



# Cisco Customer Response Solutions Database Schema

Cisco IPCC Express, Cisco IP IVR, and Cisco IP QM, Release 4.0(1)  
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## Preface

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*Cisco Customer Response Solutions Database Schema* describes how data is organized in Cisco Customer Response Solutions (CRS) databases. This manual provides detailed descriptions of the records and fields in each database table and useful information to help you create your own reports.

## Audience

*Cisco Customer Response Solutions Database Schema* is intended for system managers, administrators, and developers who want to create custom reports using generally available third-party programs that create reports from databases.

## Organization

The “[Database Table Details](#)” section on [page 3](#) describes each table in the Cisco CRS databases. The descriptions are arranged in alphabetical order by table name. Each description includes a detailed explanation of each record in the table.

## Related Documentation

The following documents contain additional information about the Cisco CRS databases and the information stored in these databases:

- *Cisco CRS Administration Guide*
- *Cisco CRS Historical Reports User Guide*
- *Cisco CRS Historical Reporting Administrator and Developer Guide*

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

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The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

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Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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- Registered Cisco.com users (Cisco direct customers) can order documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

- Instructions for ordering documentation using the Ordering tool are at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

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Cisco Systems  
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170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



### Tip

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.htm](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.htm)

The link on this page has the current PGP key ID in use.

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco

service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



### Note

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Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended

solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

**Severity 3 (S3)**—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

**Severity 4 (S4)**—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

# Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:  
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>





# Database Schema

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This manual describes how data is organized in the Cisco Customer Response Solutions (CRS) database.

The Cisco CRS database is `db_cra`. It contains the information for historical and real-time reports, including IPCC Express configuration information, stored procedures, and some call statistics. All of the tables described in this document are in the `db_cra` database.

To expand the performance of Cisco CRS, you can install the database component on an expansion server instead of on the Cisco CRS Server. You can also install the database component on a standby server. The same `db_cra` database schema resides on each server on which you install the database component.

If you want to use a third-party program to create custom reports from information in the Cisco CRS databases, refer to the information in this manual as you design your reports.

The following sections include these topics:

- [General Database Concepts, page 2](#)
- [Database Table Details, page 3](#)

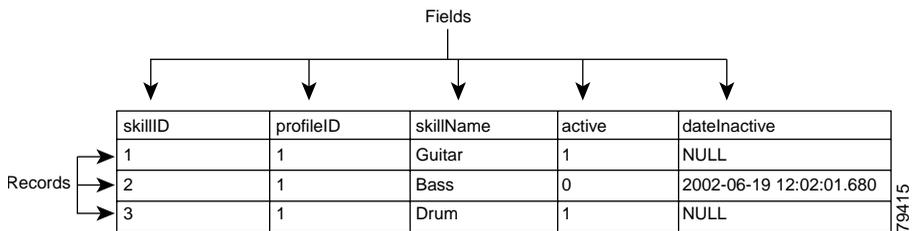
# General Database Concepts

This section provides an overview of some basic database concepts.

## Tables, Columns, and Rows

A database contains one or more tables of data. Each table in a database defines a set of columns, which are called *fields*. Within each table, the database stores data in rows, which are called *records*. Each record (row) contains one value for each field (column) of the table. For example, [Figure 1](#) shows an example of a Skill table, which contains five fields. This example shows a Skill table with three records.

**Figure 1 Skill Table Fields and Records**



Database tables and the number and names of their fields are constant. The number of records in a table and the data that those records contain will vary according your system.

## Table Relationships

Related tables in a database share one or more common fields. For example, both the Skill and the SkillGroup tables include the skillID field. Each record in the Skill table is related to each record in the SkillGroup table that shares the same skillID value.

Relationships between tables can be one-to-one or one-to-many. For example, because one skill can be associated with many skill groups, the relationship between the Skill and SkillGroup tables is one-to-many. On the other hand, each

call or call leg has its own set of data about the agent who handled the call and other information. Therefore, the relationship between the AgentConnectionDetail and ContactCallDetail table is one-to-one.

Each database table description in this manual is followed by a Related Tables section. These sections show the fields by which a table is related to other tables. If the fields have different names in each table, these sections show the mapping.

## Database Table Details

This section provides information about Cisco CRS system database tables, their records, and their fields.

Each description provides the following information:

- Database Table Name—Name of the Cisco CRS database table.
- Database—Name of the Cisco CRS database that contains the database table.
- Field Name—Name of a field as it appears in the database table.
- Description—Description of the field, including valid values where appropriate.
- Storage—Information about the data in each field as follows:
  - Data type used for the field in the database. [Table 1](#) describes each data type.

**Table 1** *Field Data Types*

Data Type	Description
bit	Integer value of 1 or 0.
datetime	Date and time data from January 1, 1753, through December 31, 9999, with an accuracy of three-hundredths of a second or 3.33 milliseconds.
decimal	Fixed-precision and scale numeric from $-10^{38} + 1$ through $10^{38} - 1$ .
int	Four-byte integer value between $-2,147,483,648$ and $2,147,483,647$ .

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

Data Type	Description
nvarchar( <i>n</i> )	Variable-length Unicode data up to 4,000 characters. The storage size depends on the length of the data.
smallint	Two-byte integer value between –32,768 and 32,767.
tinyint	One-byte integer value between 0 and 255.
varchar( <i>n</i> )	Variable-length non-Unicode data up to 8,000 characters. The storage size depends on the length of the data.

- Whether the NULL value is valid for the field. “NULL” if the NULL value is or “NOT NULL” if the NULL value is not valid.

**Note**

If the NULL value is valid, the database will record a value of –1 for a NULL value in a numeric field. The database will record an empty string for a NULL value in other fields.

- “Primary Key” if the field is a primary key, or part of a primary key, in the database table.

## Overview of Tables

The following tables are described in this guide:

- [AgentConnectionDetail, page 6](#), contains records written for calls that are connected to an agent
- [AgentStateDetail, page 8](#), contains records written when an agent changes state.
- [ContactCallDetail, page 10](#), contains records written for every incoming, outgoing, or internal call.
- [ContactQueueDetail, page 19](#), contains records written for calls that are queued for CSQs; one record for each CSQ queued.
- [ContactRoutingDetail, page 22](#), contains records written for calls that are queued for CSQs; one record for each call.

- [ContactServiceQueue, page 24](#), contains records written for CSQs configured on the CRS Administration user interface.
- [MonitoredResourceDetail, page 27](#), contains records written for agents who are monitored by a supervisor.
- [ProfileIDMapping, page 29](#), contains records written for LDAP profiles defined on the CRS Administration user interface.
- [RemoteMonitoringDetail, page 31](#), contains records written for remote monitoring calls made by a supervisor.
- [Resource, page 33](#), contains records written for resources (agents) that are configured on the Cisco CallManager Administration user interface.
- [ResourceGroup, page 36](#), contains records written for resource groups configured on the CRS Administration user interface.
- [ResourceSkillMapping, page 37](#), is a relationship table between resources and skills.
- [RmonCSQConfig, page 39](#), contains records written for CSQs configured for a supervisor's remote monitoring allowed list on the CRS Administration user interface.
- [RmonResConfig, page 39](#), contains records written for resources configured for a supervisor's remote monitoring allowed list on the CRS Administration user interface.
- [RmonUser, page 40](#), contains records written for remote monitoring supervisors configured on the CRS Administration user interface.
- [RtCSQsSummary, page 42](#), contains real-time statistics for configured CSQs.
- [RtICDStatistics, page 44](#), contains IPCC Express summary statistics.
- [Skill, page 46](#), contains records written for skills configured on the CRS Administration user interface.
- [SkillGroup, page 47](#), is a relationship table between skills and CSQs.
- [Supervisor, page 49](#), contains records written for supervisors configured on the CRS Administration user interface.
- [Team, page 51](#), contains records written for teams configured on the CRS Administration user interface.

- [TeamCSQMapping, page 52](#), is a relationship table between teams and CSQs.
- [WorkflowTask, page 53](#), contains records written for workflow tasks that are executed.

## AgentConnectionDetail

**Database table name:** AgentConnectionDetail

The Cisco CRS system creates a new record in the AgentConnectionDetail table when an agent disconnects a call or a leg by hanging up or by transferring the call. (A new call leg starts each time that a call is transferred, except when a call is transferred from a Cisco CTI [Computer Telephony Interface] port to an agent.)

An AgentConnectionDetail record contains information relating to the agent who handled the call or call leg.

The AgentConnectionDetail table contains the fields shown [Table 2](#).

**Table 2** *AgentConnectionDetail Table Fields*

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each Cisco CRS server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key

**Table 2** *AgentConnectionDetail Table Fields (continued)*

Field Name	Description	Storage
qIndex	A new qIndex is created whenever an IPCC Express call is conferenced to an IPCC Express route point.	tinyint NOT NULL Primary Key
resourceID	Identifier of the agent who handled the call.	int NOT NULL Primary Key
startDateTime	Date and time that the call or the leg started ringing at the device of an agent.	datetime NOT NULL Primary Key
endDateTime	Date and time that the call or the leg was transferred or disconnected.	datetime NOT NULL
gmtOffset	Offset, in minutes, between local time of the Cisco CRS server and Greenwich Mean Time.	smallint NOT NULL
ringTime	Amount of time, in seconds, between the time the call or the leg first rang at the extension of an agent and one of the following events: <ul style="list-style-type: none"> <li>• The agent answered the call or the leg</li> <li>• The caller hung up before the call or the leg was answered</li> <li>• The system retrieved the call or the leg before the call or the leg was answered</li> </ul>	smallint NULL
talkTime	Amount of time, in seconds, that passed from the time an agent answered the call or the leg to the time the call or the leg was disconnected or transferred, not including hold time.	smallint NULL

**Table 2** *AgentConnectionDetail Table Fields (continued)*

Field Name	Description	Storage
holdTime	Amount of time, in seconds, that the call or the leg spent on hold.	smallint NULL
workTime	Amount of time, in seconds, that an agent spent in Work State after the call or the leg.	smallint NULL
callWrapupData	After-call information that the agent enters through the Agent Desktop user interface while the agent is in the work state.	varchar(40) NULL

**Related Tables**

- [ContactCallDetail, page 10](#) (via sessionID, sessionSeqNum, nodeID, and profileID)
- [ContactRoutingDetail, page 22](#) (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)
- [ContactQueueDetail, page 19](#) (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)
- [MonitoredResourceDetail, page 27](#) (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [RemoteMonitoringDetail, page 31](#) (sessionID maps to monitoredSessionID, via profileID, and nodeID)
- [Resource, page 33](#) (via resourceID and profileID)

## AgentStateDetail

**Database table name:** AgentStateDetail

The Cisco CRS system creates a new record in the AgentStateDetail table each time the state of an agent changes.

An AgentStateDetail record contains information about the agent and about the event that caused the agent state change.

The AgentStateDetail table contains the fields shown in [Table 3](#).

**Table 3** *AgentStateDetail Table Fields*

Field Name	Description	Storage
agentID	Identifier of the agent whose state has changed.	int NOT NULL Primary Key
eventDateTime	Date and time that the agent state changed.	datetime NOT NULL Primary Key
gmtOffset	Offset, in minutes, between local time of the Cisco CRS server and Greenwich Mean Time.	smallint NOT NULL
eventType	Event that triggered the agent state change: 1—Log In 2—Not Ready 3—Ready 4—Reserved 5—Talking 6—Work 7—Log Out	tinyint NOT NULL Primary Key

**Table 3** *AgentStateDetail Table Fields (continued)*

Field Name	Description	Storage
reasonCode	Code, as set up in the Cisco Desktop Administrator, for the reason that the agent changed to Not Ready State or to Log Out State.  Null if a reason code is not configured.	smallint  NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int  NOT NULL Primary Key

**Related Tables**

- [ProfileIDMapping, page 29](#) (via profileID)
- [Resource, page 33](#) (agentID maps to resourceID and via profileID)

## ContactCallDetail

**Database table name:** ContactCallDetail

The Cisco CRS system creates a new record in the ContactCallDetail table for each call or call leg processed by the system. A new call leg starts each time that a call is transferred or redirected, except when a call is transferred from a Cisco CTI port to an agent.

A ContactCallDetail record contains detailed information about the call or leg. At least one such record will exist for each call.

The ContactCallDetail table contains the fields shown in [Table 4](#).

**Table 4**     *ContactCallDetail Table Fields*

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
contactType	Contact type of the call or the leg: 1—Incoming. Outside call received by the Cisco IPCC Express Edition system. 2—Outgoing. Call originated by the Cisco CRS system, other than a call made within the system. 3—Internal. Call transferred or conferenced between agents, or a call made within the system. 4—Redirect. This leg is a redirect inward; that is, a previous leg redirected the call to this leg. 5—Transfer-in. This leg is a transfer inward; that is a previous leg transferred the call to this leg.	tinyint NOT NULL

**Table 4** *ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
contactDisposition	Disposition of the call or the leg. 1—Abandoned 2—Handled 3—Do not care 4—Aborted 5-21—Rejected	tinyint NOT NULL
dispositionReason	Reason why the call is aborted or rejected by the system.	varchar(100) NULL
transfer	Was this call leg transferring the call: 1 = transfer 0 = no	bit NULL
conference	Was this a conference call: 1 = conference 0 = no	bit NULL
redirect	Was this call leg redirecting the call: 1 = redirect 0 = no	bit NULL
metServiceLevel	Did the call meet the service level: 1 = met service level 0 = no Note: Reserved for future use.	bit NULL

**Table 4** *ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
originatorType	Originator of the call or the leg: 1—Agent. Call originated by an agent. 2—Device. Call originated by a simulated caller. (Used for testing.) 3—Unknown. Call originated by an outside caller through a gateway or by an unknown device.	tinyint NOT NULL
originatorID	Numeric identifier of the agent who originated the call or the leg. Used only if originatorType is 1.	int NULL
originatorDN	If originatorType is 2, this field shows the CTI port number. If originatorType is 3, this field shows the telephone number of the caller as received by the Cisco CallManager, if available. Null if If originatorType is 1.	nvarchar(30) NULL
destinationType	Destination of the call or the leg: 1—Agent. Call presented to an agent. 2—Device. Call presented to a route point. 3—Unknown. Call presented to an outside destination through a gateway or to an unknown device. Null if no destination.	tinyint NULL
destinationID	Numeric identifier of the agent who received the call or the leg. Used only if destinationType is 1.	int NULL

**Table 4** *ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
destinationDN	<p>If destinationType is 2, this field shows the CTI port number.</p> <p>If destinationType is 3, this field shows the telephone number called, if available.</p> <p>Null if destinationType is 1.</p>	nvarchar(30) NULL
startDateTime	<p>For an incoming call or a leg, date and time that the call or the leg started to ring in the system.</p> <p>For an internal call or for an outgoing call, date and time that the call originated.</p>	datetime NOT NULL
endDateTime	Date and time that this call or the leg was transferred or was disconnected.	datetime NOT NULL
gmtOffset	Offset, in minutes, between the local time of the Cisco CRS server and Greenwich Mean Time.	smallint NOT NULL
calledNumber	<p>Telephone number of the device to which the call or leg was presented.</p> <p>If the call or leg was placed to a Cisco CRS Route Point, this field shows the directory number configured in the Cisco CallManager for that Route Point.</p> <p>If the call was placed to an external party, this field shows the telephone number dialed by the caller.</p>	nvarchar(30) NULL

**Table 4** *ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
origCalledNumber	<p>Telephone number dialed by the caller if the call was placed from an IP phone.</p> <p>The Cisco CallManager directory number to which the VoIP gateway routed the call if the call was placed from outside the VoIP<sup>1</sup> network (for example, from the PSTN<sup>2</sup> or a TDM<sup>3</sup> PBX<sup>4</sup>).</p> <p>Null if the caller picked up the phone but did not dial any digits.</p>	nvarchar(30) NULL
applicationTaskID	<p>Identifier of the IPCC Express or IP IVR<sup>5</sup> application task that is associated with the call or the leg.</p> <p>Null for a call that does not have an application associated with it.</p>	decimal(18) NULL
applicationID	<p>Identifier of the IPCC Express or IP IVR application that processed the call or the leg.</p> <p>Null for a call or a leg that does not have an application associated with it.</p>	int NULL
applicationName	<p>Name of the IPCC Express or IP IVR application associated with the call.</p> <p>Null for a call or a leg that does not have an application associated with it.</p>	nvarchar(30) NULL
connectTime	<p>Amount of time, in seconds, between the start time of the call or the leg and the end time of the call or the leg.</p>	smallint NULL

**Table 4** *ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
customVariable1	Contents of the variable _ccdrVar1, if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable2	Contents of the variable _ccdrVar2, if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable3	Contents of the variable _ccdrVar3, if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable4	Contents of the variable _ccdrVar4, if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL

**Table 4** *ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
customVariable5	Contents of the variable _ccdrVar5, if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable6	Contents of the variable _ccdrVar6, if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable7	Contents of the variable _ccdrVar7, if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable8	Contents of the variable _ccdrVar8, if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL

**Table 4** *ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
customVariable9	Contents of the variable <code>_ccdrVar9</code> , if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable10	Contents of the variable <code>_ccdrVar10</code> , if this variable is set by the Set Session Info step in the workflow that the IPCC Express or IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
accountNumber	Account number entered by the caller.	varchar(40)  NULL
callerEnteredDigits	Phone number entered by the caller.	varchar(40)  NULL
badCallTag	Tag for a bad call.  Default = N	char(1)  NULL
flowout	When this flag is set, it means this call leg is sent to another application or destination outside the system without talking to an agent.	bit  NULL

1. VoIP = Voice over Internet Protocol
2. PSTN = Public Switched Telephone Network
3. TDM = Time-Division Multiplexing
4. PBX = Private Branch Exchange
5. IVR = Interactive Voice Response

### Related Tables

- [AgentConnectionDetail, page 6](#) (via sessionID, sessionSeqNum, nodeID, and profileID)
- [ContactQueueDetail, page 19](#) (via session ID, sessionSeqNum, nodeID, profileID)
- [ContactRoutingDetail, page 22](#) (via sessionID, sessionSeqNum, nodeID, and profileID)
- [MonitoredResourceDetail, page 27](#) (sessionSeqNum maps to monitoredSessionSeqNum, via sessionID, profileID, and nodeID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [RemoteMonitoringDetail, page 31](#) (sessionID maps to monitoredSessionID, via sessionID, sessionSeqNum, profileID, and nodeID)
- [Resource, page 33](#) (via originatorID/destinationID maps to resourceID when originatorType/destinationType is 1, via profileID)

## ContactQueueDetail

**Database table name:** ContactQueueDetail

The Cisco CRS system writes the record when the call is queued for CSQs; then one of the following happens:

- Call is abandoned while queued for CSQs
- Call is being dequeued
- Caller is connected to an agent

The Contact Queue Detail table contains the fields shown in [Table 5](#).

**Table 5**     *ContactQueueDetail Table Fields*

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
qIndex	A new qIndex is created whenever the IPCC Express call is conferenced to an IPCC Express route point.	tinyint NOT NULL Primary Key
queueOrder	The order of the call in the queue.	tinyint NOT NULL
targetType	Indicates whether the call was queued for a CSQ or for an agent. 0 = CSQ 1 = Agent	tinyint NOT NULL Primary Key

**Table 5** *ContactQueueDetail Table Fields (continued)*

Field Name	Description	Storage
targetID	Numeric ID of the CSQ or the agent depending upon the targetType.  0—Numeric record ID of the CSQ. (See record ID description in the Contact Service Queue Table)  1—Numeric agent ID (see resourceID description in the Resource Table)	int  NOT NULL  Primary Key
disposition	Disposition for this leg of the call for this CSQ.  <ul style="list-style-type: none"> <li>• Abandoned = 1</li> <li>• Handled by CSQ = 2</li> <li>• Dequeued from CSQ = 3</li> <li>• Handled by script = 4</li> <li>• Handled by another CSQ = 5</li> </ul>	tinyint  NULL
metServiceLevel	Call answered within the configured number of seconds of queue time for this CSQ.  <ul style="list-style-type: none"> <li>• Yes = 1</li> <li>• No = 0</li> </ul>	bit  NULL
queueTime	Number of seconds the caller spent in queue for this CSQ and this leg of the call.	smallint  NULL

**Related Tables**

- [AgentConnectionDetail, page 6](#) (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)
- [ContactCallDetail, page 10](#) (via sessionID, sessionSeqNum, nodeID, and profileID)
- [ContactRoutingDetail, page 22](#) (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)

- [ContactServiceQueue, page 24](#) (targetID maps to recordID when targetType is 0, via profileID)
- [MonitoredResourceDetail, page 27](#) (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [RemoteMonitoringDetail, page 31](#) (sessionID maps to monitoredSessionID, via profileID and nodeID)
- [Resource, page 33](#) (targetID maps to resourceID when targetType is 1, and via profileID)

## ContactRoutingDetail

**Database table name:** ContactRoutingDetail

The Cisco CRS system creates a new record in the ContactRoutingDetail table for each Cisco IPCC Express call or call leg that is queued for one or more CSQs. A new call leg starts each time that a call is transferred or redirected, except when a call is transferred from a Cisco CTI (Computer Telephony Interface) port to an agent. The system also creates a new record in the ContactRoutingDetail table if a call is conferenced to an IPCC Express workflow.

A ContactRoutingDetail record contains information about call priority and accumulated queue time. This differs from the ContactQueueDetail record which shows individual queue time for each CSQ.

The Contact Routing Detail table contains the fields shown in [Table 6](#).

**Table 6** *ContactRoutingDetail Table Fields*

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key

**Table 6** *ContactRoutingDetail Table Fields (continued)*

Field Name	Description	Storage
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
qIndex	A new qIndex is created whenever the IPCC Express call is conferenced to an IPCC Express route point.	tinyint NOT NULL Primary Key
origPriority	Priority level assigned to the call or the leg when it was first queued. Null if a priority was not assigned.	tinyint NULL
finalPriority	Priority level of the call or the leg when it ended. Null if a priority was not assigned.	tinyint NULL
queueTime	Time, in seconds, that the call or the leg was queued before an agent picked up the call or the leg. This is the accumulated queue time perceived by the caller if the call is queued for more than one CSQ; in contrast, the ContactQueueDetail record records queue time for each individual CSQ.	smallint NULL
startDateTime	For an incoming call or a leg, date and time that the call or the leg was queued for the first CSQ.	datetime NOT NULL

**Related Tables**

- [AgentConnectionDetail](#), page 6 (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)

- [ContactCallDetail, page 10](#) (via sessionID, sessionSeqNum, nodeID, and profileID)
- [ContactQueueDetail, page 19](#) (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)
- [MonitoredResourceDetail, page 27](#) (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [RemoteMonitoringDetail, page 31](#) (sessionID maps to monitoredSessionID, via profileID, and nodeID)

## ContactServiceQueue

**Database table name:** ContactServiceQueue

The Cisco CRS system creates a new record in the ContactServiceQueue table when a Contact Service Queue (CSQ) is set up in Cisco CRS Administration.

A ContactServiceQueue record contains information about the CSQ. One such record exists for each active and inactive CSQ. When a CSQ is deleted (deactivated), its record still remains in the database marked as inactive; that is, the active field value is 0.

The ContactServiceQueue table contains the fields shown in [Table 7](#).

**Table 7** *ContactServiceQueue Table Fields*

Field Name	Description	Storage
contactServiceQueueID	Numeric identifier of the CSQ. This ID does not change when CSQ attributes are changed through the CRS Administration user interface.	int NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL
CSQName	Name of the CSQ as set up in CRS Administration.	nvarchar(50) NOT NULL

**Table 7** *ContactServiceQueue Table Fields (continued)*

Field Name	Description	Storage
resourcePoolType	Type of resource pool that is set up in CRS Administration: 1—Resource groups 2—Resource skills	tinyint NOT NULL
resourceGroupID	If resourcePoolType is 1, unique identifier used to locate the associated resource group in the Resource Group table. Not used if resourcePoolType is 2.	int NULL
selectionCriteria	Resource pool selection model that is set up in CRS Administration	nvarchar(30) NOT NULL
skillGroupID	If resourcePoolType is 2, unique identifier used to locate the associated skill group in the SkillGroup table. Not used if resourcePoolType is 1.	int NULL
serviceLevel	Goal, in seconds, for the maximum time that a caller spends in the queue before the call is answered by an agent, as set up in CRS Administration.	int NOT NULL
serviceLevelPercentage	Goal for the percentage of calls that meet the service level that is shown in the serviceLevel field, as set up in CRS Administration.	tinyint NOT NULL

**Table 7** *ContactServiceQueue Table Fields (continued)*

Field Name	Description	Storage
active	<p>Indicates whether the record is active:</p> <p>0—Inactive</p> <p>1—Active</p> <p>A record becomes inactive if the CSQ is deleted from the system or if the attributes are changed through the CRS Administration user interface. When an attribute is changed, the record is marked inactive; that is, the active field is changed to 0, and a new record is created.</p>	<p>bit</p> <p>NOT NULL</p>
autoWork	<p>Whether an agent goes to Work State after handling a call from this CSQ:</p> <p>0—No</p> <p>1—Yes</p>	<p>bit</p> <p>NOT NULL</p>
dateInactive	<p>If the active field is 0, date and time that the record became inactive.</p>	<p>datetime</p> <p>NULL</p>
queueAlgorithm	<p>Criterion that specifies how contacts are queued, as set up in CRS Administration.</p>	<p>nvarchar(30)</p> <p>NOT NULL</p>
recordID	<p>Identifier of this record. When any CSQ attribute, such as service level, is changed through the CRS Administration user interface, the record is marked inactive; that is, the value of the active field changes to 0, and a new record is created with a new record ID; the contactServiceQueueID stays the same for that CSQ.</p>	<p>int</p> <p>NOT NULL</p> <p>Primary Key</p>

**Table 7** *ContactServiceQueue Table Fields (continued)*

Field Name	Description	Storage
orderList	Reserved for future use.	int NULL
wrapUpTime	Time in seconds that agent is placed in Work state.  Possible values: 1 – 7200  0 = disabled	small int NULL
prompt	The prompt value is used for remote monitoring. The customer can record the name of the CSQ and store it in a WAV file. This field contains the name of the WAV file.	nvarchar (256) NOT NULL

**Related Tables:**

- [ContactQueueDetail, page 19](#) (recordID maps to targetID when targetType is 0, and via profileID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [RemoteMonitoringDetail, page 31](#) (recordID maps to origMonitoredID when origMonitoredIDType is 2, and via profileID)
- [ResourceGroup, page 36](#) (via resourceGroupID and profileID)
- [SkillGroup, page 47](#) (via skillGroupID and profileID)
- [TeamCSQMapping, page 52](#) (contactServiceQueueID maps to csqID, and via profileID)

## MonitoredResourceDetail

**Database table name:** MonitoredResourceDetail

The MonitoredResourceDetail table records the actual agents who are monitored. The RemoteMonitoringDetail table records the original agent or the CSQ that the supervisor plans to monitor. Monitoring a CSQ involves monitoring the agents who handle calls for that CSQ. So the actual agents (which can be more than one) that are monitored will be recorded in the MonitoredResourceDetail table.

The MonitoredResourceDetail table contains the fields shown in [Table 8](#).

**Table 8** *MonitoredResourceDetail Table Fields*

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call. It is the sessionID of the IVR call; that is, when the supervisor starts monitoring, the monitoring call itself is an IVR call. The supervisor monitors one or more IPCC Express calls.	decimal(18) NOT NULL Primary Key
startMonitoringReqTime	The time and date that the remote supervisor attempted to monitor the agent.	datetime NOT NULL
startMonitoringCallTime	The time and date that the supervisor began monitoring the call.	datetime NOT NULL Primary Key
monitoredRsrcID	Identifier of the resource being monitored.	int NOT NULL
monitoredSessionSeqNum	The session sequence number of the IPCC Express call that is being monitored.	smallint NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key

**Table 8** *MonitoredResourceDetail Table Fields*

Field Name	Description	Storage
gmtOffset	The daylight savings time (DST) adjusted offset.	int NOT NULL
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key

**Related Tables**

- [AgentConnectionDetail, page 6](#) (monitoredSessionSeqNum maps to sessionSeqNum, via nodeID, profileID)
- [ContactCallDetail, page 10](#) (monitoredSessionSeqNum maps to sessionSeqNum, via sessionID, nodeID, profileID)
- [ContactQueueDetail, page 19](#) (monitoredSessionSeqNum maps to sessionSeqNum, via nodeID, profileID)
- [ContactRoutingDetail, page 22](#) (monitoredSessionSeqNum maps to sessionSeqNum, via nodeID, profileID)
- [RemoteMonitoringDetail, page 31](#) (via sessionID, profileID, nodeID, startMonitoringReqTime)
- [Resource, page 33](#) (monitoredRsrcID maps to resourceID, via profileID)

## ProfileIDMapping

**Database table name:** ProfileIDMapping

The Cisco CRS system creates a new record in the ProfileIDMapping table when a new profile is set up in CRS Administration.

A ProfileIDMapping record shows the mapping of the profile name to its unique identifier.

The ProfileIDMapping table contains the information shown in [Table 9](#).

**Table 9** *ProfileIDMapping Table Fields*

Field Name	Description	Storage
profilename	Name of the profile, as set up in CRS Administration.	nvarchar(50) NOT NULL Primary Key
profileID	Identifier of the profile.	int NOT NULL

**Related Tables**

- [AgentConnectionDetail, page 6](#) (via ProfileID)
- [AgentStateDetail, page 8](#) (via profileID)
- [ContactCallDetail, page 10](#) (via profileID)
- [ContactQueueDetail, page 19](#) (via profileID)
- [ContactRoutingDetail, page 22](#) (via profileID)
- [ContactServiceQueue, page 24](#) (via profileID)
- [MonitoredResourceDetail, page 27](#) (via profileID)
- [RemoteMonitoringDetail, page 31](#) (via profileID)
- [Resource, page 33](#) (via ProfileID)
- [ResourceGroup, page 36](#) (via profileID)
- [ResourceSkillMapping, page 37](#) (via profileID)
- [RmonCSQConfig, page 39](#) (via profileID)
- [RmonResConfig, page 39](#) (via profileID)
- [RmonUser, page 40](#) (via profileID)
- [Skill, page 46](#) (via ProfileID)
- [SkillGroup, page 47](#) (via profileID)
- [Supervisor, page 49](#) (via profileID)
- [Team, page 51](#) (via profileID)
- [TeamCSQMapping, page 52](#) (via profileID)

## RemoteMonitoringDetail

**Database table name:** RemoteMonitoringDetail

The Remote Monitoring Detail Record provides information about sessions where remote monitoring is used.

The RemoteMonitoringDetail table contains the fields shown in [Table 10](#).

**Table 10** RemoteMonitoringDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call. This is the sessionID of the IVR call; that is, the call that the supervisor makes to monitor other IPCC Express calls.	decimal(18) NOT NULL Primary Key
startMonitoringReqTime	The time and date that the remote supervisor attempted to monitor the agent.	datetime NOT NULL Primary Key
remoteLoginID	The numeric ID the supervisor enters before starting to monitor a call	nvarchar(50) NOT NULL
rmonID	Numeric ID of the supervisor who does the monitoring.	int NOT NULL
endMonitoringTime	The date and time the monitoring ended.	datetime NOT NULL
origMonitoredID	If origMonitoredIDType is: <ul style="list-style-type: none"> <li>1 (agent), this field contains the extension of the agent being monitored.</li> <li>2 (CSQ), this field contains the CSQ ID of the CSQ being monitored.</li> </ul>	int NOT NULL

**Table 10 RemoteMonitoringDetail Table Fields (continued)**

Field Name	Description	Storage
origMonitoredIdType	Indicates an agent or a CSQ. 1 = agent 2 = CSQ	tinyint NOT NULL
cause	The termination cause of a monitoring session: <ul style="list-style-type: none"> <li>• 3 = Normal (Monitored)</li> <li>• 100 = Normal (Agent RNA)</li> <li>• 0 = Error (Other)</li> <li>• -9 = Error (Unable to Stop Monitoring)</li> <li>• -8 = Error (Unable to Monitor New Call)</li> <li>• -7 = Error (Agent Logged Off)</li> <li>• -6 = Error (Network Problem)</li> <li>• -5 = Error (VoIP Server unable to communicate)</li> <li>• -4 = Error (Monitoring not allowed)</li> <li>• -3 = Error (Agent not logged in)</li> <li>• -2 = Error (Invalid input)</li> <li>• -1 = Error (Other)</li> </ul>	smallint NULL
monitoredSessionID	The sessionID of the monitored IPCC Express call.	decimal(18) NOT NULL
sessionSeqNum	The sequence number for the IVR call; that is, the call the supervisor makes to monitor other IPCC Express calls.	smallint NOT NULL

**Table 10 RemoteMonitoringDetail Table Fields (continued)**

Field Name	Description	Storage
profileID	Identifier of the CRS profile that is associated with this record.	int NOT NULL Primary Key
gmtOffset	Offset, in minutes, between local time of the CRS server and Greenwich Mean Time.	int NOT NULL
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key

**Related Tables**

- [AgentConnectionDetail, page 6](#) (monitoredSessionID maps to sessionID, via nodeID, profileID)
- [ContactCallDetail, page 10](#) (monitoredSessionID maps to sessionID, via sessionID, sessionSeqNum, nodeID, profileID)
- [ContactQueueDetail, page 19](#) (monitoredSessionID maps to sessionID, via nodeID, profileID)
- [ContactRoutingDetail, page 22](#) (monitoredSessionID maps to sessionID, via nodeID, profileID)
- [ContactServiceQueue, page 24](#) (origMonitoredID maps to contactServiceQueueID when origMonitoredIDType is 2, via profileID)
- [MonitoredResourceDetail, page 27](#) (via sessionID, profileID, nodeID, startMonitoringReqTime)
- [RmonUser, page 40](#) (remoteLoginID maps to loginID, via profileID, rmonID)

## Resource

**Database table name:** Resource

The Cisco CRS system creates a new record in the Resource table when the CRS system retrieves agent information from the Cisco CallManager.

A Resource record contains information about the resource (agent). One such record exists for each active and inactive resource. When a resource is deleted, the old record is flagged as inactive; when a resource is updated, a new record is created and the old one is flagged as inactive.

The Resource table contains the fields shown in [Table 11](#).

**Table 11** *Resource Table Fields*

Field Name	Description	Storage
resourceID	Numeric identifier of the resource.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
resourceLoginID	The login name assigned to the resource in the Cisco CallManager.	nvarchar(50) NOT NULL
resourceName	The first name and the last name of the resource.	nvarchar(50) NOT NULL
resourceGroupID	Resource group to which the resource belongs. Null if no resource group is assigned to the resource.	int NULL
resourceType	Type of the resource: 1—Agent 2—Supervisor 3—Administrator	tinyint NOT NULL
resourceSkillMapID	Identifier used to locate the associated skill set of the resource in the ResourceSkillMapping table. The ResourceSkillMapping table can contain multiple records for one resource.	int NOT NULL

**Table 11** *Resource Table Fields (continued)*

Field Name	Description	Storage
active	Whether this record is active: 0—Inactive 1—Active  A record becomes inactive if the resource is deleted or updated.	bit  NOT NULL
autoAvail	Determines whether the resource goes to Ready State after handling an IPCC Express call: 0—No 1—Yes	bit  NOT NULL
extension	The IPCC Express extension of the resource.	nvarchar(50)  NOT NULL
orderInRG	Order in which the resource resides within the resource group.  Null if no resource group is assigned to the resource.	int  NULL
dateInactive	If the active field is 0, date and time that the record became inactive.	datetime  NULL
assignedTeamID	Identifier of the resource's assigned team.	int  NOT NULL
resourceFirstName	The resource's first name.	nvarchar(50)  NOT NULL
resourceLastName	The resource's last name.	nvarchar(50)  NOT NULL

**Related Tables**

- [AgentConnectionDetail, page 6](#) (via resourceID, profileID)
- [AgentStateDetail, page 8](#) (resourceID maps to agentID, via profileID)

- [ContactCallDetail, page 10](#) (resourceID maps originatorID/destinationID when originatorType/destinageType is 1, via profileID)
- [ContactQueueDetail, page 19](#) (resourceID maps to targetID when targetType is 1, via profileID)
- [MonitoredResourceDetail, page 27](#) (resourceID maps to monitoredRsrcID, via profileID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [RemoteMonitoringDetail, page 31](#) (resourceID maps to origMonitoredID when origMonitoredIDType is 1, via profileID)
- [ResourceGroup, page 36](#) (via resourceGroupID, profileID)
- [ResourceSkillMapping, page 37](#) (via resourceSkillMapID, profileID)
- [Supervisor, page 49](#) (via resourceLoginID, profileID)
- [Team, page 51](#) (assignedTeamID maps to teamID, via profileID)

## ResourceGroup

**Database table name:** ResourceGroup

The Cisco CRS system creates a new record in the ResourceGroup table when a resource group is set up in CRS Administration.

A ResourceGroup record contains information about the resource group. One such record exists for each active and inactive resource group.

The Resource Group table contains the fields shown in [Table 12](#).

**Table 12** *Resource Group Table Fields*

Field Name	Description	Storage
resourceGroupID	Numeric identifier of the resource group.	int NOT NULL Primary Key
resourceGroupName	Name of the resource group, as set up in CRS Administration.	nvarchar(50) NULL

**Table 12** Resource Group Table Fields (continued)

Field Name	Description	Storage
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
active	Whether the record is active in the Cisco CRS system:  0—Inactive 1—Active  A record becomes inactive if the resource group is deleted or updated.	bit NOT NULL
dateInactive	If the active field is 0, date and time that the record became inactive.	datetime NULL

**Related Tables**

- [ContactServiceQueue, page 24](#) (via resourceGroupID, profileID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [Resource, page 33](#) (via resourceGroupID, profileID)

## ResourceSkillMapping

**Database table name:** ResourceSkillMapping

The Cisco CRS system creates a new record in the ResourceSkillMapping table when an agent is associated with a skill in CRS Administration.

A ResourceSkillMapping record contains information about all of the skills that are assigned to resources.

The ResourceSkillMapping table contains the fields shown in [Table 13](#).

**Table 13** *ResourceSkillMapping Table Fields*

Field Name	Description	Storage
resourceSkillMapID	Identifier of the skill set that is associated with a resource.	int NOT NULL Primary Key
skillID	Identifier of the skill that is associated with a resource.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
competenceLevel	Competence level associated with the skill, as set up in Cisco CRS Administration. Values range from 1 (lowest) to 10 (highest).	tinyint NOT NULL
active	Whether the record is active: 0—Inactive 1—Active  A record becomes inactive if a new skill or a new competence level is assigned to the resource that is associated with this record.	bit NOT NULL

**Related Tables**

- [ProfileIDMapping, page 29](#) (via profileID)
- [Resource, page 33](#) (via resourceSkillMapID and profileID)
- [Skill, page 46](#) (via skillID and profileID)

## RmonCSQConfig

**Database table name:** RmonCSQConfig

The Remote Monitoring Contact Service Queue Configuration table contains the CSQs that a remote monitoring supervisor is allowed to monitor (the supervisor's allowed list). This table is updated when you configure the Cisco CRS system through the CRS Administration pages.

The RmonCSQConfig table contains the fields shown in [Table 14](#).

**Table 14** RmonCSQConfig Table Fields

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key
contactServiceQueueID	The numeric identifier of the CSQ, relating to contactServiceQueueID in the ContactServiceQueue table.	int NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key

### Related Tables

- [ContactServiceQueue, page 24](#) (via contactServiceQueueID, and profileID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [RmonResConfig, page 39](#) (via rmonID and profileID)
- [RmonUser, page 40](#) (via rmonID and profileID)

## RmonResConfig

**Database table name:** RmonResConfig

The Remote Monitoring Resource Configuration table contains the list of the agents (resources) that a remote monitoring supervisor is allowed to monitor (the supervisor's allowed list). This table is updated when you configure the system through the Cisco CRS Administration pages.

The RmonResConfig table contains the fields shown in [Table 15](#).

**Table 15** *RmonResConfig Table Fields*

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key
resourceLoginID	The login ID of the resource that the remote supervisor is allowed to monitor.	nvarchar(50) NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key

#### Related Tables

- [ProfileIDMapping, page 29](#) (via ProfileID)
- [Resource, page 33](#) (via resourceLoginID, profileID)
- [RmonCSQConfig, page 39](#) (via rmonID, profileID)
- [RmonUser, page 40](#) (via rmonID, profileID)

## RmonUser

**Database table name:** RmonUser

The Remote Monitoring User table provides information about the supervisor who is logged in to remotely monitor agents.

The RmonUser table contains the fields shown in [Table 16](#).

**Table 16** *RmonUser Table Fields*

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key
loginID	User login name of the remote supervisor.	nvarchar(50) NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
name	Name of the supervisor.	nvarchar(50) NOT NULL
active	Determines whether the remote supervisor is active.  0 = inactive 1 = active	bit NOT NULL
dateInactive	Date and time the remote supervisor became inactive.	datetime NULL
type	The type of supervisor:  0 = regular supervisor 1 = remote monitoring supervisor	int NOT NULL

**Related Tables:**

- [ProfileIDMapping, page 29](#) (via profileID)
- [RemoteMonitoringDetail, page 31](#) (loginID maps to remoteLoginID, via profileID, and rmonID)
- [RmonCSQConfig, page 39](#) (via rmonID and profileID)
- [RmonResConfig, page 39](#) (via rmonID and profileID)

## RtCSQsSummary

### Database table name: RtCSQsSummary

The RtCSQsSummary table contains real-time statistics about all configured Contact Service Queues in the system. This table gets updated automatically when real-time snapshot data writing for this table is enabled through the Cisco CRS Administration pages (**Tools > Real-time snapshot configuration** menu option). The updating frequency is based on the configured data writing interval.

The RtCSQsSummary table contains the fields shown in [Table 17](#).

**Table 17** *RtCSQsSummary Table Fields*

Field Name	Description	Storage
CSQName	Name of the contact service queue.	nvarchar(50) NOT NULL
loggedInAgents	Number agents who are logged in.	int NOT NULL
talkingAgents	Number of agents who are in the talking state.	int NOT NULL
workingAgents	Number of agents who are in the working state.	int NOT NULL
reservedAgents	Number of agents who are in the reserved state.	int NOT NULL
availableAgents	Number of available (idle) agents.	int NOT NULL
unavailableAgents	Number of unavailable agents.	int NOT NULL
totalCalls	Total number of calls.	int NOT NULL
oldestContact	Oldest contact in the queue.	int NOT NULL

**Table 17** *RtCSQsSummary Table Fields (continued)*

Field Name	Description	Storage
callsHandled	Number of calls handled.	int NOT NULL
callsAbandoned	Number of calls abandoned.	int NOT NULL
callsDequeued	Number of calls dequeued.	int NOT NULL
avgTalkDuration	Average talk duration.	int NOT NULL
avgWaitDuration	Average wait duration.	int NOT NULL
longestTalkDuration	Longest talk duration.	int NOT NULL
longestWaitDuration	Longest wait duration.	int NOT NULL
callsWaiting	Number of calls waiting.	int NOT NULL
endDateTime	The date and time that this table data was last updated.	datetime NOT NULL
startDateTime	The date and time that this table's statistics get collected.	datetime NOT NULL
convAvgTalkDuration	Average talk duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convAvgWaitDuration	Average wait duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convLongestTalkDuration	Longest talk duration in HH:MM:SS format.	nvarchar(25) NOT NULL

**Table 17** *RtCSQsSummary Table Fields (continued)*

Field Name	Description	Storage
convLongestWaitDuration	Longest wait duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convOldestContact	Oldest call in the queue in HH:MM:SS format.	nvarchar(25) NOT NULL

**Related Tables:**

None.

## RtICDStatistics

**Database table name:** RtICDStatistics

The RtICDStatistics table contains real-time summary statistics about IPCC Express. This table gets updated automatically when real-time snapshot data writing for this table is enabled through the Cisco CRS Administration pages (**Tools > Real-time snapshot configuration** menu option.) The updating frequency is based on the configured data writing interval.

The RtICDStatistics table contains the fields shown in [Table 18](#).

**Table 18** *RtICDStatistics Table Fields*

Field Name	Description	Storage
totalCSQs	Number of CSQs configured.	int NOT NULL
loggedInAgents	Number of agents who are logged in.	int NOT NULL
talkingAgents	Number of agents who are in the talking state.	int NOT NULL
workingAgents	Number of agents who are in the working state.	int NOT NULL

**Table 18** *RtICDStatistics Table Fields (continued)*

Field Name	Description	Storage
reservedAgents	Number of agents who are in the reserved state.	int NOT NULL
availableAgents	Number of available (idle) agents.	int NOT NULL
unavailableAgents	Number of unavailable agents.	int NOT NULL
totalCalls	Total number of calls.	int NOT NULL
callsWaiting	Number of calls waiting.	int NOT NULL
callsHandled	Number of calls handled.	int NOT NULL
callsAbandoned	Number of calls abandoned.	int NOT NULL
avgTalkDuration	Average talk duration.	int NOT NULL
avgWaitDuration	Average wait duration.	int NOT NULL
longestTalkDuration	Longest talk duration.	int NOT NULL
longestWaitDuration	Longest wait duration.	int NOT NULL
oldestContact	Oldest contact in the queue.	int NOT NULL
startDateTime	Data collection starting time.	datetime NOT NULL

**Table 18** *RtICDStatistics Table Fields (continued)*

Field Name	Description	Storage
endDateTime	Date and time this table was last updated.	datetime NOT NULL
convAvgTalkDuration	Average talk duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convAvgWaitDuration	Average wait duration in HH:MM:SS format	nvarchar(25) NOT NULL
convLongestTalkDuration	Longest talk duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convLongestWaitDuration	Longest wait duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convOldestContact	Oldest call in the queue in HH:MM:SS format.	nvarchar(25) NOT NULL

**Related Tables:**

None.

## Skill

**Database table name:** Skill

The Cisco CRS system creates a new record in the Skill table when a skill is set up in Cisco CRS Administration.

A Skill record contains information about a skill. One such record exists for each configured skill.

The Skill table contains the fields shown in [Table 19](#).

**Table 19 Skill Table Fields**

Field Name	Description	Storage
skillID	Numeric identifier of the skill.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
skillName	Name of the skill, as set up in CRS Administration.	nvarchar(50) NOT NULL
active	Determines whether the record is active in the Cisco CRS system:  0—Inactive 1—Active  A record becomes inactive if the skill is deleted or updated.	bit NOT NULL
dateInactive	If the active field is 0, date and time that the record became inactive.	datetime NULL

**Related Tables**

- [ProfileIDMapping, page 29](#) (via profileID)
- [ResourceSkillMapping, page 37](#) (via skillID and profileID)
- [SkillGroup, page 47](#) (via skillID and profileID)

## SkillGroup

**Database table name:** SkillGroup

The Cisco CRS system creates a new record in the SkillGroup table when skills are associated with a Contact Service Queue (CSQ) in Cisco CRS Administration.

A SkillGroup record describes each skill that is associated with the CSQ. The Skill Group table contains the fields shown in [Table 20](#).

**Table 20 Skill Group Table Fields**

Field Name	Description	Storage
skillGroupID	Numeric identifier of the skill group.	int NOT NULL Primary Key
skillID	Numeric identifier of the skill.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
competenceLevel	Minimum acceptable skill level for agents with this skill, as set up in CRS Administration. Values range from 1 (lowest) to 10 (highest).	tinyint NOT NULL
active	Determines whether the record is active in the CSQ: 0—Inactive 1—Active A record becomes inactive if the new skill group is deleted or updated.	bit NOT NULL

**Table 20 Skill Group Table Fields (continued)**

Field Name	Description	Storage
skillWeight	Skills within a CSQ can be assigned weights. This field is used in the weighted skill calculation of the skill-based resource selection algorithm.  Default value is 1.	int NOT NULL
skillOrder	Skills within a CSQ can be ordered. This field is used in the order skill calculation of the skill-based resource selection algorithm.	int NOT NULL

**Related Tables**

- [ContactServiceQueue, page 24](#) (via skillGroupID and profileID)
- [ProfileIDMapping, page 29](#) (via profileID)
- [Skill, page 46](#) (via skillID and profileID)

## Supervisor

**Database table name:** Supervisor

The Supervisor table contains the information about the supervisor.

The Supervisor table contains the fields shown in [Table 21](#).

**Table 21** *Supervisor Table Fields*

Field Name	Description	Storage
recordID	Numeric identifier of this supervisor.	int NOT NULL Primary Key
resourceLoginID	User ID in the Cisco CallManager configuration.	nvarchar(50) NOT NULL
managedTeamID	Team identifier of the managed team.	int NOT NULL
profileID	Identifier for this CRS Engine's LDAP profile.	int NOT NULL Primary Key
supervisorType	Type of supervisor for this team 0 = Primary 1 = Secondary	tinyint NOT NULL
active	Indicates whether the record is active in the CRS system. A record becomes inactive if a team is deleted or updated. 0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

**Related Tables**

- [Resource, page 33](#) (via resourceLoginID and profileID)
- [ProfileIDMapping, page 29](#) (via ProfileID)
- [Team, page 51](#) (managedTeamID maps to teamID, via profileID)

# Team

**Database table name:** Team

The Team table contains information about specific teams.

The Team table contains the fields shown in [Table 22](#).

**Table 22** Team Table Fields

Field Name	Description	Storage
teamID	Numeric identifier for this team.	int NOT NULL Primary Key
profileID	Identifier for this CRS Engine's LDAP profile.	int NOT NULL Primary Key
teamName	Name of this team.	nvarchar(50) NOT NULL
active	Indicates whether the record is active in the CRS system. A record becomes inactive if a team is deleted or updated.  0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

## Related Tables

- [ProfileIDMapping, page 29](#) (via ProfileID)
- [Resource, page 33](#) (teamID maps to assignedTeamID and via profileID)
- [Supervisor, page 49](#) (teamID maps to managedTeamID and via profileID)
- [TeamCSQMapping, page 52](#) (via teamID and profileID)

## TeamCSQMapping

**Database table name:** TeamCSQMapping

The TeamCSQMapping table shows the relationship between Teams and CSQs; for example, Team 1 is CSQ3, Team 4 is CSQ10.

The TeamCSQMapping table contains the fields shown in [Table 23](#)

**Table 23** TeamCSQMapping Table Fields

Field Name	Description	Storage
recordID	Numeric identifier for this record.	int NOT NULL Primary Key
csqID	Numeric identifier for the CSQ.	int NOT NULL
teamID	Numeric identifier for the team.	int NOT NULL
profileID	Identifier for this CRS Engine's LDAP profile.	int NOT NULL Primary Key
active	Indicates whether the record is active in the CRS system. A record becomes inactive if a team is deleted or updated. 0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

### Related Tables

- [ContactServiceQueue, page 24](#) (csqID maps to contactServiceQueueID, and via profileID)
- [ProfileIDMapping, page 29](#) (via ProfileID)

- [Team](#), page 51 (via teamID and profileID)

## WorkflowTask

**Database table name:** WorkflowTask

A WorkflowTask record contains information about a task or a subtask that runs on the Cisco CRS system.

The Workflow Task table contains the fields shown in [Table 24](#).

**Table 24** *WorkflowTask Table Fields*

Field Name	Description	Storage
taskID	Identifier of the task.	decimal(18) NOT NULL Primary Key
parentTaskID	Identifier of the parent task, if the task is a subtask.	decimal(18) NULL
applicationServerID	Unique identifier assigned to each Cisco CRS server in the cluster.	smallint NOT NULL Primary Key
startDateTime	Date and the time that the task started executing.	datetime NOT NULL
endDateTime	Date and the time that the task completed executing.	datetime NOT NULL

**Related Tables:**

- [AgentConnectionDetail](#), page 6 (applicationServerID maps to nodeID)
- [ContactCallDetail](#), page 10 (applicationServerID maps to nodeID)
- [ContactQueueDetail](#), page 19 (applicationServerID maps to nodeID)
- [ContactRoutingDetail](#), page 22 (applicationServerID maps to nodeID)
- [MonitoredResourceDetail](#), page 27 (applicationServerID maps to nodeID)

- [RemoteMonitoringDetail, page 31](#) (applicationServerID maps to nodeID)



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## A

accountNumber field

in ContactCallDetail table [18](#)

active field

in ContactServiceQueue table [26](#)

in ResourceGroup table [37](#)

in ResourceSkillMapping table [38](#)

in Resource table [35](#)

in RmonUser table [41](#)

in SkillGroup table [48](#)

in Skill table [47](#)

in Supervisor table [50](#)

in TeamCSQMapping table [52](#)

in Team table [51](#)

AgentConnectionDetail table [6](#)

agentID field

in AgentStateDetail table [9](#)

AgentStateDetail table [8](#)

applicationID field

in ContactCallDetail table [15](#)

applicationName field

in ContactCallDetail table [15](#)

applicationServerID field

in WorkflowTask table [53](#)

applicationTaskID field

in ContactCallDetail table [15](#)

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in Resource table [35](#)

autoAvail field

in Resource table [35](#)

autoWork field

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availableAgents field

in RtCSQsSummary table [42](#)

in RtICDStatistics table [45](#)

avgTalkDuration field

in RtCSQsSummary table [43](#)

in RtICDStatistics table [45](#)

avgWaitDuration field

in RtCSQsSummary table [43](#)

in RtICDStatistics table [45](#)

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## B

badCallTag field

in ContactCallDetail table [18](#)

bit, defined [3](#)

## C

- calledNumber field
  - in ContactCallDetail table 14
- callerEnteredDigits field
  - in ContactCallDetail table 18
- callsAbandoned field
  - in RtCSQsSummary table 43
  - in RtICDStatistics table 45
- callsDequeued field
  - in RtCSQsSummary table 43
- callsHandled field
  - in RtCSQsSummary table 43
  - in RtICDStatistics table 45
- callsWaiting field
  - in RtCSQsSummary table 43
  - in RtICDStatistics table 45
- callWrapupData field
  - in AgentConnectionDetail table 8
- cause field
  - in RemoteMonitoringDetail table 32
- Cisco CRS database
  - db\_cra 1
- competenceLevel field
  - in ResourceSkillMapping table 38
  - in SkillGroup table 48
- conference field
  - in ContactCallDetail table 12
- connectTime field
  - in ContactCallDetail table 15
- ContactCallDetail table 10
- contactDisposition field
  - in ContactCallDetail table 12
- ContactQueueDetail table 19
- ContactRoutingDetail table 22
- contactServiceQueueID field
  - in ContactService Queue table 24
  - in RmonCSQConfig table 39
- ContactServiceQueue table 24
- contactType field
  - in ContactCallDetail table 11
- convAvgTalkDuration field
  - in RtCSQsSummary table 43
  - in RtICDStatistics table 46
- convAvgWaitDuration field
  - in RtCSQsSummary table 43
  - in RtICDStatistics table 46
- convLongestTalkDuration field
  - in RtCSQsSummary table 43
  - in RtICDStatistics table 46
- convLongestWaitDuration field
  - in RtCSQsSummary table 44
  - in RtICDStatistics table 46
- convOldestContact field
  - in RtCSQsSummary table 44
  - in RtICDStatistics table 46
- csqID field
  - in TeamCSQMapping table 52

- CSQName field
    - in ContactServiceQueue table [24](#)
    - in RtCSQsSummary table [42](#)
  - customVariable10 field
    - in ContactCallDetail table [18](#)
  - customVariable1 field
    - in ContactCallDetail table [16](#)
  - customVariable2 field
    - in ContactCallDetail table [16](#)
  - customVariable3 field
    - in ContactCallDetail table [16](#)
  - customVariable4 field
    - in ContactCallDetail table [16](#)
  - customVariable5 field
    - in ContactCallDetail table [17](#)
  - customVariable6 field
    - in ContactCallDetail table [17](#)
  - customVariable7 field
    - in ContactCallDetail table [17](#)
  - customVariable8 field
    - in ContactCallDetail table [17](#)
  - customVariable9 field
    - in ContactCallDetail table [18](#)
- 
- D**
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    - AgentConnectionDetail [6](#)
    - AgentStateDetail [8](#)
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    - ContactRoutingDetail [22](#)
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    - RemoteMonitoringDetail [31](#)
    - Resource [33](#)
    - ResourceGroup [36](#)
    - ResourceSkillMapping [37](#)
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    - RmonResConfig [39](#)
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    - RtCSQsSummary [42](#)
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    - SkillGroup [47](#)
    - Supervisor [49](#)
    - Team [51](#)
    - TeamCSQMapping [52](#)
    - WorkflowTask [53](#)
  - dateInactive field
    - in ContactServiceQueue table [26](#)
    - in ResourceGroup table [37](#)
    - in Resource table [35](#)
    - in RmonUser table [41](#)
    - in Skill table [47](#)
    - in Supervisor table [50](#)
    - in TeamCSQMapping table [52](#)
    - in Team table [51](#)

datetime, defined [3](#)

db\_cra database [1](#)

decimal, defined [3](#)

destinationDN field

in ContactCallDetail table [14](#)

destinationID field

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destinationType field

in ContactCallDetail table [13](#)

disposition field

in ContactQueueDetail table [21](#)

dispositionReason field

in ContactCallDetail table [12](#)

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## E

endDateTime field

in AgentConnectionDetail table [7](#)

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endMonitoringTime field

in RemoteMonitoringDetail table [31](#)

eventDateTime field

in AgentStateDetail table [9](#)

eventType field

in AgentStateDetail table [9](#)

extension field

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## F

field, database [2](#)

finalPriority field, in ContactRoutingDetail table [23](#)

flowout field

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## G

gmtOffset field

in AgentConnectionDetail table [7](#)

in AgentStateDetail table [9](#)

in ContactCallDetail table [14](#)

in MonitoredResourceDetail table [29](#)

in RemoteMonitoringDetail table [33](#)

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## H

holdTime field

in AgentConnectionDetail table [8](#)

---

## I

int, defined [3](#)

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**L**

- loggedInAgents field
  - in RtCSQsSummary table [42](#)
  - in RtICDStatistics table [44](#)
- loginID field
  - in RmonUser table [41](#)
- longestTalkDuration field
  - in RtCSQsSummary table [43](#)
  - in RtICDStatistics table [45](#)
- longestWaitDuration field
  - in RtCSQsSummary table [43](#)
  - in RtICDStatistics table [45](#)

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**M**

- managedTeamID field
  - in Supervisor table [50](#)
- metServiceLevel field
  - in ContactCallDetail table [12](#)
  - in ContactQueueDetail table [21](#)
- MonitoredResourceDetail [27](#)
- MonitoredResourceDetail table [27](#)
- monitoredRsrcID field
  - in MonitoredResourceDetail table [28](#)
- monitoredSessionID field
  - in RemoteMonitoringDetail table [32](#)
- monitoredSessionSeqNum field
  - in MonitoredResourceDetail table [28](#)

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**N**

- name [41](#)
- name field
  - in RmonUser table [41](#)
- nodeID field
  - in AgentConnectionDetail Table [6](#)
  - in ContactCallDetail table [11](#)
  - in ContactQueueDetail table [20](#)
  - in ContactRoutingDetail table [23](#)
  - in MonitoredResourceDetail table [29](#)
  - in RemoteMonitoringDetail table [33](#)
- NOT NULL, defined [4](#)
- nvarchar, defined [4](#)

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**O**

- oldestContact field
  - in RtCSQsSummary table [42](#)
  - in RtICDStatistics table [45](#)
- orderInRG field
  - in Resource table [35](#)
- orderList field
  - in ContactServiceQueue table [27](#)
- origCalledNumber field
  - in ContactCallDetail table [15](#)
- originatorDN field
  - in ContactCallDetail table [13](#)
- originatorID field

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 originatorType field  
 in ContactCallDetail table [13](#)  
 origMonitoredID field  
 in RemoteMonitoringDetail table [31](#)  
 origMonitoredIdType field  
 in RemoteMonitoringDetail table [32](#)  
 origPriority field, in ContactRoutingDetail table [23](#)

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## P

parentTaskID field  
 in WorkflowTask table [53](#)  
 primary key [4](#)  
 profileID field  
 in AgentConnectionDetail table [6](#)  
 in AgentStateDetail table [10](#)  
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 in ContactQueueDetail table [20](#)  
 in ContactRoutingDetail table [23](#)  
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in RmonUser table [41](#)  
 in SkillGroup table [48](#)  
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 in Supervisor table [50](#)  
 in TeamCSQMapping table [52](#)  
 in Team table [51](#)  
 profilename field  
 in ProfileIDMapping table [30](#)  
 prompt field  
 in ContactServiceQueue table [27](#)

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## Q

qIndex field  
 in AgentConnectionDetail table [7](#)  
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 queueAlgorithm field  
 in ContactServiceQueue table [26](#)  
 queueOrder field  
 in ContactQueueDetail table [20](#)  
 queueTime field  
 in ContactQueueDetail table [21](#)  
 queueTime field, in ContactRoutingDetail table [23](#)

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## R

reasonCode field

- in AgentStateDetail table 10
- record, database 2
- recordID field
  - in ContactServiceQueue table 26
  - in Supervisor table 50
  - in TeamCSQMapping table 52
- redirect field
  - in ContactCallDetail table 12
- remoteLoginID field
  - in RemoteMonitoringDetail table 31
- RemoteMonitoringDetail table 31
- reservedAgents field
  - in RtCSQsSummary table 42
  - in RtICDStatistics table 45
- resourceFirstName field
  - in Resource table 35
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  - in ResourceGroup table 36
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- resourceGroupName field
  - in ResourceGroup table 36
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  - in Resource table 34
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  - in Resource table 35
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- resourceName field
  - in Resource table 34
- resourcePoolType field
  - in ContactServiceQueue table 25
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  - in ResourceSkillMapping table 38
  - in Resource table 34
- ResourceSkillMapping table 37
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- resourceType field
  - in Resource table 34
- ringTime field
  - in AgentConnectionDetail table 7
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- rmonID field
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  - in RmonUser table 41
- RmonResConfig table 39
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**S**

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serviceLevel field

in ContactServiceQueue table [25](#)

serviceLevelPercentage field

in ContactServiceQueue table [25](#)

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skillName field

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skillOrder field

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