M3).
SkillGroupID	Skill group ID	int(4) not null	The identifier of the skill group. Maps to an entry in the config_<epro>.dbo.SkillGroups table.

2.52 Table Definition Table

Name: TableDef

Purpose: This table contains system table definition information.

Table Definition Table

Column Name	Column Description	Data Type	Comments
TableDef_Id	Table definition ID	int(4)	Distinct table definition identification number.
TableDef_Desc	Table definition description	nvarchar(240)	Description of the table definition.
NameType	Name type	int(4)	This NameType column may specify the type of the definition's name; it has been 0 in all definitions examined.

Table Definition Table (continued)

Column Name	Column Description	Data Type	Comments
TimeZoneType	Time zone type	int(4)	Indicates whether the tables using this definition look up the time zone using a State and Zip Code field from the North American Numbering Plan (NANP), or if the table has a field that contains time zones.
Application_Id	Application ID	int(4)	Distinct application identification number that maps to an entry in the Application table.
TableType	Table type	int	Type of table.

2.53 Table Definition Detail Table

Name: TableDefDetail

Table Definition Detail Table

Column Name	Column Description	Data Type	Comments
TableDef_Id	Table definition ID	int(4)	Distinct table definition identification number representing different table definitions in the TableDef table
Field_Id	Field ID	int(4)	Unique field identification number.
Field_Name	Field name	nvarchar(60)	Name of the call table field defined in this row for this table definition.
Field_Type	Field type	nvarchar(120)	Type of data (such as int, datetime, varchar) stored in this field in this table definition.
Field_Size	Field size	int(4)	The size in Bytes of the data stored in this field in this table definition.
Import_Field_Size	Import field size	int(4)	The size in Bytes of the source of the data imported and stored in this field in this table definition.
Index_f	Index flag	int(4)	This specifies whether or not this field is included in the index for the call tables using this table definition. It = 1 if the field is in the index, 0 otherwise.
Nulls_Allow_f	Nulls allowed flag	int(4)	This specifies whether or not NULLs are allowed to be stored in this field in the call tables using this table definition. It = 1 if NULLs are allowed, 0 otherwise.

Table Definition Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Primary_key_f	Primary key flag	int(4)	This specifies whether or not this field is included in the primary key for the call tables using this table definition. It = 1 if the field is in the primary key, 0 otherwise.
Export_f	Export flag	int	indicates whether this field is to be exported.

2.54 Table Definition Phone Field Mapping Table

Name: TableDefPhoneFieldMapping

Table Definition Phone Field Mapping Table

Column Name	Column Description	Data Type	Comments
TableDef_Id	Table definition ID	int not null	Unique ID identifying the TableDef which owns this call table field. It is a foreign key to the TableDef table.
Field_Id	Field ID	int not null	Combined with the TableDef_id the Field_Id uniquely identifies a call table field.
Cardinality	Cardinality	int	
AMDType	AMD type	int	

2.55 Table Stat Table

Name: Table_Stat

Purpose: This table contains identification numbers, descriptions, and attributes of all the call tables used by the system.

Table Stat Table

Column Name	Column Description	Data Type	Comments
Table_Id	Table ID	int(4)	The identifier of the table.

Table Stat Table (continued)

Column Name	Column Description	Data Type	Comments
TimeZone_Id	Time zone ID	int(4)	The numeric identifier assigned to the time zone. For example: 1 (Afghanistan Standard Time), 2 (Alaskan Standard Time), etc. Maps to an entry in the config_<epro>.dbo.TimeZone table.
Application_Id	Application ID	int(4)	Distinct application identification number that maps to an entry in the Application table.
TableDef_Id	Table definition ID	int(4)	Distinct table definition identification numbers representing different table definitions in the TableDef table.
Table_desc	Table description	varchar(32)	A description of each table.
Table_status	Table status	varchar(10)	The current status of the table. Example: Unassigned.
Table_Orig_d	Table origination date	datetime(8)	The timestamp of when the table was created.
Total_records	Total records	int(4)	The total number of records in each table.
Unresolved_records	Unresolved records	int(4)	The number of records that have not been processed in each table. Note: Column not in use.
Callbacks	Callbacks	int(4)	The number of callbacks processed in each table. Note: Column not in use.
Last_Record_Num	Last record number	int(4)	The last record number in each table. Note: Column not in use.
SourceDSN	varchar	varchar(40)	The Data Source Name. Example: CCPRO_PRIMARY. More information can be found in the tlkpTETargetManagers table.
Site_Id	Site ID	int(4)	Site identification number. This is from the Site table which provides information about the Unified IP system where the table was created.
ServerId	Server ID	int(4)	Server identification number. This is from the Server table which provides information about the Unified IP server where the table was created.

Table Stat Table (continued)

Column Name	Column Description	Data Type	Comments
StoreManagerId	Store manager ID	int(4)	The identification number of the data storage manager as defined in the tlkpTEStoreManagers table. StoreManagerId Description ----- 0 None 1 Sybase 2 ODBC 3 Exchange
TargetManagerId	Target manager ID	int(4)	The identification number of the target manager or the location where table statistics are accumulated. More descriptions are in the tlkpTETargetManagers table.
TrickleTable	Trickle table	int	
CallTableProcessing	Call table processing	int	
NextPassStartRecord Number	Next pass start record number	int	
TableType	Table type	int	Type of table.
DeleteCallbacksOn TableDelete	Delete callbacks on table delete	int	

2.56 Time Zone Table

Name: TimeZone

Time Zone Table

Column Name	Column Description	Data Type	Comments
TimeZone_Id	Time zone ID	int(4) not null	The numeric identifier assigned to the time zone. For example: 1 (Afghanistan Standard Time), 2 (Alaskan Standard Time), etc.

Time Zone Table (continued)

Column Name	Column Description	Data Type	Comments
Identifier	Identifier	nvarchar(128) null	The time zone. For example, "Alaskan Standard Time". Note: When you upgrade to release 7.3 from a prior release, the entries from the TimeZone_Id and TimeZone_Desc columns are concatenated and saved in the Identifier column.
TimeZone_Desc	Time zone description	nvarchar(80) null	The description of the time zone. For example, "(UTC-09:00) Alaska".
GMT_Offset	Greenwich Mean Time offset	real(4) null	The number of minutes the time zone is offset from Greenwich Mean Time (GMT).
NANPTimeZoneId	NANP time zone ID	nvarchar(3) null	The identifier of the time zone assigned by the North American Numbering Plan (NANP).
DST_Observed	Daylight Saving Time observed?	int(4) null	Indicates whether Daylight Saving Time is observed in the time zone. 0 = No 1 = Yes
DSTOn_Month	Daylight Saving Time on month	int(4) null	Indicates the month when Daylight Saving Time begins (1-12).
DSTOn_DayOfWeek	Daylight Saving Time on day of week	int(4) null	Indicates the day of the week when Daylight Saving Time begins. 1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday
DSTOn_StartDay	Daylight Saving Time on start day	int int(4) null	Indicates the day of the month when Daylight Saving Time begins (1-31).
DSTOn_GMT	Daylight Saving Time on in GMT	int(4) null	Indicates the time that Daylight Saving Time begins, expressed in Greenwich Mean Time (GMT).
DSTOff_Month	Daylight Saving Time off month	int(4) null	Indicates the month when Daylight Saving Time ends (1-12).

Time Zone Table (continued)

Column Name	Column Description	Data Type	Comments
DSTOff_DayofWeek	Daylight Saving Time off day of week	int(4) null	Indicates the day of the week when Daylight Saving Time ends. 1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday
DSTOff_StartDay	Daylight Saving Time off start day	int(4) null	Indicates the day of the month when Daylight Saving Time ends (1-31).
DSTOff_GMT	Daylight Saving Time off in GMT	int(4) null	Indicates the time that Daylight Saving Time ends, expressed in Greenwich Mean Time (GMT).

2.57 UIP AQM Clients Table (7.3 SP1 and Later)

Note: This table is available in Unified IP 7.3 SP1 and later.

Name: UIPAQMClients

Purpose: This table contains information pertaining to Unified IP Aspect Quality Management clients. Relates to the settings in the service's Recording screen, in the Agent Recording/ Monitoring Tone section.

UIPAQMClients

Column Name	Column Description	Data Type	Comments
SiteId	Site ID	int not null	Identifier of the site.
SiteName	Site name	varchar(40) null	Name of the site.
ServiceId	Service ID	int not null	Identifier of the service.
AllowRecord	Allow record	bit null	Indicates whether recording is allowed.
RecordingTone	Recording tone	int null	Indicates which recording tariff tone is configured. Maps to the Record Tariff Tone field in the service's Recording screen in the Unified Command and Control - Administration client.

UIPAQMClients (continued)

Column Name	Column Description	Data Type	Comments
RecordingToneDuplex	Recording tone duplex	int null	Indicates which recording tariff tone duplex setting is configured. Maps to the Record Tariff Tone Duplex field in the service's Recording screen in the Unified Command and Control - Administration client.
RecordingToneInterval	Recording tone interval	int null	Indicates which recording tariff tone interval setting is configured. Maps to the Record Tariff Tone Interval field in the service's Recording screen in the Unified Command and Control - Administration client.
MonitorTone	Monitor tone	int null	Indicates which monitoring tariff tone is configured. Maps to the Monitor Tariff Tone field in the service's Recording screen in the Unified Command and Control - Administration client.
MonitorToneDuplex	Monitor tone duplex	int null	Indicates which monitoring tariff tone duplex setting is configured. Maps to the Monitor Tariff Tone Duplex field in the service's Recording screen in the Unified Command and Control - Administration client.
MonitorToneInterval	Monitor tone interval	int null	Indicates which monitoring tariff tone interval setting is configured. Maps to the Monitor Tariff Tone Interval field in the service's Recording screen in the Unified Command and Control - Administration client.
Connected	Connected	int null	Indicates when one party was connected to another party.

2.58 Users Table

Name: Users

Purpose: This table contains user name, login, and access information.

Users Table

Column Name	Column Description	Data Type	Comments
User_Id	User ID	varchar(16)	The identifier of the user. Maps to an entry in the config_<epro>.dbo.Users table.
User_L_Name	User last name	varchar(30)	The user's last name.

Users Table (continued)

Column Name	Column Description	Data Type	Comments
User_F_Name	User first name	varchar(30)	The user's first name.
Password	Password	varchar(16)	The user's password.
UserTypeMask	User type mask	int(4)	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 7 Switch Admin, Director & Agent
Disabled	Disabled	int(4)	0 = Agent is enabled 1 = Agent is disabled
UserFullName	User full name	varchar(80)	The user's full name.
EMailAddress	Email address	varchar(255)	The user's email address.
EMailProtocolId	Email protocol ID	int(4)	An identification number for the Email protocol used by the agent. The types are defined in the tkpEmailProtocols table. Currently there are 3 entries: Email ProtocolId Description ----- 0 None 1 Email Protocol - POP3 2 Email Protocol - IMAP 3 Microsoft Exchange Server
PresentationIndicator	Presentation indicator	int(4)	A display presentation indicator. See the tkpCallPresentationIndicat table. Id Description ----- 0 Default 1 Presentation Allowed 2 Restricted 3 Not Available
CallingNumber	Calling number	varchar(64)	The phone number of the user.
FirstThreeDigitsOfLast Name	First three digits of last name	varchar(3)	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.
RMAccountId	Recorded message account ID	varchar(20)	Recorded Message Account Identification. Null = None.

Users Table (continued)

Column Name	Column Description	Data Type	Comments
RMAccountPIN	Recorded message account PIN	varchar(20)	Personal Identification Number for users with RMAccountIds.
RMAccountEnabled	Recorded message account enabled	int(4)	1 = Recorded Message Account Enabled, 0 = Disabled, NULL = Disabled.
UserNameMessageld	User name message ID	int(4)	The user's default message identification number. See the Messages table.
UserNameLanguageId	User name language ID	int(4)	The user's default language identification number for their message. See the tlkpLanguage table. LanguageId Description ----- 1 English 2 Spanish
Application_Id	Application ID	int(4)	Distinct application identification number that maps to an entry in the Application table.
CallingPartyName	Calling party name	nvarchar(42)	Default Gateway level calling party name supplied on outbound calls.
LDAPUserId	LDAP user ID	nvarchar(80)	Distinct user login identification used on the LDAP authentication portal. It may be the same or different from the User_Id.
PhoneNumber	Phone number	nvarchar(25) null	Phone number of the agent/director/supervisor user.
IMConnectSIPURL	IM connect SIP URL	nvarchar(255) null	SIP URL of the user for instant messaging functionality.
HomePhoneNumber	Home phone number	nvarchar(25) null	Home phone number of the agent/director/supervisor user.
MobileNumber	Mobile number	nvarchar(25) null	Mobile phone number of the agent/director/supervisor user.
ExternalUserName	External user name	nvarchar(30) null	External user name used by instant messaging functionality.
OfficePhoneNumber	Office phone number	nvarchar(25) null	Office Phone number of the agent/director/supervisor user.
AgentCtild	Agent Ctild	int identity(10) not null	Agent static ID used for third party switch login.
TimeZone_Id	Timezone ID	int(10) not null	Time zone Id of the user

2.59 Voicemail Boxes Table

Name: VMBoxes

Purpose: This table contains information pertaining to system voicemail.

Voicemail Boxes Table

Column Name	Column Description	Data Type	Comments
Site_Id	Site ID	int not null	The unique ID identifying the site on which this data was originated. It is a foreign key to the Resource.Site table.
MBoxId	Mailbox ID	int(4)	Identifier of the voice mailbox.
Mbox	Mailbox	int(4)	
User_Id	User ID	nvarchar(48)	The identifier of the user. Maps to an entry in the config_<epro>.dbo.Users table.
Service_Id	Service ID	int(4)	The identifier of the service. Maps to an entry in the config_<epro>.dbo.Service table.
PIN	Personal ID number	nvarchar(24)	User's personal identification number used to access a voice mailbox.
StatusId	Status ID	int(4)	A voicemail box status identification number that is cross-referenced and defined in the tlkVMBoxStatus table.
MboxLimit	Mailbox limit	int(4)	Maximum size (in bytes) of the voice mailbox.
CurrentSize	Current size	int(4)	Current size or amount of space (in bytes) currently being used by the voice mailbox.
NameMsgId	Name message ID	int(4)	Name announcement message identification number which is cross-referenced in the Messages table.
GreetingMsgId	Greeting message ID	int(4)	Greeting announcement message identification number which is cross-referenced in the Messages table.
TempGreetingMsgId	Temporary greeting message ID	int	
TempGreetingBeginDt	Temporary greeting begin date	smalldatetime	
TempGreetingEndDt	Temporary greeting end date	smalldatetime	

Voicemail Boxes Table (continued)

Column Name	Column Description	Data Type	Comments
OperatorId	Operator ID	int not null	Distinct voicemail operator identification number which is cross-referenced in the tlkpVMOperators table.
SortOrderId	Sort order ID	int	Identifies the type of sort being used for the messages. Example: Newest Message First. SortOrderId's can be looked up in the tlkpVMMsgSortOrders table.
DeleteDt	Delete date	smalldatetime	Date and time when the voice mailbox was deleted.
LifeExemptFlag	Life exempt flag	nvarchar(1)	Flag to indicate whether voicemail messages never expire.
NotifyInterval	Notify interval	int	Time between unsuccessful voicemail new message notifications.
PBXCount	PBX count	int	Number of time to try lighting/ extinguishing PBX voicemail indicator.
HoldGreetingMsgId	Hold greeting message ID	int	The hold announcement message identification number which is cross-referenced in the Messages table.
SamplingRate	Sampling rate	int	
BitsPerSample	Bits per sample	int	
FileTypeId	File type ID	int	Identifier of the file type.
RecordFormatId	Record format ID	int	Identifier of the recording format.
Description	Description	nvarchar(128)	
Group_Id	Group ID	int	Identifier of the group.

2.60 Voicemail Messages Table

Name: VMMessages

Voicemail Messages Table

Column Name	Column Description	Data Type	Comments
MessageId	Message ID	int not null	Identifier of the voicemail message.
MBoxId	Mailbox ID	int not null	Identifier of the voice mailbox.

Voicemail Messages Table (continued)

Column Name	Column Description	Data Type	Comments
MessageDt	Message date	smalldatetime	
StatusId	Status ID	int	
FileName	File name	nvarchar(255) not null	
DeleteDt	Delete date	smalldatetime	Date and time when the record was deleted.
MessageSize	Message size	int	
SamplingRate	Sampling rate	int	
BitsPerSample	Bits per sample	int	
FileTypeId	File type ID	int	Identifier of the file type.
RecordFormatId	Record format ID	int	Identifier of the recording format.
Notes	Notes	text	
Broadcast	Broadcast	int	
GroupId	Group ID	int	
Site_Id	Site ID	int not null	
OldDt	Old date	smalldate-time	

2.61 Workgroup Agent Status Reason Table (7.3 SP6 and Later)

Note: This table is available in Unified IP 7.3 SP6 and later.

Name: WorkgroupAgentStatusReason

Workgroup Agent Status Reason Table

Column Name	Column Description	Data Type	Comments
Workgroup_id	Workgroup ID	int not null	The unique Id to represent a work group.
AgentStatusReason_id	Agent status reason ID	int not null	Agent Status reasons allowed for a work group.

2.62 Workgroup Agent Status Reason Audit Table (7.3 SP6 and Later)

Note: This table is available in Unified IP 7.3 SP6 and later.

Name: WorkgroupAgentStatusReasonAudit

Workgroup Agent Status Reason Table

Column Name	Column Description	Data Type	Comments
Id	ID	bigint not null	Unique id for the Workgroup Agent Status Reason Audit Table entry (Insert/update/delete operation) on Workgroup Agent Status Reason table.
Workgroup_id	Workgroup ID	int not null	The unique Id to represent a work group.
AgentStatusReason_id	Agent status reason ID	int not null	Agent status reasons allowed for a work group.
ModifiedDt	Modified date	datetime not null	The modified/inserted/deleted time of the entry in Workgroup Agent Status Reason table.
ModifyingUserID	Modifying user ID	nvarchar(128) null	The user who modified/inserted/deleted entry in Workgroup Agent Status Reason table.
Component	Component	nvarchar(40) null	The component through which the user made the modified/inserted/deleted entry in Workgroup Agent Status Reason table.
ModificationTypeid	Modification type ID	int null	The modification type (1 – Insert, 2-Modify, 3 – Delete) on Workgroup Agent Status Reason table.

2.63 Workgroup Table

Name: WorkGroup

Purpose: This table contains identification numbers, names, and attributes of all the WorkGroups defined on the system. WorkGroups are used to group agents.

Workgroup Table

Column Name	Column Description	Data Type	Comments
Workgroup_Id	Workgroup ID	int(4)	Distinct workgroup identification number that maps to an entry in the Workgroup table.

Workgroup Table (continued)

Column Name	Column Description	Data Type	Comments										
RouteAccess_Id	Route access ID	int(4)	Identification number of a phone line mapped in the ExternalRoutes table and described in RouteAccess table.										
Workgroup_Name	Workgroup name	varchar(50)	Name of the workgroup.										
PresentationIndicator	Presentation indicator	int(4)	A display presentation indicator. See the tlkpCallPresentationIndicat table. <table border="1"> <thead> <tr> <th>Id</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Default</td> </tr> <tr> <td>1</td> <td>Presentation Allowed</td> </tr> <tr> <td>2</td> <td>Restricted</td> </tr> <tr> <td>3</td> <td>Not Available</td> </tr> </tbody> </table>	Id	Description	0	Default	1	Presentation Allowed	2	Restricted	3	Not Available
Id	Description												
0	Default												
1	Presentation Allowed												
2	Restricted												
3	Not Available												
CpnAllowOverride	Calling party number allow override	int(4)	Services can override the calling party number. 0 = NO 1 = YES										
CallingNumber	Calling number	varchar(64)	Phone number of the workgroup.										
Application_Id	Application ID	int(4)	Distinct application identification number that maps to an entry in the Application table.										
CallingPartyName	Calling party name	nvarchar(42)											
TeamOwner	Team owner	nvarchar(16)											
AutoAccept	Auto accept	int											
TaskOfferedTimeout	Task offered timeout	int											
RequireRejectReason	Require reject reason	int											
NotreadyIfReject	Not ready if reject	int											
AllowNotReadyFlag	Allow not ready flag	int											
KWWorkgroupFlag	KW workgroup flag	int	Knowledge Worker Workgroup flag to indicate that this is a pure knowledge worker work group. Allowed values: 1 = KW workgroup 0 = Not KW workgroup Defining multiple knowledge worker work groups is allowed. Agents should not be allowed to be included in a workgroup marked for knowledge worker users.										

3. Detail_<epro> Tables

This chapter contains detailed descriptions of the detail_<epro> tables of the Aspect Unified IP database.

Detail data includes call detail statistics, generated by CenterCord, when an interaction segment is terminated.

At the end of this chapter, other detail_<epro> tables used for meta data are described:

- [Meta Data Tables in Detail_<epro>](#)

For information about audit tables, see [Chapter 1](#), the [Overview: Audit Tables](#) section.

3.1 Accept Call Detail Table

Name: AcceptCallDetail

Accept Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
AcceptPresentationNumber	Accept presentation number	int not null	CallStartDt, SeqNum, CallId, AcceptPresentationNumber, and IPNIQNodeId columns are the primary keys for this table. The first four columns uniquely identify the call which was accepted/rejected. 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 from 1-N, creating the unique key for the table.

Accept Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
Workgroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
Table_Id	Table ID	int null	Distinct table identification number that maps to an entry in the Table_Stat table.
ResourceGroup_Id	Resource group ID	int null	Unique identifier indicating the resource group of this call.
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.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
Disp_Id	Disposition ID	int null	Distinct disposition identification number that maps to an entry in the Disposition table.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
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.
ScreenPopStartDt	Screen pop start date	datetime2(3) not null	Date and time when the screenpop started presenting to the agent.
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)

Column Name	Column Description	Data Type	Comments
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 the customer
RejectReasonId	Reject reason ID	int null	Identifier of the reason for rejection entered by the agent.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	An IP Network InterQueue (IPNIQ) and Advanced Skills Based Routing (ASBR) call indicator. 0 = Not IPNIQ nor ASBR 1 = IPNIQ Call (remote node) 2 = ASBR Call (no IPNIQ involvement) 3 = IPNIQ Call (originating node)
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line

3.2 ACD Call Detail Table

Name: ACDCallDetail

Purpose: This table provides detailed information about each ACD call. The reason is that inbound calls can be one of two call types ACD and CTI. The detail data for the CTI type are in the CTICallDetail table.

ACD Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.

ACD Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	varchar(16) null	Distinct login identification that maps to an entry in the Users table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the resource.dbo.ResourceGroup and lookup.dbo.ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
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.
QueueStartDt	Queue start date	datetime2(3) null	Time when system assigns the call to the Service.
CallQStartDt	Call queue start date	datetime2(3) null	Time when system puts the call in the Service Queue for an Agent. CallQStartDt would be NULL if system finds and routes the call to an Agent immediately. This indicates that the call does not have queue time.
QueueEndDt	Queue end date	datetime2(3) null	Time when system removes the call from the Service Queue and routes it to an Agent or the call is abandoned by the caller.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.

ACD Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the Disposition table > 64.
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
Station	Station	varchar(40) null	Analog Channel station ID.
OrigServiceId	Originating service ID	int null	Service identification number of the originating service. The first service to have the same SeqNum. It will be 0 if there was none.
ANI	ANI digits	varchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.
CallerId	Caller ID	varchar(40) null	Identification number or information about the caller of an inbound call.
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.
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.
AnswerFlag	Answer flag	int null	Set to = 1 if the call was answered before going into a queue.
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.
ScriptId	Script ID	int null	M3 (IVR) script.
TerminalObjectId	Terminal object ID	int null	M3 (IVR) node.

ACD Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
InitialPriority	Initial priority	int null	ASBR priority at call start.
FinalPriority	Final priority	int null	ASBR priority at call end.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	An IP Network InterQueue (IPNIQ) and Advanced Skills Based Routing (ASBR) call indicator. 0 = Not IPNIQ nor ASBR 1 = IPNIQ Call (remote node) 2 = ASBR Call (no IPNIQ involvement) 3 = IPNIQ Call (originating node)
IPNIQDestSiteId	IPNIQ destination site ID	int null	Site to which the IPNIQ call was transferred.
ReservedStartDt	Reserved start date	datetime2(3) null	Date and time when the agent reserve started. An agent is reserved while the local system waits for the remote system to transfer the IPNIQ call.
ReservedEndDt	Reserved end date	datetime2(3) null	Date and time when the agent reserve ended.
IPNIQ_QTime	IPNIQ queue time	int null	Queue time at the originating site.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
SeqLegNumber	Sequence leg number	int null	LegNumber of IPNIQ call.
NumOfAcceptResponses	Number of accept responses	int null	IPNIQ statistics.
NumOfRejectResponses	Number of reject responses	int null	IPNIQ statistics.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
SkillGroupId	Skill group ID	int null	Identifier of the skill group.

ACD Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
RoutedByExternal	Routed by external flag	int null	In the Inbound voice service > System Record Detail screen, indicates whether the External Routing option is enabled for the service. When enabled, indicates that an external third-party system can determine the routing destination for calls. Note: This field is available in version 7.3 SP5 and later.

3.3 AGD Media Detail Table

Name: AGDMediaDetail

Purpose: This table provides detailed Automated Workflow Distribution information.

AGD Media Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	varchar(16) null	Distinct login identification that maps to an entry in the Users table.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.

AGD Media Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the Disposition table > 64.
QueueStartDt	Queue start date	datetime2(3) null	Time when system assigns the call to the Service.
CallQStartDt	Call queue start date	datetime2(3) null	Time when system puts the call in the Service Queue for an Agent. CallQStartDt would be NULL if system finds and routes the call to an Agent immediately. This indicates that the call does not have queue time.
QueueEndDt	Queue end date	datetime2(3) null	Time when system removes the call from the Service Queue and routes it to an Agent or the call is abandoned by the caller.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
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.
Station	Station	varchar(40) null	Analog Channel station ID.
OrigServiceId	Origination service ID	int null	Service identification number of the originating service. The first service to have the same SeqNum. It will be 0 if there was none.
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.
IPNIQNodeid	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeid	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.4 Agent Disposition Detail Table

Name: AgentDispoDetail

Agent Disposition Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Timestamp of when each call or media segment started.
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.
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.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
Disp_Id	Disposition ID	int null	Distinct disposition identification number that maps to an entry in the Disposition table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
PreviewStartDt	Preview start date	datetime2(3) null	Starting timestamp of the preview segment of an AOD call. Preview is a mode that allows the agents to view or pre-view the call record before dialing it.

Agent Disposition Detail Table (continued)

Column Name	Column Description	Data Type	Comments
PreviewEndDt	Preview end date	datetime2(3) null	Ending timestamp of the preview segment of an AOD call. Preview is a calling mode that allows the agents to view or pre-view call records before dialing. PreviewEnd occurs just after ConnClear (Connection Clear).
QueueEndDt	Queue end date	datetime2(3) null	Time when system removes the call from the Service Queue and routes it to an Agent or the call is abandoned by the caller.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
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.
Table_Id	Table ID	int null	Unique identifier pointing to the table summarized in this row (set to 0 for non AOD calls).
ResourceGroup_Id	Resource group ID	int null	Unique identifier indicating the resource group of this call.
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.
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, and QueueEndDt.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

Agent Disposition Detail Table (continued)

Column Name	Column Description	Data Type	Comments
IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	An IP Network InterQueue (IPNIQ) and Advanced Skills Based Routing (ASBR) call indicator. 0 = Not IPNIQ nor ASBR 1 = IPNIQ Call (remote node) 2 = ASBR Call (no IPNIQ involvement) 3 = IPNIQ Call (originating node)
ReservedStartDt	Reserved start date	datetime2(3) null	Date and time when the agent reserve started. An agent is reserved while the local system waits for the remote system to transfer the IPNIQ call.
ReservedEndDt	Reserved end date	datetime2(3) null	Date and time when the agent reserve ended.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line

3.5 Agent Idle Detail Table

Name: AgentIdleDetail

Agent Idle Detail Table

Column Name	Column Description	Data Type	Comments
IdleStartDt	Idle start date	datetime2(3) not null	Date and time when the agent idle period began.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
IdleEndDt	Idle end date	datetime2(3) null	Date and time when the agent idle period ended.
ReasonId	Reason ID	int null	Identification number of the reason why an agent could not take a call. Maps to an entry in the config_<epro>.dbo. AgentStatusReason table based on the agent's status.
CreateDt	Create date	datetime2(3) null	Date and time when the record was created.

Agent Idle Detail Table (continued)

Column Name	Column Description	Data Type	Comments
UpdateDt	Update date	datetime2(3) null	Date and time when the record was last updated.

3.6 Agent Login Logout Table

Name: AgentLoginLogout

Agent Login Logout Table

Column Name	Column Description	Data Type	Comments
LoginDt	Login date	datetime2(3) not null	Login begin timestamp for the agent.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
LogoutDt	Logout date	datetime2(3) null	Logout timestamp for the agent.
ReasonId	Reason ID	int null	Identification number of the reason why an agent could not take a call. Maps to an entry in the config_<epro>.dbo.AgentStatusReason table based on the agent's status.
CreateDt	Created date	datetime2(3) null	Date and time when the record was created.
UpdateDt	Updated date	datetime2(3) null	Date and time when the record was last updated.

3.7 Agent Not Ready Detail Table

Name: AgentNotReadyDetail

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

Agent Not Ready Detail Table

Column Name	Column Description	Data Type	Comments
NotReadyStartDt	Not ready start date	datetime2(3) not null	Date and time when the Not Ready state began.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
NotReadyEndDt	Not ready end date	datetime2(3) null	Date and time when the Not Ready state ended.
ReasonId	Reason ID	int null	Identification number of the reason why an agent could not take a call. Maps to an entry in the config_<epro>.dbo.AgentStatusReason table based on the agent's status.
CreatedDt	Created date	datetime2(3) null	Date and time when the record was created.
UpdatedDt	Updated date	datetime2(3) null	Date and time when the record was last updated.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.

3.8 Agent Score Table

Name: AgentScore

Agent Score Table

Column Name	Column Description	Data Type	Comments
AgentScoreId	Agent score ID	int not null	The identifier for the agent score.
UserId	User ID	nvarchar(16) not null	The identifier of the user (i.e., the agent) who handled the call scored. FK to config_<epro>.dbo.Users.User_Id.
ScorerId	Scorer ID	nvarchar(16) not null	The identifier of the user (i.e., the director or supervisor) who scored the call. FK to config_<epro>.dbo.Users.User_Id.
ServiceId	Service ID	int not null	The identifier of the service owning the call scored. FK to config_<epro>.dbo.Service.Service_Id.

Agent Score Table (continued)

Column Name	Column Description	Data Type	Comments
ScoreDate	Score date	datetime2(3) not null	The date and time the scoring was performed.
ScoringFormId	Scoring form ID	int not null	The identifier of the scoring form. FK to config_<epro>.dbo.ScoringForm.ScoringFormId.
Score	Score	int not null	The score for the scoring question.
MaxScore	Maximum score	int not null	The maximum score for the scoring question.
Remarks	Remarks	varchar(255) null	The remarks input on the scoring form by the scorer.
CallStartDt	Call start date	datetime2(3) not null	The date and time when the contact or media segment started.
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.
CallId	Call ID	int not null	The identifier of the call that is used to keep track of the current service segment of a call or media transaction.
RecordingId	Recording ID	int not null	The identifier of the recording.

3.9 Agent Scoring Detail Table

Name: AgentScoringDetail

Agent Scoring Detail Table

Column Name	Column Description	Data Type	Description
ScoringFormQuestId	Scoring form question ID	int not null	The identifier of the scoring form question.
AgentScoreId	Agent score ID	int not null	The identifier of the agent score.
Score	Score	numeric(8,2) not null	The score for the scoring question.
MaxScore	Maximum score	numeric(8,2) not null	The maximum score for the scoring question.
OptionMask	Option mask	int null	
Remarks	Remarks	nvarchar(512) null	The remarks input on the scoring form by the scorer.

3.10 AMD Distribution List Activity Table

Name: AMDDistListActivity

AMD Distribution List Activity Table

Column Name	Column Description	Data Type	Description
Service_Id	Service ID	int not null	The identifier of the service owning the call scored. FK to config_<epro>.dbo.Service.Service_Id.
MailQueueId	Mail queue ID	int not null	The identifier of the mail queue defined in the config_<epro>.dbo.MailQueue table.
DistributionListId	Distribution list ID	int not null	The identifier of the distribution list defined in the config_<epro>.dbo.DistributionList table.
StartDt	Start date	datetime2(3) not null	The date and time when the activity started.
StopDt	Stop date	datetime2(3) null	The date and time when the activity ended.
NumberEmailed	Number emailed	int null	
NumberInTheList	Number in the list	int null	
ActiveDuration	Active duration	int null	The amount of time (in seconds) the table was active. [Stop_Dt] – [Start_Dt] for the period, grouped by Service_Id, Table_Id.

3.11 AMD Distribution List Exceptions Table

Name: AMDDistListExceptions

AMD Distribution List Exceptions Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.

AMD Distribution List Exceptions Table (continued)

Column Name	Column Description	Data Type	Comments
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.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryid	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
DistributionListId	Distribution list ID	int null	Unique identifier of a distribution list defined in the DistributionList table.
MailQueueId	Mail queue ID	int null	Unique identifier of a mail queue defined in the MailQueue table.
SiteId	Site ID	int null	Site identification number. This is from the Site table which provides information about the Unified IP system where the table was created.
ESwitchId	Eswitch ID	int null	Unique identifier of an Eswitch server defined in the server table. AmdDistListExceptions.ESwitchId maps to Server.ServerId.
SentEmailId	Sent email ID	int null	Unique identifier of a sent email defined in the Emails table. AmdDistListExceptions.SentEmailId maps to Emails.EmailId.
SentToAddress	Sent to address	nvarchar(255) null	Email address the email was sent to.
SendFailAckDt	Send fail acknowledgement date	datetime2(3) null	Timestamp the acknowledgement of a send failure.
SendFailReason	Send fail reason	nvarchar(255) null	Reason the send failed.

AMD Distribution List Exceptions Table (continued)

Column Name	Column Description	Data Type	Comments
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.12 AMD Inbound Detail Table

Name: AMDInboundDetail

AMD Inbound Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
AMDMessageId	AMD message ID	int null	Distinct AMD message identifier that maps to an entry in the AMDMessageDetail table.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.

AMD Inbound Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ServerId	Server ID	int null	Distinct server identification number that maps to an entry in the Server table.
MailQueueId	Mail queue ID	int null	Unique identifier of a mail queue defined in the MailQueue table.
QueueStartDt	Queue start date	datetime2(3) null	Time when system assigns the call to the Service.
QueueEndDt	Queue end date	datetime2(3) null	Time when system removes the call from the Service Queue and routes it to an Agent or the call is abandoned by the caller.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
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.
AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the Disposition table > 64.
Station	Station	nvarchar(40) null	Analog Channel station ID.
OrigServiceId	Originating service ID	int null	Service identification number of the originating service. The first service to have the same SeqNum. It will be 0 if there was none.
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.

AMD Inbound Detail Table (continued)

Column Name	Column Description	Data Type	Comments
XFerToServiceId	Transfer to service ID	int null	
XFerToUserId	Transfer to user ID	nvarchar(16) null	
XFerToEmailAddress	Transfer to email address ID	nvarchar(255) null	
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.13 AMD Message Detail Table

Name: AMDMessageDetail

AMD Message Detail Table

Column Name	Column Description	Data Type	Description
AMDMessageId	AMD Message ID	int not null	Distinct AMD message identifier that maps to an entry in the AMDMessageDetail table.
Subject	Subject	nvarchar(255) null	Subject of this message.
FromAddress	From address	nvarchar(255) null	Sender's email address for an email.
ToAddress	To address	For 7.3 SP5 and earlier: nvarchar(80) null For 7.3 SP6 and later: nvarchar(255) null	Recipient's email address for an email.
ReceiveDt	Receive date	datetime2(3) null	Date and time when this message was received.
SendDt	Send date	datetime2(3) null	Date and time when this message was sent.

AMD Message Detail Table (continued)

Column Name	Column Description	Data Type	Description
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.

3.14 AMD Message Detail Ext Table

Name: AMDMessageDetailExt

AMD Message Detail Ext Table

Column Name	Column Description	Data Type	Description
AMDMessageId	AMD Message ID	int not null	Distinct AMD message identifier that maps to an entry in the AMDMessageDetail table.
CCAddress	CC address	For 7.3 SP5 and earlier: nvarchar(200) null For 7.3 SP6 and later: nvarchar(255) null	Email Ids in the CC section.
BCCAddress	BCC address	For 7.3 SP5 and earlier: nvarchar(200) null For 7.3 SP6 and later: nvarchar(255) null	Email Ids in the BCC section.
ReplyTo	Reply to	For 7.3 SP5 and earlier: nvarchar(200) null For 7.3 SP6 and later: nvarchar(255) null	Email Ids in the To section.

AMD Message Detail Ext Table (continued)

Column Name	Column Description	Data Type	Description
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.

3.15 AMD NLP Detail Table

Name: AMDNLPDetail

AMD NLP Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
AMDMessageId	AMD message ID	int not null	Distinct AMD message identifier that maps to an entry in the AMDMessageDetail table.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ServerId	Server ID	int null	Distinct server identification number that maps to an entry in the Server table.

AMD NLP Detail Table (continued)

Column Name	Column Description	Data Type	Comments
MailQueueId	Mail queue ID	int null	Unique identifier of a mail queue defined in the MailQueue table.
NLPEndDt	NLP end date	datetime2(3) null	Date and time when Natural Language Processing ended.
SendStartDt	Send start date	datetime2(3) null	Date and time when the auto-response email message started.
SendEndDt	Send end date	datetime2(3) null	Date and time when the auto-response email message ended.
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.16 AMD Outbound Detail Table

Name: AMDOutboundDetail

AMD Outbound Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.

AMD Outbound Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
DistributionListId	Distribution list ID	int null	Unique identifier of a distribution list defined in the DistributionList table.
MailQueueId	Mail queue ID	int null	Unique identifier of a mail queue defined in the MailQueue table.
SiteId	Site ID	int null	Site identification number. This is from the Site table which provides information about the Unified IP system where the table was created.
EswitchId	Eswitch ID	int null	Unique identifier of an Eswitch server defined in the server table.
EswitchDispld	Eswitch disposition ID	int null	Unique identifier of a eswitch disposition defined in the Disposition table. AMDOutboundDetail.EswitchDispld maps to Disposition.Disp_Id.
EMailId	Email ID	int null	Unique identifier of an email defined in the Emails table.
SentToAddress	Sent To: address	nvarchar(255) null	Email address the email was sent to.
SendStartDt	Send start date	datetime2(3) null	Date and time when the auto-response email message started.
SendEndDt	Send end date	datetime2(3) null	Date and time when the auto-response email message ended.
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

AMD Outbound Detail Table (continued)

Column Name	Column Description	Data Type	Comments
ContactTypeld	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.17 AMD Send Detail Table

Name: AMDSendDetail

AMD Send Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
AMDMessageld	AMD Message ID	int not null	Distinct amd message identifier that maps to an entry in the AMDMessageDetail table.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
CallTypeld	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryld	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionld	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
CallActionReasonld	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.
Serverld	Server ID	int null	Distinct server identification number that maps to an entry in the Server table.
MailQueueId	Mail queue ID	int null	Unique identifier of a mail queue defined in the MailQueue table.

AMD Send Detail Table (continued)

Column Name	Column Description	Data Type	Comments
SendStartDt	Send start date	datetime2(3) null	Date and time when the auto-response email message started.
SendEndDt	Send end date	datetime2(3) null	Date and time when the auto-response email message ended.
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.18 AOD Call Detail Table

Name: AODCallDetail

Purpose: This table provides detailed information about each AOD (Outbound) call.

AOD Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.

AOD Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
Table_Id	Table ID	int null	Distinct table identification number that maps to an entry in the Table_Stat table.
TimeZone_Id	Time zone ID	int null	Identification number of the time zone.
PreviewStartDt	Preview start date	datetime2(3) null	Starting timestamp of the preview segment of an AOD call. Preview is a mode that allows the agents to view or pre-view the call record before dialing it.
PreviewEndDt	Preview end date	datetime2(3) null	Ending timestamp of the preview segment of an AOD 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).
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.
AnswerDt	Answer date	datetime2(3) null	Date and time when the customer picks up an outbound call.
CallQStartDt	Call queue start date	datetime2(3) null	Time when system puts the call in the Service Queue for an Agent. CallQStartDt would be NULL if system finds and routes the call to an Agent immediately. This indicates that the call does not have queue time.
QueueEndDt	Queue end date	datetime2(3) null	Time when system removes the call from the Service Queue and routes it to an Agent or the call is abandoned by the caller.
ConnClearDt	Connection clear date	datetime2(3) null	Date and time when a call or media connection was cleared.
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.

AOD Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
RecordNum	Record number	int null	Number of the record in the call table.
DetectionType	Detection type	int null	Type of answer that was determined by the system. The descriptions are in the tlkpDetectType table where AODCallDetail.DetectionType = tlkpDetectType.Detection_Type_cd: 0 PV Positive Voice 1 AM Answering Machine 2 BS Business 3 CAM Custom Answering Machine 4 CON Connect
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the Disposition table > 64.
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
Station	Station	nvarchar(40) null	Analog Channel station id.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the resource.dbo.ResourceGroup and lookup.dbo.ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
DNIS	DNIS	nvarchar(40) null	Dialed Number Identification Service. Number dialed by caller. More specific DNIS information can be found in the InboundRouting table.
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.
PhoneInCallTable	Phone in call table	int null	Index of the phone number dialed (there could be up to six phone numbers in each record).

AOD Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallingPartyName	Calling party name	nvarchar(126) null	Default Gateway level calling party name supplied on outbound calls.
MessageIndicator	Message indicator	int null	Equals 1 if a WaitMessage was played to the customer; otherwise, equals 0.
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.
NoofPhoneRings	Number of phone rings	int null	Number of times the phone rang before the customer answered.
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.
TimePhoneStarting Ringing	Time phone started ringing	datetime2(3) null	Timestamp of when the phone on an outbound call started ringing.
IPNIQNodeid	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeid	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
SitToneMessage	SIT tone message	nvarchar(128) null	SIT tone message that was returned by the carrier. For example, the new phone number.
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.
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.
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.

AOD Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
ContactClass	Contact class	int null	Contact class assigned to the outbound call.
XferCommandDt	Transfer command date	datetime2(3) null	Date and time an agent was commanded to transfer a consultation call.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
RoutedByExternal	Routed by external flag	int null	In the Outbound voice service > System Record Detail screen, indicates whether the External Routing option is enabled for the service. When enabled, indicates that an external third-party system can determine the routing destination for calls. Note: This field is available in version 7.3 SP5 and later.
DialMode	Dial Mode	int null	A number that identifies the type of Dial Mode used for the Outbound service call. Maps to the lookup.dbo.tlcpDialMode table > Dial_Mode_cd column. 1 = Automatic 2 = Predictive 3 = Preview 4 = Precision 5 = Blaster

3.19 AOD Service Activity Table

Name: AODService_Activity

AOD Service Activity Table

Column Name	Column Description	Data Type	Description
Service_Id	Service ID	int not null	Identification number of the service.
Table_Id	Table ID	int not null	Identification number of the table.

AOD Service Activity Table (continued)

Column Name	Column Description	Data Type	Description
Start_dt	Start date	datetime2(3) not null	Start date.
Seq#	Sequence number	int null	Sequence number.
Stop_dt	Stop date	datetime2(3) null	Stop date.
Selected	Selected	int null	
Accounts_Dialed	Accounts dialed	int null	
Abandons	Abandons	int null	Number of abandons.

3.20 AOD Service Quota Table

Name: AODServiceQuota

AOD Service Quota Table

Column Name	Column Description	Data Type	Description
Service_ID	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
ServiceStartDt	Service start ID	datetime2(3) not null	Date and time when the service started.
QuotaAttained	Quota attained	int null	
TargetQuota	Target quota	int null	
UpdateDt	Update date	datetime2(3) null	Date and time when the record was last updated.

3.21 AOD Table Activity Detail Table

Name: AODTableActivityDetail

AOD Table Activity Detail Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
Table_Id	Table ID	int not null	Unique identifier for the call table whose data is summarized in this row. It is a foreign key to the Table_Stat and TableStatAudit tables.
Start_Dt	Start date	datetime2(3) not null	Date and time when dialing was begun on this table.
PauseStartDt	Pause start date	datetime2(3) not null	Date and time when a dialing pause of this table started.
PauseEndDt	Pause end date	datetime2(3) null	Date and time when a dialing pause of this table ended.

3.22 ASBR Call Skill Detail Table

Name: ASBRCallSkillDetail

ASBR Call Skill Detail Table

Column Name	Column Description	Data Type	Description
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
Skill_Id	Skill ID	int not null	Skill identifier. There can be multiple skills on an ASBR call.

ASBR Call Skill Detail Table (continued)

Column Name	Column Description	Data Type	Description
InitialSkillLevel	Initial skill level	int null	Skill level at the beginning of the call.
FinalSkillLevel	Final skill level	int null	Skill level at the end of the call.
AgentSkillLevel	Agent skill level	int null	Skill level of the agent handling the call.
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.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
SkillGroupId	Skill group ID	int not null	Identifier of the skill group.
SkillGroupName	Skill group name	nvarchar(80) null	Name of the skill group.

3.23 Audio Path Detail Table

Name: AudioPathDetail

Audio Path Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
ConnectionNumber	Connection number	int not null	
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
Workgroup_Id	Workgroup ID	nvarchar(16) not null	Distinct workgroup identification number that maps to an entry in the Workgroup table.

Audio Path Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Switch_Id	Switch ID	int not null	Switch identification number as defined in the Switch table.
Circuit_Id	Circuit ID	int not null	Circuit identification number as defined in the Circuit table.
Channel_Id	Channel ID	int not null	Unique identification number for this channel.
CallInsertDt	Call insert date	datetime2(3) not 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.
AudioConStartDt	Audio connection start date	datetime2(3) not null	
AudioConEndDt	Audio connection end date	datetime2(3) not null	
ConnectionResult	Connection result	int not null	
AudioEndDt	Audio end date	datetime2(3) null	
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
Table_Id	Table ID	int null	Unique identifier pointing to the table summarized in this row (set to 0 for non AOD calls).
ResourceGroup_Id	Resource group ID	int null	Unique identifier indicating the resource group of this call.
DNIS	DNIS	nvarchar(40)	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.

Audio Path Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Disp_Id	Disposition ID	int null	Distinct disposition identification number that maps to an entry in the Disposition table.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	An IP Network InterQueue (IPNIQ) and Advanced Skills Based Routing (ASBR) call indicator. 0 = Not IPNIQ nor ASBR 1 = IPNIQ Call (remote node) 2 = ASBR Call (no IPNIQ involvement) 3 = IPNIQ Call (originating node)
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line

3.24 Benchmark Detail Table

Name: BenchmarkDetail

Benchmark Detail Table

Column Name	Column Description	Data Type	Description
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
ScreenPopCCDt	Screen pop CC date	datetime2(3) null	
XferRequestCCDt	Transfer request CC date	datetime2(3) null	

Benchmark Detail Table (continued)

Column Name	Column Description	Data Type	Description
ScreenPopPortalDt	Screen pop portal date	datetime2(3) null	
ScreenPopAgentDt	Screen pop agent ID	datetime2(3) null	
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

3.25 Call Detail Table

Name: CallDetail

Purpose: This table provides detailed information about every call and the resources used to make the call.

Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
DialedNum	Dialed number	nvarchar(40) null	Number that was dialed in the case of an AOD call.
Station	Station	nvarchar(40) null	Analog Channel station id.

Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
NearOffHookDt	Near off hook date	datetime2(3) null	Timestamp of when the local connection is Off Hook (picked up).
FarOffHookDt	Far off hook date	datetime2(3) null	Timestamp of when the distant connection is Off Hook (picked up).
NearOnHookDt	Near on hook date	datetime2(3) null	Timestamp of when the local connection is On Hook (hung up).
FarOnHookDt	Far on hook date	datetime2(3) null	Timestamp of when the distant connection is On Hook (hung up).
BeginGaurDt	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.
EndGaurDt	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.
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.
ANI	ANI digits	nvarchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.
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.
Site_Id	Site ID	int null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
Switch_Id	Switch ID	int null	Unique identifier for the switch on which this data was originated.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the resource.dbo.ResourceGroup and lookup.dbo.ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
ResourceGroupType	Resource group type	int null	Resource group type identification number as defined in the lookup.dbo.ResourceGroupType table.

Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Circuit_Id	Circuit ID	int null	Circuit identification number as defined in the circuit table.
ChannelId	Channel ID	int null	Call channel identification number as defined in the resource. dbo.CallControlGroup table.
InfoDigits	Information digits	nvarchar(40) null	Information digits that are sent out before the 10 digit phone number.
AgentSiteId	Agent site ID	int null	Identification number that is defined in the Site table where AgentSiteId = Site_Id.
AgentSwitchId	Agent switch ID	int null	Identification number that is defined in the Switch table where AgentSwitchId = Switch_Id.
DetailTable	Detail table	nvarchar(40) null	Not used. Always = CD.
CallerId	Caller ID	nvarchar(40) null	Identification number or information about the caller of an inbound call.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
QueueTime	Queue time	int null	Duration of the call stayed in queue, in seconds.
UMID	Universal media ID	varchar(36) null	The universal media identifier (UMID) that tracks the Customer Journey contact. Note: This field is available in version 7.3 SP3 and later.

3.26 Channel Status Detail Table

Name: ChannelStatusDetail

Channel Status Detail Table

Column Name	Column Description	Data Type	Comments
Switch_Id	Switch ID	int not null	Switch identification number.

Channel Status Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Circuit_Id	Circuit ID	int not null	Circuit identification number.
ChannelId	Channel ID	int not null	Channel identification number.
Status	Status	int not null	Status of this channel. Values are: 1 = Channel is Out of Service 2 = Channel is in the Failure or Alarm state
CircuitSize	Circuit size	int not null	Number of channels in the circuit.
StatusStartDate	Status start date	datetime2(3) not null	Timestamp of when the channel entered the current status.
StatusEndDate	Status end date	datetime2(3) null	Timestamp of when the channel exited the current status.

3.27 Chat Call Detail Table

Name: ChatCallDetail

Purpose: This table provides detailed information about every chat call and the resources used.

Chat Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.

Chat Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ServerId	Server ID	int null	Distinct server identification number that maps to an entry in the Server table.
URLId	URL ID	int null	URL identification number that is defined in the ChatOriginatedURLs table.
QueueStartDt	Queue start date	datetime2(3) null	Time when system assigns the call to the Service.
CallQStartDt	Call queue start date	datetime2(3) null	Time when system puts the call in the Service Queue for an Agent. CallQStartDt would be NULL if system finds and routes the call to an Agent immediately. This indicates that the call does not have queue time.
QueueEndDt	Queue end date	datetime2(3) null	Time when system removes the call from the Service Queue and routes it to an Agent or the call is abandoned by the caller.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
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.
AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the Disposition table > 64.
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
Station	Station	nvarchar(40) null	Analog Channel station id.

Chat Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
OrigServiceId	Originating service ID	int null	Service identification number of the originating service. The first service to have the same SeqNum. It will be 0 if there was none.
RemoteIPAddress	Remote IP address	nvarchar(40) null	IP address of the media server.
MachineDomainName	Machine domain name	nvarchar(255) null	Not Used. Always = NULL.
NearOffHookDt	Near off hook date	datetime2(3) null	Date and time when the local connection is Off Hook (picked up).
NearOnHookDt	Near on hook date	datetime2(3) null	Date and time when the local connection is On Hook (hung up).
FarOffHookDt	Far off hook date	datetime2(3) null	Date and time when the distant connection is Off Hook (picked up).
FarOnHookDt	Far on hook date	datetime2(3) null	Date and time when the distant connection is On Hook (hung up).
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.
IPNIQNodeid	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeid	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.28 Chat Inbound Messages Table

Name: ChatInboundMessages

Chat Inbound Messages Table

Column Name	Column Description	Data Type	Description
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
MessageId	Message ID	int not null	
MessageDt	Message date	datetime2(3) null	

Chat Inbound Messages Table (continued)

Column Name	Column Description	Data Type	Description
Message	Message	nvarchar(160)	
Status	Status	int null	
DeletedDt	Deleted date	datetime2(3) null	Date and time when the record was deleted.

3.29 Chat Originated URLs Table

Name: ChatOriginatedURLs

Chat Originated URLs Table

Column Name	Column Description	Data Type	Description
ChatOriginatedURLId	Chat originated URL ID	int(4) not null	Distinct identification number for each chat URL (Uniform Resource Locator) used by the system. The URLs are in the URL column of this table.
Service_Id	Service ID	int(4) null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
URL	URL	nvarchar(255) null	URLs (Uniform Resource Locators) used by chat services on the system.
Name	Name	nvarchar(60) null	Name given to the URLs in this table.

3.30 Chat Outbound Messages Table

Name: ChatOutboundMessages

Chat Outbound Messages Table

Column Name	Column Description	Data Type	Description
MessageId	Message ID	int not null	
ChatMessageTypeId	Chat message type ID	int null	
MessageName	Message name	nvarchar(40) null	

Chat Outbound Messages Table (continued)

Column Name	Column Description	Data Type	Description
Message	Message	text null	

3.31 Conference Detail Table

Name: ConfDetail

Conference Detail Table

Column Name	Column Description	Data Type	Description
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group
Conf_Id	Conference ID	int not null	Unique identifier of the conference.
RunNumber	Run number	int not null	
Party_Id	Party ID	int not null	
Enter_Dt	Enter date	datetime2(3) not null	
Exit_Dt	Exit date	datetime2(3) not null	
AccessMode	Access mode	int not null	
PartyType	Party type	int not null	
MemberType	Member type	int null	
CreateCharge	Create charge	int null	
MinuteCharge	Minute charge	int null	
QuestionCharge	Question charge	int null	
ModeratorDispo_Code	Moderator disposition code	int null	
PartyDispo_Code	Party disposition code	int null	
PartySite_Id	Party site ID	int null	
PartySwitch_Id	Party switch ID	int null	

Conference Detail Table (continued)

Column Name	Column Description	Data Type	Description
PartyChannel	Party channel	int null	
PartyUser_Id	Party user ID	nvarchar(16) null	
PartyPIN	Party PIN	int not null	
DNIS	DNIS	nvarchar(56) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
ANI	ANI digits	nvarchar(56) null	Short for Automatic Number Identification. The telephone number of an incoming call.
CallerName	Caller name	nvarchar(96) null	
UUI	Universal unique ID	nvarchar(96) null	
LastName	Last name	nvarchar(30) null	
FirstName	First name	nvarchar(30) null	
CallBackCharge	Callback charge	int null	
InviteCharge	Invite charge	int null	
MoveInCharge	Move in charge	int null	
RecordCharge	Record charge	int null	
PlaybackCharge	Playback charge	int null	
VoicePrintCharge	Voice print charge	int null	

3.32 Conference Call Detail Table

Name: ConferenceCallDetail

Purpose: This table provides detailed information about every conference call and the resources used.

Conference Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in a conference call.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.

Conference Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
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 Users table.
SecondPartyStation	Second party station	nvarchar(40) null	Analog channel station identifier of the second party involved in the conference call.
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 Users table.
ThirdPartyPhoneNum	Third party phone number	nvarchar(40) null	Phone number of the third person involved in the conference call.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
Table_Id	Table ID	int null	Identifier of the table.
InboundRGId	Inbound resource group ID	int null	Identifier of the inbound resource group.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

Conference Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
DestinationScriptId	Destination script ID	int null	Identifier of the M3 script to which the call was transferred.
DestinationServiceId	Destination service ID	int null	Identifier of the service to which the call was transferred.
SecondPartyContactTypeId	Second party contact type ID	int null	Contact type identifier of the contact from the perspective of the second agent.
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
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
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 or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes.

3.33 Consultation Call Detail Table

Name: ConsultationCallDetail

Purpose: This table provides detailed information about every consultation call and the resources used.

Consultation Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryid	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in a consultation call.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.

Consultation Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
FirstPartyId	First party ID	nvarchar(16) null	UserId of the first person in the consultation call. It will match an entry in the Users table. (ConsultationCallDetail.FirstPartyId = Users.UserId)
FirstPartyDispld	First party disposition ID	int null	Identification number of the disposition entered by the first party in the consultation call. (ConsultationCallDetail.FirstPartyDispld = Disposition.Disp_Id)
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.
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.
SecondPartyId	Second party ID	nvarchar(16) null	UserId of the second person in the consultation call. It will match an entry in the Users table. (ConsultationCallDetail.FirstPartyId = Users.User_Id)
SecondPartyDispld	Second party disposition ID	int null	Identification number of the disposition entered by the second party in the consultation call. (ConsultationCallDetail.FirstPartyDispld = Disposition.Disp_Id)
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.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1, and Bottom T1 group.

Consultation Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
Table_Id	Table ID	int null	
InboundRGId	Inbound resource group ID	int null	
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
DestinationScriptId	Destination script ID	int null	Identifier of the M3 script to which the call was transferred.
DestinationServiceId	Destination service ID	int null	Identifier of the service to which the call was transferred.
SecondPartyContactTypeId	Second party contact type ID	int null	Contact type identifier of the contact from the perspective of the second agent.
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
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
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.

Consultation Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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 or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes.

3.34 CTI Call Detail Table

Name: CTICallDetail

CTI Call Detail Table

Column Name	Column Description	Data Type	Description
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the config_<epro>.dbo.Users table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.

CTI Call Detail Table (continued)

Column Name	Column Description	Data Type	Description
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
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.
QueueStartDt	Queue start date	datetime2(3) null	Time when system assigns the call to the Service.
CallQStartDt	Call queue start date	datetime2(3) null	Time when system puts the call in the Service Queue for an Agent. CallQStartDt would be NULL if system finds and routes the call to an Agent immediately. This indicates that the call does not have queue time.
QueueEndDt	Queue end date	datetime2(3) null	Time when system removes the call from the Service Queue and routes it to an Agent or the call is abandoned by the caller.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
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.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the Disposition table > 64.
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
Station	Station	nvarchar(40) null	Analog Channel station ID.

CTI Call Detail Table (continued)

Column Name	Column Description	Data Type	Description
OrigServiceId	Originating service ID	int null	Service identification number of the originating service. The first service to have the same SeqNum. It will be 0 if there was none.
ANI	ANI digits	nvarchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.
CallerId	Caller ID	nvarchar(40) null	Identification number or information about the caller of an inbound call.
PBXSwitchId	PBX switch ID	int null	
QueueId	Queue ID	int null	
ServerId	Server ID	int null	Distinct server identification number that maps to an entry in the Server table.
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.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state, when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.

3.35 DID Call Detail Table

Name: DIDCallDetail

DID Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.

DID Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
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.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ANI	ANI digits	nvarchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.
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.
UserDispld	User disposition ID	int null	Identification number of the disposition entered by the user (User_Id) in the DID call. (DIDCallDetail.UserDispld = Disposition.Disp_Id)
ConnectDt	Connection date	datetime2(3) null	Date and time when one party was connected to another in a DID call.
ConnClearDt	Connection clear date	datetime2(3) null	Date and time when a call or media connection was cleared.
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.

DID Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
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.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.

3.36 EDM Loader Audit Table

Name: EDMLoaderAudit

EDM Loader Audit Table

Column Name	Column Description	Data Type	Comments
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
ServerId	Server ID	int not null	Identification number of the service.
TenantId	Tenant ID	int not null	Identification number of the tenant.
FileName	File name	varchar (255) not null	

EDM Loader Audit Table (continued)

Column Name	Column Description	Data Type	Comments
FileLoadStartDt	File load start date	datetime2(3) not null	Date and time when the file load started.
FileLoadEndDt	File load end date	datetime2(3) null	Date and time when the file load ended.
FileLoadTimeInSS	File load time in SS	int null	
ProcessedCount	Processed count	int null	
FailedCount	Failed count	int null	
DuplicateCount	Duplicate count	int null	

3.37 ENT Call Transfer Detail Table

Name: ENTCallTransferDetail

ENT Call Transfer Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
Site_Id	Site ID	int null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
ServiceId	Service ID	int null	Service identification number that maps to an entry in the config_<epro>.dbo.Service table.
ECTSite_Id	ECT Site ID	int null	
ECTServiceId	ECT service ID	int null	
ECTCallStartDt	ECT call start date	datetime2(3) null	

ENT Call Transfer Detail Table (continued)

Column Name	Column Description	Data Type	Comments
ECTSeqNum	ECT Sequence number	int null	
ECTCallId	ECT call ID	int null	
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.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

3.38 External Call Detail Table

Name: ExternalCallDetail

External Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
Service_Id	Service ID	int null	Distinct Service identification number given to each service mapped in the Service table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.

External Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
ExternalId	External ID	int null	Identification number which identifies an external route in the ExternalRoutes table.
ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in an external call.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.39 IM Media Detail Table

Name: IMMediaDetail

IM Media Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
Service_Id	Service ID	int null	Distinct Service identification number given to each service mapped in the Service table.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
WorkGroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ServerId	Server ID	int null	Distinct server identification number that maps to an entry in the Server table.
ServiceURI_Id	Service URI ID	int null	Identifier of the service URI.
QueueStartDt	Queue start date	datetime2(3) null	Time when system assigns the call to the Service.

IM Media Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallQStartDt	Call queue start date	datetime2(3) null	Time when system puts the call in the Service Queue for an Agent. CallQStartDt would be NULL if system finds and routes the call to an Agent immediately. This indicates that the call does not have queue time.
QueueEndDt	Queue end date	datetime2(3) null	Time when system removes the call from the Service Queue and routes it to an Agent or the call is abandoned by the caller.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
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.
AgentDispld	Agent disposition ID	int null	Identification number for agent entered dispositions or Disp_Id's in the Disposition table > 64.
Station	Station	nvarchar(40) null	Analog Channel station ID.
OrigServiceId	Originating service ID	int null	Service identification number of the originating service. The first service to have the same SeqNum. It will be 0 if there was none.
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.
CustSIPURL	Customer SIP URL	int null	Customer SIP URL.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
ExpertFlag	Expert flag	int null	Flag that indicates whether the called party was an agent or an expert. Valid values are 0 or 1. 0 = Agent, 1 = Expert

IM Media Detail Table (continued)

Column Name	Column Description	Data Type	Comments
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.40 Interaction Agent Detail Table

Name: InteractionAgentDetail

Interaction Agent Detail Table

Column Name	Column Description	Data Type	Comments
InteractionStartDt	Interaction start date	datetime2(3) not null	Date and time this interaction started; the start time of its originating segment.
SeqNum	Sequence number	int not null	Unique identifier for this interaction. Its segments are identified by this number in the various call detail tables.
WorkGroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
MaxCallInsertDt	Maximum call insert date	datetime2(3) null	Timestamp the last segment of this interaction was inserted into the detail_<epro> database.
OrigService_Id	Originating service ID	int null	Unique identifier for the service which originated this interaction.
OrigTable_Id	Originating table ID	int null	Unique identifier for the call table used to originate this interaction. If there is no originating call table, the column's value = 0.
OrigResourceGroup_Id	Originating resource group ID	int null	Unique identifier for the resource group used to originate this interaction. If there is no originating resource group, the column's value = 0.

Interaction Agent Detail Table (continued)

Column Name	Column Description	Data Type	Comments
OrigDNIS	Originating DNIS	nvarchar(40) null	Unique identifier for the DNIS used to originate this interaction. If there is no originating DNIS, the column's value = No DNIS.
OrigCallCategoryId	Originating call category ID	int null	Category of the call which originated this interaction.
OrigCallTypeId	Originating call type ID	int null	Type of the call which originated this interaction.
FinalCallAction	Final call action	int null	Call action of the last segment of this interaction.
FinalDisp_Id	Final disposition ID	int null	Last, best disposition entered for any segment of this interaction. Dispositions are ranked using the following scheme: agent entered dispositions are better than switch dispositions; among agent entered dispositions the order is Sales > Contact > CallBack > FollowUp > Abandon; among switch dispositions the last one entered is best. If two dispositions have the same rank, the last one entered is best.
AgentInteractions	Agent interactions	int null	Number of agent interactions.
HeldInteractions	Held interactions	int null	Number of held interactions.
AgentTime	Agent time	int null	Amount of time this agent spent handling this interaction.
PreviewTime	Preview time	int null	Amount of time this agent spent in the Preview state while handling this interaction.
ActiveTime	Active time	int null	Amount of time this agent spent in the Active state while handling this interaction.
WrapTime	Wrap time	int null	Amount of time this agent spent in the Wrap state while handling this interaction.
HoldTime	Hold time	int null	Amount of time this agent put the customer on hold while handling this interaction.
InternalTime	Internal time	int null	Amount of time this agent spent on internal calls while handling this interaction.
ManualTime	Manual time	int null	Amount of time this agent spent on manual calls while handling this interaction.

Interaction Agent Detail Table (continued)

Column Name	Column Description	Data Type	Comments
ConsultTime	Consultation time	int null	Amount of time this agent spent on consultation calls while handling this interaction.
ConferenceTime	Conference Time	int null	Amount of time this agent spent on conference calls while handling this interaction.
NumberOfRejections	Number of rejections	int null	Number of calls with a call action of Rejected.
NumberOfAccepts	Number of accepts	int null	Number of calls with a call action of Accepted.
TotalCallAcceptTime	Total call accept time	int null	Agent time spent on accepting a call.
TotalCallRejectTime	Total call reject time	int null	Agent time spent on rejecting a call.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
OrigContactTypeId	Originating contact type ID	int not null	Contact type identifier of the originating call.
MultiConferenceTime	Multi-line conference time	int null	Number of seconds an interaction was in the Multi-line Conference state during this 15-minute interval.
ConnectionTime	Connection time	int null	Time the interactions spent waiting for Call-By-Call connection to be established during this 15-minute interval.

3.41 Interaction Detail Table

Name: InteractionDetail

Purpose: The InteractionDetail table, defined below, may be helpful for the summarization process and for any future detail reporting by single interactions. This table contains only summary data for each interaction. Summarizing into the two tables above will require getting data from the call detail tables as well. This table serves as an interaction definition table with the SeqNum as the primary key.

Interaction Detail Table

Column Name	Column Description	Data Type	Comments
InteractionStartDt	Interaction start date	datetime2(3) not null	Date and time this interaction started; the start time of its originating segment.

Interaction Detail Table (continued)

Column Name	Column Description	Data Type	Comments
SeqNum	Sequence number	int not null	Unique identifier for this interaction. Its segments are identified by this number in the various call detail tables.
MaxCallInsertDt	Maximum call insert date	datetime2(3) null	Latest time any of this interaction's call segments were inserted into the detail_<epro> database.
OrigService_Id	Originating service ID	int null	Unique identifier for the service which originated this interaction.
OrigTable_Id	Originating table ID	int null	Unique identifier for the call table used to originate this interaction. If there is no originating call table, the column's value = 0.
OrigResourceGroup_Id	Originating resource group ID	int null	Unique identifier for the resource group used to originate this interaction. If there is no originating resource group, the column's value = 0.
OrigDNIS	Originating DNIS	nvarchar(40) null	Unique identifier for the DNIS used to originate this interaction. If there is no originating DNIS, the column's value = No DNIS.
OrigCallCategoryId	Originating call category ID	int null	Category of the call which originated this interaction.
OrigCallTypeId	Originating call type ID	int null	Type of the call which originated this interaction.
FinalCallAction	Final call action	int null	Call action of the last segment of this interaction.
FinalDisp_Id	Final disposition ID	int null	Last, best disposition entered for any segment of this interaction. Dispositions are ranked using the following scheme: agent entered dispositions are better than switch dispositions; among agent entered dispositions the order is Sales > Contact > CallBack > FollowUp > Abandon; among switch dispositions the last one entered is best. If two dispositions have the same rank, the last one entered is last, best.
InteractionEndDt	Interaction end date	datetime2(3) null	Date and time this interaction ended; the end time of its last segment to end.
Max_Disposition_Id_Dt	Maximum disposition ID date	datetime2(3) null	

Interaction Detail Table (continued)

Column Name	Column Description	Data Type	Comments
InteractionDuration	Interaction duration	int null	Difference between InteractionEndDt and InteractionStartDt. You can use this and the start datetime instead of the start and end datetimes.
Max_Disposition_Id_Rank	Maximum disposition ID rank	int null	
Segments	Segments	int null	Number of segments making up this interaction.
InteractionQueueTime	Interaction queue time	int null	Time this interaction spent in the queue. Equals 0 if the interaction was not queued.
InteractionSetupTime	Interaction setup time	int null	Time between the start of the outbound interaction and when call analysis detects whether it is a human, answering machine, fax, or other device answering the call. Sum (DetectionDt – CallStartDt). Equals 0 if the originating segment is not outbound.
InteractionNLPTime	Interaction NLP time	int null	
InteractionSendTime	Interaction send time	int null	
AbandonedFlag	Abandoned flag	int null	Flag indicating if this interaction was abandoned or the customer hung up (1 = abandoned, 0 = not abandoned). Calculated from call actions, WHERE CallActionId = @CACustomerHungUp OR (CallActionId = @CAAbandonedInQueue AND Disp_Id = @DispCustomerAbandoned); @CAAbandonedInQueue = 5, @CACustomerHungUp = 24, and @DispCustomerAbandoned = 1
DroppedFlag	Dropped flag	int null	Flag indicating if this interaction was dropped or the system hung up (1 = abandoned, 0 = not abandoned). Calculated from call actions, WHERE CallActionId = @CASwitchHungUp OR (CallActionId = @CAAbandonedInQueue AND Disp_Id = @DispSwitchDropped); @CASwitchHungUp = 23 and @DispSwitchDropped = 2

Interaction Detail Table (continued)

Column Name	Column Description	Data Type	Comments
OrigQueuedFlag	Originating queued flag	int null	
AgentFlag	Agent flag	int null	
HeldByAgentFlag	Held by agent flag	int null	
TransferredFlag	Transferred flag	int null	
Trans2AgentFlag	Transferred to agent flag	int null	
Trans2ServiceFlag	Transferred to service flag	int null	
Trans2VerifierFlag	Transferred to verifier flag	int null	
Trans2ExternalFlag	Transferred to external flag	int null	
Trans2ExternalIVRFlag	Transferred to external IVR flag	int null	
InterQueueAbandTime	InterQue abandoned time	int null	
InterQueueAgentTime	InterQueue agent time	int null	
NumberOfRejections	Number of rejections	int null	Number of calls with a call action of Rejected.
NumberOfAccepts	Number of accepts	int null	Number of calls with a call action of Accepted.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
OrigContactTypeid	Originating contact type ID	int not null	Contact type identifier of the originating call.

3.42 IVR Call Detail Table

Name: IVRCallDetail

IVR Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.

IVR Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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 services.
CallId	Call ID	int null	Identification number that is used to keep track of the current service segment of a call or media transaction.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
ScriptId	Script ID	int null	IVR script identification number. See IVR table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
ANI	ANI digits	varchar(40) null	Short for Automatic Number Identification. The telephone number of an incoming call.
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.
IVRDispId	IVR disposition ID	int null	IVR disposition identification number. IVRCallDetail.IVRDispId = Disposition.Disp_Id.
SwitchDispId	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
ScriptStartDt	Script start date	datetime2(3) null	Date and time when the IVR script started.

IVR Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
ScriptEndDt	Script end date	datetime2(3) null	Date and time when the script connection was cleared.
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.
OrigServiceId	Originating service ID	datetime2(3) null	Service identification number of the originating service. The first service to have the same SeqNum. It will be 0 if there was none.
CallerId	Caller ID	varchar(40) null	Identification number or information about the caller of an inbound call.
TerminalObjectId	Terminal object ID	int null	IVR script terminal object identification
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.43 IVR Node Activity Detail Table

Name: IVRNodeActivityDetail

IVR Node Activity Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) null	Date and time when the contact or media segment started.
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 services.
CallId	Call ID	int null	Identification number that is used to keep track of the current service segment of a call or media transaction.
Service_Id	Service ID	int null	Distinct Service identification number given to each service mapped in the config_<epro>.dbo.Service table.

IVR Node Activity Detail Table (continued)

Column Name	Column Description	Data Type	Comments
ScriptId	Script ID	int null	IVR script identification number. See IVR table.
ObjectId	Object ID	int null	IVR script object identification number. See the IVRScriptObjects table.
NodeSeq	Node sequence	int null	Unique identification number that is given to each Node handled by the system. It can be used to trace a Node across different services.
NodeActionId	Node action ID	int null	Number referencing a node action. See tlkpNodeActions (inter) for descriptions.
NodeTypeId	Node type ID	int null	Number referencing a node type. See tlkpNodeActions (inter) for descriptions.
NodeTermId	Node termination ID	int null	Number referencing a node termination. See tlkpNodeTerminations for descriptions.
NodeEnteredDt	Node entered date	datetime2(3) null	Timestamp of when a Node entered the transaction.
NodeLeftDt	Node left date	datetime2(3) null	Timestamp of when a Node left the transaction.
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.
NodeDTMFData	Node DTMF data	varchar(40) null	Digits entered during an IVR (M3) call.
NodeActiveTimeInMS	Node active time in MS	int null	
IPNIQNodeid	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

3.44 KW Media Detail Table

Name: KWMediaDetail

KW Media Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	These three columns uniquely define the call giving rise to this knowledge worker interaction.
SeqNum	Sequence number	int null	
CallId	Call ID	int null	
KWConnectionNumber	KW connection number	int null	Unique number for each knowledge worker connection for this call.
UIPAgentWorkGroupId	UIP agent work group IP	int null	Workgroup identification number for the UIP agent that maps to an entry in the Workgroup table.
UipAgentId	UIP agent ID	nvarchar(16) null	Login identification for the UIP agent that maps to an entry in the Users table.
KWWorkGroupId	KW work group ID	int null	Workgroup identification number for the knowledge worker that maps to an entry in the Workgroup table.
KWUserId	KW user ID	nvarchar(16) null	Unique identifier for the knowledge worker that maps to an entry in the Users table.
Service_Id	Service ID	int null	Unique service identifier that maps to an entry in the Service table.
Disp_Id	Disposition ID	int null	Distinct identifier for the disposition code used to indicate how the knowledge worker contact was handled. This distinct disposition identification number maps to an entry in the Disposition table.
Site_Id	Site ID	int null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int null	Unique identifier for the tenant (business unit) for which this data was generated.
KWConnectTypeId	KW connect type ID	int null	Unique identifier indicating if this knowledge worker contact was an IM or a voice contact. It maps to the entries in the Lookup..tlkpKWConnectionType table.

KW Media Detail Table (continued)

Column Name	Column Description	Data Type	Comments
XFerToKW	Transfer to KW	int null	Indicates if a voice connection to a knowledge worker was transferred to them. Default = 0. Allowed values: 0 = connection not transferred 1 = connection transferred
KWConnectionStartDt	KW connection start date	datetime2(3) null	Date and time when this interaction started.
KWConnectionEndDt	KW connection end date	datetime2(3) null	Date and time when this interaction ended.
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.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

3.45 LSP Agent Starts Table

Name: LSPAgentStarts

LSP Agent Starts Table

Column Name	Column Description	Data Type	Comments
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
StartDt	Start date	datetime2(3) not null	Date and time when this record started.
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.

3.46 LSP Call Summary Stored Procedure List Table

Name: LSPCallSummarySPList

LSP Call Summary Stored Procedure List Table

Column Name	Column Description	Data Type	Comments
SPOrder	Stored procedure order	int not null	
SPName	Stored procedure name	nvarchar(40) not null	

3.47 Manual Call Detail Table

Name: ManualCallDetail

Manual Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
CallTypeld	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.

Manual Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in a manual call.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
FirstPartyId	First party ID	nvarchar(16) null	User_id of the first party to handle the manual call. (ManualCallDetail.FirstPartyId = Users.User_Id)
FirstPartyDispld	First party disposition ID	int null	Disposition entered by the first party of a manual call. (ManualCallDetail.FirstPartyDispld = Disposition.Disp_Id)
FirstPartyStation	First party station	nvarchar(40) null	Analog Channel station id of the first party involved in the manual call.
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.
SecondPartyId	Second party ID	nvarchar(16) null	User_id of the second party to handle the manual call. (ManualCallDetail.FirstPartyId = Users.User_Id)
SecondPartyDispld	Second party disposition ID	int null	Disposition entered by the second party of a manual call. (ManualCallDetail.FirstPartyDispld = Disposition.Disp_Id).
SecondPartyStation	Second party station	nvarchar(40) null	Analog Channel station id of the second party involved in the manual call.

Manual Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
Table_Id	Table ID	int null	Table_id number of the table in an Outbound service where the manual call was made from. It's definition is mapped to the config_<epro>.dbo.Table_Stat table.
ExpertFlag	Expert flag	int null	Flag that indicates whether the called party was an agent or an expert. Valid values are 0 or 1. 0 = Agent, 1 = Expert
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
SecondPartyContactTypeId	Second party contact type ID	int null	Contact Type identifier of the contact from the perspective of the second agent.
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

Manual Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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
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 or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes.
TimePhoneStarting Ringing	Time phone started ringing	datetime2(3) null	Timestamp of when the called party's phone started ringing.
NoofPhoneRings	Number of phone rings	int null	Number of rings detected for a manual call.

3.48 Media Data Detail Table

Name: MediaDataDetail

Media Data Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
CallTypeId	Call type ID	int not null	Distinct call type identification number that maps to an entry in the tlkpCallType table.

Media Data Detail Table (continued)

Column Name	Column Description	Data Type	Comments
AgentDispld	Agent disposition ID	int not null	Identification number for agent entered dispositions or Disp_Id's in the Disposition table > 64.
Param1	Parameter 1	nvarchar(30) null	Data parameter 1 for the media segment.
Param2	Parameter 2	nvarchar(30) null	Data parameter 2 for the media segment.
Param3	Parameter 3	nvarchar(30) null	Data parameter 3 for the media segment.
Param4	Parameter 4	nvarchar(30) null	Data parameter 4 for the media segment.
Param5	Parameter 5	nvarchar(30) null	Data parameter 5 for the media segment.
Param6	Parameter 6	nvarchar(30) null	Data parameter 6 for the media segment.
Param7	Parameter 7	nvarchar(30) null	Data parameter 7 for the media segment.
Param8	Parameter 8	nvarchar(30) null	Data parameter 8 for the media segment.
Param9	Parameter 9	nvarchar(30) null	Data parameter 9 for the media segment.
Param10	Parameter 10	nvarchar(30) null	Data parameter 10 for the media segment.
Param11	Parameter 11	nvarchar(30) null	Data parameter 11 for the media segment.
Param12	Parameter 12	nvarchar(30) null	Data parameter 12 for the media segment.
Param13	Parameter 13	nvarchar(30) null	Data parameter 13 for the media segment.
Param14	Parameter 14	nvarchar(30) null	Data parameter 14 for the media segment.
Param15	Parameter 15	nvarchar(30) null	Data parameter 15 for the media segment.
Param16	Parameter 16	nvarchar(30) null	Data parameter 16 for the media segment.
Param17	Parameter 17	nvarchar(30) null	Data parameter 17 for the media segment.
Param18	Parameter 18	nvarchar(30) null	Data parameter 18 for the media segment.

Media Data Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Param19	Parameter 19	nvarchar(30) null	Data parameter 19 for the media segment.
Param20	Parameter 20	nvarchar(30) null	Data parameter 20 for the media segment.
IPNIQNodeID	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeID	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.49 Media Detail Table

Name: MediaDetail

Media Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
MediaTypeID	Media type ID	int null	Unique identifier that identifies the media type. It is a foreign key to Lookup.tlkpMediaTypes table.
DetailTypeID	Detail type ID	int null	Identifier of the type of detail.
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.
IPNIQNodeID	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
MACallFlag	Multi-appearance (multitasking) contact flag	int null	Indicates whether a contact is a multi-appearance (multitasking) contact. 0 = No, 1 = Yes.

Media Detail Table (continued)

Column Name	Column Description	Data Type	Comments
DisconnectedFlag	Disconnected flag	int null	Indicates the type of disconnection: 0 = Not applicable or undetermined 1 = Agent disconnected 2 = Customer disconnected 3 = System disconnected 4 = Transfer Note: This field is available in Unified IP 7.3 SP1 and later.
UMID	Universal media ID	varchar(36) null	The universal media identifier (UMID) that tracks the Customer Journey contact. Note: This field is available in version 7.3 SP3 and later.

3.50 Media Time Detail

Name: MediaTimeDetail

Media Time Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) null	Date and time when the contact or media segment started.
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 services.
CallId	Call ID	int null	Identification number that is used to keep track of the current service segment of a call or media transaction.
BeginTimePeriodDt	Beginning time period date	smalldatetime(4) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
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.
StartInThisInterval	Start in this interval	int null	1 = Call started in this (BeginTimePeriodDt) 15 interval, 0 = Call did not start in this (BeginTimePeriodDt) 15 interval.

Media Time Detail Table (continued)

Column Name	Column Description	Data Type	Comments
MediaTypeId	Media type ID	int null	A number that identifies media type. Relates to an entry in the table, <code>tlkpMediaTypes</code> .
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(60) null	Distinct login identification that maps to an entry in the Users table.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the <code>tlkpCallType</code> table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the <code>tlkpCallCategory</code> table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the <code>tlkpCallAction</code> table.
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.
ResourceGroup_Id	Record group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
DNIS	DNIS	nvarchar(120) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
Disp_Id	Disposition ID	int null	Distinct disposition identification number that maps to an entry in the Disposition table.
Table_Id	Table ID	int null	Distinct table identification number that maps to an entry in the Table_Stat table.
RecordNum	Record number	int null	Not Used.
AMDMessageId	AMD message ID	int null	Distinct amd message identifier that maps to an entry in the AMDMessageDetail table.

Media Time Detail Table (continued)

Column Name	Column Description	Data Type	Comments
TotalTime	Total time	int null	Total time (in milliseconds) between QueueStartDt and WrapEndDt from several AGD, CHAT, and AMD detail tables for the media segment.
SetupTime	Setup time	int null	Total time (in milliseconds) between CallStartDt and DetectionDt from several AGD, CHAT, and AMD detail tables for the media segment.
QueueTime	Queue time	int null	Total time (in milliseconds) between QueueStartDt and QueueEndDt from several AGD, CHAT, and AMD detail tables for the media segment.
PreviewTime	Preview time	int null	Total time (in milliseconds) between PreviewStartDt and PreviewEndDt from several AGD, CHAT, and AMD detail tables for the media segment.
ActiveTime	Active time	int null	Total time (in milliseconds) between QueueEndDt and ConnClearDt from several AGD, CHAT, and AMD detail tables for the media segment.
WrapTime	Wrap time	int null	Total time (in milliseconds) between ConnClearDt and WrapEndDt from several AGD, CHAT, and AMD detail tables for the media segment.
HoldCount	Hold count	int null	Not used; always set to 0.
HoldTime	Hold time	int null	Not used; always set to 0.
WrapActiveCount	Wrap active count	int null	Not used; always set to 0.
WrapActiveTime	Wrap active time	int null	
NLPTime	NLP time	int null	Total time (in milliseconds) between CallStartDt and NLPEndDt from several AGD, CHAT, and AMD detail tables for the media segment.
SendTime	Send time	int null	Total time (in milliseconds) between SendStartDt and SendEndDt from several AGD, CHAT, and AMD detail tables for the media segment.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.51 On Call Activity Detail Table

Name: OnCallActivityDetail

On Call Activity Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
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.
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.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) null	Distinct login identification that maps to an entry in the Users table.
Disp_Id	Disposition ID	int null	Distinct disposition identification number that maps to an entry in the Disposition table.
CallTypeId	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
HoldStartDt	Hold start date	datetime2(3) null	Date and time when the contact entered the HOLD state.
HoldEndDt	Hold end date	datetime2(3) null	Date and time when the HOLD state ended.
WrapCallStartDt	Wrap call start date	datetime2(3) null	Date and time when the contact entered the WRAP state.
WrapCallEndDt	Wrap call end date	datetime2(3) null	Date and time when the WRAP state ended.

On Call Activity Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
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.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
UnfocusedStartDt	Unfocused start date	datetime2(3) null	On call activity start time.
UnfocusedEndDt	Unfocused end date	datetime2(3) null	On call activity end time.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	An IP Network InterQueue (IPNIQ) and Advanced Skills Based Routing (ASBR) call indicator. 0 = Not IPNIQ nor ASBR 1 = IPNIQ Call (remote node) 2 = ASBR Call (no IPNIQ involvement) 3 = IPNIQ Call (originating node)
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
ConferenceStartDt	Conference start date	datetime2(3) null	Date and time when the contact entered the Conference state.
ConferenceEndDt	Conference end date	datetime2(3) null	Date and time when the Conference state ended.
MultiStateStartDt	Multi-line state start date	datetime2(3) null	Date and time when the contact entered the MultiState state.

On Call Activity Detail Table (continued)

Column Name	Column Description	Data Type	Comments
MultiStateEndDt	Multi-line state end date	datetime2(3) null	Date and time when the MultiState state ended.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.

3.52 Outbound SMS Detail Table

Name: OutboundSMSDetail

Outbound SMS Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
CallSentDt	Call sent date	datetime2(3) null	Date and time when the contact was sent.
DispositionDt	Call ID	datetime2(3) null	
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.
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.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
RecordId	Record ID	int not null	Identification number of the record.
CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryid	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionid	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.

Outbound SMS Detail Table (continued)

Column Name	Column Description	Data Type	Comments
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.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated. Can be one of the values from lookup..tlkpContactType.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
SMSDispositionCode	SMS disposition code	int not null	Disposition code for the SMS message.
SendToAddress	Send To address	nvarchar(256) not null	Send To address for the SMS message.
SMSServiceProviderId	SMS service provider ID	int not null	Service provider identification number for the SMS message.
SMSServiceProviderAccount	SMS service provider account	int not null	
CallerId	Caller ID	nvarchar(256) null	Identification number or information about the caller or sender of a contact.
Message	Message	nvarchar(256) null	

3.53 Recording Location Detail Table

Name: RecLocationDetail

Recording Location Detail Table

Column Name	Column Description	Data Type	Comments
Recording_ID	Recording ID	int null	Identifier of the recording.
RecordingType	Recording type	int null	Type of recording.
RecStore_ID	Record store ID	int not null	Identifier of the recording store.
Tenant_Id	Tenant ID	int null	Identifier of the tenant.
FileName	File name	nvarchar(255) not null	

Recording Location Detail Table (continued)

Column Name	Column Description	Data Type	Comments
SamplingRate	Sampling rate	int null	
BitsPerSample	Bits per sample	int null	
FileTypeId	File type ID	int null	Identifier of the file type.
RecordFormatId	Record format ID	int null	Identifier of the recording format.
HasSignature	Has signature	int null	
TamperedWith	Tampered with	int null	
Catalog_ID	Catalog ID	int null	
IsMergedFile	Is merged file	int null	
OperationDT	Operation date	datetime2(3) null	

3.54 Recording Location Detail Secondary Table

Name: RecLocationDetail_Sec

Recording Location Detail Secondary Table

Column Name	Column Description	Data Type	Comments
Recording_ID	Recording ID	int null	Identifier of the recording.
RecordingType	Recording type	int null	Type of recording.
RecStore_ID	Record store ID	int not null	Identifier of the recording store.
Tenant_Id	Tenant ID	int null	Identifier of the tenant.
FileName	File name	nvarchar(255) not null	
SamplingRate	Sampling rate	int null	
BitsPerSample	Bits per sample	int null	
FileTypeId	File type ID	int null	Identifier of the file type.
RecordFormatId	Record format ID	int null	Identifier of the recording format.
HasSignature	Has signature	int null	

Recording Location Detail Secondary Table (continued)

Column Name	Column Description	Data Type	Comments
TamperedWith	Tampered with	int null	
Catalog_ID	Catalog ID	int null	
IsMergedFile	Is merged file	int null	
OperationDT	Operation date	datetime2(3) null	

3.55 Recording Manual Task Activity Table

Name: RecManTaskActivity

Recording Manual Task Activity Table

Column Name	Column Description	Data Type	Comments
Server_ID	Server ID	int null	Identifier of the server.
RecManTask_ID	Recording manual task ID	int null	Identifier of the Recording Manager task.
TaskOpCount	Task operation Count	int null	
BeginDt	Begin date	datetime2(3) null	Date and time when the recording ended.
EndDt	End date	datetime2(3) null	Date and time when the recording ended.
TotalSrcFiles	Total source files	int null	
TotalDestFiles	Total destination files	int null	
NumSrcLocation	Number source location	int null	
NumDestLocation	Number destination location	int null	
NumSrcLocationFail	Number source location fail	int null	

Recording Manual Task Activity Table (continued)

Column Name	Column Description	Data Type	Comments
NumDestLocationFail	Number destination location fail	int null	
NumFilesSuccess	Number of files success	int null	
NumFilesFailed	Number of files failed	int null	
NumFilesSkipped	Number of files skipped	int null	

3.56 Recording Data Detail Table

Name: RecordingDataDetail

Recording Data Detail Table

Column Name	Column Description	Data Type	Comments
Recording_ID	Recording ID	int null	Identifier of the recording.
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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.
CallId	Call ID	int not null	Identification number that is used to keep track of the current segment of a call or media transaction.
Service_Id	Service ID	int null	Unique ID identifying the service handling this recorded call. It is a foreign key to the config_<epro>.dbo.Service table.
User_Id	User ID	nvarchar(16) null	Unique ID identifying the use handling this recorded call. It is a foreign key to the config_<epro>.dbo.Users table.
CallTypeId	Call type ID	int null	Type of this recorded call.
AgentDispld	Agent disposition ID	int null	Unique ID identifying the disposition code entered by the agent at the conclusion of this recorded call. It is a foreign key to the config_<epro>.dbo.Dispositions table.
Param1	Parameter 1	nvarchar(30)	Custom definable parameter.

Recording Data Detail Table (continued)

Column Name	Column Description	Data Type	Comments
Param2	Parameter 2	nvarchar(30)	Custom definable parameter.
Param3	Parameter 3	nvarchar(30)	Custom definable parameter.
Param4	Parameter 4	nvarchar(30)	Custom definable parameter.
Param5	Parameter 5	nvarchar(30)	Custom definable parameter.
Param6	Parameter 6	nvarchar(30)	Custom definable parameter.
Param7	Parameter 7	nvarchar(30)	Custom definable parameter.
Param8	Parameter 8	nvarchar(30)	Custom definable parameter.
Param9	Parameter 9	nvarchar(30)	Custom definable parameter.
Param10	Parameter 10	nvarchar(30)	Custom definable parameter.
Param11	Parameter 11	nvarchar(30)	Custom definable parameter.
Param12	Parameter 12	nvarchar(30)	Custom definable parameter.
Param13	Parameter 13	nvarchar(30)	Custom definable parameter.
Param14	Parameter 14	nvarchar(30)	Custom definable parameter.
Param15	Parameter 15	nvarchar(30)	Custom definable parameter.
Param16	Parameter 16	nvarchar(30)	Custom definable parameter.
Param17	Parameter 17	nvarchar(30)	Custom definable parameter.
Param18	Parameter 18	nvarchar(30)	Custom definable parameter.
Param19	Parameter 19	nvarchar(30)	Custom definable parameter.
Param20	Parameter 20	nvarchar(30)	Custom definable parameter.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.57 Recording Data Detail Secondary Table

Name: RecordingDataDetail_Sec

Recording Data Detail SecondaryTable

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.

Recording Data Detail SecondaryTable (continued)

Column Name	Column Description	Data Type	Comments
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.
CallId	Call ID	int not null	Identification number that is used to keep track of the current segment of a call or media transaction.
Service_Id	Service ID	int null	Unique ID identifying the service handling this recorded call. It is a foreign key to the config_<epro>.dbo.Service table.
User_Id	User ID	nvarchar(16) null	Unique ID identifying the use handling this recorded call. It is a foreign key to the config_<epro>.dbo.Users table.
CallTypeId	Call type ID	int null	Type of this recorded call.
AgentDispld	Agent disposition ID	int null	Unique ID identifying the disposition code entered by the agent at the conclusion of this recorded call. It is a foreign key to the config_<epro>.dbo.Dispositions table.
Param1	Parameter 1	nvarchar(30)	Custom definable parameter.
Param2	Parameter 2	nvarchar(30)	Custom definable parameter.
Param3	Parameter 3	nvarchar(30)	Custom definable parameter.
Param4	Parameter 4	nvarchar(30)	Custom definable parameter.
Param5	Parameter 5	nvarchar(30)	Custom definable parameter.
Param6	Parameter 6	nvarchar(30)	Custom definable parameter.
Param7	Parameter 7	nvarchar(30)	Custom definable parameter.
Param8	Parameter 8	nvarchar(30)	Custom definable parameter.
Param9	Parameter 9	nvarchar(30)	Custom definable parameter.
Param10	Parameter 10	nvarchar(30)	Custom definable parameter.
Param11	Parameter 11	nvarchar(30)	Custom definable parameter.
Param12	Parameter 12	nvarchar(30)	Custom definable parameter.
Param13	Parameter 13	nvarchar(30)	Custom definable parameter.
Param14	Parameter 14	nvarchar(30)	Custom definable parameter.
Param15	Parameter 15	nvarchar(30)	Custom definable parameter.
Param16	Parameter 16	nvarchar(30)	Custom definable parameter.
Param17	Parameter 17	nvarchar(30)	Custom definable parameter.
Param18	Parameter 18	nvarchar(30)	Custom definable parameter.

Recording Data Detail SecondaryTable (continued)

Column Name	Column Description	Data Type	Comments
Param19	Parameter 19	nvarchar(30)	Custom definable parameter.
Param20	Parameter 20	nvarchar(30)	Custom definable parameter.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeid	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.58 Recordings Table

Name: Recordings

Recordings Table

Column Name	Column Description	Data Type	Comments
Seq#	Sequence number	int not null	
User_Id	User ID	nvarchar(16) null	Unique ID identifying the user handling this recorded call. It is a foreign key to the config_<epro>.dbo.Users table.
Service_Id	Service ID	int null	Unique ID identifying the service handling this recorded call. It is a foreign key to the config_<epro>.dbo.Service table.
Monitor_Class_id	Monitor class ID	int null	Identifier of the monitor class.
Agent_Station	Agent station	nvarchar(16) null	
Recorder_Id	Recorder ID	nvarchar(16) null	
Recorder_Station	Recorder station	nvarchar(24) null	
Status	Status	nvarchar(16) null	
Audio_f	Audio flag	int null	
Video_f	Video flag	int null	
Start_dt	Start date	datetime2(3) null	

Recordings Table (continued)

Column Name	Column Description	Data Type	Comments
Recording_Secs	Recording seconds	int null	
Recording_Bytes	Recording bytes	int null	Size of this recording in bytes.
Comment	Comment	nvarchar(255) null	
call_index	Call index	int null	
warning_type	Warning type	int null	
cust_name	Customer name	nvarchar(16) null	
record_num	Record number	int null	
Phone1	Phone 1	nvarchar(24) null	
Dual_Rec_f	Dual record flag	int null	
key1	Key 1	nvarchar(20) null	
key2	Key 2	nvarchar(20) null	
key3	Key 3	nvarchar(20) null	
Archived	Archived	int null	
Archive_Dt	Archive date	datetime2(3) null	
vpi	Virtual path ID	int null	
vci	Virtual circuit ID	int null	
last_Update_dt	Last update date	datetime2(3) null	
Access_f	Access flag	int null	
RecordRate	Record rate	int null	
SamplingRate	Sampling rate	int null	
BitsPerSample	Bits per sample	int null	
FileTypeId	File type ID	int null	Identifier of the file type.
RecordFormatId	Record format ID	int null	Identifier of the recording format.

Recordings Table (continued)

Column Name	Column Description	Data Type	Comments
Workgroup_Id	Workgroup ID	int null	Distinct workgroup ID that identifies the workgroup this agent belonged to at the time the record was inserted. It is a foreign key to the config_<epro>.dbo.Workgroup table.
CallStartDt	Call start date	datetime2(3) null	Date and time when the contact or media segment started.
SeqNum	Sequence number	int null	Unique identifier for the interaction whose recorded segment's data are in this record.
CallId	Call ID	int null	Identification number that is used to keep track of the current segment of a call or media transaction.
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.
MediaTypeId	Media type ID	int null	Identifier of the media type.
VideoStart_dt	Video start date	datetime2(3) null	
Video_Secs	Video seconds	int null	
Video_Bytes	Video bytes	int null	
Video_Key	Video key	nvarchar(64) null	
DNIS	DNIS	nvarchar(56) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
CallingPartyName	Calling party name	nvarchar(96) null	Default Gateway level calling party name supplied on outbound calls.
CallingPartyNumber	Calling party number	nvarchar(96) null	
CalledPartyNumber	Called party number	nvarchar(96) null	
AutoInitiated_f	Auto-initiated flag	int null	
RecordingDuplex	Recording duplex	int null	
Site_Id	Site ID	int null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.

Recordings Table (continued)

Column Name	Column Description	Data Type	Comments
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
UMID	Universal media ID	varchar(36) null	The universal media identifier (UMID) that tracks the Customer Journey contact. Note: This field is available in version 7.3 SP3 and later.

3.59 Recordings Secondary Table

Name: Recordings_Sec

Recordings Secondary Table

Column Name	Column Description	Data Type	Comments
Seq#	Sequence number	int not null	
User_Id	User ID	nvarchar(16) null	Unique ID identifying the user handling this recorded call. It is a foreign key to the config_<epro>.dbo.Users table.
Service_Id	Service ID	int null	Unique ID identifying the service handling this recorded call. It is a foreign key to the config_<epro>.dbo.Service table.
Monitor_Class_id	Monitor class ID	int null	Identifier of the monitor class.
Agent_Station	Agent station	nvarchar(16) null	
Recorder_Id	Recorder ID	nvarchar(16) null	
Recorder_Station	Recorder station	nvarchar(24) null	
Status	Status	nvarchar(16) null	
Audio_f	Audio flag	int null	
Video_f	Video flag	int null	
Start_dt	Start date	datetime2(3) null	
Recording_Secs	Recording seconds	int null	

Recordings Secondary Table (continued)

Column Name	Column Description	Data Type	Comments
Recording_Bytes	Recording bytes	int null	Size of this recording in bytes.
Comment	Comment	nvarchar(255) null	
call_index	Call index	int null	
warning_type	Warning type	int null	
cust_name	Customer name	nvarchar(16) null	
record_num	Record number	int null	
Phone1	Phone 1	nvarchar(24) null	
Dual_Rec_f	Dual record flag	int null	
key1	Key 1	nvarchar(20) null	
key2	Key 2	nvarchar(20) null	
key3	Key 3	nvarchar(20) null	
Archived	Archived	int null	
Archive_Dt	Archive date	datetime2(3) null	
vpi	Virtual path ID	int null	
vci	Virtual circuit ID	int null	
last_Update_dt	Last update date	datetime2(3) null	
Access_f	Access flag	int null	
RecordRate	Record rate	int null	
SamplingRate	Sampling rate	int null	
BitsPerSample	Bits per sample	int null	
FileTypeId	File type ID	int null	Identifier of the file type.
RecordFormatId	Record format ID	int null	Identifier of the recording format.

Recordings Secondary Table (continued)

Column Name	Column Description	Data Type	Comments
Workgroup_Id	Workgroup ID	int null	Distinct workgroup ID that identifies the workgroup this agent belonged to at the time the record was inserted. It is a foreign key to the config_<epro>.dbo.Workgroup table.
CallStartDt	Call start date	datetime2(3) null	Date and time when the contact or media segment started.
SeqNum	Sequence number	int null	Unique identifier for the interaction whose recorded segment's data are in this record.
CallId	Call ID	int null	Identification number that is used to keep track of the current segment of a call or media transaction.
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.
MediaTypeId	Media type ID	int null	Identifier of the media type.
VideoStart_dt	Video start date	datetime2(3) null	
Video_Secs	Video seconds	int null	
Video_Bytes	Video bytes	int null	
Video_Key	Video key	nvarchar(64) null	
DNIS	DNIS	nvarchar(56) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
CallingPartyName	Calling party name	nvarchar(96) null	Default Gateway level calling party name supplied on outbound calls.
CallingPartyNumber	Calling party number	nvarchar(96) null	
CalledPartyNumber	Called party number	nvarchar(96) null	
AutoInitiated_f	Auto-initiated flag	int null	
RecordingDuplex	Recording duplex	int null	
Site_Id	Site ID	int null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.

Recordings Secondary Table (continued)

Column Name	Column Description	Data Type	Comments
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

3.60 Remote Monitor Detail Table

Name: RemoteMonitorDetail

Remote Monitor Detail Table

Column Name	Column Description	Data Type	Comments
MonitorStartDt	Monitor start date	datetime2(3) null	Date and time when monitoring started.
User_Id	User ID	nvarchar(48) null	Distinct login identification that maps to an entry in the Users table.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
RatingId	Rating ID	int null	Monitor rating identification number. See the tlkpMonitorRating table.
MonitoredUserId	Monitored user ID	nvarchar(48) null	User_Id of monitored users. User_Ids are located in the Users table.
Seq#	Sequence number	int null	Represents the order the table was called for the given Service_id if it was called multiple times. Example: The same 50 records in Table_Id = 10 and Service_id 20 where called on March 2 and March 4. The March 2 series would be Seq#= 1 and March 4 Seq#=2.
CallStartDt	Call start date	datetime2(3) null	Date and time when the contact or media segment started.
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 services.
CallId	Call ID	int null	Identification number that is used to keep track of the current service segment of a call or media transaction.

Remote Monitor Detail Table (continued)

Column Name	Column Description	Data Type	Comments
MonitorEndDt	Monitor end date	datetime2(3) null	Date and time when monitoring ended.
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.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

3.61 RTR Service Skill Detail Table (7.3 SP2 and Later)

Note: This table is available in Unified IP 7.3 SP2 and later.

Name: RtrServiceSkillDetail

RTR Service Skill Detail Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	Identifier of the service.
Skill_id	Skill ID	int not null	Identifier of the skill.
Calls_In_Q	Calls in queue	int null	Number of calls in queue for this service.
Curr_Longest_Wait_In_Q	Current longest wait in queue	int null	Longest amount of time a call has been waiting in queue for this service.
Calls_Offered	Calls offered	int null	Number of calls offered to the service during the time period.
Calls_Handled	Calls handled	int null	Number of calls handled by agents for the service.
Calls_Abd	Calls abandoned	int null	Number of calls in which the customer hung up while in queue for the service.
ServiceActiveDt	Service active date	datetime2(3) not null	Date and time the service went active.

3.62 Summary Check Intervals Table

Name: SummaryCheckIntervals

Summary Check Intervals Table

Column Name	Column Description	Data Type	Comments
SummaryTable	Summary table	nvarchar(40) not null	Name of the summary table.
SummaryCheckDt	Summary check date	datetime2(3) not null	Date and time of the summary.
LastSummaryBeginDt	Last summary begin date	datetime2(3) not null	Date and time of the last summary.
StartIntervalDt	Start interval date	datetime2(3) null	Date and time the interval started.
EndIntervalDt	End interval date	datetime2(3) null	Date and time the interval ended.
SummaryStartDt	Summary start date	datetime2(3) null	Date and time the summary started.
SummaryEndDt	Summary end date	datetime2(3) null	Date and time the summary ended.
SummaryTime	Summary time	int null	Time of the summary.
IntervalCount	Interval count	int null	Number of intervals.

3.63 UMID Detail Table (7.3 SP3 and Later)

Note: This table is available in Unified IP 7.3 SP3 and later.

Name: UMIDDetail

Purpose: The UMID Detail table provides detailed Universal Media Identifier (UMID) contact information for completed customer interactions that traverse Aspect CXP and Unified IP. These interactions are known as Customer Journey interactions or contacts. A Universal Media ID (UMID) is stored with every segment of a contact in both Unified IP and CXP systems. It allows the Enterprise Reporting 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 contact segments.

Note: Email contacts are not supported in UMID Customer Journey interaction reporting.

UMID Detail Table

Column Name	Column Description	Data Type	Comments
UMID	Universal media ID	varchar(36) not null	The universal media identifier (UMID) that tracks the Customer Journey contact.
SeqNum	Sequence number	int not null	The unique identification number given to the Customer Journey contact.
Originating_Flag	Originating flag	int not null	Indicates whether the Customer Journey contact has started. 0 = No 1 = Yes
UMID_StartDate	UMID start date	datetime2(3) null	The date and time when the Customer Journey contact started.
UMID_EndDate	UMID end date	datetime2(3) null	The date and time when the Customer Journey contact ended.
First_Callid	First caller ID	int null	The identifier of the first segment of the Customer Journey contact.
Last_Callid	Last caller ID	int null	The identifier of the last segment of the Customer Journey contact.
Disconnected_f	Disconnected flag	int null	Indicates whether the Customer Journey contact has disconnected. 0 = No 1 = Yes

3.64 Undefined Call Detail Table

Name: UndefinedCallDetail

Undefined Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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 services.

Undefined Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallId	Call ID	int null	Identification number that is used to keep track of the current service segment of a call or media transaction.
CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryid	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
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.
ANI	ANI digits	nvarchar(120) null	Short for Automatic Number Identification. The telephone number of an incoming call.
DNIS	DNIS	nvarchar(120) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
Site_Id	Site ID	int null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
Switch_Id	Switch ID	int null	Switch identification number as defined in the switch table.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
ResourceGroupType	Resource group type	int null	Resource group type id number as defined in the ResourceGroupType table.
Circuit_Id	Circuit ID	int null	Circuit identification number as defined in the circuit table.
ChannelId	Channel ID	int null	Call Channel id number as defined in the CallControlGroup table.
InfoDigits	Information digits	nvarchar(120) null	Information digits that are sent out before the 10 digit phone number.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeid	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

Undefined Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.65 Update Stats Table

Name: UpdateStats

Update Stats Table

Column Name	Column Description	Data Type	Comments
DatabaseName	Database name	nvarchar(40) not null	Name of the database.
TableName	Table name	nvarchar(40) not null	Name of the database table.
LastUpdateDt	Last update date	datetime2(3) null	Date and time when the table was last updated.
NumberOfRows	Number of rows	int null	Number of rows in the table.

3.66 Update Stats History Table

Name: UpdateStatsHistory

Update Stats History Table

Column Name	Column Description	Data Type	Comments
DatabaseName	Database name	nvarchar(40) not null	Name of the database.
TableName	Table name	nvarchar(40) not null	Name of the database table.
UpdateStatsStartDt	Update stats start date	datetime2(3) null	Date and time when the update statistics started.
TableStatsStartDt	Table stats start date	datetime2(3) null	Date and time when the table statistics started.
TableStatsEndDt	Table stats end date	datetime2(3) null	Date and time when the update statistics ended.

Update Stats History Table (continued)

Column Name	Column Description	Data Type	Comments
TableStatsTime	Table stats time	datetime2(3) null	
NumberOfRows	Number of rows	int null	Number of rows in the table.
ProcessFlag	Process flag	int null	

3.67 VM Call Detail Table

Name: VMCallDetail

VM Call Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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 services.
CallId	Call ID	int null	Identification number that is used to keep track of the current service segment of a call or media transaction.
WorkGroup_Id	Workgroup ID	int null	Identification number of the Work Group.
MBoxId	Voicemail box ID	int null	Identifier of the voicemail box. Detail about each MboxId can be found in the VMBoxes table.
MessageId	Message ID	int null	Identifier of the voicemail message that maps to an entry in the VMMessages table.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the Service table.
ScriptId	Script ID	int null	Identifier of the IVR script. See IVR table.
CallTypeid	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryid	Call category ID	int null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.

VM Call Detail Table (continued)

Column Name	Column Description	Data Type	Comments
CallActionId	Call action ID	int null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
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.
ResourceGroup_Id	Resource group ID	int null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
DNIS	DNIS	nvarchar(120) null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
VMSize	Voicemail size	int null	Not used. Always set to 0.
SwitchDispld	Switch disposition ID	int null	Identification number for switch entered dispositions or Disp_Id's in the Disposition table <= 64.
ConnectDt	Connection date	datetime2(3) null	Timestamp of when one party was connected to another in a VM call.
ConnClearDt	Connection clear date	datetime2(3) null	Timestamp of when a call or media connection was cleared.
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.
CallerId	Caller ID	nvarchar(120) null	Identification number or information about the caller of an inbound call.
CallEndDt	Call end date	datetime2(3) null	Date and time when the contact or media segment ended.
IPNIQNodeId	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

3.68 VM Node Activity Detail Table

Name: VMNodeActivityDetail

VM Node Activity Detail Table

Column Name	Column Description	Data Type	Comments
CallStartDt	Call start date	datetime2(3) not null	Date and time when the contact or media segment started.
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 services.
CallId	Call ID	int null	Identification number that is used to keep track of the current service segment of a call or media transaction.
MBoxId	Voicemail box ID	int null	A voicemail box identification number. Detail about each MboxId can be found in the VMBoxes table.
MessageId	Message ID	int null	A voicemail identification number that maps to an entry in the VMMessages table.
ScriptId	Script ID	int null	IVR script identification number. See IVR table.
ObjectId	Object ID	int null	IVR script object identification number. See the IVRScriptObjects table.
NodeSeq	Node sequence	int null	
NodeActionId	Node action ID	int null	A number referencing a node type. See tlkpNodeActions (inter) for descriptions.
NodeTypeId	Node type ID	int null	A number referencing a node type. See tlkpNodeTypes (inter) for descriptions.
NodeTermId	Node termination ID	int null	A number referencing a node termination. See tlkpNodeTerminations for descriptions.
NodeEnteredDt	Node entered date	datetime2(3) null	A timestamp of when a Node entered the transaction.
NodeLeftDt	node left date	datetime2(3) null	Time that the M3 completed execution of a particular node.
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.

VM Node Activity Detail Table (continued)

Column Name	Column Description	Data Type	Comments
NodeDTMFData	Node DTMF data	nvarchar(120) null	Digits collected during the course of execution of a particular node.
IPNIQNodeID	IPNIQ node ID	int not null	Identifier of the site where the IPNIQ call originated.

3.69 Meta Data Tables in Detail_<epro>

The tables in this section are meta data tables used by internal Aspect Unified IP DataViews and Scheduled Reporting processes.

Warning: Never alter the data in these tables. Changing data in these tables causes the Aspect Unified IP DataViews application and scheduled reporting feature to malfunction.

These tables must be changed only by the Aspect Unified IP DataViews and Scheduled Reporting operations. ODBC users MUST NEVER touch these tables. The only purpose of the data in these tables is the running of internal processes; they are meaningless outside of these processes.

3.70 Local Tenant Table

Name: LocalTenant

Purpose: The LocalTenant table identifies the tenant (business unit) whose data is stored in this detail_<epro> database.

Local Tenant Table

Column Name	Column Description	Data Type	Comments
TenantShortName	Tenant short name	nvarchar(6) not null	Short name identifying the tenant (business unit) whose data is in this database.
MDSequence	Media sequence	int(4) null	Sequence number assigned by Centercord to the media.
RecordingSequence	Recording sequence	int(4) null	Sequence number assigned by Centercord to the recording.
TenantDBVersion	Tenant database version	int(4) null	Version number of the tenant database.

4. Lookup Tables

This section contains detailed descriptions of the lookup tables of the Aspect Unified IP database.

At the end of this chapter, an additional section describes international tables:

- [International \(Inter\) Tables](#)

4.1 CCPRO Req Fields Table

Name: CCPRO_Req_Fields

CCPRO Req Fields Table

Column Name	Column Description	Data Type	Comments
FieldNm	Field name	nvarchar(20) not null	Application Table Field Name
Field_Seq#	Field sequence number	int not null	Application Table Field Order
Index_f	Index flag	nchar(1) not null	Index on field indicator. Y = Yes, N = No
Data_Type	Data type	nvarchar(10) not null	Data type (Sybase). Examples: char(), int, varchar(), datetime.
Nulls_Allow_f	Nulls allowed flag	nchar(1) not null	Field allows NULLs. Y = Yes, N = No.
Field_Size	Field size	int null	Field size in bytes
ExportFieldSize	Export field size	int null	Size in bytes required to export the field.
ExportHeader	Export header	nvarchar(255) null	Export header size in bytes.
Export	Export	int null	Export format type. 1 = text, 2 = html.

4.2 Resource Group Type Table

Name: ResourceGroupType

Purpose: This table contains information about resource group types.

Resource Group Type Table

Column Name	Column Description	Data Type	Comments
ResourceGroup_Type	Resource group type	int null	A number used to identify the type of resource group. GroupType GroupTypeDesc ----- 0 None 2 Tie 4 EM 5 DSP
ResourceGroupTypeDesc	Resource group type description	nvarchar(240)	Description of resource group type.
ResourceGroupTableName	Resource group table name	nvarchar(150)	A reference to a table by table name that has detailed information about the resource group type.

4.3 Service Status Table

Name: Service_Status

Purpose: This table contains status information about each system service.

Service Status Table

Column Name	Column Description	Data Type	Comments
ServiceType_Id	Service type ID	int null	Identifies service type by mapping to an entry in the Service_Type table.
Status_Id	Status ID	int null	Distinct service status identification number.
Status_Desc	Status description	nvarchar(90)	Description of service status.
Short_Desc	Short description	nvarchar(30)	Short description of service status.

4.4 Service Type Table

Name: Service_Type

Purpose: This table lists all the service types and their descriptions.

Service Type Table

Column Name	Column Description	Data Type	Comments
ServiceType_Id	Service type ID	int null	Distinct Service Type identification number.
ServiceTypeDesc	Service type description	nvarchar(30)	Description of each ServiceType_Id. Type_Id ServiceTypeDesc ----- 0 No Service Type 1 ACD 2 External 3 M3 4 AOD 5 Chat 6 EMail 7 AWD 12 CTI 13 IM

4.5 Site Status Table

Name: Site_Status

Purpose: This table contains site status information.

Site Status Table

Column Name	Column Description	Data Type	Comments
Site_Status_Id	Site status ID	int null	Distinct site status identification number.
Site_Status_Desc	Site status description	nvarchar(240)	Description of site status.

4.6 Switch Status Table

Name: Switch_Status

Purpose: This table contains switch status IDs and descriptions.

Switch Status Table

Column Name	Column Description	Data Type	Comments
Switch_Status_Id	Switch status ID	int null	Distinct switch status identification number.
Switch_Status_Desc	Switch status description	nvarchar(240)	Description of switch status.

4.7 tlkpAgentStatus Table

Name: tlkpAgentStatus

Purpose: This lookup table contains agent status information.

tlkpAgentStatus Table

Column Name	Column Description	Data Type	Comments
AgentStatusId	Agent status ID	int(4) not null	Unique identification number for the agent status. (See the following table for possible values.)
Description	Description	nvarchar(40) null	Description of the agent status. (See the following table for possible values.)
DisplayDesc	Display description	nvarchar(32) not null	Description of the agent status displayed on the agent desktop. (See the following table for possible values.)
BackgroundColor	Background color	int(4) not null	Background color associated with the agent status.
ForegroundColor	Foreground color	int(4) not null	Foreground color associated with the agent status.

The following table lists the possible values for the AgentStatusId, Description, and DisplayDesc columns.

Possible Values for AgentStatusId, Description, and DisplayDesc Columns

AgentStatusId	Description	DisplayDesc
0	LoggingIn	Logging In
1	ccpIdle	Idle
2	Active	Active
3	Preview	Preview
4	WrapUp	Wrap

Possible Values for AgentStatusId, Description, and DisplayDesc Columns (continued)

AgentStatusId	Description	DisplayDesc
5	NotReady	Not Ready
6	Held	On Hold
7	SystemWait	Waiting
8	AdminWait	Waiting
9	HangupWait	Waiting
10	Dialing	Dialing
11	Consulting	Consulting
12	Conferenced	3-Way
13	ActiveDial	Active
14	ActiveInternal	Internal
15	Manual	Manual
16	Monitoring	Feature
17	PhoneFoul	On Hook
18	NotUsed	Invalid State
19	Chatting	Chatting
20	LoggedOut	Logged Out
21	AppReady	Invalid State
22	WrapWarn	Wrap Warning
23	DIDActive	Active
24	Other	Other
25	Park	Park
26	ParkWarning	Park Warning
27	AcceptCall	Accepting Call
28	WaitAudio	Wait Connection
29	RejectCall	Reject Reason
30	IMing	Active IM
31	MultiLine	Multi
32	IPNIQ	Reserved
33	Inactive	Inactive
34	Workflow	Workflow
35	Email	Email

4.8 tlkpCallAction Table

Name: tlkpCallAction

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

tlkpCallAction Table

Column Name	Column Description	Data Type	Comments
CallActionId	Call action ID	int(4) not null	Distinct call action identification number. (See the following table for possible values.)
CallActionDesc	Call action description	<p>For 7.3 SP3 and earlier: nvarchar(40) null</p> <p>For 7.3 SP4 and later: nvarchar(60) null</p>	Descriptions of each call action. (See the following table for possible values.)

The following table lists the possible values for the CallActionId and CallActionDesc columns, and also provides additional detailed descriptions.

Possible Values for CallActionId and CallActionDesc Columns

CallActionId	CallActionDesc	Detailed Description
0	Unknown	Indicates that the call action for the call could not be determined during the course of the call. Occurrence of this call action should be minimal, if any.
1	Send Digits	Indicates a call action for an outbound call to play digits to the external party. Digits are sent in accordance to the disposition plan.
2	Canceled	Indicates that a consultation call failed due to a switch error, or that an email was responded to by an agent but the eSwitch itself was taken down.
3	Transferred To Agent	Indicates that the call was with a Unified IP agent and was transferred to another Unified IP agent in the system. The call is considered complete for the initial agent.
4	Did Not Route	Indicates that the call was targeted for an M3 script or a voicemail but did not get completed due to the M3 server being unavailable or the M3 server being unable to handle the request.
5	Abandoned In Queue	Indicates that the customer abandoned the call after the call was placed in queue and was waiting for an agent.

Possible Values for CallActionId and CallActionDesc Columns (continued)

CallActionId	CallActionDesc	Detailed Description
6	Abandoned Before Call Queue	Indicates that the customer abandoned the call before the call was answered and placed in queue for an agent.
7	Customer Hung Up During Script	Indicates that the customer was in an M3 script and hung up the call prior to the completion of the M3 script.
8	Answered	Indicates that the call was handled by an agent, and no further intervention (i.e., consult, transfer) was required for this call.
9	Sent Fax	For outbound calls, indicates that a fax was sent successfully.
10	Reserved	Not used.
11	Hungup	Used for outbound and DID calls. For outbound calls, indicates that the call was terminated by the system due to various legitimate dispositions, such as Busy, Fax Machine, Reorder, No Voice Detect, or Network Announcement. For DID calls, indicates that the customer hung up.
12	Overflowed	Indicates that the call got overflowed due to a configurable item in the service, such as max queue length or max queue time exceeded.
13	Played Message	Used for AOD services, when the switch disposition requires that a message be played to the customer.
14	Rejected	Used in scenarios where a call action cannot be completed due to system configuration, such as a reroute to a service that has no route point defined for it.
15	Rerouted	Indicates that the call got rerouted successfully due to the state of the service, when the service is either unmanned, holiday, or inactive.
16	Reroute Failed	Indicates that the call failed to get rerouted due to the state of the service, when the service is either unmanned, holiday, or inactive.
17	Voice Mail	Indicates that the call was routed to voicemail.
18	Transferred To External	Indicates that the call was with an agent and was transferred to an external number. The call is considered complete for the initial agent.
19	Transferred To Service	Indicates that the call was with an agent and was transferred to another Unified IP service in the system. The call is considered complete for the initial agent.
20	Reserved	Not used.
21	Call Complete	Used for consult, conference, and external calls to indicate that the call was completed.

Possible Values for CallActionId and CallActionDesc Columns (continued)

CallActionId	CallActionDesc	Detailed Description
22	Played Script	For AOD calls. Indicates that the call was transferred to an M3 script successfully.
23	Abandoned By Switch	For AOD and manual calls. Indicates that the switch hung up the call while attempting to connect the call to an agent or to an external party. Includes AOD calls hung up by the system due to wait for available agent time expiration.
24	Abandoned By Customer	For AOD, chat, and IM call types. Indicates that the customer hung up while waiting to be connected to an agent or external party.
25	New Message	Not used.
26	Message Accessed	Not used.
27	Abnormal Termination	Indicates that the route attempts for the call failed, an agent logged out while still processing an email, an email communication to a switch failed, or the routes from an M3 service failed.
28	Auto Responded	Used for inbound emails, when an automated response was sent to the customer, and agent 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 an agent.
30	Queued For Review	Used for inbound emails that have been responded to by an agent, but require supervisor review prior to response to the customer.
31	Queued For Send	Used for inbound emails that have been responded to by an agent, 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	Used for voice calls when a warm consultation with a service (such as, a consultation with any agent in the service) was performed.
36	Call Superseded	Used for AOD preview calls that were superseded by a higher priority ACD or CTI call.
37	Transferred to IPNIQ	Used for inbound calls that were transferred to another Unified IP or ACD system via IPNIQ.

Possible Values for CallActionId and CallActionDesc Columns (continued)

CallActionId	CallActionDesc	Detailed Description
38	IPNIQ Abandoned	Used for virtual calls queued by IPNIQ that were abandoned at the original site.
39	IPNIQ Handled Elsewhere	Used for virtual calls queued by IPNIQ that were handled elsewhere on another site.
40	IPNIQ Cancelled	Used for virtual calls queued by IPNIQ that were canceled by the originating site.
41	IPNIQ Network Error	Used for virtual calls queued by IPNIQ that did not complete due to networking issues (for example, telephony failure).
42	IPNIQ Handled Locally	Used for inbound calls that were handled locally on the same Unified IP system via IPNIQ.
43	Warm Transfer	Used for voice calls when a warm consultation with a service (such as, a consultation with any agent in the service) was performed.
44	Not Answered	Call was not answered.
45	Transferred To Expert	Call 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 the 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 a draft.
51	Agent panic logout Email saved as draft	Indicates that the Email was saved as a draft due to agent panic logout.
52	Email No Reply	Indicates that the Email received no reply or was discarded
53	Email Not Exist	Indicates that the Email does not exist.
54	Schedule Promised Callback	Indicates that a callback operation was requested by the customer while waiting in queue and opting to be called at a later time.
55	Virtual Call Warm Transfer Post Consult	Used for voice interactions after a warm consultation with a service (such as a consultation with any user in the service) was virtually performed.

Possible Values for CallActionId and CallActionDesc Columns (continued)

CallActionId	CallActionDesc	Detailed Description
56	Virtual Call Abandoned	Indicates that a warm consultation with a service was dropped and disconnected without talking to anyone.
57	Email Reassigned	Indicates that an email was reassigned.
58	Virtual Call Consult	Indicates that a warm consultation with a service was established without a transfer.
59	Virtual Call Blind Transfer	Indicates that a warm consultation with the service was not established, but a blind transfer was initiated.

4.9 tlkpCallActionReason Table

Name: tlkpCallActionReason

Purpose: This table contains call action reason information.

tlkpCallActionReason Table

Column Name	Column Description	Data Type	Comments
CallActionReasonId	Call action reason ID	int(4) not null	Distinct call action reason identification number. (See the following table for possible values.)
CallActionReason Desc	Call action reason description	nvarchar(40) 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

CallActionReasonId	CallActionReasonDesc	Detailed Description
0	Unknown	Indicates that the call action for the call could not be determined during the course of the call. Occurrence of this call action should be minimal, if any.
1	AbandonedBySwitch	Indicates that telephony system (for voice calls) or media server (for non-voice calls) abandoned the call when call is in queue.
2	AgentAvailable	Indicates that virtual call is hung-up as part of routing the consulted service call to an agent.
3	AgentNotLoggedIn	Not used.
4	CallComplete	Indicates that call is completed successfully.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns (continued)

CallActionReasonId	CallActionReasonDesc	Detailed Description
5	ConferenceComplete	Indicates that conference call is completed as the customer call is transferred or agent terminated the conference.
6	CustomerHangup	Indicates that customer has disconnected the call from far end.
7	CustomerSelected	Indicates that end customer selected to go to voice mail or a service through IVR prompts.
8	DialRequestFailed	Indicates that outbound call dial request to telephony system failed.
9	GiveBusy	Indicates that the inbound call is not able to connect to an agent due to agents currently not available and there is no route action to route the call for any other action.
10	Holiday	Indicates that the inbound call is hit to a service which is on holiday and there is no holiday reroute action set to the service and call is rejected.
11	Inactive	Indicates that the inbound call is hit to a service which is inactive, and call is rejected.
12	InternalFailure	Indicates that the operation failed due to CC internal error.
13	LicenseExceeded	Indicates that the call is rejected due to a license restriction like trunk license, IVR license etc.
14	NoResourceAvailable	Indicates that resources like script is not available for an IVR or ASBR call to get proceeded.
15	NoRouteAvailable	Indicates that call rerouting is failed because there is no route action defined or not available.
16	NTSwitchDown	Indicates that call is terminated due to telephony switch went down.
17	NTSwitchHungup	Indicates that call is terminated by switch.
18	NTSwitchRejectedRequest	Indicates that consult, consult transfer or conference request sent by EHUB is failed from telephony switch.
19	MaxQLen	Indicates that the call is rerouted because maximum queue length is exceeded for the service queue.
20	MaxQTime	Indicates that call is overflown because maximum queue time is exceeded for the service queue.
21	PrematureHangup	Indicates that outbound call is hung-up by agent before connecting to customer or call is hung up by system as part of an agent panic logout.
22	RejectedByOverflowService	Not used.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns (continued)

CallActionReasonId	CallActionReasonDesc	Detailed Description
23	RouteBeep	Indicates that call is routed for a beep message to telephony server based on a switch disposition defined in disposition plan.
24	RouteBusy	Indicates that call is rerouted as busy.
25	RouteFax	Indicates that AOD call is rerouted to fax machine based on a switch disposition defined in disposition plan.
26	RouteHangup	Indicates that AOD call is hung-up based on a switch disposition defined in disposition plan.
27	RoutePlayMessage	Indicates that AOD call is routed to play a system message based on a switch disposition defined in disposition plan.
28	RouteM3	Indicates that call is rerouted to an IVR service.
29	ThirdPartyAvailable	Indicates that outbound manual call or external call is connected to third party.
30	ThirdPartyNotAvailable	Not used.
31	TrunkLiceneExceeded	Not used.
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 inbound call is rerouted because service is unmanned.
35	UserNotAvailable	Indicates that call is rerouted for an action (voice mail, IVR or call ended at IVR script etc.) due to agent is not available.
36	XferedByAgent	Indicates that call is transferred to another service or external by agent.
37	ThirdPartyHungup	Indicates that call is terminated as part of consulted third party hung up from his end.
38	ConsultationComplete	Indicates that internal or external consult call is hung-up or consulted IVR call is either transferred or terminated.
39	RoutePlayScript	Indicates that workflow call, chat call, inbound email or inbound SMS is rerouted to play an IVR script.
40	WaitForAgentExceeded	Indicates that agent did not accept the AOD call and got timed out after call is offered to agent.
41	QueueMaxLengthExceeded	Not used.
42	UserLeftMessage	Not used.

Possible Values for CallActionReasonId and CallActionReasonDesc Columns (continued)

CallActionReasonId	CallActionReasonDesc	Detailed Description
43	UserAccessedMessage	Not used.
44	AgentHungUp	Indicate that call is terminated by agent.
45	Met Confidence Level	Not used.
46	Did Not Meet Confidence Level	Indicate that inbound email is auto responded successfully while queuing up for agent.
47	NLP Failed	Not used.
48	NLP Assistance	Indicate that inbound email is processed for NLP (Natural Language Processing) assistance.
49	Agent Assistance	Indicate that inbound email is processed for agent assistance.
50	NLP And Agent Assistance	Indicate that inbound email is processed for both NLP (Natural Language Processing) and agent assistance.
51	ReRoute Unavailable	Indicate that reroute is unavailable for an inbound email or IVR call.
52	PO Unavailable	Indicate that inbound email is failed to get retrieved due to an error from the email engine or provider.
53	Delivered	Indicate that email is successfully delivered.
54	Delivery Failed	Indicate that voice call is failed to connect to agent due to an audio path failure or email is failed to get delivered.
55	RingNoAnswer	Indicate that DID call or email is timed out as agent did not accept the call. This also indicates that a manual call is not picked up by end customer after ringing.

4.10 tlkpCallCategory Table

Name: tlkpCallCategory

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

tlkpCallCategory Table

Column Name	Column Description	Data Type	Comments
CallCategoryId	Call category ID	int not null	Distinct call category identification number. Possible CallCategoryId and CallCategoryDesc values include: 1 = Inbound 2 = Outbound 3 = Internal
CallCategoryDesc	Call category description	nvarchar(40) null	Description of the call category. (See the list above for possible values.)

4.11 tlkpCallOfferAction Table

Name: tlkpCallOfferAction

tlkpCallOfferAction Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
CallOfferActionId	Call offer action ID	int not null	Identification number of the call offer action. Possible CallOfferActionId and CallOfferActionDesc values include: 1 = Directly Queued 2 = Reroute / Overflow 3 = Remotely Routed (Enterprise Routing)
CallOfferActionDesc	Call offer action description	nvarchar(120) null	Description of the call offer action. (See the list above for possible values.)

4.12 tlkpCallPartyPlanModes

Name: tlkpCallPartyPlanModes

tlkpCallPartyPlanModes Table

Column Name	Column Description	Data Type	Comments
CallPartyPlanId	Call party plan ID	int not null	Identification number of the called party plan. Possible CallPartyPlanId and description values include: 0 = UNKNOWN 1 = ISDN 3 = DATA 4 = TELEX 8 = NATIONAL 9 = PRIVATE 15 = RESERVED
description	Description	nvarchar(128) null	Description of the called party plan. (See the list above for possible values.)

4.13 tlkpCallPartyTypeModes

Name: tlkpCallPartyTypeModes

tlkpCallPartyTypeModes Table

Column Name	Column Description	Data Type	Comments
CallPartyTypeId	Call party type ID	int not null	Identification number of the called party type. Possible CallPartyTypeId and Description values include: 0 = UNKNOWN 1 = INTERNATIONAL 2 = NATIONAL 3 = NETWORK SPECIFIC 4 = SUBSCRIBER 5 = ABBREVIATED 6 = RESERVED
Description	Description	nvarchar(128) null	Description of the called party plan. (See the list above for possible values.)

4.14 tlkpCallType Table

Name: tlkpCallType

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

tlkpCallType Table

Column Name	Column Description	Data Type	Comments
CallTypeid	Call type ID	int not null	Distinct call type identification number. (See the following table for possible values.)
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	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

Possible Values for CallTypeId and CallTypeDesc Columns (continued)

CallTypeId	CallTypeDesc
24	AWD
25	CTI
26	Instant Message
27	Instant Message Conference
28	Instant Message Consultation
29	IPNIQ Inbound
30	SMS

4.15 tlkpClientType Table

Name: tlkpClientType

tlkpClientType Table

Column Name	Column Description	Data Type	Comments
ClientTypeId	Client type ID	int not null	Identification number for the client application.
Name	Name	nvarchar(80) null	Name of the client application.
ClientEXENAME	Client .exe filename	nvarchar(80) null	Name of the client application .exe file.
ClientGUID		nvarchar(70) null	Global unique identifier of the client component. Note: This field is available in version 7.3 SP6 and later.

4.16 tlkpCommProtocol Table

Name: tlkpCommProtocol

Purpose: This table contains allowed communications protocols and descriptions.

tlkpCommProtocol

Column Name	Column Description	Data Type	Comments
CommProtocolId (PK)	Communication protocol ID	int	Communication protocol ID lookup for server. Default = 1, TLS. Also allowed: 2, TCP
ProtocolDescription	Protocol description	nvarchar(30)	Description corresponding to the Protocol ID. Allowed values: CommProtocolId = 1 TLS, 2 = TCP

4.17 tlkpContactType Table

Name: tlkpContactType

tlkpContactType Table

Column Name	Column Description	Data Type	Comments
ContactTypeId	Contact type ID	int not null	Identification number of the contact type. Possible ContactTypeId and Description values include: -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
Description	Description	nvarchar(50) not null	Description of the contact type. (See the list above for possible values.)

4.18 tlkpDataViewWeeks Table

Name: tlkpDataViewWeeks

Purpose: This table contains label and identification numbers for week day, dates, and ranges.

tlkpDataViewWeeks Table

Column Name	Column Description	Data Type	Comments
WeekStartDate	Week start date	smalldate time(4)	Timestamp used for the start of a weekly report. Example: (Dec 29 2002 12:00AM).
WeekEndDate	Week end date	smalldate time(4)	Timestamp used for the start of a weekly report. Example: (Jan 4 2003 11:59PM).
WeekStartDayId	Week start day ID	int null	Day of week id. 0 = Sunday, 6 = Saturday
WeekEndDayId	Week end day ID	int null	Day of week id. 0 = Sunday, 6 = Saturday
WeekLabel	Week label	nvarchar(64)	Week range label. Example: (12/29/2002 - 01/04/2003)

4.19 tlkpDetectType Table

Name: tlkpDetectType

Purpose: This table contains detection type information.

tlkpDetectType Table

Column Name	Column Description	Data Type	Comments
Detection_Type_id	Detection type ID	int null	Distinct detection type identification number.
Detection_Type	Detection type	nvarchar(30)	Name of the detection type.
Detection_Type_desc	Detection type description	nvarchar(90)	Description of the detection type.

4.20 tlkpDiagActionParameters Table

Name: tlkpDiagActionParameters

tlkpDiagActionParameters Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
ActionId	Action ID	int not null	
ParameterName	Parameter name	nvarchar(192) not null	
FieldTypeId	Field type ID	int not null	
DocumentFieldId	Document field ID	int not null	
Enabled	Enabled	bit not null	

4.21 tlkpDiagActions Table

Name: tlkpDiagActions

tlkpDiagActions Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
ActionId	Action ID	int not null	
Action	Action	nvarchar(255) not null	
ModuleId	Module ID	int not null	
CommandId	Command ID	int not null	
Enabled	Enabled	bit not null	

4.22 tlkpDiagClientTypes Table

Name: tlkpDiagClientTypes

tlkpDiagClientTypes Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
ClientTypeId	Client type ID	int not null	
ClientType	Client type	nvarchar(255) not null	
Enabled	Enabled	bit not null	

4.23 tlkpDiagDocumentFields Table

Name: tlkpDiagDocumentFields

tlkpDiagDocumentFields Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
DocumentTypeId	Document type ID	int not null	
DocumentFieldId	Documentfield ID	int not null	
FieldName	Field name	nvarchar(96) not null	
Description	Description	nvarchar(255) not null	
FieldTypeId	Field type ID	int not null	
Enabled	Enabled	bit not null	

4.24 tlkpDiagDocumentTypes Table

Name: tlkpDiagDocumentTypes

tlkpDiagDocumentTypes Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
DocumentTypeId	Document type ID	int not null	
ClientTypeId	Client type ID	int not null	
DocumentType	Document type	nvarchar(255) not null	
TenantId	Tenant ID	int not null	
Enabled	Enabled	bit not null	

4.25 tlkpDiagSeverityLevel Table

Name: tlkpDiagSeverityLevel

tlkpDiagSeverityLevel Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
SeverityLevelId	Severity level ID	int not null	
SeverityLevel	Severity level	nvarchar(120)	

4.26 tlkpDiagSystemAlertActions Table

Name: tlkpDiagSystemAlertActions

tlkpDiagSystemAlertActions Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
ActionId	Action ID	int not null	

tlkpDiagSystemAlertActions Table (continued)

Column Name	Column Description	Data Type	Comments
Action	Action	nvarchar(120)	

4.27 tlkpDialMode

Name: tlkpDialMode

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

tlkpDialMode

Column Name	Column Description	Data Type	Comments
Dial_Mode_cd	Dial mode ID		The identifier of the dialing mode, such as 1, 2, 3, etc. 1 = Automatic 2 = Predictive 3 = Preview 4 = Precision 5 = Blaster
Dial_Mode	Dial mode		The dial mode: AUTO PRED PREV PREC BLAS
Dial_Mode_desc	Dial mode description		Description of the dial mode: Automatic Predictive Preview Precision Blaster

4.28 tlkpDispoContactClass Table

Name: tlkpDispoContactClass

tlkpDispoContactClass Table

Column Name	Column Description	Data Type	Comments
ContactClass	Contact class	int not null	Name of the contact class for the disposition.

tlkpDispoContactClass Table (continued)

Column Name	Column Description	Data Type	Comments
Description	Description	nvarchar(32) not null	Description of the contact class.

4.29 tlkpDSToffsets

Name: tlkpDSToffsets

tlkpDSToffsets Table

Column Name	Column Description	Data Type	Comments
timezone_id	Timezone ID	int not null	Identification number of the time zone. 1 through 500 correlate to Microsoft-defined time zones.
start_time_DST	Daylight Saving Time start time	datetime2(3) not null	Date and time when Daylight Saving Time starts.
end_time_DST	Daylight Saving Time end time	datetime2(3) not null	Date and time when Daylight Saving Time ends.
offset	Offset	numeric(18,0) not null	Number of seconds the time zone is offset from UTC time when in Daylight Saving Time.

4.30 tlkpEnterpriseDeploymentTypes Table

Name: tlkpEnterpriseDeploymentTypes

tlkpEnterpriseDeploymentTypes Table

Column Name	Column Description	Data Type	Comments
DeploymentTypeid	Deployment type ID	int not null	Identifier of the Enterprise Deployment Type.
DeploymentDesc	Deployment description	nvarchar(40) not null	Description of the enterprise deployment type.
NumOfAgents	Number of agents	int null	Number of agents in the deployment.

4.31 tlkpEnterpriseResourceLimits Table

Name: tlkpEnterpriseResourceLimits

tlkpEnterpriseResourceLimits Table

Column Name	Column Description	Data Type	Comments
DeploymentTypeId	Deployment type ID	int not null	Identification number of the Enterprise Deployment Type.
Max_Configured_UIP_Agents	Maximum configured Unified IP agents	int null	Maximum number of Unified IP agents configured on this Enterprise system.
Max_Configured_Geo_Locations	Maximum configured geographic locations	int null	Maximum number of geographic locations configured on this Enterprise system.
Max_Configured_UIP_Systems	Maximum configured Unified IP systems	int null	Maximum number of Unified IP systems configured on this Enterprise system.
Max_Configured_UIP_Tenants	Maximum configured Unified IP tenants	int null	Maximum number of Unified IP tenants configured on this Enterprise system.

4.32 tlkpExchangeServerVersion Table

Name: tlkpExchangeServerVersion

tlkpExchangeServerVersion Table

Column Name	Column Description	Data Type	Comments
Id	ID	int(4) not null	Identifier of the Exchange server.
Description	Description	nvarchar(120) null	Description of the Exchange server.

4.33 tlkpExpertRepositoryType Table

Name: tlkpExpertRepositoryType

tlkpExpertRepositoryType Table

Column Name	Column Description	Data Type	Comments
TypeID	Type ID	int(4) not null	Identifier of the expert repository type.
TypeName	Type name	nvarchar(80) not null	Name of the expert repository type.

4.34 tlkpFlags_IPNIQ Table

Name: tlkpFlags_IPNIQ

tlkpFlags_IPNIQ Table

Column Name	Column Description	Data Type	Comments
FlagId	Flag ID	int(4) not null	Identifier of the IPNIQ flag.
Description	Description	nvarchar(256) not null	Description of the IPNIQ flag.

4.35 tlkpIVRTypes Table

Name: tlkpIVRTypes

tlkpIVRTypes Table

Column Name	Column Description	Data Type	Comments
IVRTypeid	IVR type ID	int(4) not null	Identifier of the IVR type.
Description	Description	nvarchar(80) null	Description of the IVR type. 1 = Voice Mail 2 = Remote Monitoring 3 = Executive 4 = Dynamic Inbound Routing 5 = IPNIQ (Network InterQueue) 50 = User Defined

4.36 tlkpIVRUserAPITypes Table

Name: tlkpIVRUserAPITypes

tlkpIVRUserAPITypes Table

Column Name	Column Description	Data Type	Comments
IVRUserAPIType	IVR user API type	int(4) not null	Identifier of the IVR user API type.
Description	Description	nvarchar(80) null	Description of the IVR user API type.

4.37 tlkpKWConnectionType Table

Name: tlkpKWConnectionType

Purpose: This table identifies each type of knowledge worker connection.

tlkpKWConnectionType

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int	The identifier of the locale.
KWConnectTypeId	Knowledge worker connection type ID	int	The identifier of the knowledge worker connection type.
Description	Connection type description	nvarchar(40)	Description of the knowledge worker connection type. (KWConnectTypeId = Description) 1 = Instant Message 2 = Voice

4.38 tlkpLanguage Table

Name: tlkpLanguage

tlkpLanguage Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.

tlkpLanguage Table (continued)

Column Name	Column Description	Data Type	Comments
LanguageId	Language ID	int not null	Language identification number for the language of the voice message (Msg_Id). See the tlkpLanguage table. LanguageId Description ----- 1 English 2 Spanish
Description	Description	nvarchar(40)	

4.39 tlkpLanguageSpoken Table

Name: tlkpLanguageSpoken

tlkpLanguageSpoken

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
LanguageId	Language ID	int not null	Language identification number for the language of the voice message (Msg_Id). See the tlkpLanguage table. LanguageId Description ----- 1 English 2 Spanish
Description	Description	nvarchar(40)	

4.40 tlkpLDFileTypes Table

Name: tlkpLDFileTypes

tlkpLDFileTypes Table

Column Name	Column Description	Data Type	Comments
LDFileTypeID	LD file type ID	int not null	Unique Identifier that specifies a type of file that is supported by LYRICall Designer.
LDFileType	LD file type	nvarchar(128) not null	File name indicating a type of file that is supported by LYRICall Designer.

4.41 tlkpLocales Table

Name: tlkpLocales

tlkpLocales Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
CountryCode	Country code	nchar(3) not null	A two-character alpha code used to identify the country.
LanguageCode	Language code	nchar(2) not null	A two-character alpha code used to identify the language.
CountryName	Country name	nvarchar(25) not null	Country name where the locale is used.
LanguageName	Language name	nvarchar(25) not null	Language name used in the locale.
Char_Set	Character set	nchar(5) null	Character set used in the locale.
Font_Char_Set	Font character set	nchar(15) null	Font character set use in the locale.
Translate_Toolbar_Text	Translate toolbar text	int null	Not used.
Translate_Toolbar_Baloon	Translate toolbar baloon	int null	Not used.
Unbold_Choices	Unbold choices	nchar(15) null	Not used.
JavaEncoding	Java encoding	nchar(15) not null	Default Java encoding used in the locale.
DateFormat	Date format	int not null	SQL date format ID used to format dates in the locale.
LCId	LC ID	int null	Decimal Locale Code defined by Microsoft for the locale.

4.42 tlkpMediaTypes Table

Name: tlkpMediaTypes

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

tlkpMediaTypes Table

Column Name	Column Description	Data Type	Comments
MediaTypeld	Media type ID	int null	Identification number for each media type. Values are: 0 = None 1 = Voice 2 = Chat 3 = EMail 4 = AWD 5 = M3 6 = Instant Message
Description	Description	nvarchar(40)	Description for each MediaTypeld. Currently there are 7 entries: None, Voice, Chat, Email, AWD, M3, and IM.
MediaTypeMask	Media type mask	int null	Bit mask assigned to each media type. Values are: 0 = None 1 = Voice 2 = Chat 4 = EMail 8 = AWD 16 = M3 32 = Instant Message

4.43 tlkpMLReRouteAgentVoice Table

Name: tlkpMLReRouteAgentVoice

tlkpMLReRouteAgentVoice Table

Column Name	Column Description	Data Type	Comments
ReRouteDestId	Reroute destination ID	int not null	Specifies which agent voicemail box is the target of a MultiLine rerouted call.
Description	Description	nvarchar(50) not null	

4.44 tlkpMLReRouteGroupVoice Table

Name: tlkpMLReRouteGroupVoice

tlkpMLReRouteGroupVoice Table

Column Name	Column Description	Data Type	Comments
ReRouteDestId	Reroute destination ID	int not null	Specifies which group voicemail box is the target of a MultiLine rerouted call.
Description	Description	nvarchar(50) not null	

4.45 tlkpMLReRouteSvcVoice Table

Name: tlkpMLReRouteSvcVoice

tlkpMLReRouteSvcVoice Table

Column Name	Column Description	Data Type	Comments
ReRouteDestId	Reroute destination ID	int not null	Specifies which service voicemail box is the target of a MultiLine rerouted call.
Description	Description	nvarchar(50) not null	

4.46 tlkpMonitorRating Table

Name: tlkpMonitorRating

Purpose: This table contains monitored agent rating identification numbers and descriptions.

tlkpMonitorRating Table

Column Name	Column Description	Data Type	Comments
RatingId	Rating ID	int null	Identification number given to each monitored agent rating (0-9).

tlkpMonitorRating Table (continued)

Column Name	Column Description	Data Type	Comments
Description	Description	nvarchar(40)	Description of each of the monitor ratings. 0 None 1 Extremely Poor 2 Disappointing 3 Substandard 4 Unsatisfactory 5 Satisfactory 6 Fair 7 Good 8 Excellent 9 Extraordinary

4.47 tlkpNoArchiveTableList Table

Name: tlkpNoArchiveTableList

tlkpNoArchiveTableList Table

Column Name	Column Description	Data Type	Comments
TableName	Table name	varchar(40) not null	
DMTypeId	DM type ID	int not null	

4.48 tlkpNodeActions Table

Name: tlkpNodeActions

Purpose: This table contains identification numbers and descriptions of node types and actions.

tlkpNodeActions Table

Column Name	Column Description	Data Type	Comments
NodeTypeId	Node type ID	int not null	Unique identification number for each node type.
NodeActionId	Node action ID	int not null	Unique identification number for each node action.
NodeTypeDesc	Node type description	nvarchar(80) null	Description for each node type. Examples: Hangup, Prompt, Get Digits, Play.

tlkpNodeActions Table (continued)

Column Name	Column Description	Data Type	Comments
NodeActionDesc	Node action description	nvarchar(160) null	Description for each node action. Examples: DisconnectIVRCall, Play Voice Message And Wait For A Single Key Press, Collect Variable Number Of Digits From The Caller, Play Voice Message.

4.49 tlkpNodeTerminations Table

Name: tlkpNodeTerminations

Purpose: This table contains identification numbers and descriptions of each node termination.

tlkpNodeTerminations Table

Column Name	Column Description	Data Type	Comments
NodeTermId	Node termination ID	int not null	Unique identification number for each node termination.
NodeTermDesc	Node termination description	nvarchar(160) null	Description of each node termination.

4.50 tlkpNodeTypes Table

Name: tlkpNodeTypes

tlkpNodeTypes Table

Column Name	Column Description	Data Type	Comments
NodeTypeId	Node type ID	int not null	Unique identification number for each node type.
Description	Description	nvarchar(80) null	Description of each node type.
ReportFlag	ReportFlag	int null	

4.51 tlkpOfcomActions Table

Name: tlkpOfcomActions

tlkpOfcomActions Table

Column Name	Column Description	Data Type	Comments
Action_Type_cd	Action type	int not null	Unique identification number for each OFCOM action type.
Action_Type	Action type	nvarchar(10) not null	Description of the OFCOM action.
Action_Type_desc	Action type description	nvarchar(40) not null	Description of the action type. Action_Type: Action_Type_desc: NA No Action ALT Send Alert DIS Disable Service RDM Revert Dial Mode RDT Revert Detection Type RDD Revert Dial Mode and Detection Type UDV Use Default Values

4.52 tlkpOfcomViolationAction Table

Name: tlkpOfcomViolationAction

tlkpOfcomViolationAction Table

Column Name	Column Description	Data Type	Comments
OfcomViolationAction	OFCOM violation action	int not null	Name of the OFCOM violation action, related to the OFCOM Settings screen in the Unified Command and Control - Administration client application.
OfcomViolationDesc	OFCOM violation description	nvarchar(256) null	Description of the OFCOM violation. OfcomViolation Action: OfcomViolation Desc: 0 None 1 Send Alert 2 Pause Service 3 Revert Dial Mode 4 Revert Detection Type 5 Revert Dial Mode and Detection Type 6 Use Default Values

4.53 tlkpOutgoingSelectionType Table

Name: tlkpOutgoingSelectionType

tlkpOutgoingSelectionType Table

Column Name	Column Description	Data Type	Comments
OutgoingBitMask	Outgoing bit mask	int not null	
OutgoingSelectionDesc	Outgoing selection description	nvarchar(80) null	

4.54 tlkpRouteTypes Table

Name: tlkpRouteTypes

tlkpRouteTypes Table

Column Name	Column Description	Data Type	Comments
RouteTypeId	Route type ID	int not null	Unique identification number for each route type.
RouteTypeDesc	Route type description	nvarchar(80) null	Description of each route type. RouteTypeId: RouteTypeDesc: 0 None 1 ACD 2 M3 3 DID 4 EXT 5 Voice Mail 6 TIE 7 CHAT 8 EMAIL 9 AGD 10 Undefined 11 IPNIQ 12 ASBR

4.55 tlkpSecurityDetail Table

Name: tlkpSecurityDetail

tlkpSecurityDetail Table

Column Name	Field Description	Data Type	Comments
SecurityId	Security ID	int not null	
Description	Description	nvarchar(255) null	

4.56 tlkpServerRoleTypes Table (7.3 SP2 and Later)

Note: This table is available in Unified IP 7.3 SP2 and later.

Name: tlkpServerRoleTypes

Purpose: This table identifies the type of each server role in the system.

tlkpServerRoleTypes Table

Column Name	Field Description	Data Type	Comments
ServerRoleTypeId	Server role type ID	int(4) not null	Identifier of the server role.
ServerRoleDescription	Server role description	nvarchar(128) not null	Description of the server role.
ServerRoleTypeName	Server role type name	nvarchar(128) not null	Name of the server role.

4.57 tlkpServerType Table

Name: tlkpServerType

Purpose: This table identifies the type of each server in the system.

tlkpServerType Table

Column Name	Column Description	Data Type	Comments
ServerTypeId	Server type ID	int not null	Unique identification number of the server type.
Name	Name	nvarchar(80) null	Name of the server type as configured during installation. For example, Application Data Server - Primary, Application Data Server - Backup, Email Server, etc.
MaxInstancesPerSite	Maximum instances per site	int null	Maximum instances configured per site.
MaxInstancesPerTenant	Maximum instances per tenant	int null	Maximum instances configured per tenant (business unit).
Tenant	Tenant	nvarchar(3) null	Tenant type configured for the server.
Port	Port	int null	Port number configured for the server.
PortRange	Port range	int null	Port range configured for the server.
SCMServiceName	SCM service name	nvarchar(80) null	Name configured for the SCM server.
UsesLoggingClient	Uses logging client	int null	Indicates whether the server is configured to use a logging client.
UsesSDT	Uses SDT	int null	Indicates whether the server is configured to use Secure Data Transmission.
DebugLevel	Debug level	int null	Debugging level configured for the server.
LogFileSize	Log file size	int null	Log file size configured for the server.
NumLogFiles	Number of log files	int null	Number of log files configured for the server.
Compression	Compression	int null	Indicates whether the server is configured to use compression.

4.58 tlkpServiceLevels Table

Name: tlkpServiceLevels

tlkpServiceLevels Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	The identifier of the locale.
ServiceLevelId	Service level ID	int not null	The identifier of the service level.
Description	Description	nvarchar(256) not null	Description of the service level.

4.59 tlkpServiceLevelType Table

Name: tlkpServiceLevelType

tlkpServiceLevelType Table

Column Name	Column Description	Data Type	Comments
ServiceLevelType_Id	Service level type ID	int not null	The identifier of the service level type. Valid values are: 0 = Interval, 1 = Started/Daily.
ServiceLevelType_Name	Service level type name	nvarchar(30) null	Description of the service level type.

4.60 tlkpSIPDeviceType Table

Name: tlkpSIPDeviceType

tlkpSIPDeviceType Table

Column Name	Column Description	Data Type	Comments
DeviceTypeID	Device type ID	int not null	The identifier of the SIP device.

tlkpSIPDeviceType Table (continued)

Column Name	Column Description	Data Type	Comments
DeviceType	Device type	For 7.3 SP2 and earlier: nvarchar(16) not null For 7.3 SP3 and 7.3 SP4: nvarchar(25) not null For 7.3 SP5 and later: nvarchar(50) not null	The type of SIP device.

4.61 tlkpSIPRadvisionLoggingLevelType Table

Name: tlkpSIPRadvisionLoggingLevelType

tlkpSIPRadvisionLoggingLevelType Table

Column Name	Column Description	Data Type	Comments
RadvisionLoggingLevelTypeID	Radvision logging level type ID	int not null	The identifier of the logging level type.
RadvisionLoggingLevel	Radvision logging level	nvarchar(16) not null	Radvision logging level.

4.62 tlkpSIPReferEnable Table

Name: tlkpSIPReferEnable

tlkpSIPReferEnable Table

Column Name	Column Description	Data Type	Comments
SIPReferEnableId	SIP refer enable ID	int not null	
LocaleId	Locale ID	int not null	The identifier of the locale.

tlkpSIPReferEnable Table (continued)

Column Name	Column Description	Data Type	Comments
Description	Description	nvarchar(256) not null	

4.63 tlkpSIPRouteSelectionMethodType Table

Name: tlkpSIPRouteSelectionMethodType

tlkpSIPRouteSelectionMethodType Table

Column Name	Column Description	Data Type	Comments
RouteSelectionMethodID	Route selection method ID	int not null	Identifier of the SIP route selection method.
RouteSelectionMethod	Route selection method	nvarchar(16) not null	Name of the SIP route selection method used.

4.64 tlkpSIPSessionRefresherType Table (7.3 SP5 and Later)

Note: This table is available in version 7.3 SP5 and later.

Name: tlkpSIPSessionRefresherType

tlkpSIPSessionRefresherType Table

Column Name	Column Description	Data Type	Comments
SessionRefresherId	Session refresher ID	int not null	The identifier of the SIP refresher request type.
SessionRefresher	Session refresher	nvarchar(256) not null	Name of the SIP refresher request.

4.65 tlkpSIPTimers Table

Name: tlkpSIPTimers

tlkpSIPTimers Table

Column Name	Column Description	Data Type	Comments
TimerTypeid	Timer type ID	int not null	The identifier of the SIP timer type.
Timer_Name	Timer name	nvarchar(64) not null	Name of the SIP timer.
Description	Description	nvarchar(256) not null	Description of the SIP timer.
DefaultValue	Default value	int not null	
MinValue	Minimum value	int null	
MaxValue	Maximum value	int null	
Unit	Unit	nvarchar(32) not null	
Formula	Formula	nvarchar(32) not null	

4.66 tlkpSIPTransportProtocolType Table

Name: tlkpSIPTransportProtocolType

tlkpSIPTransportProtocolType Table

Column Name	Column Description	Data Type	Comments
TransportProtocolType ID	Transport protocol type ID	int not null	Identification number of the transport protocol type.
TransportProtocol	Transport protocol	nvarchar(4) not null	Name of the transport protocol.

4.67 tlkpSMSProviderType Table

Name: tlkpSMSProviderType

tlkpSMSProviderType Table

Column Name	Column Description	Data Type	Comments
SMSProviderTypeId	SMS provider type ID	int not null	Identification number of the SMS provider type.
Description	Description	nvarchar(120) null	Description of the SMS provider type.

4.68 tlkpSwitchType Table

Name: tlkpSwitchType

tlkpSwitchType Table

Column Name	Column Description	Data Type	Comments
SwitchTypeID	Switch type ID	int not null	Identification number of the switch type.
SwitchType	Switch type	nvarchar(8) not null	Type of switch.

4.69 tlkpTTSAudioEncoding

Name: tlkpTTSAudioEncoding

tlkpTTSAudioEncoding Table

Column Name	Column Description	Data Type	Comments
EncodingId	Encoding ID	int not null	Encoding identification number.
Description	Description	nvarchar(80) null	Text description of the time zone.
EncodingStrFormat	Encoding string format	nvarchar(20) null	

4.70 tlpkUIPResourceLimits Table

Name: tlpkUIPResourceLimits

tlpkUIPResourceLimits Table

Column Name	Column Description	Data Type	Comments
DeploymentTypeId	Deployment type ID	int not null	Deployment type identification number based on what was configured during installation.
Max_Agents	Maximum agents	int not null	Maximum number of current agents logged in for a given business unit (tenant). This number also includes Unified IP directors that have simultaneously logged in as a director and an agent (telephony enabled).
Max_Switches	Maximum switches	int not null	Maximum number of connected telephony switches – including TMS/TA and CTI servers.
Max_Serv_Per_Agent	Maximum services per agent	int not null	Maximum number of services assigned to any given agent. Only this number of services will be allowed to be assigned to an agent. If the maximum is reached, an alert will be generated. Note: Disabled or inactive services are not assigned to an agent.
Max_Networks	Maximum networks	int not null	Maximum number of real-time statistics servers to which Centercord will propagate real-time statistics.
Max_RG_In_Serv	Maximum resource groups in service	int not null	Maximum number of resource groups assigned to an outbound route access (a route access that's in use by an Outbound Voice service).
Max_Services	Maximum services	int not null	Total maximum number of Unified IP services that may be created. This includes all services such as Inbound Voice, Outbound Voice, Inbound Email, Chat, IM, Workflow, etc.
Max_Route_access	Maximum route access	int not null	Maximum number of route accesses that may be defined by the administrator.

tlkpUIPResourceLimits Table (continued)

Column Name	Column Description	Data Type	Comments
Max_Workgroups	Maximum workgroups	int not null	Maximum number of agent workgroups that may be defined by the administrator.
Max_VMailGroups	Maximum voicemail groups	int not null	Maximum number of voicemail groups that may be defined by the administrator.
Max_Agents_Per_Service	Maximum agents per service	int not null	Maximum number of agents that can be currently logged in and assigned to a service. Note: The administrator can assign more agents than this value, to any given service. However, at runtime, the Centercord will only permit this number of logged in agents to be assigned to any given service.
Max_RG_Members	Maximum RG members	int not null	Maximum number of trunks/channels that are "on-line" and assigned to any given resource group. Note: The administrator may provision more trunks/channels to a resource group than this value. However, only the maximum number of on-line trunks/channels will be allowed to operate on behalf of a resource group at any given time.
Max_AODFeed_Service	Maximum AODFeed service	int not null	Maximum number of Outbound Feed services per AOD Feed client that may be assigned by the administrator.
Max_Timezones	Maximum timezones	int not null	Maximum number of discrete time zones that may be defined by the administrator.
Max_Same_TZ_Per_TZGRP	Maximum same timezone per timezone group	int not null	Maximum number of time zones that may be assigned to any given time zone group.
Max_Remote_Monitor	Maximum remote monitor	int not null	Maximum number of concurrent remote monitoring sessions permitted.

tlkpUIPResourceLimits Table (continued)

Column Name	Column Description	Data Type	Comments
Max_Recordings	Maximum recordings	int not null	Maximum number of concurrent media recordings permitted.
Max_Chat_Sessions	Maximum chat sessions	int not null	Maximum number of concurrent chat sessions permitted.
Max_Clients	Maximum clients	int not null	Maximum number of Advanced List Management (ALM) and AOD Feed clients permitted to be concurrently connected to the Centercord.
MaxTotal_AgentServices	Maximum total agent services	int not null	Maximum total number of all services associated with all agents. Note: Disabled or inactive services are not assigned to an agent.
MaxTotal_CallObjects	Maximum total call objects	int not null	Maximum total number of call objects permitted.
Max_Configured_Users	Maximum configured users	int null	Maximum number of configured users permitted.
Max_Configured_Agents	Maximum configured agents	int null	Maximum number of configured agents permitted.
Max_Configured_Directors	Maximum configured directors	int null	Maximum number of configured Director users permitted.
Max_Configured_Experts	Maximum configured experts	int null	Maximum number of configured Expert users permitted.
Max_Skills	Maximum skills	int null	Maximum number of configured skills permitted.
Max_Skills_Per_Agent	Maximum skills per agent	int null	Maximum number of configured skills per agent permitted.
Max_Skills_Per_Service	Maximum skills per service	int null	Maximum number of configured skills per service permitted.
Max_ConfiguredAgents_Per_Service	Maximum configured agents per service	int null	Maximum number of configured agents per service permitted.
Max_Agents_Per_Tenants	Maximum agents per tenant	int null	Maximum number of configured agents per tenant permitted.

tlkpUIPResourceLimits Table (continued)

Column Name	Column Description	Data Type	Comments
Max_Tenants	Maximum tenants	int null	Maximum number of configured tenants permitted.
Max_ChatMessages	Maximum chat messages	int null	Maximum number of configured chat messages permitted.
Max_IMMessages	Maximum IM messages	int null	Maximum number of configured IM messages permitted.
Max_Email_Accounts	Maximum email accounts	int null	Maximum number of configured email accounts permitted.
Max_Email_Messages	Maximum email messages	int null	Maximum number of configured email messages permitted.
Max_Email_Signature	Maximum email signature	int null	Maximum number of configured email signatures permitted.
Max_Email_Attachments	Maximum email attachments	int null	Maximum number of configured email attachments permitted.
Max_Email_Greetings	Maximum email greetings	int null	Maximum number of configured email greetings permitted.
Max_Email_Closings	Maximum email closings	int null	Maximum number of configured email closings permitted.
Max_Schedules	Maximum schedules	int null	Maximum number of configured schedules permitted.
Max_CDD	Maximum CDD	int null	Maximum number of configured call data definitions permitted.

4.71 tlkpUpdateStatsTableList Table

Name: tlkpUpdateStatsTableList

tlkpUpdateStatsTableList Table

Column Name	Column Description	Data Type	Comments
TableName	Table name	varchar(40) not null	Name of the table.
DMTypeId	DM type ID	int not null	
IndexName	Index name	varchar(40) null	Name of the index.

tlkpUpdateStatsTableList Table (continued)

Column Name	Column Description	Data Type	Comments
TableOrder	Table order	int null	

4.72 tlkpWrapExceedAction Table

Name: tlkpWrapExceedAction

tlkpWrapExceedAction Table

Column Name	Column Description	Data Type	Comments
ActionId	Action ID	int not null	Identification number of the action.
Description	Description	nvarchar(50) not null	Description of the action.

4.73 International (Inter) Tables

Many database columns are displayed in the various user interfaces. Examples are the disposition description in the disposition definition table, the standard report names in the tlkpStandardReports table, and the filter names in the tlkpReportFilters table.

Many tables containing strings, which can be Internationalized, have a shadow international table, named by adding Inter to the table name. The structure of these international tables duplicates the structure of the original table with the addition of a LocaleId column. The primary key of the international shadow table is made up of the primary key columns of the original table with a LocaleId column added.

For an example of a shadow (Inter) table, the tlkpCallAction table contains the columns CallActionId and CallActionDesc, with CallActionId as the primary key. The CallActionDesc column contains data which can be Internationalized. Its international shadow table, tlkpCallActionInter, contains the columns LocaleId, CallActionId, and CallActionDesc. The CallActionDesc column contains the original CallActionDesc (in the tlkpCallAction table) translated for the locale identified by LocaleId. The primary keys of the tlkpCallActionInter table are LocaleId and CallActionId. The authoritative set of translatable strings is defined by the data inserted into the CallActionDesc column of the tlkpCallAction table in the script LKPtlkpMediaTypeData.sql.

The internationalized database tables and columns follow.

Shadow (Inter) Table Name	Source Table Name	Columns Translated	Database
Service_TypeInter	Service_Type	ServiceTypeDesc	lookup

Shadow (Inter) Table Name	Source Table Name	Columns Translated	Database
ServiceStatusInter	ServiceStatus	Status_Desc, Short_Desc	lookup
tlkpAgentStatusInter	tlkpAgentStatus	Description, DisplayDesc	lookup
tlkpAlertTypeInter	tlkpAlertType	AlertTypeName	lookup
tlkpCallActionInter	tlkpCallAction	CallActionDesc	lookup
tlkpCallCategoryInter	tlkpCallCategory	CallCategoryDesc	lookup
tlkpCallTypeInter	tlkpCallType	CallTypeDesc	lookup
tlkpCBReloadOptionsInter	None	Description	lookup
tlkpContactTypeInter	tlkpContactType	Description	lookup
tlkpDataViewRollDateTypeInter	tlkpDataViewRollDateType	Name	lookup
tlkpDaySelectionInMonthInter	tlkpDaySelectionInMonth	Description	lookup
tlkpDOSAlertActionsInter	tlkpDOSAlertActions	Description	lookup
tlkpDOSAlertStatesInter	tlkpDOSAlertStates	Description	lookup
tlkpDOSAlertTypesInter	tlkpDOSAlertTypes	Description	lookup
tlkpFilterCategoryInter	tlkpFilterCategory	Name	lookup
tlkpImportExportStatusInter	None	StatusDesc	lookup
tlkpMediaTypesInter	tlkpMediaTypes	Description	lookup
tlkpMLReRouteAgentVoiceInter	tlkpMLReRouteAgentVoice	Description	lookup
tlkpMLReRouteGroupVoiceInter	tlkpMLReRouteGroupVoice	Description	lookup
tlkpMLReRouteSvcVoiceInter	tlkpMLReRouteSvcVoice	Description	lookup
tlkpModificationTypeInter	tlkpModificationType	Modification_Desc	lookup
tlkpMonitorRatingInter	tlkpMonitorRating	Description	lookup
tlkpNodeActionsInter	tlkpNodeActions	NodeTypeDesc, NodeActionDesc	lookup
tlkpNodeTerminationsInter	tlkpNodeTerminations	NodeTermDesc	lookup
tlkpReportCategoryInter	tlkpReportCategory	Name	lookup
tlkpReportFiltersInter	tlkpReportFilters	Name	lookup
tlkpRouteTypesInter	tlkpRouteTypes	RouteTypeDesc	lookup
tlkpTableStatusInter	tlkpTableStatus	Name	lookup
tlkpTimeSpanTypeInter	tlkpTimeSpanType	Description	lookup
tlkpVMMMsgStatusInter	tlkpVMMMsgStatus	Description	lookup
tlkpWeekDaysInter	tlkpWeekdays	Description	lookup

Shadow (Inter) Table Name	Source Table Name	Columns Translated	Database
tlkpWrapExceedActionInter	tlkpWrapExceedAction	Description	lookup

5. Summary_<epro> Tables

This chapter contains detailed descriptions of the summary_<epro> tables of the Aspect Unified IP database.

Summary data includes the aggregated data in 15-minute intervals, needed for reporting purpose by the Aspect Unified IP DataViews application. The summarization process reads detail data from the detail_<epro> database and writes the summary data in the summary_<epro> database.

The reporting tool collects data from the summary_<epro> database and supporting information from configuration audit tables in the config_<epro> database.

At the end of this chapter, other summary_<epro> tables used for Aspect Unified IP DataViews meta data and for the summarization process are described:

- [Meta Data Tables in Summary_<epro>](#)
- [Controlling Summarization Processes](#)

For information about audit tables, see [Chapter 1](#), the [Overview: Audit Tables](#) section.

5.1 Agent Activity Summary Table

Name: AgentActivitySummary

Purpose: This table contains summarized (15-minute interval) agent login, idle, not ready, and gap time.

Agent Activity Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
LoginDt	Login date	datetime2(3) not null	Timestamp of when the agents logged in.

Agent Activity Summary Table (continued)

Column Name	Column Description	Data Type	Comments
WorkGroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
EndTimePeriodDt	End time period date	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
TotalLoginTime	Total login time	int null	Time (in seconds) that this agent was logged in during this interval. The maximum time is 900 seconds.
TotalIdleTime	Total Idle time	int null	Sum of each agent's idle time (in seconds) for each 15-minute interval.
TotalNotreadyTime	Total not ready time	int null	Time (in seconds) this agent spent in the not ready (break) state during this interval.
TotalGapTime	Total gap time	int null	Net of TotalLoginTime that is not accounted for. (TotalLoginTime – (TotalIdleTime + TotalNotReadyTime + TotalPreviewTime + TotalActiveTime + TotalWrapTime))
TotalParkIdleTime	Total park idle time	int null	Time (in seconds) this agent was idle while in the park state during this interval.
TotalParkTime	Total park time	int null	Time (in seconds) this agent spent in the park state during this interval.
DeletedFlag	Deleted flag	int null	Flag that indicates whether or not the resource is still used on the system or has been deleted. Allowed values are 0 and 1; 0 indicates the resource is still being used; 1, that it has been deleted.

5.2 Agent Call Action Summary Table

Name: AgentCallActionSummary

Agent Call Action Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the config_<epro>.dbo.Users table.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
CallTypeid	Call type ID	int null	Call type identification number that maps to an entry in tlkpCallType table.
CallCategoryid	Call category ID	int null	Unique identifier pointing to the table summarized in this row (set to 0 for calls not originating from a table).
CallActionId	Call action ID	int not null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
WorkGroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the config_<epro>.dbo.Workgroup table.
ParkFlag	Park flag	int not null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
EndTimePeriodDt	End time period date	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
TotalCount	Total count	int null	
TotalCallActionTime	Total call action time	int null	

Agent Call Action Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TotalPreviewTime	Total preview time	int null	
TotalActiveTime	Total active time	int null	
TotalWrapTime	Total wrap time	int null	
TotalHoldTime	Total hold time	int null	
TotalHoldCount	Total hold count	int null	
TotalWrapActiveTime	Total wrap active time	int null	
TotalWrapActiveCount	Total wrap active count	int null	
TotalActiveCalls	Total active calls	int null	
OnCallTotalCount	On call total count	int null	Total number of On-Call calls.
OnCallActiveCount	On call Active count	int null	Number of On-Call calls that were in the Active state over this time period.
OnCallHoldCount	On call Hold count	int null	Number of On-Call calls that were in the Hold state over this time period.
OnCallWrapCallCount	On call Wrap call count	int null	Number of On-Call calls that were in the Wrap state over this time period.
OnCallPreviewTime	On call Preview time	int null	Time On-Call calls spent in the Preview state.
OnCallActiveTime	On call Active time	int null	Time On-Call calls spent in the Active state.
OnCallWrapTime	On call Wrap time	int null	Time On-Call calls spent in the Wrap state.
OnCallHoldTime	On call Hold time	int null	Time On-Call calls spent in the Hold state.
OnCallWrapCallTime	On call Wrap call time	int null	Time On-Call calls spent in the Wrap state.
ContactTypeId	Contact type ID	int null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line

5.3 Agent Disposition Summary Table

Name: AgentDispoSummary

Agent Disposition Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	smalldatetime not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the config_<epro>.dbo.Users table.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
Disp_Id	Disposition ID	int not null	Distinct disposition identification number that maps to an entry in the config_<epro>.dbo.Disposition table.
WorkGroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the config_<epro>.dbo.Workgroup table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
EndTimePeriodDt	End time period date	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
TotalCalls	Total calls	int null	Count of calls started during the period.
TotalTime	Total time	int null	
TotalPreviewtime	Total preview time	int null	
TotalActiveTime	Total active time	int null	
TotalWrapTime	Total wrap time	int null	
TotalHoldTime	Total hold time	int null	
TotalHoldCount	Total hold count	int null	

Agent Disposition Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TotalWrapActiveTime	Total wrap active time	int null	
TotalWrapActiveCount	Total wrap active count	int null	
TotalActiveCalls	Total active calls	int null	
OnCallTotalCount	On call total count	int null	Total number of On-Call calls.
OnCallActiveCount	On call Active count	int null	Number of On-Call calls that were in the Active state over this time period.
OnCallHoldCount	On call Hold count	int null	Number of On-Call calls that were in the Hold state over this time period.
OnCallWrapCallCount	On call Wrap call count	int null	Number of On-Call calls that were in the Wrap state over this time period.
OnCallPreviewTime	On call Preview time	int null	Time On-Call calls spent in the Preview state.
OnCallActiveTime	On call Active time	int null	Time On-Call calls spent in the Active state.
OnCallWrapTime	On call Wrap time	int null	Time On-Call calls spent in the Wrap state.
OnCallHoldTime	On call Hold time	int null	Time On-Call calls spent in the Hold state.
OnCallWrapCallTime	On call Wrap call time	int null	Time On-Call calls spent in the Wrap state.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line

5.4 Agent Not Ready Summary Table

Name: AgentNotReadySummary

Purpose: This table contains Agent Not Ready durations. Includes Not Ready Start and End timestamps, durations, and Reason ID's.

Agent Not Ready Summary Table

Column Name	Column Description	Data Type	Comments
User_Id	User ID	nvarchar(16) not null	Distinct agent login identification.
LoginDt	Login date	datetime2(3) not null	Login timestamp for each agent (from the AgentLoginLogout table) who had NotReady time.
NotReadyStartDt	Not ready start date	datetime2(3) not null	Timestamp when NotReady time started for each NotReady interval for each agent with NotReady Time.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
NotReadyEndDt	Not ready end date	datetime2(3) null	Timestamp when NotReady time ended for each NotReady interval for each agent with NotReady Time.
NotReadyTime	Not ready time	int null	Sum (NotReadyEndDt – NotReadyStartDt) for each NotReady interval for each agent with NotReady Time.
ReasonId	Reason ID	int null	Identification number of the reason why an agent could not take a call. Maps to an entry in the config_<epro>.dbo.AgentStatusReason table based on the agent's status.
ParkFlag	Park flag	int null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.

5.5 Agent Sign In Summary Table

Name: AgentSignInSummary

Purpose: This table contains Total Agent login, idle, not ready and gap time per login.

Agent Sign In Summary Table

Column Name	Column Description	Data Type	Comments
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the config_<epro>.dbo.Users table.
LoginDt	Login date	datetime2(3) not null	Login begin timestamp for each agent login.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
WorkGroup_Id	Workgroup ID	int null	Distinct workgroup identification number that maps to an entry in the config_<epro>.dbo.Workgroup table.
LogoutDt	Logout date	datetime2(3) null	Logout timestamp for each agent login period started at LoginDt.
LoginTime	Login time	int null	Sum (LogoutDt – LoginDt) each agent login.
IdleTime	Idle time	int null	Sum (IdleEndDt – IdleStartDt) from AgentIdleDetail for each agent login.
NotReadyTime	Not ready time	int null	Sum (NotReadyEndDt – NotReadyStartDt) for each agent login.
ReasonId	Reason ID	int null	Identification number of the reason why an agent could not take a call. Maps to an entry in the config_<epro>.dbo.AgentStatusReason table based on the agent's status.
GapTime	Gap time	int null	Net of LoginTime that is not accounted for. (LoginTime – (IdleTime + NotReadyTime + PreviewTime + ActiveTime + WrapTime)), in seconds, for each agent login.
TotalParkTime	Total park time	int null	Time this agent spent in the Park state during this login period.

5.6 Alert Summary Table

Name: AlertSummary

Alert Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	smalldatetime not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
AlertTypeid	Alert type ID	int not null	Alert type identification number that maps to an entry in tlkpAlertType table.
AlertId	Alert ID	int not null	Unique identifier for this alert resource.
ServerId	Server ID	int null	Distinct server identification number that maps to an entry in the resource.dbo.Server table.
SeverityLevelId	Severity level ID	int not null	Unique ID for a diagnostic severity level. It is a foreign key to the Lookup.tlkpDiagSeverityLevel table.
WorkGroup_Id	Workgroup ID	int null	Workgroup identification number that maps to an entry in the config_<epro>.dbo.Workgroup table.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the config_<epro>.dbo.Users table.
Service_Id	Service ID	int null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
Table_Id	Table ID	int null	Unique identifier pointing to the table summarized in this row (set to 0 for calls not originating from a table).
ResourceGroup_Id	Resourcegroup ID	int null	Unique identifier indicating the resource group this row is summarized for.
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.
CallCategoryId	Call category ID	int null	Unique identifier pointing to the table summarized in this row (set to 0 for calls not originating from a table).
CallTypeid	Call type ID	int null	Call type identification number that maps to an entry in tlkpCallType table.

Alert Summary Table (continued)

Column Name	Column Description	Data Type	Comments
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
FiredCount	Fired count	int null	Number of times this alert was fired during this time period.
AcknowledgedTime	Acknowledged time	int null	Total time taken to acknowledge the firings of this alert.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

5.7 AOD Service Table Disposition Summary Table

Name: AODServiceTableDispoSummary

Purpose: This table contains 15-minute summarizations of the counts and durations spent on each call table for each disposition. Includes disposition counts, talk duration, and total time.

AOD Service Table Disposition Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period ID	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
Table_Id	Table ID	int not null	Distinct table identification number that maps to an entry in the config_<epro>.dbo.Table_Stat table.
Disp_Id	Disposition ID	int not null	Distinct disposition identification number that maps to an entry in the config_<epro>.dbo.Disposition table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.

AOD Service Table Disposition Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource. dbo.Tenants table.
EndTimePeriodDt	End time period date	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
TotalCount	Total count	int null	Count (isnull(AgentDispld, SwitchDispld) from AODCallDetail for the summary interval per table per disposition.
TotalTime	Total time	int null	Sum of WrapEnd – (PreviewStart, QueueStart) for the summary interval per table per disposition (in seconds).
TotalTalkTime	Total talk time	int null	Sum (ConnClearDt – (PreviewStartDt, CallStartDt)) for the summary interval per table per disposition (in seconds).

5.8 AOD Table Activity Summary Table

Name: AODTableActivitySummary

Purpose: This table contains total table counts and durations per table per activation. Includes pause information, active duration, records selected, dialed and abandoned.

AOD Table Activity Summary Table

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>. dbo.Service table.
Table_Id	Table ID	int not null	Distinct table identification number that maps to an entry in the config_<epro>. dbo.Table_Stat table.
Start_Dt	Start date	datetime2(3) not null	Timestamp of when the table became active.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource. dbo.Tenants table.

AOD Table Activity Summary Table (continued)

Column Name	Column Description	Data Type	Comments
PauseCount	Pause count	int null	Number of times the table was paused. Count(*) from AODTableActivityDetail for each active period grouped by Service_Id, Table_Id.
PauseDuration	Pause duration	int null	Total pause duration for each table during each active period (in seconds). Sum(PauseEndDt – PauseStartDt) from AODTableActivityDetail.
Stop_Dt	Stop date	datetime2(3) null	Timestamp of when the table became inactive.
ActiveDuration	Active duration	int null	Amount of time (in seconds) the table was active. (Stop_Dt – Start_Dt) for the period grouped by Service_Id, Table_Id.
RecordsSelected	Records selected	int null	Number of records in the table that were selected. Sum(selected) from AODService_Activity for each active period grouped by Service_id, Table_Id.
RecordsDialed	Records dialed	int null	Number of records in the table that were dialed during the active period. Sum(Accounts_Dialed) from AODService_Activity, group by Service_Id, Table_Id.
RecordsAbandoned	Records Abandoned	int null	Number of records in the table that were abandoned during the active period. Sum(Abandons) from AODService_Activity, group by Service_Id, Table_Id.

5.9 Conference Summary Table

Name: ConfSummary

Conference Summary Table

Column Name	Column Description	Data Type	Comments
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
Conf_Id	Conference ID	int not null	Unique identifier indicating the conference this row is summarized for.
RunNumber	Run number	int not null	

Conference Summary Table (continued)

Column Name	Column Description	Data Type	Comments
Created_Dt	Created date	datetime2(3) not null	Timestamp of when the conference was created.
CreatedBy	Created by	int not null	
CreatedBySite_Id	Created by site ID	int null	Identifier of the site where the conference was created.
CreatedBySwitch_Id	Created by switch ID	int null	Identifier of the switch on which the conference was created.
CreatedByChannel	Created by channel	int null	Identifier of the channel on which the conference was created.
CreatedByUser_Id	Created by user ID	nvarchar(16) null	Identifier of the user that created the conference.
CreatedByPIN	Created by PIN	int not null	
Terminated_Dt	Terminated date	datetime2(3) null	Timestamp of when the conference was terminated.
TerminatedBy	Terminated by	int null	
TerminateBySite_Id	Terminated by site ID	int null	Identifier of the site where the conference was terminated.
TerminateBySwitch_Id	Terminated by switch ID	int null	Identifier of the switch where the conference was terminated.
TerminateByChannel	Terminated by channel	int null	Identifier of the channel where the conference was terminated.
TerminateByUser_Id	Terminated by user ID	nvarchar(16) null	Identifier of the user where the conference was terminated.
TerminateByPIN	Terminated by PIN	int null	
TotalSeconds	Total seconds	int null	
TotalParties	Total parties	int null	
RecordingFileName	Recording file name	nvarchar(96) null	
SystemDisposition_Code	System disposition code	int null	
TotalCharge	Total charge	int null	

5.10 Form Scoring Summary Table

Name: FormScoringSummary

Purpose: Summarizes the data for each completed scoring form, that is for each call scored since each call scored uses one completed form. The data to be summarized comes from the AgentScore detail table in each tenant's (business unit's) detail database.

Form Scoring Summary Table

Column Name	Column Description	Data Type	Description
BeginTimePeriodDt	Beginning time period ID	smalldatetime not null	Begin date-time for the fifteen minute summarization interval, we have yet to determine if the call start time or the scoring time will determine which interval to summarize a scoring into.
UserId	User ID	nvarchar(16) not null	FK to Config.Users.User_Id Identifies the user who handled the call scored.
ScorerId	Scorer ID	nvarchar(16) not null	FK to Config.Users.User_Id Identifies the user who scored the call.
ServiceId	Service ID	int not null	FK to Config.Service.Service_Id Identifies the service owning the call scored.
AgentWorkgroupId	Agent workgroup ID	int not null	FK to Config.Workgroups.Workgroup_Id Identifies the workgroup of the user who handled the call scored.
ScorerWorkgroupId	Scorer workgroup ID	int not null	FK to Config.Workgroups.Workgroup_Id Identifies the workgroup of the user who scored the call.
ScoringFormId	Scoring form ID	int not null	FK to Config.ScoringForm.ScoringFormId
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
NumCallsScored	Number of calls scored	int null	Number of calls either handled or scored for the dimensions SELECT count (*) FROM Detail.AgentScore WHERE etc. GROUP BY (over all dimensions).
FormScoreSum	Form score summary	int null	SELECT sum (Score) FROM Detail.AgentScore WHERE etc. GROUP BY (over all dimensions).
FormTargetSum	Form target summary	int null	SELECT sum (TargetScore) FROM Detail.AgentScore WHERE etc. GROUP BY (over all dimensions).
NumCallsLTTarget	Number of calls LT target	int null	SELECT count (*) FROM Detail.AgentScore WHERE Score < TargetScore AND etc. GROUP BY (over all dimensions).

Form Scoring Summary Table (continued)

Column Name	Column Description	Data Type	Description
NumCallsGTTarget	Number of Calls GT target	int null	SELECT count (*) FROM Detail.AgentScore WHERE Score >= TargetScore AND etc. GROUP BY (over all dimensions).

5.11 IB Call Time Summary Table

Name: IBCallTimeSummary

IB Call Time Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	smalldatetime not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
RangeId	Range ID	int not null	Unique identifier pointing to the inbound call time range summarized in this row.
ResourceGroup_Id	Resource group ID	int not null	Unique identifier indicating the resource group this row is summarized for.
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
CallCategoryId	Call category ID	int not null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallTypeId	Call type ID	int not null	Call type identification number that maps to an entry in tlkpCallType table.
CallActionId	Call action ID	int not null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
CallActionReasonId	Call action reason ID	int not null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
Disp_Id	Disposition ID	int not null	Distinct disposition identification number that maps to an entry in the Disposition table.

IB Call Time Summary Table (continued)

Column Name	Column Description	Data Type	Comments
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was generated.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
TotalCalls	Total calls	int null	Count of calls started during the period.
QueuedCalls	Number of queued calls	int null	Count of calls during the period where theQueueEndDt > CallQStartDt.
TotalTime	Total time	int null	Sum of WrapEnd – (PreviewStart, QueueStart).
QueueTime	Queue time	int null	Sum of QueueEndDt – (QueueStartDt, CallQStartDt).
ACDWIServiceCalls	Number of ACD WI service calls	int null	Number of calls during the summary period for the original Service, Resource Group, and DNIS where the call completed within the target queue time. The target queue time = ACDService.TargetQTime.
MaxQueueTime	Maximum queue time	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period.
MaxQueueTimeToAbdn	Maximum queue time to abandon	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period for those calls which were abandoned.
MaxQueueTimeToDrop	Maximum queue time to drop	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period for those calls which were dropped by the system.
MaxQueueTimeToCnct	Maximum queue time to connect	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period for those calls which were connected to an agent.
NumberOfRejections	Number of rejections	int null	Number of calls with a call action of Rejected.
NumberOfAccepts	Number of accepts	int null	Number of calls with a call action of Accepted.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
ShortCalls	Short calls	int null	Number of calls abandoned before the configurable short call interval.

5.12 Interaction Agent Summary Table

Name: InteractionAgentSummary

Purpose: Summarizes the agent times and results for those interactions handled by one or more agents. The data for each agent is summarized separately. This is the only table containing agent times.

Interaction Agent Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	smalldatetime not null	Fifteen minute interval over which the data for interactions are summarized. An interaction is counted in this time period if it began during this period.
WorkGroup_Id	Workgroup ID	int not null	Workgroup_Id of the workgroup to which this agent belonged while handling these interactions.
User_Id	User ID	nvarchar(16) not null	User_Id for this agent.
OrigService_Id	Origination service ID	int not null	Unique identifier for the service which originated these interactions.
OrigTable_Id	Origination table ID	int not null	Unjque identifier for the call table used to originate these interactions.
OrigResourceGroup_Id	Origination resource group ID	int not null	Unique identifier for the resource group used to originate these interactions.
OrigDNIS	Origination DNIS	nvarchar(40) not null	Unique identifier for the DNIS used to originate these interactions.
OrigCallCategoryId	Origination call category ID	int not null	Category of the call which originated these interactions.
OrigCallTypeId	Origination call type ID	int not null	Type of the call which originated these interactions.
FinalDisp_Id	Final disposition ID	int not null	Last, best disposition entered for any segment of this interaction. Dispositions are ranked using the following scheme, agent entered dispositions are better than switch dispositions, among agent entered dispositions the order is Sales > Contact > CallBack > FollowUp > Abandon, among switch dispositions the last one entered is best. If two dispositions have the same rank the last one entered is last, best.
FinalCallAction	Final call action	int not null	Call action of the last segment of this interaction.

Interaction Agent Summary Table (continued)

Column Name	Column Description	Data Type	Comments
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was generated.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
AgentInteractions	Number of agent interactions	int null	Interactions handled by this agent during this time period. An interaction is counted in this time period if it began during this period. This field should only be used for reporting on a single agent; it should not be summarized over multiple agents. Since more than one agent may handle a single interaction a summary over multiple agents can be greater than the number of unique interactions. (Unique interactions are measured by the Interactions in the InteractionServiceSummary table).
HeldInteractions	Number of held interactions	int null	Number of interactions begun during this period for which at least one of its segments was placed on hold by this agent. This field should only be used for reporting on a single agent; it should not be summarized over multiple agents. Since different agents may put a single interaction on hold multiple times, the sum of HeldInteractions can be greater than the number of unique interactions (Unique held interactions are measured by the HeldUniqueInteractions in the InteractionServiceSummary table).
AgentTime	Agent time	int null	Sum of the time this agent spent working these interactions.
PreviewTime	Preview time	int null	Sum of the time this agent spent working these interactions spent in the preview state.
ActiveTime	Active time	int null	Sum of the time this agent spent working these interactions spent in the active state.
WrapTime	Wrap time	int null	Sum of the time this agent working these interactions spent in the wrap state.

Interaction Agent Summary Table (continued)

Column Name	Column Description	Data Type	Comments
HoldTime	Hold time	int null	Sum of the times a customer spent on hold (having been placed there by this agent) for these interactions.
InternalTime	Internal time	int null	Time agents spent working internal call segments of these interactions
ManualTime	Manual time	int null	Time agents spent working manual call segments of these interactions.
ConsultTime	Consult time	int null	Time agents spent working consultation call segments of these interactions.
ConferenceTime	Conference time	int null	Time agents spent working conference call segments of these interactions.
NumberOfInteraction Rejections	Number of interaction rejections	int null	Number of call segments of these interactions with a call action of Rejected.
NumberOfInteraction Accepts	Number of interaction accepts	int null	Number of call segments of these interactions with accepted events.
TotalCallAcceptTime	Total call accept time	int null	Total time spent on accepted call segments of these interactions.
TotalCallRejectTime	Total call reject time	int null	Total time spent on rejected call segments of these interactions.
OrigContactTypeeld	Orig contact type ID	int not null	Contact type identifier of the originating call.
MultiConferenceTime	Multi-line conference time	int null	Number of seconds an interaction was in the Multi-line Conference state during this 15-minute interval.
ConnectionTime	Connection time	int null	Time the interactions spent waiting for Call-By-Call connection to be established during this 15-minute interval.

5.13 Interaction Service Summary Table

Name: InteractionServiceSummary

Purpose: Contains data for all interactions.

Interaction Service Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period ID	smalldatetime not null	Fifteen minute interval over which the data for interactions are summarized. An interaction is counted in this time period if it began during this period.
OrigService_Id	Origination service ID	int not null	Unique identifier for the service which originated these interactions.
OrigTable_Id	Origination table ID	int not null	Unique identifier for the call table used to originate these interactions.
OrigResourceGroup_Id	Origination resource group ID	int not null	Unique identifier for the resource group used to originate these interactions.
OrigDNIS	Origination DNIS	nvarchar(40) not null	Unique identifier for the DNIS used to originate these interactions.
OrigCallCategoryId	Origination call category ID	int not null	Category of the call which originated these interactions.
OrigCallTypeId	Origination call type ID	int not null	Type of the call which originated these interactions.
FinalCallAction	Final call action	int not null	Call action of the last segment of this interaction.
FinalDisp_Id	Final disposition ID	int not null	Last, best disposition entered for any segment of this interaction. Dispositions are ranked using the following scheme, agent entered dispositions are better than switch dispositions, among agent entered dispositions the order is Sales > Contact > CallBack > FollowUp > Abandon, among switch dispositions the last one entered is best. If two dispositions have the same rank the last one entered is last, best.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was generated.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
Interactions	Number of interactions	int null	Number of interactions begun during this period.
Segments	Number of segments	int null	Number of segments making up the interactions begun during this period.
OrigQueuedInteractions	Number of origination queued interactions	int null	Number of interactions begun during this period whose originating segment was placed in the queue before being assigned.

Interaction Service Summary Table (continued)

Column Name	Column Description	Data Type	Comments
AbandonedInteractions	Number of abandoned interactions	int null	Number of interactions begun during this period on which the customer hung up before being connected to an agent. Calculated, WHERE CallActionId = @CACustomerHungUp OR (CallActionId = @CAAbandonedInQueue AND Disp_Id = @DispCustomerAbandoned); @CAAbandonedInQueue = 5, @CACustomerHungUp = 24, and @DispCustomerAbandoned = 1
DroppedInteractions	Number of dropped interactions	int null	Number of interactions begun during this period on which the system hung up before connecting the customer to an agent. Calculated, WHERE CallActionId = @CASwitchHungUp OR (CallActionId = @CAAbandonedInQueue AND Disp_Id = @DispSwitchDropped); @CASwitchHungUp = 23 and @DispSwitchDropped = 2
HeldUniqueInteractions	Number of unique held interactions	int null	Number of interactions begun during this period for which at least one of its segments was placed on hold by an agent.
TransInteractions	Number of transferred interactions	int null	Number of interactions begun during this period for which at least one of its segments was transferred in any way. Calculated using the call actions.
TransToOtherAgent	Number of interactions transferred to an other agent	int null	Number of interactions begun during this period for which at least one of its segments was transferred to an agent other than the one assigned to the originating segment. Calculated using the call actions. Since an interaction can have segments transferred several times the sum of these transfers can be greater than the number of interactions.
TransToOtherService	Number of interactions transferred to another service	int null	Number of interactions begun during this period for which at least one of its segments was transferred to a service other than the originating service. Calculated from the call actions. Since an interaction can have segments transferred several times the sum of these transfers can be greater than the number of interactions.

Interaction Service Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TransToVerifier	Number of interactions transferred to a verifier	int null	Number of interactions begun during this period for which at least one of its segments was transferred to a verifier agent for verification. Calculated from the call actions. Since an interaction can have segments transferred several times the sum of these transfers can be greater than the number of interactions.
TransToExternal	Number of interactions transferred to external	int null	Number of interactions begun during this period for which at least one of its segments was transferred to an external line. Calculated from the call actions. Since an interaction can have segments transferred several times the sum of these transfers can be greater than the number of interactions.
TransToExtIVR	Number of interactions transferred to an external IVR	int null	Number of interactions begun during this period for which at least one of its segments was transferred to an external IVR. Calculated from the call actions. Since an interaction can have segments transferred several times the sum of these transfers can be greater than the number of interactions.
TotalInteractionTime	Total interaction time	int null	Duration of these interactions. It is the sum of the difference between the start time of the first segment and the end time of the last segment for the interactions started during this period.
InteractionQueueTime	Interaction queue time	int null	Time all interactions started during this time period spent in the queue.
QTimeAbandInteractions	Queue time for abandoned interactions	int null	Time abandoned interactions started during this time period spent in the queue.
QTimeAgentInteractions	Queue time for agent interactions	int null	Time interactions started during this time period and connected to an agent spent in the queue.
SetupTime	SetUp time	int null	Sum over each outbound interaction started during this period of the time between the start of the interaction and when call analysis detects whether it is a human, answering machine, fax, or other device answering the call. Sum (DetectionDt – CallStartDt).
NLPTime	Email NLP time	int null	For email interactions.
SendTime	Email end time	int null	For email interactions.

Interaction Service Summary Table (continued)

Column Name	Column Description	Data Type	Comments
NumberOfInteraction Rejections	Number of interaction rejections	int null	Number of call segment interactions with a call action of Rejected.
NumberOfInteraction Accepts	Number of interaction accepts	int null	Number of call segments of these interactions with accepted events.
OrigContactTypeId	Orig contact type ID	int not null	Contact type identifier of the originating call.

5.14 IVR Service Activity Summary Table

Name: IVRServiceActivitySummary

Purpose: This table contains 15-minute summarizations of the counts and durations of transactions processed by IVR services. Includes total calls, total time, max and min script time.

IVR Service Activity Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
EndTimePeriodDt	End time period ID	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.

IVR Service Activity Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TotalCalls	Total number of calls	int null	Number of IVR calls processed for each IVR service during the summary period. Count(*) from IVRCallDetail group by Service_Id.
TotalTime	Total time	int null	Sum (ScriptEndDt – ScriptStartDt) from IVRCallDetail for the summary period for each service.
MinScriptTime	Minimum script time	int null	Minimum script time during the summary period for each service Min(ScriptEndDt – ScriptStartDt) from IVRCallDetail.
MaxScriptTime	Maximum script time	int null	Maximum script time during the summary period for each service Max (ScriptEndDt – ScriptStartDt) from IVRCallDetail.
WIServiceCalls	WI service calls	int null	Number of IVR calls during the summary period for each service where the script completed within the target script time. The target script time = IVRService.TargetServiceTime.
AbandonedCalls	Abandoned calls	int null	Number of calls abandoned during this 15-minute interval.
AbandonedCallsWithinSL	Abandoned calls within service level	int null	Number of calls abandoned within the configurable service level interval for this 15-minute interval.
ShortAbandonedCalls	Short abandoned calls	int null	Number of calls abandoned within the configurable short call interval for this 15-minute interval.

5.15 IVR Service CAD Summary Table

Name: IVRServiceCADSummary

IVR Service CAD Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.

IVR Service CAD Summary Table (continued)

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
ResourceGroup_Id	Resource group ID	int not null	Unique identifier indicating the resource group this row is summarized for.
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
CallActionId	Call action ID	int not null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
Disp_Id	Disposition ID	int not null	Distinct disposition identification number that maps to an entry in the Disposition table.
ScriptId	Script ID	int not null	IVR script identification number. See IVR table.
TerminalObjectId	Terminal object ID	int not null	IVR script terminal object identification
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
TotalCalls	Total calls	int null	Count of calls started during the period.
TotalTime	Total time	int null	Sum of WrapEnd – (PreviewStart, QueueStart).
MinScriptTime	Minimum script time	int null	Minimum script time during the summary period for each service Min(ScriptEndDt – ScriptStartDt) from IVRCallDetail.
MaxScriptTime	Maximum script time	int null	Maximum script time during the summary period for each service Max (ScriptEndDt – ScriptStartDt) from IVRCallDetail.
WIServiceCalls	Number of WI service calls	int null	Number of IVR calls during the summary period for each service where the script completed within the target script time. The target script time = IVRService.TargetServiceTime.
AgentFlag	Agent flag	int not null	Flag that indicates whether the call was handled by an agent. 0 = false, 1 = true. Default is 0 (false).

IVR Service CAD Summary Table (continued)

Column Name	Column Description	Data Type	Comments
ShortCalls	Short calls	int null	Number of calls abandoned before the configurable short call interval.

5.16 IVR Service Node Action Summary Table

Name: IVRServiceNodeActionSummary

IVR Service Node Action Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
ScriptId	Script ID	int not null	M3 script identification number.
ResourceGroup_Id	Resource group ID	int not null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1 and Bottom T1 group.
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
NodeTypeId	Node type ID	int not null	Node type as defined in the tlkpNodeActions table. Examples: Hang up, Prompt, Transfer.
ObjectId	Object ID	int not null	M3 script object identification number.
NodeActionId	Node Action ID	int not null	Identification numbers of actions performed by the M3 script as defined in the tlkpNodeActions table. Examples: DisconnectIVRCall, Disconnect External Call Connected To IVR Call, Play Voice Message And Wait For A Single Key Press.
NodeTermId	Node termination ID	int not null	Identification numbers representing reasons the M3 node was terminated. See the tlkpNodeTerminations table.

IVR Service Node Action Summary Table (continued)

Column Name	Column Description	Data Type	Comments
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
NodeHitCount	Node hit count	int null	Number of M3 calls processed for each M3 service during the summary period. Count(*) from IVRCallDetail, IVRNodeActivityDetail grouped by Service, script, resource group, DNIS, call type, Call category, call action, node type, object id, node action, node termination.
NodeActiveTime	Node active time	int null	Sum (NodeLeftDt – NodeEnteredDt) from IVRNodeActivityDetail for the summary period for each service, script, resource group, DNIS, call type, call category, call action, node type, object id, node action, node termination.
MinActiveTime	Minimum active time	int null	Minimum Node time during the summary period for each service, script, resource group, DNIS, call type, call category, call action, node type, object id, node action, node termination. Min (NodeLeftDt – NodeEnteredDt) from IVRNodeActionDetail.
MaxActiveTime	Maximum active time	int null	Maximum Node time during the summary period for each service, script, resource group, DNIS, call type, call category, call action, node type, object id, node action, node termination. Max (NodeLeftDt – NodeEnteredDt) from IVRNodeActionDetail.
AgentFlag	Agent flag	int not null	Flag that indicates whether the call was handled by an agent. 0 = false, 1 = true. Default is 0 (false).

5.17 KW Media Summary Table

Name: KWMediaSummary

KW Media Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Begin time period date	smalldatetime not null	Timestamp of the 15-minute interval Start, over which other values in this table are summarized from the detail tables.
UIPAgentWorkGroupld	UIP agent work group ID	int not null	Workgroup identification number for the UIP agent that maps to an entry in the Workgroup table.
UipAgentld	UIP agent ID	nvarchar(16) not null	Login identification for the agent that maps to an entry in the Users table.
KWWorkGroupld	KW work group ID	int not null	Workgroup identification number for the knowledge worker that maps to an entry in the Workgroup table.
KWUserld	KW user ID	nvarchar(16) not null	Unique identifier for the knowledge worker that maps to an entry in the Users table.
Service_Id	Service ID	int not null	Unique identifier for the service; it maps to an entry in the Service table.
Disp_Id	Disposition ID	int not null	Distinct identifier for the disposition code used to terminate the base calls. This distinct disposition identification number maps to an entry in the Disposition table.
KWConnectTypeld	KW connect type ID	int not null	Unique identifier indicating if this knowledge worker contact was an IM or a voice contact. It maps to the entries in the Lookup..tlkpKWConnectionType table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated.
Tenantld	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
KWConnections	KW connections	int null	Count of all knowledge worker connections during this interval.
KWConnectionTime	KW connection time	int null	Sum of the duration of all knowledge worker connections during this interval.
VoiceXferToKW	Voice transfer to KW	int null	Count of all knowledge worker voice connections ending in this time period which were transferred to the knowledge worker.
SummarizationDt	Summarization date	datetime2(3) not null	Time of last modification by Summarization.

5.18 License Config Summary

Name: LicenseConfigSummary

License Config Summary

Column Name	Column Description	Data Type	Comments
BeginTimePeriod	Beginning time and date period	datetime2(3) not null	Timestamp of the last license modification for this entity type.
Entitytypeid	Entity Type ID	int not null	Identifier that maps to a license grouping type in the lookup.dbo. tlkpLicenseEntityTypes table.
Tenantid	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
Siteid	Site ID	int not null	Unique ID identifying the site on which this data was originated. It is a foreign key to the resource.dbo.Site table.
LicenseQty	License Quantity	int null	Number of licenses configured for the entity type.
Modificationtype	Modification Type	int not null	Type of the last modification. Modification types are: 1 = insert 2 = modify 3 = delete

5.19 License Usage Summary

Name: LicenseUsageSummary

License Usage Summary

Column Name	Column Description	Data Type	Comments
BeginTimePeriod	Beginning time and date period	datetime2(3) not null	Timestamp of the last license modification for this entity type.
Entitytypeid	Entity Type ID	int not null	Identifier that maps to a license grouping type in the lookup.dbo. tlkpLicenseEntityTypes table.

License Usage Summary

Column Name	Column Description	Data Type	Comments
Tenantid	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
SiteId	Site ID	int not null	Unique ID identifying the site on which this data was originated. It is a foreign key to the resource.dbo.Site table.
LicenseQty	License Quantity	int null	Number of licenses configured for the entity type.

5.20 Media Activity Summary Table

Name: MediaActivitySummary

Purpose: This table contains 15-minute summarizations of various counts and durations of the same transaction (SeqNum) across different services. Grouped by original Service, Resource Group, and DNIS.

Media Activity Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
OrigServiceId	Originating service ID	int not null	Service identification number of the originating service. The first service to have the same SeqNum. It will be 0 if there was none.
OrigRGId	Originating resource group	int not null	Resource group identification number of the originating resource group. The first resource group to have the same SeqNum.
OrigDNIS	Originating DNIS	nvarchar(40) not 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.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.

Media Activity Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource. dbo.Tenants table.
TotalCalls	Total calls	int null	Total number of calls for the summary period per original Service, Resource Group, and DNIS. The total number of calls connected to an agent during the summary period per original Service, Resource Group, and DNIS. Sum (AnswerFlag) from ACDCallDetail. Count(SeqNum) from ACDCallDetail where Service_Id = OrigServiceId.
AnsweredCalls	Number of answered calls	int null	Total number of calls connected to an agent during the summary period per original Service, Resource Group, and DNIS. Sum (AnswerFlag) from ACDCallDetail.
WIServiceCalls	Number of WI service calls	int null	Number of calls during the summary period for the original Service, Resource Group, and DNIS where the call completed within the target queue time. The target queue time = ACDSvc.TargetQTime.
TotalTime	Total time	int null	Sum of WrapEnd – (CallStartDt, QueueStartDt) during the summary period for the original Service, Resource Group, and DNIS, or Sum (TotalTime) from ACDCallDetail.
MaxQueueTime	Max queue time	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period for the original Service, Resource Group, and DNIS.
TotalQueueTime	Total Queue time	int null	Sum (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period for the original Service, Resource Group, and DNIS.
TotalActiveTime	Total Active time	int null	Sum (ConnClearDt – QueueEndDt) during the summary period for the original Service, Resource Group, and DNIS.
TotalWrapTime	Total Wrap time	int null	Sum (WrapEndDt – ConnClearDt) during the summary period for the original Service, Resource Group, and DNIS)
AbandonedCalls	Abandoned calls	int null	Number of calls abandoned during this 15-minute interval.

Media Activity Summary Table (continued)

Column Name	Column Description	Data Type	Comments
AbandonedCalls WithinSL	Abandoned calls within service level	int null	Number of calls abandoned within the configurable service level interval for this 15-minute interval.
ShortAbandonedCalls	Short abandoned calls	int null	Number of calls abandoned within the configurable short call interval for this 15-minute interval.

5.21 Media Agent Summary Table

Name: MediaAgentSummary

Purpose: This table combines the data from the AgentCallActionSummary and AgentDispoSummary. In addition, Table_Id and CallActionReasonId have been added to the primary key.

Media Agent Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	smalldatetime not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
WorkGroup_Id	Workgroup ID	int not null	Workgroup identification number that maps to an entry in the Workgroup table.
User_Id	User ID	nvarchar(16) not null	Login identification that maps to an entry in the Users table.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
Table_Id	Table ID	int not null	Unique identifier pointing to the table summarized in this row (set to 0 for calls not originating from a table).
ResourceGroup_Id	Resource group ID	int not null	Unique identifier indicating the resource group for which this row is summarized.

Media Agent Summary Table (continued)

Column Name	Column Description	Data Type	Comments
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table. Note: If the system is unable to retrieve DNIS information from a call, then the DNIS column will display "0000".
CallCategoryId	Call category ID	int not null	Unique identifier pointing to the table summarized in this row (set to 0 for calls not originating from a table).
CallTypeId	Call type ID	int not null	Call type identification number that maps to an entry in tlkpCallType table.
CallActionId	Call action ID	int not null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
CallActionReasonId	Call action reason ID	int not null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
Disp_Id	Disposition ID	int not null	Distinct disposition identification number that maps to an entry in the Disposition table.
ParkFlag	Park flag	int not null	Indicates whether the agent was in the Park state or in Pending-Park state when this data was gathered. 0 = No, 1 = Yes, 2 = Pending.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was generated.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
TotalAgentCalls	Total number of agent calls	int null	Count of calls started during the period.
ActiveCalls	Number of Active calls	int null	Count of calls active during the period (started during the period, plus started prior to the period but still in progress).
HoldCount	Hold count	int null	Number of times a call was placed on Hold by the agent.

Media Agent Summary Table (continued)

Column Name	Column Description	Data Type	Comments
WrapActiveCount	Wrap Active count	int null	Number of times an agent placed a call while in wrap mode.
TotalAgentTime	Total agent time	int null	Sum of WrapEnd minus (PreviewStart, QueueStart).
PreviewTime	Preview time	int null	Sum of PreviewEndDt minus PreviewStartDt.
ActiveTime	Active time	int null	Sum of ConnClearDt minus QueueEndDt.
WrapTime	Wrap time	int null	Sum of WrapEndDt minus ConnClearDt.
HoldTime	Hold time	int null	Sum of time calls were placed on Hold by the agent.
WrapActiveTime	Wrap Active time	int null	Sum of time agent spent on placed calls while in wrap mode.
OnCallTotalCalls	On call total calls	int null	Total number of On-Call calls.
OnCallActiveCalls	On call Active calls	int null	Number of On-Call calls that were in the active state over this time period.
OnCallHoldCount	On call Hold calls	int null	Number of On-Call calls that were in the hold state over this time period.
OnCallWrapActive Count	On call Wrap Active count	int null	Number of On-Call calls that were in the wrap active state over this time period.
OnCallPreviewTime	On call Preview time	int null	Time On-Call calls spent in the Preview state.
OnCallActiveTime	On call Active time	int null	Time On-Call calls spent in the Active state.
OnCallWrapTime	On call Wrap time	int null	Time On-Call calls spent in the Wrap state.
OnCallHoldTime	On call Hold time	int null	Time On-Call calls spent in the Hold state.
OnCallWrapActive Time	On call Wrap Active time	int null	Time On-Call calls spent in the wrap active state.
UnfocusedCalls	Unfocused calls	int null	Number of calls which were in the unfocused state.
UnfocusedTime	Unfocused time	int null	Sum of the UnfocusedEndDt – UnfocusedStartDt for each unfocused call.

Media Agent Summary Table (continued)

Column Name	Column Description	Data Type	Comments
NumberOfRejections	Number of rejections	int null	Number of calls with a call action of Rejected.
NumberOfAccepts	Number of accepts	int null	Number of calls with a call action of Accepted.
TotalCallAcceptTime	Total call accept time	int null	Total time spent on call accepted events.
TotalCallRejectTime	Total call reject time	int null	Total time spent on call rejected events.
ReservedTime	Reserved time	int null	Amount of time (in seconds) it takes to process an agent IPNIQ request during this 15-minute interval.
IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	An IPNIQ and ASBR call indicator. 0 = ACD Call 1 = IPNIQ Call (remote node) 2 = ASBR Call (no IPNIQ Involvement) 3 = IPNIQ Call (originating node)
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
LineNumber	Line number	int not null	Line number of a multi-line contact. 0 = Not applicable or Unknown 1 = 1st line 2 = 2nd line
MultiConferenceCount	Multi-line conference count	int null	Number of times an interaction was in the Multi-line Conference state during this 15-minute interval.
MultiConferenceTime	Multi-line conference time	int null	Number of seconds an interaction was in the Multi-line Conference state during this 15-minute interval.
OnCallConferenceCount	On Call conference count	int null	Number of conference calls that occurred while a call is active for this 15-minute interval.
OnCallConferenceTime	On Call conference time	int null	Conference Time (in seconds) that occurred while a call is active for this 15-minute interval.
OnCallAcceptTime	On Call accept time	int null	Accept Time (in seconds) that occurred while a call is active for this 15-minute interval.

Media Agent Summary Table (continued)

Column Name	Column Description	Data Type	Comments
OnCallRejectTime	On Call reject time	int null	Rejection Time (in seconds) that occurred while a call is active for this 15-minute interval.
OnCallAcceptCount	On Call accept count	int null	Number of accept calls that occurred while a call is active for this 15-minute interval.
OnCallRejectCount	On Call reject count	int null	Number of calls abandoned within the configurable short call interval for this 15-minute interval.
TotalMultiCount	Total Multi-line count	int null	Number calls that were in the Multi-line state during this 15-minute interval.
TotalMultiTime	Total Multi-line time	int null	Number of seconds calls were in the Multi-line state during this 15-minute interval.
MultiPreviewTime	Multi-line Preview time	int null	Number of seconds calls were in the Multi-line Preview state during this 15-minute interval.
MultiActiveTime	Multi-line Active time	int null	Number of seconds calls were in the Multi-line Active state during this 15-minute interval.
MultiHoldTime	Multi-line Hold time	int null	Number of seconds calls were in the Multi-line Hold state during this 15-minute interval.
MultiWrapTime	Multi-line Wrap time	int null	Number of seconds calls were in the Multi-line Wrap state during this 15-minute interval.
MultiWrapCallTime	Total Multi-line Wrap call time	int null	Number of seconds of calls made while in Wrap while in the Multi-line Wrap state during this 15-minute interval.
MultiAcceptTime	Multi-line accept time	int null	Number of seconds agents spent accepting calls while in the Multi-line state during this 15-minute interval.
MultiRejectTime	Multi-line reject time	int null	Number of seconds agents spent rejecting calls while in the Multi-line state during this 15-minute interval.
MultiConnectionTime	Multi-line connection time	int null	Time agents spent waiting for their Call-By-Call connection to be established while in the multi-line state for this 15-minute interval.

Media Agent Summary Table (continued)

Column Name	Column Description	Data Type	Comments
ConnectionTime	Connection time	int null	Time agents spent waiting for their Call-By-Call connection to be established for this 15-minute interval.
OnCallConnectionTime	On Call connection time	int null	Time agents spent waiting for their Call-By-Call connection to be established while a call is active for this 15-minute interval.

5.22 Media Service Summary Table

Name: MediaServiceSummary

Purpose: This table combines the data from the ServiceCallActionSummary and ServiceDispoSummary. In addition, Table_Id and CallActionReasonId have been added to the primary key.

Media Service Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period ID	smalldatetime not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
Table_Id	Table ID	int not null	Unique identifier pointing to the table summarized in this row (set to 0 for non AOD calls).
ResourceGroup_Id	Resource group ID	int not null	Unique identifier indicating the resource group this row is summarized for.
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
CallCategoryId	Call category ID	int not null	Distinct call category identification number that maps to an entry in the tlpkCallCategory table.

Media Service Summary Table (continued)

Column Name	Column Description	Data Type	Comments
CallTypeId	Call type ID	int not null	Call type identification number that maps to an entry in tlkpCallType table.
CallActionId	Call action ID	int not null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
CallActionReasonId	Call action reason ID	int not null	Distinct reason (why the call action was taken) identification number that maps to an entry in the tlkpCallActionReason table.
Disp_Id	Disposition ID	int not null	Distinct disposition identification number that maps to an entry in the Disposition table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was generated.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
TotalCalls	Total calls	int null	Count of calls started during the period.
ActiveCalls	Active calls	int null	Count of calls active during the period (started during the period, plus started prior to the period but still in progress). Column FOR FUTURE USE.
QueuedCalls	Queued calls	int null	Count of calls during the period where the QueueEndDt > CallQStartDt.
HoldCount	Hold count	int null	Number of times a call was placed on Hold by the agent.
WrapActiveCount	Wrap Active count	int null	Number of times an agent placed a call while in wrap mode.
TotalTime	Total time	int null	Sum of WrapEnd – (PreviewStart, QueueStart).
QueueTime	Queue time	int null	Sum of QueueEndDt – (QueueStartDt, CallQStartDt).
NLPTime	NLP time	int null	Sum (NLPTime) from MediaTimeDetail for the time period. (Natural Language Processing Time).

Media Service Summary Table (continued)

Column Name	Column Description	Data Type	Comments
SendTime	Send time	int null	Sum (SendEndDt – SendStartDt) or Sum (SendTime) from MediaTimeDetail for the time period. SendTime is the amount of time it takes to send an email. It only applies to Email Services.
ACDWIServiceCalls	ACD WI service calls	int null	Number of calls during the summary period for the original Service, Resource Group, and DNIS where the call completed within the target queue time. The target queue time = ACDSvc.TargetQTime.
TotalSetupTime	Total setup time	int null	Sum (DetectionDt – CallStartDt) from AODCallDetail for the summary period (in seconds).
TotalDialedCalls	Total dialed calls	int null	Count of calls that don't have a CallAction of Rejected and don't have a CallActionReason of NoRouteAvailable from the AODCallDetail table.
MaxQueueTime	Maximum queue time	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period.
MaxQueueTimeToAbdn	Maximum queue time to abandon	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period for those calls which were abandoned.
MaxQueueTimeToDrop	Maximum queue time to drop	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period for those calls which were dropped by the system.
MaxQueueTimeToCnct	Maximum queue time to connect	int null	Max (QueueEndDt – (QueueStartDt, CallStartDt)) during the summary period for those calls which were connected to an agent.
MandAttTime	Mandatory attention retainer time	int null	Sum of the times taken to play an attention retainer.
NumberOfRejections	Number of rejections	int null	Number of calls with a call action of Rejected.
NumberOfAccepts	Number of accepts	int null	Number of calls with a call action of Accepted.

Media Service Summary Table (continued)

Column Name	Column Description	Data Type	Comments
ShortCalls	Short calls	int null	Number of calls abandoned before the configurable short call interval.
IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	An IPNIQ and ASBR call indicator. 0 = ACD Call 1 = IPNIQ Call (remote node) 2 = ASBR Call (no IPNIQ Involvement) 3 = IPNIQ Call (originating node)
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

5.23 OFCOM Service Summary Table

Name: OFCOMServiceSummary

OFCOM Service Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period ID	smalldatetime not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.Service table.
Table_Id	Table ID	int not null	Distinct table identification number that maps to an entry in the resource.dbo.Table_Stat table.
Site_Id	Site ID	int not null	Unique number identifying the site on which this data was originated. It is a foreign key to the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
AnswerMachine	Answering machine	int null	Number of answering machines detected, for this Table_Id, in this time period.

OFCOM Service Summary Table (continued)

Column Name	Column Description	Data Type	Comments
AgtAnswerMachine	Agent answering machine	int null	Number of calls routed to agents that were dispositioned by the agent as an answering machine, for this Table_Id, in this time period.
TransSuccess	Transaction success	int null	Number of calls delivered to the agent within the OFCOM-specified time limit from the beginning of the salutation, for this Table_Id, in this time period.
TransViolation	Transaction violation	int null	Number of calls that were delivered to the agent that took longer than the OFCOM-specified time limit from the beginning of the salutation, for this Table_Id, in this time period.
RingNoAnsViolation	Ring no answer violation	int null	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, for this Table_Id, in this time period.
CallingPrtyViolation	Calling party violation	int null	Number of calls where the called party was not presented with calling party information (such as calling party name or calling party number), for this Table_Id, in this time period.
PlayMessSuccess	Play message success	int null	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, for this Table_Id, in this time period.
PlayMessViolation	Play message violation	int null	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, for this Table_Id, in this time period.
PlayMessFailure	Play message failure	int null	Number of messages that failed to play to the called party, for this Table_Id, in this time period.
FalsePositive	False positive	float null	Number of calls the system detected as an answering machine, but in actuality, it was a live person. Based on a fixed percentage configurable in the Unified Command and Control - Administration client application.

OFCOM Service Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TransferTime	Transfer time	int null	Time that it took to deliver all agent routed calls to an agent from the beginning of the salutation of the called party (for example, from the “H” in “Hello”).
TransferCount	Transfer count	int null	Total number of calls delivered to the agent.
LiveConnects	Live connects	int null	Number of outbound calls that the Aspect Unified IP system detected to be live calls (calls answered by a person).
NonLiveConnects	Non live connects	int null	Number of outbound calls that the Aspect Unified IP system detected were not live calls (calls not answered by a person). For example, Answering Machine, Busy, or Ring-No-Answer calls.
IPNIQ_ASBR_Flag	IPNIQ and ASBR flag	int not null	An IPNIQ and ASBR call indicator. Default is 0. Possible values are: 0 = ACD Call 1 = IPNIQ Call (remote node) 2 = ASBR Call (no IPNIQ involvement) 3 = IPNIQ Call (originating node)
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

5.24 Private Summary Table

Name: PrivateSummary

Private Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriod	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
ReceivedSiteId	Received site ID	int not null	Identifier of the site on which this data was received.
ReceivedSwitchId	Received switch ID	int not null	Identifier of the switch on which this data was received.
ConnSiteId	Connected site ID	int not null	Identifier of the site on which this data was connected.

Private Summary Table (continued)

Column Name	Column Description	Data Type	Comments
ConnSwitchId	Connected switch ID	int not null	Identifier of the switch on which this data was connected.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key in the resource.dbo.Tenants table.
EndTimePeriodDt	End time period ID	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.

5.25 Quest Scoring Summary Table

Name: QuestScoringSummary

Purpose: The new QuestScoringSummary table in each tenant's (business unit's) summary database contains summarized data which could be used in future reports. This table summarizes the data for each completed scoring question on each completed scoring form. The data to be summarized comes from the AgentScoringDetail table in each tenant's (business unit's) detail database.

Quest Scoring Summary Table

Column Name	Column Description	Data Type	Description
BeginTimePeriodDt	Beginning time period ID	smalldatetime not null	Begin date-time for the fifteen minute summarization interval, we have yet to determine if the call start time or the scoring time will determine which interval to summarize a scoring into.
UserId	User ID	nvarchar(16) not null	FK to config_<epro>.dbo.Users.User_Id. Identifies the user who handled the call scored.
ScorerId	Scorer ID	nvarchar(16) not null	FK to config_<epro>.dbo.Users.Scorer_Id. Identifies the user who scored the call.
ServiceId	Service ID	int not null	FK to config_<epro>.dbo.Service.Service_Id. Identifies the service owning the call scored.

Quest Scoring Summary Table (continued)

Column Name	Column Description	Data Type	Description
AgentWorkgroupId	Agent workgroup ID	int not null	FK to config_<epro>.dbo.Workgroups. Workgroup_Id. Identifies the workgroup of the user who handled the call scored.
ScorerWorkgroupId	Scorer workgroup ID	int not null	FK to config_<epro>.dbo.Workgroups. Workgroup_Id. Identifies the workgroup of the user who scored the call.
ScoringFormId	Scoring Form ID	int not null	FK to config_<epro>.dbo.ScoringForm. ScoringFormId.
ScoringFormCatId	Scoring Form category ID	int not null	FK to config_<epro>.dbo. ScoringFormCat.ScoringFormCatId.
ScoringFormQuestId	Scoring Form question ID	int not null	FK to config_<epro>.dbo. ScoringFormQuest.ScoringFormQuestId.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was generated.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
NumQuestScored	Num of questions scored	int null	Number of questions scored on forms for either calls handled or scored for the dimensions SELECT count (*) FROM Detail.AgentScoringDetail WHERE etc. GROUP BY (over all dimensions).
QuestScoreSum	Question score sum	int null	SELECT sum (Score) FROM Detail.AgentScoringDetail WHERE etc. GROUP BY (over all dimensions).
QuestTargetSum	Question target sum	int null	SELECT sum (TargetScore) FROM Detail.AgentScoringDetail WHERE etc. GROUP BY (over all dimensions).
NumQuestLTTarget	Number of questions less than target scores	int null	SELECT count (*) FROM Detail.AgentScoringDetail WHERE Score < TargetScore AND etc. GROUP BY (over all dimensions)
NumQuestGTTarget	Number of questions greater than target scores	int null	SELECT count (*) FROM Detail.AgentScoringDetail WHERE Score >= TargetScore AND etc. GROUP BY (over all dimensions)

5.26 Recording Summary Table

Name: RecordingSummary

Purpose: This table contains 15-minute summarizations of recording counts, durations and bytes per Service, User, Workgroup, Recorder, Media Type.

Recording Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
Workgroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
Recorder_Id	Recorder ID	nvarchar(16) not null	A recording identification number that matches an entry in the Recordings table.
MediaTypeId	Media type ID	int not null	Identification number for each media type. (See tlkpMediaTypes table) Media Id Description ----- 0 None 1 Voice 2 Chat 3 EMail 4 AWD 5 M3
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
EndTimePeriodDt	End time period date	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
NumberOfRecordings	Number of recordings	int null	Count of the number of recordings in the Recording table that started (Start_Dt) during the summary period.
RecordingSeconds	Number of recording seconds	int null	Number of recording seconds for the summary period (Sum (Recording_Secs/1000) from Recordings).

Recording Summary Table (continued)

Column Name	Column Description	Data Type	Comments
RecordingBytes	Number of recording bytes	int null	Number of recording bytes for the summary period (Sum (Recording_Bytes) from Recordings).

5.27 Recording Summary Migration Data Table

Name: RecSumMigrationData

Recording Summary Migration Data Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
Workgroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the Workgroup table.
Recorder_Id	Recorder ID	nvarchar(16) not null	Recording identification number that matches an entry in the Recordings table.
MediaTypeId	Media type ID	int not null	Identification number for each media type. (See tlkpMediaTypes table) Media Id Description ----- 0 None 1 Voice 2 Chat 3 EMail 4 AWD 5 M3
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.

Recording Summary Migration Data Table (continued)

Column Name	Column Description	Data Type	Comments
EndTimePeriodDt	End time period ID	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
NumberOfRecordings	Number of recordings	int null	Count of the number of recordings in the Recording table that started (Start_Dt) during the summary period.
RecordingSeconds	Recording seconds	int null	Number of recording seconds for the summary period (Sum (Recording_Secs/ 1000) from Recordings).
RecordingBytes	Recording bytes	int null	Number of recording bytes for the summary period (Sum (Recording_Bytes) from Recordings).

5.28 Remote Monitor Summary Table

Name: RemoteMonitorSummary

Purpose: This table contains 15-minute summarizations of counts, durations and ratings of users being monitored. Grouped User, Service, WorkGroup, Rating, Monitored User.

Remote Monitor Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
User_Id	User ID	nvarchar(16) not null	Distinct login identification that maps to an entry in the Users table.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
WorkGroup_Id	Workgroup ID	int not null	Distinct workgroup identification number that maps to an entry in the Workgroup table.

Remote Monitor Summary Table (continued)

Column Name	Column Description	Data Type	Comments
RatingId	Rating ID	int not null	A monitor rating identification number. See the tlkpMonitorRating table. 0 None 1 Extremely Poor 2 Disappointing 3 Substandard 4 Unsatisfactory 5 Satisfactory 6 Fair 7 Good 8 Excellent 9 Extraordinary
MonitoredUserId	Monitored user ID	nvarchar(16) not null	User_Id of monitored users. User_id's can be looked up in the Users table.
Site_Id	int	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
EndTimePeriodDt	End time period ID	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
TotalCount	Total count	int null	Count of the times users have been monitored during the summary period. Count(*) from RemoteMonitorDetail.
TotalTime	Total time	int null	Total time (in seconds) users have been monitored during the summary period. Sum (MonitorEndDt – MonitorStartDt) from RemoteMonitorDetail.

5.29 Resource Group Summary Table

Name: ResourceGroupSummary

Resource Group Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Begin time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
ResourceGroup_Id	Resource group ID	int not null	Identifier of the resource group.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource. dbo.Site table.
Switch_Id	Switch ID	int not null	Identifier of the switch.
Circuit_Id	Circuit ID	int not null	Identifier of the circuit.
ChannelId	Channel ID	int not null	Identifier of the channel.
CallTypeId	Call type ID	int not null	Identifier of the call type.
CallCategoryId	Call category ID	int not null	Identifier of the call category.
TenantId	Tenant ID	int not null	Identifier of the tenant.
EndTimePeriodDt	End time period date	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
TotalCalls	Total calls	int null	Count of calls started during the period.
TotalAvailTime	Total available time	int null	Total time, in seconds, that the resource group was available, over the period of summary.
TotalUnavailTime	Total unavailable time	int null	Total time, in seconds, that the resource group was unavailable, over the period of summary.
TotalUsedTime	Total used time	int null	Total time, in seconds, that the resource group was used, over the period of summary.
TotalCallSetupTime	Total call setup time	int null	Sum (DetectionDt – CallStartDt) from AODCallDetail for the summary period (in seconds).
ContactTypeId	Contact type ID	int not null	Identifier of the contact type.

5.30 Service Activity Summary Table

Name: ServiceActivitySummary

Purpose: This table contains 15-minute summarizations of counts, and durations grouped by each service. Includes Total Time, Total Calls, Max and Total Queue Time, and Total Setup Time.

Service Activity Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
EndTimePeriodDt	End time period ID	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
TotalCalls	Total calls	int null	Sum (TotalCount) from ServiceCallActionSummary.
WIServiceCalls	WI service calls	int null	Number of calls during the summary period for each service where the script completed within the target queue time.
TotalTime	Total time	int null	TotalPreviewTime + TotalActiveTime + TotalWrapTime from ServiceCallActionSummary.
MaxQueueTime	Maximum queue time	int null	Max (QueueEndDt (QueueStartDt, CallStartDt)) during the summary period for each service.
TotalQueueTime	Total queue time	int null	Sum (QueueEndDt – (CallQStartDt, CallStartDt)), in seconds.

Service Activity Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TotalUniqueRecords	Total unique records	int null	Count (DISTINCT RecordNum) from AODCallDetail for the summary period.
TotalSetupTime	Total setup time	int null	Sum (DetectionDt – CallStartDt) from AODCallDetail for the summary period (in seconds).
TotalDialedCalls	Total dialed calls	int null	Count of calls that don't have a CallAction of Rejected and don't have a CallActionReason of NoRouteAvailable from the AODCallDetail table.
OtherCalls	Number of Other calls	int null	Calls that are not one of the following CallTypes (ACD, AOD, Chat, Email Agent Selected, AWD, CTI).
TotalAMDInbound Messages	Total AMD inbound messages	int null	Count (DISTINCT AMDMessageId) from the MediaTimeDetail table.
AbandonedCalls	Abandoned calls	int null	Number of calls abandoned during this 15-minute interval.
AbandonedCallsWithinSL	Abandoned calls within service level	int null	Number of calls abandoned within the configurable service level interval for this 15-minute interval.
ShortAbandonedCalls	Short abandoned calls	int null	Number of calls abandoned within the configurable short call interval for this 15-minute interval.

5.31 Service Call Action Summary Table

Name: ServiceCallActionSummary

Service Call Action Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.

Service Call Action Summary Table (continued)

Column Name	Column Description	Data Type	Comments
ResourceGroup_Id	Resource group ID	int not null	Unique identifier indicating the resource group this row is summarized for.
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
CallTypeId	Call type ID	int not null	Call type identification number that maps to an entry in tlkpCallType table.
CallCategoryId	Call category ID	int not null	Unique identifier pointing to the table summarized in this row (set to 0 for calls not originating from a table).
CallActionId	Call action ID	int not null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
EndTimePeriodDt	End time period date	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
TotalCount	Total count	int null	
TotalPreviewtime	Total preview time	int null	
TotalActiveTime	Total active time	int null	
TotalWrapTime	Total wrap time	int null	
TotalHoldTime	Total hold time	int null	
TotalHoldCount	Total hold count	int null	
TotalCallActionTime	Total call action time	int null	
TotalWrapActiveTime	Total wrap active time	int null	
TotalWrapActiveCount	Total wrap active count	int null	

Service Call Action Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TotalQueueTime	Total queue time	int null	
TotalNLPTIME	Total NLP time	int null	
TotalSendTime	Total send time	int null	
ContactTypeid	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

5.32 Service Disposition Summary Table

Name: ServiceDispoSummary

Service Disposition Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the Service table.
ResourceGroup_Id	Resource group ID	int not null	Unique identifier indicating the resource group this row is summarized for.
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
Disp_Id	Disposition ID	int not null	Distinct disposition identification number that maps to an entry in the Disposition table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
EndTimePeriodDt	End time period date	datetime2(3) null	Timestamp of the end of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.

Service Disposition Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TotalCalls	Total calls	int null	Count of calls started during the period.
TotalTime	Total time	int null	
TotalPreviewtime	Total preview time	int null	
TotalActiveTime	Total active time	int null	
TotalWrapTime	Total wrap time	int null	
TotalHoldTime	Total hold time	int null	
TotalHoldCount	Total hold count	int null	
TotalWrapActiveTime	Total wrap active time	int null	
TotalWrapActiveCount	Total wrap active count	int null	
TotalQueueTime	Total queue time	int null	
CallTypeld	Call type ID	int null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
TotalNLPTime	Total NLP time	int null	
TotalSendTime	Total send time	int null	
ContactTypeld	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

5.33 Service Skill Summary Table

Name: ServiceSkillSummary

Purpose: This table contains 15-minute summarizations of counts, and durations grouped by each service. Includes Total Time, Total Calls, Max and Total Queue Time, and Total Setup Time.

Service Skill Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time and date period	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.

Service Skill Summary Table (continued)

Column Name	Column Description	Data Type	Comments
Service_Id	Service ID	int not null	Distinct service identification number that maps to an entry in the config_<epro>.dbo.ServiceDVAudit table.
Skill_Id	Site ID	int not null	Distinct skill identification number that maps to an entry in the config_<epro>.dbo.SkillsDVAudit table.
DefaultSkillLevel	Default skill level	int not null	Minimum skill level required for the skill.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key to the resource.dbo.Site table.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource.dbo.Tenants table.
SumSkillLevel	Sum of skill level	int null	Sum of the agent skill levels. Used to calculate averages.
TotalCalls	Total calls	int null	Total number of contacts handled in the service.
TotalSkilledCalls	Total skilled calls	int null	Number of contacts handled by agents with the minimum skill level.
UpdateDt	Update date and time	datetime2(3) null	Date and time when the record was last updated.
HandleTime	Handle time	int null	Time calls were handled by the agent.
QueueTimeAnsCalls	Queue time answer calls	int null	Time answered calls were in queue.
IPNIQNodeId	IPNIQ Node ID	int not null	Identifier of the site where the IPNIQ call originated.
SkillGroupId	Skill group ID	int not null	Identifier of the skill group.
AgentSkillLevel	Agent skill level	int not null	Skill level of the agent handling the call.
SkillGroupName	Skill group name	nvarchar(80) null	Name of the skill group.
FinalSkillLevel	Final skill level	int not null	Skill level at the end of the call.

5.34 Trunk Summary Table

Name: TrunkSummary

Trunk Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	smalldatetime not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized.
ResourceGroup_Id	Resource group ID	int not null	Unique identifier indicating the resource group this row is summarized for.
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller, handled on this circuit (trunk). More specific DNIS information can be found in the InboundRouting table.
Switch_Id	Switch ID	int not null	Unique identifier for this switch.
Circuit_Id	Circuit ID	int not null	Unique identifier for this circuit.
ChannelId	Channel ID	int not null	Unique identifier for this channel.
CallTypeId	Call type ID	int not null	Call type identification number that maps to an entry in tlkpCallType table.
CallCategoryId	Call category ID	int not null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was generated.
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated.
CircuitCalls	Circuit calls	int null	Number of calls handled by this circuit during this period.
CircuitAvailTime	Circuit Available time	int null	Time the circuit was in the Working (available) state during this time period.
CircuitBusyTime	Circuit busy time	int null	Sum of the time a circuit was being used for a call. (Near On Hook DT – Near Off Hook DT)
CircuitIdleTime	Circuit Idle time	int null	Sum of the time a circuit was not being used for a call. (Near Off Hook DT of this call – Near On Hook DT of previous call).
CircuitQueueTime	Circuit queue time	int null	Sum of (QueueStartDt – QueueEndDt) for all calls handled by this circuit. It must be consistent with QueueTime in MediaServiceSummary.

Trunk Summary Table (continued)

Column Name	Column Description	Data Type	Comments
CircuitQueuedCalls	Circuit queue calls	int null	Number of calls for which the CircuitQueueTime is greater than 0.
CircuitCallSetupTime	Circuit call setup time	int null	Sum (DetectionDt – CallStartDt) for AOD calls handled by this circuit.
CircuitFailureTime	Circuit failure time	int null	Time the circuit was in the Failed state during this time period.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.
OutOfServiceTime	Out of Service time	int null	Displays the summarized Out of Service time.
PeakChannelCount	Peak Channel Count	int null	Peak number of channels utilized concurrently on this circuit. Note: This field is available in version 7.3 SP4 and later.

5.35 Work Distribution Summary Table (7.3 SP4 and Later)

Note: This table is available in version 7.3 SP4 and later.

Name: WorkDistributionSummary

Work Distribution Summary Table

Column Name	Column Description	Data Type	Comments
Date	Date	datetime null	
DateEpoch	Date epoch	int null	
Site_Id	Site ID	int null	The identifier of the site.
Tenant_Id	Tenant ID	int null	The identifier of the tenant (business unit).
BurstLimit_TotalAgents	Burst Limit - Total Agents	int null	
BurstLimit_Inbound_Voice_User	Burst Limit - Inbound Voice user	int null	
BurstLimit_Outbound_Voice_User	Burst Limit - Outbound Voice user	int null	

Work Distribution Summary Table (continued)

Column Name	Column Description	Data Type	Comments
BurstLimit_Voice_Blend_User	BurstLimit - Voice Blend user	int null	
BurstLimit_Universal_Blend_User	BurstLimit - Universal Blend user	int null	
BurstLimit_Inbound_Email_User	Burst Limit - Inbound Email user	int null	
BurstLimit_Inbound_Chat_User	Burst Limit - Inbound Chat user	int null	
BurstLimit_Inbound_IM_User	Burst Limit - Inbound IM user	int null	
BurstLimit_ALM_User	Burst Limit - ALM user	int null	
TotalAgents	Total Agents	int null	
Aspect_Hosted_Inbound_Voice_User	Aspect Hosted - Inbound Voice user	int null	
Aspect_Hosted_Outbound_Voice_User	Aspect Hosted - Outbound Voice user	int null	
Aspect_Hosted_Voice_Blend_User	Aspect Hosted - Voice Blend user	int null	
Aspect_Hosted_Universal_Blend_User	Aspect Hosted - Universal Blend user	int null	
Aspect_Hosted_Inbound_Email_User	Aspect Hosted - Inbound Email user	int null	
Aspect_Hosted_Inbound_Chat_User	Aspect Hosted - Inbound Chat user	int null	
Aspect_Hosted_Inbound_IM_User	Aspect Hosted - Inbound IM user	int null	
Aspect_Hosted_ALM_User	Aspect Hosted - ALM user	int null	

5.36 VM Node Action Summary Table

Name: VMNodeActionSummary

VM Node Action Summary Table

Column Name	Column Description	Data Type	Comments
BeginTimePeriodDt	Beginning time period date	datetime2(3) not null	Timestamp of the beginning of the 15-minute interval over which other values in this table are calculated or summarized from the detail tables.
ScriptId	Script ID	int not null	IVR script identification number. See IVR table.
ResourceGroup_Id	Resource group ID	int not null	Resource group reference number that maps to the ResourceGroup and ResourceGroupType tables. A resource group is something that helps perform the service. Examples are Top T1, Bottom T1 group.
DNIS	DNIS	nvarchar(40) not null	Dialed Number Identification Service. Number dialed by the caller. More specific DNIS information can be found in the InboundRouting table.
CallTypeid	Call type ID	int not null	Distinct call type identification number that maps to an entry in the tlkpCallType table.
CallCategoryId	Call category ID	int not null	Distinct call category identification number that maps to an entry in the tlkpCallCategory table.
CallActionId	Call action ID	int not null	Distinct call action identification number that maps to an entry in the tlkpCallAction table.
NodeTypeId	Node type ID	int not null	A number referencing a node type. See tlkpNodeTypes (inter) for descriptions.
ObjectId	Object ID	int not null	IVR script object identification number. See the IVRScriptObjects table.
NodeActionId	Node action ID	int not null	A number referencing a node type. See tlkpNodeActions (inter) for descriptions.
NodeTermId	Node termination ID	int not null	A number referencing a node termination. See tlkpNodeTerminations for descriptions.
Site_Id	Site ID	int not null	Unique identifier for the site on which this data was originated. It is a foreign key in the resource.dbo.Site table.

VM Node Action Summary Table (continued)

Column Name	Column Description	Data Type	Comments
TenantId	Tenant ID	int not null	Unique identifier for the tenant (business unit) for which this data was generated. It is a foreign key to the resource. dbo.Tenants table.
NodeHitCount	Node hit count	int null	Number of times the voicemail was played by the ScriptId.
NodeActiveTime	Node Active time	int null	Sum(NodeLeftDt – NodeEnteredDt) from IVRNodeActivityDetail for the summary period for each service, script, resource group, DNIS, call type, call category, call action, node type, object id, node action, node termination.
ContactTypeId	Contact type ID	int not null	Unique identifier for the contact type for which this data was generated.

5.37 Meta Data Tables in Summary_<epro>

The tables in this section are meta data tables used by internal Aspect Unified IP DataViews and Scheduled Reporting processes.

Warning: Changing data in these tables will cause the Aspect Unified IP DataViews application and the Scheduled reporting feature to malfunction. Never touch or alter the data in these tables.

These tables must be changed only by the Aspect Unified IP DataViews and Scheduled Reporting operations. ODBC users MUST NEVER touch these tables. The only purpose of the data in these tables is the running of the application processes; they are meaningless outside of these processes.

5.38 Custom Graph Fields Table

Name: CustomGraphFields

Purpose: Each record in the CustomGraphFields table specifies a single field used in the graph identified by the combination of TemplateId, ViewId, and GraphId.

Custom Graph Fields Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report which is the parent of the graph using this field. Together with the ViewId it uniquely identifies a single custom report.

Custom Graph Fields Table (continued)

Column Name	Column Description	Data Type	Comments
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report which is the parent of the graph using this field.
GraphId	Graph ID	int not null	Identifier for this graph using this field. Together the TemplateId, ViewId, and GraphId uniquely identify the graph.
FieldId	Field ID	int not null	Identifier for this field. It is a foreign key to the Lookup.tklpReportFields table.
FieldType	Field type	int not null	0 = condition field 1 = summary field
FieldGraphName	Field graph name	varchar(255) not null	Name of the field as it appears in the graph properties.

5.39 Custom Report Field MD Aggregation Table

Name: CustomReportFieldMDAgg

Purpose: Each record in the CustomReportFieldMDAgg table defines an aggregation for a single field in a specific custom report.

Custom Report Field MD Aggregation Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report using this field. Together with the ViewId it uniquely identifies a single custom report.
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report using this field.
PresentationTypeId	Presentation type ID	int not null	Indicates whether this field is for a report or a cube. Allowable values are 1 and 2; 1 indicates the field is used in a report; 2, that it is used in a cube.
FieldId	Field ID	int not null	Unique identifier for this field. This is a foreign key to the Lookup.tlkpReportFields table.
MDSourceId	MD source ID	int not null	
MDAggregateId	MD aggregate ID	int not null	
SelectedFlag	Selected flag	int null	Flag that indicates whether or not this field is selected to be displayed.
ModifiedUser	Modified by user ID	nvarchar(20) null	User_Id of the person who last modified this aggregation. This is a foreign key to the config_<epro>.dbo.Users and UsersDVAudit tables.
ModifiedDt	Modified date	datetime2(3) null	Date and time when the record was last modified.

5.40 Custom Report Fields Table

Name: CustomReportFields

Purpose: Each record in the CustomReportFields table specifies one field used in a custom report or a custom cube. The combination of TemplateId and ViewId identifies the custom report using each field.

Custom Report Fields Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report which uses this field. Together with the ViewId it uniquely identifies a single custom report.
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report using this field.
PresentationTypeId	Presentation Type ID	int not null	Indicates whether this field is for a report or a cube. Allowable values are 1 and 2; 1 indicates the field is used in a report; 2, that it is used in a cube.
FieldId	Field ID	int not null	Unique identifier for this field. This is a foreign key to the Lookup.tlkpReportFields table.
SelectedFlag	Selected flag	int not null	Flag that indicates whether or not this field is selected to be displayed.
FieldSortOrder	Field sort order	int not null	Defines whether the data in this field will be sorted in ascending or descending order.
DisplayOrder	Display order	int not null	Specifies the order in which this field will be displayed in the report or cube.
DisplayLabel	Display label	nvarchar(80) null	Specifies the label displayed for this field in the report or cube. When this field is NULL, the Lookup.tlkpReportFields.DisplayLabel will be used.
DisplayLength	Display length	int null	Specifies the width of the column in which this field is displayed in the report. When this field is NULL, the Lookup.tlkpReportFields.DisplayLabel will be used.

Custom Report Fields Table (continued)

Column Name	Column Description	Data Type	Comments
GroupByFlag	Group by flag	int not null	Flag that indicates whether the report data is to be grouped using this field, and if grouped, whether or not there will be a page break after each group, and whether or not the group total will be displayed. Allowable values are 0, 1, 3, 5, and 8. 0 means no grouping; 1 means group on this field but no page break and show the totals; 3 means group on this field, page break after this group, and show the totals; 5 means group on this field but no page break and do not show the totals; 8 means group on this field, page break after this group, and do not show the totals.
FormulaForTotals	Formula for totals	nvarchar(255) null	Specifies the formula used to calculate the group and report totals for this field. When this field is NULL, Lookup.tlkpReportFields.FormulaForTotals will be used.
DisplayHeight	Display height	int null	Specifies the number of lines used to display the label for this field in the report. When this field is NULL, Lookup.tlkpReportFields.DisplayHeight will be used.
DisplayHorzAlign	Display horizontal alignment	int null	Specifies the horizontal alignment of the label for this field in the report. When this field is NULL, Lookup.tlkpReportFields.DisplayHorzAlign will be used.

5.41 Custom Report Filter Data Table

Name: CustomReportFilterData

Purpose: Each record in the CustomReportFilterData table stores one selected filter item value for the custom report identified by the combination of TemplateId and ViewId.

Custom Report Filter Data Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report for which this selected filter item is stored. Together with the ViewId it uniquely identifies a single custom report.

Custom Report Filter Data Table (continued)

Column Name	Column Description	Data Type	Comments
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report for which this selected filter item is stored.
ReportFilterId	Report filter ID	int not null	Identifier of the filter to which this item belongs. A foreign key to the Lookup.tlkpReportFilters table.
IDSequence	ID sequence	int not null	Specifies the sequence within the filter category for this filter item.
Propagate	Propagate	int not null	Specifies if all the items on levels below this one are to be selected. Allowed values are 0 and 1; 0 means do not select all lower level items; 1, means select them.
ModifiedUser	Modified by user ID	nvarchar(20) null	User_Id of the Aspect Unified IP DataViews user who last modified the record.
ModifiedDt	Modified date	datetime2(3) null	Date and time when the record was last modified.
NumericID	Numeric ID	int null	Unique identifier for this item if it is a number.
StringID	String ID	nvarchar(120) null	Unique identifier for this item if it is a string.
NumericID2	Numeric ID	int null	Unique identifier for an item on the second level under this item if it is a number.
StringID2	String ID 2	nvarchar(120) null	Unique identifier for an item on the second level under this item if it is a string.
NumericID3	Numeric ID 2	int null	Unique identifier for an item on the third level under this item if it is a number.
StringID3	String ID 3	nvarchar(120) null	Unique identifier for an item on the third level under this item if it is a string.
NumericID4	Numeric ID 4	int null	Unique identifier for an item on the fourth level under this item if it is a number.
StringID4	String ID 4	nvarchar(120) null	Unique identifier for an item on the fourth level under this item if it is a string.
NumericID5	Numeric ID 5	int null	Unique identifier for an item on the fifth level under this item if it is a number.
StringID5	String ID 5	nvarchar(120) null	Unique identifier for an item on the fifth level under this item if it is a string.
NumericID6	Numeric ID 6	int null	Unique identifier for an item on the sixth level under this item if it is a number.

Custom Report Filter Data Table (continued)

Column Name	Column Description	Data Type	Comments
StringID6	String ID 6	nvarchar(120) null	Unique identifier for an item on the sixth level under this item if it is a string.

5.42 Custom Report Graphs Table

Name: CustomReportGraphs

Purpose: Each record in the CustomReportGraphs table defines a single graph used in a custom report. The parent custom report is identified by the combination of TemplateId and ViewId.

Custom Report Graphs Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report which is the parent of this graph. Together with the ViewId it uniquely identifies a single custom report.
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report which is the parent of this graph.
GraphId	Graph ID	int not null	Identifier for this graph. Together the TemplateId, ViewId, and GraphId uniquely identify this graph.
GraphType	Graph type	int not null	Specifies the type of this graph: line, bar, pie. Uses Crystal's enumerated CRGraphType constants.
GraphLocation	Graph location	int not null	Defines the graph's location in either the report header, report footer, group header, or group footer. If graph is in a group header or footer the GroupFieldId cannot be NULL.
GroupFieldId	Group field ID	int not null	FieldId of the grouping field whose header or footer contains the graph.
LeftPosition	Left position	int not null	
TopPosition	Top position	int not null	

Custom Report Graphs Table (continued)

Column Name	Column Description	Data Type	Comments
Height	Graph height	int not null	
Width	Graph width	int not null	
GraphDirection	Graph direction	int not null	Graph's direction can be vertical or horizontal.
Title	Graph title	nvarchar(100) not null	
SubTitle	Graph subtitle	nvarchar(100) not null	
XAxisTitle	Graph x-axis title	nvarchar(100) not null	
YAxisTitle	Graph y-axis title	nvarchar(100) not null	
Gridline	Graph gridline	int not null	Default = crMajorGridlines (2), others are crNoGridlines (0), apply to both Data Axes.
PieLegendLayout	Pie legend layout	int not null	Layout for pie charts only: crAmountLayout (1), crBothLayout (2), crNoneLayout (3), crPercentLayout (0).
PieSize	Pie size	int not null	
PieSliceDetachment	Pie slice detachment	int not null	
LegendPosition	Legend position	int not null	
BarSize	Bar size	int not null	
DataValueNumberFormat	Data value number format	int not null	Sets the format for the data values.
EnableShowLegend	Enable show legend	int not null	Boolean, Shows (true) or hides (false) the legend. Default = True.
DataPoint	Data point	int not null	Display (2) or not (0) the data point values. Default = 0.

5.43 Custom Reports Table

Name: CustomReports

Purpose: Each record in the CustomReports table defines a custom report and its properties.

Custom Reports Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create this custom report. This is a foreign key to the Lookup.tlkpTemplates table. Together with the ViewId it uniquely identifies a single custom report.
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify each custom report.
Name	Report name	nvarchar(80) not null	Name of this custom report.
ReportCategoryId	Report category ID	int not null	Identifies the category under which this report will be listed on the Aspect Unified IP DataViews client. This is a foreign key to the Lookup.tlkpReportCategory table.
DataSPName	Data stored procedure name	nvarchar(40) not null	Name of the stored procedure used to gather the data for this custom report.
CreatedUser	Created by user ID	nvarchar(20) not null	User_Id of the person who created this custom report. This is a foreign key to the config_<epro>.dbo.Users and UsersDVAudit tables.
CreatedDt	Created date for report	datetime2(3) not null	Date and time this custom report was created.
ModifiedUser	Modified by user ID	nvarchar(20) not null	User_Id of the person who last modified this custom report. This is a foreign key to the config_<epro>.dbo.Users and UsersDVAudit tables.
ModifiedDt	Modified date	datetime2(3) not null	Date and time when this custom report was last modified.
Deleted	Deleted	int not null	Indicates whether the record has been deleted. 0 = No 1 = Yes
GlobalFlag	Global flag	int not null	Flag that indicates the security status of this report. Valid values are 0 and 1. 0 indicates that this is a user private report, 1 indicates it is a public report.
HeaderFile	Header file	nvarchar(200) null	Location of an image file to be added to the report header.
Footer	Footer	nvarchar(200) not null	Text to be displayed in the footer of this custom report.

Custom Reports Table (continued)

Column Name	Column Description	Data Type	Comments
ViewSelectionId	View selection ID	int not null	Indicates whether this is a custom report, a custom cube, or both. Allowable values are 1, 2, and 3. 1 indicates this is a report only, 2 indicates it is a cube only, and 3 indicates it is both.
DetailColor1	Detail color 1	int not null	Specifies the RBG values for the background color of one of the alternating row background in the report's detail data section.
DetailColor2	Detail color 2	int not null	Specifies the RBG values for the background color of the other alternating row background in the report's detail data section.
GroupTotalColor	Group total color	int not null	Specifies the RBG values for the background color of the group totals section.
TotalColor	Total color	int not null	Specifies the RBG values for the background color of the report totals section.
DisplayDetail	Display detail	int not null	Indicates whether or not to display the detail data section of this report. Allowed values are 0 and 1; 0 indicates the detail section will not be displayed, 1 indicates that it will.
SuppressTotal	Suppress total flag	int not null	Indicates if the report total will be displayed. 0 = the report totals will be displayed 1 = report totals will not be displayed.
HasGraph	Has graph flag	int not null	Indicates if this custom report will display a graph. 0 = no graph 1 = one or more graphs will be displayed

5.44 Custom Report Stored Procedure Parameter Values Table

Name: CustomReportSPPParamValues

Purpose: Each record in the CustomReportSPPParamValues table specifies a stored value for one stored procedure parameter for the custom report identified by the combination of TemplateId and ViewId.

Custom Report Stored Procedure Parameter Values Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report for which this parameter is specified. Together with the ViewId it uniquely identifies a single custom report.
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report for which this parameter is specified.
ParamIndex	Parameter index	int not null	An index telling the Aspect Unified IP DataViews client the order in which to display this parameter.
Parameter	Parameter name	nvarchar(80) not null	Name of this parameter.
LookupCode	Lookup code	nchar(3) null	A three character code identifying the type of data to be looked up, if any, for this parameter.
Value	Parameter value	nvarchar(255) null	Value of this parameter.

5.45 Custom Report Systems Table

Name: CustomReportSystems

Purpose: Each record in the CustomReportSystems stores the identifier for a selected site whose data will be included in the custom report identified by the combination of TemplateId and ViewId.

Custom Report Systems Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report which will gather data from this selected site. Together with the ViewId it uniquely identifies a single custom report.
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report which will gather data from this selected site.

Custom Report Systems Table (continued)

Column Name	Column Description	Data Type	Comments
SiteId	Site ID	int not null	Unique identifier for this site. It is a foreign key to the Resource.Site and Resource.SiteDVAudit tables.
RemoteServerId	Remote server ID	int not null	

5.46 Custom Report User Table

Name: CustomReportUser

Purpose: Each record in the CustomReportUser identifies the owner the custom report identified by the combination of TemplateId and ViewId.

Custom Report User Table

Column Name	Column Description	Data Type	Comments
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report. Together with the ViewId it uniquely identifies a single custom report.
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report.
User_Id	User ID	nvarchar(16) not null	User_Id of the person who owns this custom report. This is a foreign key to the config_<epro>.dbo.Users and UsersDVAudit tables.

5.47 Local Tenant Table

Name: LocalTenant

Purpose: The LocalTenant table identifies the tenant (business unit) whose data is stored in this summary_<epro> database.

Local Tenant Table

Column Name	Column Description	Data Type	Comments
TenantShortName	Tenant short name	nvarchar(6) not null	
MDSequence	MD sequence	int null	
RecordingSequence	Recording sequence	int null	
TenantDBVersion	Tenant database version	int null	

5.48 Report Schedule Table

Name: ReportSchedule

Purpose: Each record in the ReportSchedule table identifies the custom report to be run by a scheduled report.

Report Schedule Table

Column Name	Column Description	Data Type	Comments
RScheduleId	Scheduled report ID	int not null	Identifier of this scheduled report. A foreign key to the RSchedules table.
TemplateId	Template ID	int not null	Identifier for the template used to create the custom report to be run by this scheduled report. Together with the ViewId it uniquely identifies a single custom report.
ViewId	View ID	int not null	Combination of ViewId and Template uniquely identify the custom report to be run by this scheduled report.
RollingDateFilterTypeId	Rolling date filter type ID	int null	
ReportScheduleStatusId	Report schedule status ID	int null	
CreatedUser	Created user	nvarchar(40) null	User_Id of the person who created this scheduled report. This is a foreign key to the config_<epro>.dbo.Users and UsersDVAudit tables.
FilePrefix	File prefix	nvarchar(160) null	Prefix to be used for saving all report document instances created by running this scheduled report. If NULL, the instances are not exported to a file.
EmailSubject	Email subject line	nvarchar(255) null	Subject of an email, if any, containing all report document instances created by running this scheduled report.
EmailFrom	Email from address	nvarchar(160) null	Sender's email address for an email, if any, containing all report document instances created by running this scheduled report.

5.49 Report Schedule Destinations Table

Name: ReportScheduleDestinations

Purpose: Each record in the ReportScheduleDestinations table specifies a weekday on which the specified scheduled report is to run.

Report Schedule Destinations Table

Column Name	Column Description	Data Type	Comments
RSchedulesId	Report schedules ID	int not null	Identifier of this scheduled report. A foreign key to the RSchedules table.
DestinationId	Destination ID	int not null	
ExportFormatTypeId	Export format typeId	int null	

5.50 Report Schedule Selected Weekdays Table

Name: RSchedSelectedWeekdays

Purpose: Each record in the RSchedSelectedWeekdays table specifies a weekday on which the specified scheduled report is to run.

Report Schedule Selected Weekdays Table

Column Name	Column Description	Data Type	Comments
RSchedulesId	Scheduled report ID	int not null	Identifier of this scheduled report. A foreign key to the RSchedules table.
WeekdayId	Weekday ID	int not null	Identifier of the weekday on which the scheduled report is to be run. Allowed values are 0 – 6.

5.51 RSchedules (Report Schedules) Table

Name: RSchedules

Purpose: Each record in the RSchedules table defines a scheduled report.

RSchedules (Report Schedules) Table

Column Name	Column Description	Data Type	Comments
RSchedulesId	Scheduled report ID	int not null	Identifier of this scheduled report. A foreign key to the RSchedules table.
Name	Name	nvarchar(255) not null	Name of the scheduled report.
ScheduleTypeId	Schedule type ID	int null	Identifier of the schedule type.
ScheduleFrequency	Schedule frequency	int null	Frequency of the schedule.
ScheduleStartTime	Schedule start time	datetime2(3) null	Start time of the schedule.
ScheduleStartDate	Schedule start date	datetime2(3) null	Start date of the schedule.
ScheduleEndDate	Schedule end date	datetime2(3) null	Date after which this scheduled report will no longer be run. If NULL the schedule will continue to run indefinitely.
DaySelectionId	Day selection ID	int null	Identifier of the day.
DayOfTheMonth	Day of the month	int null	Indicates the day of the month when the schedule begins (1-31).
WeekPositionId	Week position ID	int null	Identifier of the day of the week.
WeekdayId	Weekday ID	int null	Indicates the day of the week when the schedule begins. 1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday
TimeZone_Id	Time zone ID	int null	Identifier of the time zone.

5.52 RSchedules (Report Schedules) Log Table

Name:RSchedulesLog

Purpose: Each record in the RschedulesLog table shows the status of a single run of each report schedule. If a schedule report has not yet been run there will be no records.

RSchedules (Report Schedules) Log Table

Column Name	Column Description	Data Type	Comments
RSchedulesId	Scheduled report ID	int not null	Identifier of this scheduled report. A foreign key to the RSchedules table.
ScheduleStartDate	Schedule start date	datetime2(3) not null	Date and time when this scheduled report run started.
ScheduleStatusId	Schedule status ID	int not null	An indicator of the status of the scheduled report on this run.
Description	Description	nvarchar(255) null	Description such as whether the scheduled report completed or if errors were detected.

5.53 Report View Field MD Aggregates Table

Name: ReportViewFieldMDAggregates

Report View Field MD Aggregates Table

Column Name	Column Description	Data Type	Comments
ReportId	Report ID	int not null	
ViewId	View ID	int not null	
PresentationTypeId	Presentation type ID	int not null	
FieldId	Field ID	int not null	
MDSourceId	MD source ID	int not null	
MDAggregateId	MD aggregate ID	int not null	
SelectedFlag	Selected flag	int null	
ModifiedUser	Modified user	nvarchar(20) null	User_Id of the person who last modified the record.
ModifiedDt	Modified date	datetime2(3) null	Date and time when the record was last modified.

5.54 Report Views Inter Table

Name: ReportViewsInter

Report Views Inter Table

Column Name	Column Description	Data Type	Comments
LocaleId	Locale ID	int not null	Identifier of the locale.
ReportId	Report ID	int not null	Identifier of the report.
ViewId	View ID	int not null	Identifier of the view.
Name	Name	nvarchar(80) null	
ReportCategoryId	Report category ID	int null	Identifier of the report category,
DataSPName	Data SP name	nvarchar(40) null	
CreatedUser	Created user	nvarchar(20) null	User_Id of the person who created the record.
CreatedDt	Created date	datetime2(3) null	Date and time when the record was created.
ModifiedUser	Modified user	nvarchar(20) null	User_Id of the person who last modified the record.
ModifiedDt	Modified date	datetime2(3) null	Date and time when the record was last modified.
Deleted	Deleted	int null	Indicates whether the record has been deleted. 0 = No 1 = Yes
GlobalFlag	Global flag	int null	
HeaderFile	Header file	nvarchar(200) null	
Footer	Footer	nvarchar(200) null	
ViewSelectionId	View selection ID	int null	
DetailColor1	Detail color 1	int null	
DetailColor2	Detail color 2	int null	
GroupTotalColor	Group total color	int null	
TotalColor	Total color	int null	
DisplayDetail	Display detail	int null	

Report Views Inter Table (continued)

Column Name	Column Description	Data Type	Comments
SuppressTotal	Suppress total	int null	

5.55 Scheduled Report Available Printer Table

Name: SchedReportAvailPrt

Purpose: The SchedReportAvailPrt lists all the printers configured on the computer running the scheduled reporting service.

Scheduled Report Available Printer Table

Column Name	Column Description	Data Type	Comments
PrinterName	Printer name	nvarchar(255) not null	Name of the configured printer.

5.56 User Report Destination Table

Name: UserReportDest

Purpose: The UserReportDest contains all the destinations configured by all users belonging to this tenant (business unit).

User Report Destination Table

Column Name	Column Description	Data Type	Comments
DestinationId	Destination ID	int not null	Unique identifier for a user defined report destination.
DestinationTypeId	Destination type ID	int null	Indicates the destination category, allowed values: 1= file directory, 2 = printer, 3 = email address.
DestinationValue	Destination value	nvarchar(120) null	Destination, a folder such as c:\public, a printer such as \\PRINTER-SVR\HP-8150.

5.57 Controlling Summarization Processes

The tables in this section are processing data tables used by internal Summarization processes. The tables belong to Summarization DB.

Warning: Changing data in these tables will cause Summarization to malfunction. Never touch or alter the data in these tables.

These tables must be changed only by the Summarization operations. ODBC users MUST NEVER touch these tables. The only purpose of the data in these tables is the running of the Summarization processes; they are meaningless outside of these processes.

5.58 LSP Call Summary Stored Procedure List Table

Name: LSPCallSummarySPList

LSP Call Summary Stored Procedure List Table

Column Name	Column Description	Data Type	Comments
SPOrder	Stored procedure order	int not null	
SPName	Stored procedure name	nvarchar(40) not null	

5.59 Summary Check Intervals Table

Name: SummaryCheckIntervals

Summary Check Intervals Table

Column Name	Column Description	Data Type	Comments
SummaryTable	Summary table	nvarchar(40) not null	
SummaryCheckDt	Summary check date	datetime2(3) not null	
LastSummaryBeginDt	Last summary begin date	datetime2(3) not null	
StartIntervalDt	Start interval date	datetime2(3) null	

Summary Check Intervals Table (continued)

Column Name	Column Description	Data Type	Comments
EndIntervalDt	End interval date	datetime2(3) null	
SummaryStartDt	Summary start date	datetime2(3) null	
SummaryEndDt	Summary end date	datetime2(3) null	
SummaryTime	Summary time	int null	
IntervalCount	Interval count	int null	

A. Schema Changes in Recent Unified IP Releases

This appendix identifies the schema changes for the Aspect Unified IP database that occurred in the most recent releases:

- [Schema Changes Between Unified IP 7.3 SP6 and 7.4 SP2](#)
- [Schema Changes Between Unified IP 7.3 SP5 and 7.3 SP6](#)
- [Schema Changes Between Unified IP 7.3 SP4 and 7.3 SP5](#)
- [Schema Changes Between Unified IP 7.3 SP3 and 7.3 SP4](#)
- [Schema Changes Between Unified IP 7.3 SP2 and 7.3 SP3](#)
- [Schema Changes Between Unified IP 7.3 SP1 and 7.3 SP2](#)
- [Schema Changes Between Unified IP 7.3 and 7.3 SP1](#)
- [Schema Changes Between Unified IP 7.2 and 7.3](#)

To improve readability, each table entry is color coded as follows:

Deleted Table or Column	Changed Column Information	New Table or Column
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A.1 Schema Changes Between Unified IP 7.3 SP6 and 7.4 SP2

[Table A-3](#) lists the schema changes to the Unified IP database tables that occurred between releases 7.3 SP6 and 7.4 SP2.

Table A-2 *Schema Changes Between Unified IP 7.3 SP6 and 7.4 SP2*

Table Name	Description of Change
<i>application_epro Tables:</i>	
There were no changes to the application_epro tables in 7.4 SP2.	

Table A-2 Schema Changes Between Unified IP 7.3 SP6 and 7.4 SP2 (continued)

Table Name	Description of Change
config_epro Tables:	
QMFileReceiverInfo	New tables for 7.4 SP2.
detail_epro Tables:	
AMDOutboundDetail	Added column: "WorkGroup_Id"
AODCallDetail	Added row "DialMode"
ASBRCallSkillDetail	Added column: "WorkGroup_Id"
CallDetail	Added column: "WorkGroup_Id"
ConferenceCallDetail	Added column: "WorkGroup_Id"
ConsultationCallDetail	Added column: "WorkGroup_Id"
DIDCallDetail	Added column: "WorkGroup_Id"
ManualCallDetail	Added column: "WorkGroup_Id"
VMCallDetail	Added column: "WorkGroup_Id"
knowledgebase Tables:	
There were no changes to the knowledgebase tables in 7.4 SP2.	
lookup Tables:	
There were no changes to the knowledgebase tables in 7.4 SP2.	
newrecordings_epro Tables:	
There were no changes to the newrecordings_epro tables in 7.4 SP2.	
recordings_epro Tables:	
There were no changes to the recordings_epro tables in 7.4 SP2.	
resource Tables:	
UIPDBLoginsAudit	New table for 7.4 SP2
summary_epro Tables:	
There were no changes to the summary_epro tables in 7.4 SP2.	

A.2 Schema Changes Between Unified IP 7.3 SP5 and 7.3 SP6

Table A-3 lists the schema changes to the Unified IP database tables that occurred between releases 7.3 SP5 and 7.3 SP6.

Table A-3 Schema Changes Between Unified IP 7.3 SP5 and 7.3 SP6

Table Name	Description of Change
application_epro Tables:	
There were no changes to the application_epro tables in 7.3 SP6.	
config_epro Tables:	
ClientTypeConfig ClientTypeUserInfo WorkgroupAgentStatusReason WorkgroupAgentStatusReasonAudit	New tables for 7.3 SP6.
detail_epro Tables:	
AMDMessageDetail	DataType column: ToAddress changed from "nvarchar(80) null" to "nvarchar(255) null".
AMDMessageDetailExt	DataType column: CCAddress changed from "nvarchar(200) null" to "nvarchar(255) null". DataType column: BCCAddress changed from "nvarchar(200) null" to "nvarchar(255) null". DataType column: ReplyTo changed from "nvarchar(200) null" to "nvarchar(255) null".
knowledgebase Tables:	
There were no changes to the knowledgebase tables in 7.3 SP6.	
lookup Tables:	
tlkpClientType	1 new column: ClientGUID
newrecordings_epro Tables:	
There were no changes to the newrecordings_epro tables in 7.3 SP6.	
recordings_epro Tables:	
There were no changes to the recordings_epro tables in 7.3 SP6.	
resource Tables:	

Table A-3 Schema Changes Between Unified IP 7.3 SP5 and 7.3 SP6 (continued)

Table Name	Description of Change
EDSAuditMetaData	DataType column: TableName changed from "nvarchar(40) not null" to "nvarchar(255) not null". DataType column: ColumnName changed from "nvarchar(40) not null" to "nvarchar(80) not null".
EDSAuditTables	DataType column: TableName changed from "nvarchar(40) not null" to "nvarchar(255) not null". DataType column: AuditTableName changed from "nvarchar(40) not null" to "nvarchar(255) not null".
EDSChangeAuditLog EDSChangeCheckLog EDSChangeExceptionLog	DataType column: TableName changed from "nvarchar(80) not null" to "nvarchar(255) not null".
Tenants TenantsAudit	1 new column: AllowAgentStatusReasonGrouping
summary_epro Tables:	
There were no changes to the summary_epro tables in 7.3 SP6.	

A.3 Schema Changes Between Unified IP 7.3 SP4 and 7.3 SP5

Table A-4 lists the schema changes to the Unified IP database tables that occurred between releases 7.3 SP4 and 7.3 SP5.

Table A-4 Schema Changes Between Unified IP 7.3 SP4 and 7.3 SP5

Table Name	Description of Change
application_epro Tables:	
There were no changes to the application_epro tables in 7.3 SP5.	
config_epro Tables:	
AODService AODServiceAudit	2 new columns: AllowCTIExternalRouting RouteRequestTimeout
CertificateConfigFileDetailsAudit CertificateDetailAudit CertificatePortDetailsAudit	New tables for 7.3 SP5.

Table A-4 Schema Changes Between Unified IP 7.3 SP4 and 7.3 SP5 (continued)

Table Name	Description of Change
OfcomSettings OfcomSettingsAudit	1 new column: DacAsAbandon
detail_epro Tables:	
ACDCallDetail	1 new column: RoutedByExternal
AODCallDetail	1 new column: RoutedByExternal
knowledgebase Tables:	
There were no changes to the knowledgebase tables in 7.3 SP5.	
lookup Tables:	
tlkpSIPDeviceType	DeviceType column: Data type changed from "nvarchar(25) not null" to "nvarchar(50) not null".
tlkpSIPSessionRefresherType	New table for 7.3 SP5.
newrecordings_epro Tables:	
There were no changes to the newrecordings_epro tables in 7.3 SP5.	
recordings_epro Tables:	
There were no changes to the recordings_epro tables in 7.3 SP5.	
resource Tables:	
SIPDevice	ProxyDeviceRegistrationPeriod column: Default setting was changed from 60 to 115.
SIPDevice SIPDeviceAudit	3 new columns: SessionRefreshEnabled SessionRefresher SessionRefreshInterval
SIPProxyGeneralConfigOptions SIPProxyGeneralConfigOptionsAudit	1 new column: OptionsPingInterval
Site SiteAudit SiteDVAudit	1 new column: TLS12
Tenants TenantsAudit	1 new column: AllowOutboundCTIExternalRouting
summary_epro Tables:	
There were no changes to the summary_epro tables in 7.3 SP5.	

A.4 Schema Changes Between Unified IP 7.3 SP3 and 7.3 SP4

Table A-5 lists the schema changes to the Unified IP database tables that occurred between releases 7.3 SP3 and 7.3 SP4.

Table A-5 Schema Changes Between Unified IP 7.3 SP3 and 7.3 SP4

Table Name	Description of Change
application_epro Tables:	
InboundEmailCallData	UD1 through UD20 columns: Data type changed from "nvarchar(78) null" to "nvarchar(255) null".
config_epro Tables:	
AODService AODServiceAudit	1 new column: AllowNonWhiteListNumber
detail_epro Tables:	
There were no changes to the detail_epro tables in 7.3 SP4.	
knowledgebase Tables:	
There were no changes to the knowledgebase tables in 7.3 SP4.	
lookup Tables:	
tlkpCallAction	CallActionDesc column: Data type changed from "nvarchar(40) null" to "nvarchar(60) null".
newrecordings_epro Tables:	
There were no changes to the newrecordings_epro tables in 7.3 SP4.	
recordings_epro Tables:	
There were no changes to the recordings_epro tables in 7.3 SP4.	
resource Tables:	
There were no changes to the resource_epro tables in 7.3 SP4.	
summary_epro Tables:	
TrunkSummary	1 new column: PeakChannelCount
WorkDistributionSummary	New table for 7.3 SP4.

A.5 Schema Changes Between Unified IP 7.3 SP2 and 7.3 SP3

Table A-6 lists the schema changes to the Unified IP database tables that occurred between releases 7.3 SP2 and 7.3 SP3.

Table A-6 Schema Changes Between Unified IP 7.3 SP2 and 7.3 SP3

Table Name	Description of Change
application_epro Tables:	
There were no changes to the application_epro tables in 7.3 SP3.	
config_epro Tables:	
Callback	1 new column: playMessageType
ClaimsStsConfiguration ClaimsStsConfigurationAudit	New tables for 7.3 SP3.
IVRDE_Record	1 new column: UMID
detail_epro Tables:	
CallDetail MediaDetail Recordings	1 new column: UMID
UMIDDetail	New table for 7.3 SP3.
knowledgebase Tables:	
There were no changes to the knowledgebase tables in 7.3 SP3.	
lookup Tables:	
tlkpSIPDeviceType	DeviceType column: Data type changed from "nvarchar(16) not null" to "nvarchar(25) not null".
newrecordings_epro Tables:	
Recordings	1 new column: UMID
recordings_epro Tables:	
Recordings	1 new column: UMID
resource Tables:	
Server ServerAudit ServerDVAudit	1 new column: ERASeqNum

Table A-6 Schema Changes Between Unified IP 7.3 SP2 and 7.3 SP3 (continued)

Table Name	Description of Change
SIPDevice SIPDeviceAudit	1 new column: ProxyDeviceRegistrationPeriod
SIPProxyGeneralConfigOptions SIPProxyGeneralConfigOptionsAudit	3 new columns: SIPStackResourcePollingInterval SIPStackResourceWarningLevel SIPStackResourceErrorLevel
summary_epro Tables:	
There were no changes to the summary_epro tables in 7.3 SP3.	

A.6 Schema Changes Between Unified IP 7.3 SP1 and 7.3 SP2

Table A-7 lists the schema changes to the Unified IP database tables that occurred between releases 7.3 SP1 and 7.3 SP2.

Table A-7 Schema Changes Between Unified IP 7.3 SP1 and 7.3 SP2

Table Name	Description of Change
application_epro Tables:	
There were no changes to the application_epro tables in 7.3 SP2.	
config_epro Tables:	
LocalTenant LocalTenantAudit	1 new column: EVTSequence
detail_epro Tables:	
RtrServiceSkillDetail	New table for 7.3 SP2.
knowledgebase Tables:	
There were no changes to the knowledgebase tables in 7.3 SP2.	
lookup Tables:	
tlkpServerRoleTypes	New table for 7.3 SP2.
newrecordings_epro Tables:	
There were no changes to the newrecordings_epro tables in 7.3 SP2.	

Table A-7 Schema Changes Between Unified IP 7.3 SP1 and 7.3 SP2 (continued)

Table Name	Description of Change
recordings_epro Tables:	
There were no changes to the recordings_epro tables in 7.3 SP2.	
resource Tables:	
There were no changes to the resource tables in 7.3 SP2.	
summary_epro Tables:	
There were no changes to the summary_epro tables in 7.3 SP2.	

A.7 Schema Changes Between Unified IP 7.3 and 7.3 SP1

Table A-8 lists the schema changes to the Unified IP database tables that occurred between releases 7.3 and 7.3 SP1.

Table A-8 Schema Changes Between Unified IP 7.3 and 7.3 SP1

Table Name	Description of Change
application_epro Tables:	
There were no changes to the application_epro tables in 7.3 SP1.	
config_epro Tables:	
UIPAQMClients UIPAQMClientsAudit	New tables for 7.3 SP1.
detail_epro Tables:	
MediaDetail	1 new column: DisconnectedFlag
knowledgebase Tables:	
There were no changes to the knowledgebase tables in 7.3 SP1.	
lookup Tables:	
There were no changes to the lookup tables in 7.3 SP1.	
newrecordings_epro Tables:	
There were no changes to the newrecordings_epro tables in 7.3 SP1.	
recordings_epro Tables:	

Table A-8 Schema Changes Between Unified IP 7.3 and 7.3 SP1 (continued)

Table Name	Description of Change
There were no changes to the recordings_epro tables in 7.3 SP1.	
resource Tables:	
RemoteServer RemoteServerAudit	1 new column: PublicFQDNName
Server ServerAudit ServerDVAudit	1 new column: ReconnectTimeout
ServerNICDetailAudit	Table deleted in 7.3 SP1.
SiteMachines SiteMachinesAudit	1 new column: PublicFqdnName
summary_epro Tables:	
There were no changes to the summary_epro tables in 7.3 SP1.	

A.8 Schema Changes Between Unified IP 7.2 and 7.3

Table A-9 lists the schema changes to the Unified IP database tables that occurred between releases 7.2 and 7.3.

Table A-9 Schema Changes Between Unified IP 7.2 and 7.3

Table Name	Description of Change
application_epro Tables:	
baseSampleOBCTable1	New table for 7.3.
config_epro Tables:	
Agent AgentAudit	9 new columns: MaxEmailCalls MaxIMCalls MaxWorkflowCalls AllowSocialMedia AspectSocialInstanceId TransitionToParkForAspectSocial DefaultASMServiceId AllowSuspendResumeMA SuspendMAIfReject
AODService AODServiceAudit	2 new columns: UseRNA_Nums Ring_No_Ans_Rings_Secs

Table A-9 Schema Changes Between Unified IP 7.2 and 7.3 (continued)

Table Name	Description of Change
ASMService ASMServiceAudit	New tables for 7.3.
AutoDialRestricted	New table for 7.3.
CallDataDefDetail CallDataDefDetailAudit	2 new columns: MaskType NumCharsToMask
CallTableExclusionList	1 new column: TimeZone_Id
CcproSchedule CcproScheduleAudit	1 new column: TimeZone_Id
CertificateConfigFileDetails CertificateDetail CertificatePortDetails CertificateSigningRequest	New tables for 7.3.
ChangeNotification	3 new columns: Server_1 Server_2 NotificationTime
CTExclusionListAudit	1 new column: TimeZone_Id
CustAreaCodeExchangeTimeZoneAudit	New table for 7.3.
IVRDE_Config IVRDE_Keys IVRDE_Record IVRDE_Service	New tables for 7.3.
IVRDLL	1 new column: NetDocParams
NsQueues NsQueuesAudit	New tables for 7.3.
OfcomSettings OfcomSettingsAudit	2 new columns: UseRNANums RingNoAnsRingsSecs
RecManTasks RecManTasksAudit	1 new column: TimeZone_Id
Service ServiceAudit ServiceDVAudit	2 new columns: TimeZone_Id ResetStatsByTimeZone
SkillGroupDetails SkillGroupDetailsAudit	New tables for 7.3.
SkillGroups SkillGroupsAudit SkillGroupsDVAudit	New tables for 7.3.
SkillUsage SkillUsageAudit	New tables for 7.3.

Table A-9 Schema Changes Between Unified IP 7.2 and 7.3 (continued)

Table Name	Description of Change
TimeZone	1 new column: Identifier
TimeZone_Group_Holiday	New table for 7.3.
detail_epro Tables:	
ACDCallDetail	2 new columns: ParkFlag SkillGroupId
AODCallDetail	1 new column: ParkFlag
ASBRCallSkillDetail	2 new columns: SkillGroupId SkillGroupName
CTICallDetail	1 new column: ParkFlag
DIDCallDetail	1 new column: ParkFlag
ManualCallDetail	2 new columns: TimePhoneStartingRinging NoofPhoneRings
MediaDetail	1 new column: MACallFlag
knowledgebase Tables:	
There were no changes to the knowledgebase tables in 7.3.	
lookup Tables:	
tlkpCallPartyPlanModes	New table for 7.3.
tlkpCallPartyTypeModes	New table for 7.3.
tlkpDSToffsets	New table for 7.3.
newrecordings_epro Tables:	
There were no changes to the newrecordings_epro tables in 7.3.	
recordings_epro Tables:	
There were no changes to the recordings_epro tables in 7.3.	
resource Tables:	
AspectSocialInstance AspectSocialInstanceAudit	New tables for 7.3.
Circuit CircuitAudit	1 new column: CRC

Table A-9 Schema Changes Between Unified IP 7.2 and 7.3 (continued)

Table Name	Description of Change
CircuitCodecs CircuitCodecsAudit	1 new column: CodecOrder
DSTHistory	New table for 7.3.
EDMLoaderConfig EDMLoaderConfigAudit	DetailPassword column: Data type changed from "nvarchar(40)" to "nvarchar(255)".
ExternalReportConfig	1 new column: TimeZone_Id
IP_Circuit IP_CircuitAudit	5 new columns: gainControlMode TxAutoTargetDb RxAutoTargetDb TxHiCompenThresholdDb TxGainCompressionDb
ISDN_Circuit ISDN_CircuitAudit	9 new columns: InternationalPrefix NationalPrefix OverlapReceiving OverlapTimeout OverlapDnisLen CalledPartyType CallingPartyType CalledPartyPlan CallingPartyPlan PresentationRestricted Mvm1Variant
PBXSwitchAgents PBXSwitchAgentsAudit	1 new column: TenantId
Server ServerAudit ServerDVAudit	4 new columns: DesignationServer QuorumID QuorumPort LogUserData
ServerAudit (additional change)	ModifyingUserID column: Column name changed from "ModifyingUserId" to "ModifyingUserID".
Site SiteAudit SiteDVAudit	3 new columns: RootCertThumbprint CertPassword FccCompliant
Switch SwitchAudit SwitchDVAudit	1 new column: Failover
Tenants TenantsAudit	2 new columns: ChkTZForExtCalls MaxOutCallsPerSec
TrunkType TrunkTypeAudit	2 new columns: DnisStrip CallerIdDnisStrip

Table A-9 Schema Changes Between Unified IP 7.2 and 7.3 (continued)

Table Name	Description of Change
summary_epro Tables:	
RSchedules	1 new column: TimeZone_Id
ServiceSkillSummary	5 new columns: IPNIQNodeId SkillGroupId AgentSkillLevel SkillGroupName FinalSkillLevel

B. Change Management Overview

The Aspect Unified IP system tracks changes to configuration data through audit tables in the database. This chapter provides an overview of the change management of the configuration data. System Hardware Configuration History

Internal system configuration tables store the setup of the hardware installation profile. The system installation process creates a new system configuration table. The server configuration tool provides a screen to enter the hardware configuration data.

B.1 System Software Version History

The system installation process creates a new system software version history table. The system software version history schema contains the name of the software product, date/time installed, version number, and sub-components installed. The installation programs obtain and populate the required configuration schema contents.

B.2 System Stability History Logging

The system installation process creates a new system stability history table. The DB backup contains all of the system configuration settings adequate to restore the system to a prior known state. The existing backup mechanism for the configuration data has been enhanced to allow for scheduling daily backups.

B.3 Service Level Audit Tracking

The system installation process creates a set of new audit tables to track the service level changes and copies modified configuration records to the audit table (including the date/time of the modification and the user ID of the user making the change through triggers).

B.4 Application Audit Tracking

The system installation process creates a set of new audit tables to track application changes, and copies the modified configuration records to the audit table (including the date/time of the modification and the user ID of the user making the change through trigger).

B.5 Security Plan Audit Tracking

The system installation process creates a set of new audit tables to track security plan changes, and copies the modified configuration records to the audit table (including the date/time of the modification and the user ID of the user making the change through triggers).

B.6 Call Table Level Audit Tracking

The system installation process creates a set of new audit tables to track call table changes, and copies the modified configuration records to the audit table (including the date/time of the modification and the user ID of the user making the change through triggers).

B.7 EBF History

The installation mechanism obtains and populates the required audit data to track the EBF installation.

B.8 Service Pack Automation and History

A service pack can be downloaded and installed using a web page link. You are informed upon login to the Aspect support web site that a service pack exists for a specific product. The installation mechanism obtains and populates the required audit data table to track the service pack installation.

B.9 User Tracking

The system installation process creates a set of new audit tables to track user changes, and copies the modified configuration records to the audit table (including the date/time of the modification and the user ID of the user making the change through triggers).

B.10 NANP History

The system installation process creates a set of new audit tables to track NANP changes, and copies the modified configuration records to the audit table (including the date/time of the modification and the user ID of the user making the change through triggers).

B.11 Speech Dictionary Audit Tracking

The system installation process creates a set of new audit tables to track speech dictionary changes, and copies the modified configuration records to the audit table (including the date/time of the modification and the user ID of the user making the change through triggers).

The audit logs track the following data points:

- name of speech file
- date speech file added to system
- date speech file deleted from system
- date speech file was modified

About Alvaria

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