



## **Cisco Customer Response Solutions Database Schema**

Cisco Unified Contact Center Express and Cisco Unified IP IVR,  
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# CONTENTS

## **Preface** iii

Audience iii

Organization iii

Conventions iv

Related Documentation v

Obtaining Documentation, Obtaining Support, and Security Guidelines v

## **Database Schema** 1

General Database Concepts 2

Tables, Columns, and Rows 2

Table Relationships 2

Database Table Details 3

Overview of Tables 4

AgentConnectionDetail 6

AgentStateDetail 9

ContactCallDetail 10

ContactQueueDetail 20

ContactRoutingDetail 22

ContactServiceQueue 24

CrsApplication 28

CrsGroup 30

CrsTrigger 32

EimwimServer 35

MonitoredResourceDetail 36

ProfileIDMapping 38  
RemoteMonitoringDetail 39  
Resource 42  
ResourceGroup 45  
ResourceSkillMapping 47  
RmonCSQConfig 48  
RmonResConfig 49  
RmonUser 50  
RtCSQsSummary 51  
RtICDStatistics 53  
Skill 56  
SkillGroup 57  
Supervisor 58  
Team 60  
TeamCSQMapping 61  
WorkflowTask 62

**Index** IN-1



## 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 database. The descriptions are arranged in alphabetical order by table name. Each description includes a detailed explanation of each record in the table.

The Index helps you find information in this book.

# Conventions

This manual uses the following conventions:

Convention	Description
<b>boldface font</b>	<p><b>Boldface</b> font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit &gt; Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	<p><i>Italic</i> font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco CRS Installation Guide</i>.</li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or that the window displays. Example: <code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li> </ul>
<>	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>

## Related Documentation

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

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

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.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 Cisco Unified Contact Center Express (Unified CCX) 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 a separate 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 varies according to 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.
- 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 1-1](#) describes each data type.

**Table 1-1**      **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 $10^{38} - 1$ .
image	Variable-length binary data from 0 through 231-1 (2,147,483,647) bytes.
int	Four-byte integer value between $-2,147,483,648$ and $2,147,483,647$ .

**Table 1-1** *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 records a value of –1 for a NULL value in a numeric field. The database records 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 9](#), contains records written when an agent changes state.
- [ContactCallDetail, page 10](#), contains records written for every incoming, outgoing, or internal call.
- [ContactQueueDetail, page 20](#), contains records written for calls that are queued for Contact Service Queues (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.
- [CrsApplication, page 28](#), contains records about applications that are uniquely identified by application name.
- [CrsGroup, page 30](#), contains records about groups that are identified by a combination of group class name and group ID.
- [CrsTrigger, page 32](#), contains records about triggers that are uniquely identified by trigger name.
- [EimwimServer, page 35](#), The EimwimServer table stores information about the server on which Cisco Unified Email Interaction Manager (EIM) and Cisco Unified Web Interaction Manager (WIM) are installed.
- [MonitoredResourceDetail, page 36](#), contains records written for agents who are monitored by a supervisor.
- [ProfileIDMapping, page 38](#), contains records written for profiles defined on the CRS Administration user interface.
- [RemoteMonitoringDetail, page 39](#), contains records written for remote monitoring calls made by a supervisor.
- [Resource, page 42](#), contains records written for resources (agents) that are configured on the Cisco Unified Communications Manager Administration user interface.
- [ResourceGroup, page 45](#), contains records written for resource groups configured on the CRS Administration user interface.
- [ResourceSkillMapping, page 47](#), is a relationship table between resources and skills.
- [RmonCSQConfig, page 48](#), contains records written for CSQs configured for a supervisor's remote monitoring allowed list on the CRS Administration user interface.
- [RmonResConfig, page 49](#), contains records written for resources configured for a supervisor's remote monitoring allowed list on the CRS Administration user interface.
- [RmonUser, page 50](#), contains records written for remote monitoring supervisors configured on the CRS Administration user interface.
- [RtCSQsSummary, page 51](#), contains real-time statistics for configured CSQs.
- [RtICDStatistics, page 53](#), contains Unified CCX summary statistics.

- [Skill, page 56](#), contains records written for skills configured on the CRS Administration user interface.
- [SkillGroup, page 57](#), is a relationship table between skills and CSQs.
- [Supervisor, page 58](#), contains records written for supervisors configured on the CRS Administration user interface.
- [Team, page 60](#), contains records written for teams configured on the CRS Administration user interface.
- [TeamCSQMapping, page 61](#), is a relationship table between teams and CSQs.
- [WorkflowTask, page 62](#), 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 Computer Telephony Interface [CTI] 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 1-2](#).

**Table 1-2**      **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

**Table 1-2** *AgentConnectionDetail Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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
qIndex	A new qIndex is created whenever an Unified CCX call is conferenced to an Unified CCX 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

**Table 1-2** *AgentConnectionDetail Table Fields (continued)*

Field Name	Description	Storage
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
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 20](#) (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)
- [MonitoredResourceDetail, page 36](#) (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)
- [ProfileIDMapping, page 38](#) (via profileID)
- [RemoteMonitoringDetail, page 39](#) (sessionID maps to monitoredSessionID, via profileID, and nodeID)
- [Resource, page 42](#) (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 1-3](#).

**Table 1-3**      **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

**Table 1-3** *AgentStateDetail Table Fields (continued)*

Field Name	Description	Storage
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
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 38](#) (via profileID)
- [Resource, page 42](#) (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 exists for each call.

The ContactCallDetail table contains the fields shown in [Table 1-4](#).

**Table 1-4**      **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

**Table 1-4**      **ContactCallDetail Table Fields (continued)**

Field Name	Description	Storage
contactType	Contact type of the call or the leg: 1—Incoming. Outside call received by the Cisco Unified CCX 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
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

**Table 1-4** *ContactCallDetail Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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
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 Unified CallManager, if available. Null if If originatorType is 1.	nvarchar(30) NULL

**Table 1-4**      **ContactCallDetail Table Fields (continued)**

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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
destinationDN	If destinationType is 2, this field shows the CTI port number. If destinationType is 3, this field shows the telephone number called, if available. Null if destinationType is 1.	nvarchar(30) NULL
startDateTime	For an incoming call or a leg, date and time that the call or the leg started to ring in the system. For an internal call or for an outgoing call, date and time that the call originated.	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

**Table 1-4 ContactCallDetail Table Fields (continued)**

Field Name	Description	Storage
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 Unified 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
origCalledNumber	<p>Telephone number dialed by the caller if the call was placed from an IP phone.</p> <p>The Cisco Unified 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 Unified CCX or Unified 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 Unified CCX or Unified 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

**Table 1-4 ContactCallDetail Table Fields (continued)**

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
applicationName	Name of the Unified CCX or Unified IP IVR application associated with the call.  Null for a call or a leg that does not have an application associated with it.	nvarchar(30)  NULL
connectTime	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.	smallint  NULL
customVariable1	Contents of the variable _ccdrVar1, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified 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 Unified CCX or Unified 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 Unified CCX or Unified IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL

**Table 1-4** *ContactCallDetail Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
customVariable4	Contents of the variable _ccdrVar4, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable5	Contents of the variable _ccdrVar5, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified 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 Unified CCX or Unified 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 Unified CCX or Unified IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL

**Table 1-4**      **ContactCallDetail Table Fields (continued)**

Field Name	Description	Storage
customVariable8	Contents of the variable _ccdrVar8, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.  Null if this variable is not set.	varchar(40)  NULL
customVariable9	Contents of the variable _ccdrVar9, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified 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 _ccdrVar10, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified 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 20](#) (via session ID, sessionSeqNum, nodeID, profileID)
- [ContactRoutingDetail, page 22](#) (via sessionID, sessionSeqNum, nodeID, and profileID)
- [MonitoredResourceDetail, page 36](#) (sessionSeqNum maps to monitoredSessionSeqNum, via sessionID, profileID, and nodeID)
- [ProfileIDMapping, page 38](#) (via profileID)
- [RemoteMonitoringDetail, page 39](#) (sessionID maps to monitoredSessionID, via sessionID, sessionSeqNum, profileID, and nodeID)
- [Resource, page 42](#) (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 1-5](#).

**Table 1-5**      **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 Unified CCX call is conferenced to a Unified CCX route point.	tinyint NOT NULL Primary Key
queueOrder	The order of the call in the queue.	tinyint NOT NULL

**Table 1-5** *ContactQueueDetail Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
targetType	Indicates whether the call was queued for a CSQ or for an agent. 0 = CSQ 1 = Agent	tinyint NOT NULL Primary Key
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<sup>1</sup></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

1. For aborted calls, ContactQueueDetail.disposition = 1 and the corresponding ContactCallDetail.contactDisposition = 4 (aborted).

### 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 36](#) (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)
- [ProfileIDMapping, page 38](#) (via profileID)
- [RemoteMonitoringDetail, page 39](#) (sessionID maps to monitoredSessionID, via profileID and nodeID)
- [Resource, page 42](#) (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 Unified CCX 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 port to an agent. The system also creates a new record in the ContactRoutingDetail table if a call is conferenced to a Unified CCX 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 1-6](#).

**Table 1-6 ContactRoutingDetail Table Fields**

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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 Unified CCX call is conferenced to a Unified CCX 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

**Table 1-6** *ContactRoutingDetail Table Fields (continued)*

Field Name	Description	Storage
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 20](#) (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)
- [MonitoredResourceDetail, page 36](#) (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)
- [ProfileIDMapping, page 38](#) (via profileID)
- [RemoteMonitoringDetail, page 39](#) (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 1-7](#).

**Table 1-7**      **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
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

**Table 1-7** *ContactServiceQueue Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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
active	Indicates whether the record is active:  0—Inactive 1—Active  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.	bit NOT NULL
autoWork	Whether an agent goes to Work State after handling a call from this CSQ:  0—No 1—Yes	bit NOT NULL
dateInactive	If the active field is 0, date and time that the record became inactive.	datetime NULL
queueAlgorithm	Criterion that specifies how contacts are queued, as set up in CRS Administration.	nvarchar(30) NOT NULL

**Table 1-7**      **ContactServiceQueue Table Fields (continued)**

Field Name	Description	Storage
recordID	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.	int NOT NULL Primary Key
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 20](#) (recordID maps to targetID when targetType is 0, and via profileID)
- [ProfileIDMapping, page 38](#) (via profileID)
- [RemoteMonitoringDetail, page 39](#) (recordID maps to origMonitoredID when origMonitoredIDType is 2, and via profileID)
- [ResourceGroup, page 45](#) (via resourceGroupID and profileID)
- [SkillGroup, page 57](#) (via skillGroupID and profileID)

- [TeamCSQMapping, page 61](#) (contactServiceQueueID maps to csqID, and via profileID)

## CrsApplication

**Database Table Name:** CrsApplication

The CrsApplication table records application information. An application is uniquely identified by applicationName. When an application is created, a new record is inserted into this table. When an application is modified, the old record is marked as inactive, and a new record is inserted into the table with a new recordID. When an application is deleted, the corresponding record is marked as inactive.

The CrsApplication table contains the information shown in [Table 1-8](#)

**Table 1-8** *CrsApplication Table Fields*

Field Name	Description	Storage
record ID	Unique numeric ID for each record. Introduced for historical reporting purposes. Possible values: 1, 2, 3....	int NOT NULL Primary Key
profileID	The indentifier of the profile	int NOT NULL Primary Key
configImplClass	Represents application configuration implementation class. Possible values: <ul style="list-style-type: none"> <li>• com.cisco.crs.app.</li> <li>• ScriptApplicationConfig</li> </ul>	nvarchar(512) NOT NULL
applicationName	Name that uniquely identifies the application	nvarchar(50) NOT NULL

**Table 1-8** *CrsApplication Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
applicationType	The type of application. Possible values: <ul style="list-style-type: none"> <li>• Busy</li> <li>• Ring-No-Answer</li> <li>• Cisco Script Application</li> <li>• Simulation Script</li> <li>• Unified ICME Post-Routing</li> <li>• Unified ICME Translation Routing</li> </ul>	nvarchar(128) NOT NULL
applicationID	Configurable application identifier. Not unique for an application. Exposed for Unified ICME integration. Configured on CRS Administration, modifiable. Possible values: -1, 1, 2, 3...	bit NOT NULL
applicationEnabled	Whether or not the application is enabled. Possible values: <ul style="list-style-type: none"> <li>• 0 = disabled</li> <li>• 1 = enabled</li> </ul>	int NOT NULL
numOfSessions	Maximum number of sessions	int NOT NULL
description	The description of the application that is configured in CRS Administration.	nvarchar(128) NULL
createDateTime	The time when the record is created or updated.	datetime NOT NULL

**Table 1-8** *CrsApplication Table Fields (continued)*

Field Name	Description	Storage
active	Whether this record is active. Possible values: <ul style="list-style-type: none"> <li>• 0 = inactive</li> <li>• 1 = active</li> </ul>	bit NOT NULL
dateInactive	If active = 0, the time when this record became inactive.	datetime NULL
privateData	Commonly referred to as the blob. Internal data not exposed to customers.	image NULL
configClass	Represents application configuration class. Possible values: ApplicationConfig.class	nvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 1	int NOT NULL

**Related Table**

- [ProfileIDMapping, page 38](#) (via profileID)

## CrsGroup

**Database Table Name:** CrsGroup table

The CrsGroup table describes group information. A group is uniquely identified by the combination of groupName and groupID. When a group is created, a new record is inserted into this table. When a group is modified, the old record is marked as inactive, and a new record is inserted into the table with a new recordID. When a group is deleted, the corresponding record is marked as inactive.

The CrsGroup table contains the information shown in [Table 1-9](#).

**Table 1-9**      **CrsGroup Table Fields**

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
recordID	A unique numeric ID for each record. Introduced for historical reporting purposes.	int NOT NULL Primary Key
profileID	Identifier of the profile. Possible values: 1, 2, 3...	int NOT NULL
configImplClass	Represents group configuration implementation class. Possible values: <ul style="list-style-type: none"> <li>com.cisco.crs.email.</li> <li>CiscoEmailControlGroupConfig.</li> </ul>	nvarchar(512) NOT NULL
groupClass	Uniquely identifies a group together with the groupID. The class of channels being managed by the group.	nvarchar(400) NOT NULL
groupID	Uniquely identifies a group together with groupClassName. Group identifier unique for a give class of channels.	int NOT NULL
groupType	Type of the group, corresponding to type of the channels managed by the group as defined since CRS 3.0.	nvarchar(128) NOT NULL
groupEnabled	Whether the group is enabled. Possible values: <ul style="list-style-type: none"> <li>0 = disabled</li> <li>1 = enabled</li> </ul>	bit NOT NULL
numOfChannels	Number of channels defined in the group.	int NOT NULL

**Table 1-9** *CrsGroup Table Fields (continued)*

Field Name	Description	Storage
active	Whether this record is active. Possible values: <ul style="list-style-type: none"> <li>• 0 = inactive</li> <li>• 1 = active</li> </ul>	bit NOT NULL
dateInactive	If active = 0, the time when the record became inactive.	datetime NULL
description	Description of the group.	nvarchar(128) NULL
createDateTime	When the group was created.	datetime NOT NULL
privateData	Commonly referred to as the blob. Internal data not exposed to customers.	image NULL
configClass	Represents Group configuration class. Possible values: GroupConfig.class	nvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 2	int NOT NULL

**Related Table**

- [ProfileIDMapping, page 38](#) (via profileID)

## CrsTrigger

**Database table name:** CrsTrigger

The CrsTrigger table describes trigger information. A trigger is uniquely identified by a trigger name (triggerName). When a trigger is created, a new record is inserted into this table. When a trigger is modified, the old record is

marked as inactive, and a new record is inserted into the table with a new recordID. When a trigger is deleted, the corresponding record is marked as inactive.

The CrsGroup table contains the information shown in [Table 1-10](#):

**Table 1-10** *CrsTrigger Table Fields*

Field Name	Description	Storage
recordID	Unique numeric ID for each record. Introduced for historical reporting purposes.	int NOT NULL Primary Key
profileID	Identifier of the profile. Possible values: 1, 2, 3...	int NOT NULL Primary Key
configImplClass	Represents trigger configuration implementation class. Possible values: <ul style="list-style-type: none"> <li>com.cisco.crs.email.</li> <li>CiscoEmailControlGroupConfig</li> </ul>	nvarchar(512) NOT NULL
triggerName	Uniquely identifies a trigger. New in CRS 4.5. The API does limit the string length. Go back and revisit the length.	nvarchar(50) NOT NULL
triggerType	Hard coded. Possible values: <ul style="list-style-type: none"> <li>Cisco Http Trigger</li> <li>Cisco JTAPI Trigger</li> </ul>	nvarchar(128) NOT NULL
applicationName	Application name being triggered by the trigger.	nvarchar(50) NULL

**Table 1-10** *CrsTrigger Table Fields (continued)*

Field Name	Description	Storage
triggerEnabled	Whether the trigger is enabled Possible values: <ul style="list-style-type: none"> <li>0 = disabled</li> <li>1 = enabled</li> </ul>	bit NOT NULL
numOfSessions	Maximum number of sessions Possible values: 0, 1, 2...	int NOT NULL
idleTimeout	Idle time out in milliseconds	int NOT NULL
triggerLocale	Default locale for the trigger. Possible values: <ul style="list-style-type: none"> <li>system.default (the currently configured system default locale)</li> <li>accept.trigger (the locale provided by the incoming event)</li> </ul>	nvarchar(50) NOT NULL
misc1	For HTTP trigger, this field contains the URL. For JTAPI and call triggers, this is the dialed number (DN).	nvarchar(256) NULL
misc2	For JTAPI trigger, this is the partition.	nvarchar(256) NULL
active	Whether this record is active. Possible values: <ul style="list-style-type: none"> <li>0 = inactive</li> <li>1 = active</li> </ul>	bit NOT NULL
dateInactive	If active = 0, the time when the record became inactive.	bit NOT NULL
description	Description of the trigger	nvarchar(128) NULL

**Table 1-10** *CrsTrigger Table Fields (continued)*

Field Name	Description	Storage
createDateTime	When the trigger was created.	datetime NOT NULL
privateData	Commonly referred to as the blob. Internal data not exposed to customers, such as parameters or groups associated with a trigger.	image NULL
configClass	Represents trigger configuration class. Possible values: ApplicationTriggerConfig.class	nvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 3	int NOT NULL

**Related Table**

- [ProfileIDMapping, page 38](#) (via profileID)

## EimwimServer

**Database table name:** EimwimServer

The EimwimServer table stores information about the server on which Cisco Unified Email Interaction Manager (EIM) and Cisco Unified Web Interaction Manager (WIM) are installed.

The EimwimServer table contains the fields shown in [Table 1-11](#).

**Table 1-11** *EimwimServer Table Fields*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
Hostname	Host name of the Cisco EIM and Cisco WIM server.	nvarchar(50) NOT NULL
dbName	Cisco EIM and Cisco WIM server database name.	nvarchar(50) NOT NULL
dbUser	Cisco EIM and Cisco WIM server database user name.	nvarchar(50) NOT NULL
dbPwd	Cisco EIM and Cisco WIM server database password.	nvarchar(50) NOT NULL
IServer	Cisco EIM and Cisco WIM Linked Server name.	nvarchar(50) NOT NULL

## 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 are recorded in the MonitoredResourceDetail table.

The MonitoredResourceDetail table contains the fields shown in [Table 1-12](#).

**Table 1-12**      **MonitoredResourceDetail Table Fields**

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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 Unified CCX 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 Unified CCX 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
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 20](#) (monitoredSessionSeqNum maps to sessionSeqNum, via nodeID, profileID)
- [ContactRoutingDetail, page 22](#) (monitoredSessionSeqNum maps to sessionSeqNum, via nodeID, profileID)
- [RemoteMonitoringDetail, page 39](#) (via sessionID, profileID, nodeID, startMonitoringReqTime)
- [Resource, page 42](#) (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 1-13](#).

**Table 1-13**      **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 9](#) (via profileID)
- [ContactCallIDDetail, page 10](#) (via profileID)
- [ContactQueueDetail, page 20](#) (via profileID)
- [ContactRoutingDetail, page 22](#) (via profileID)
- [ContactServiceQueue, page 24](#) (via profileID)
- [MonitoredResourceDetail, page 36](#) (via profileID)
- [RemoteMonitoringDetail, page 39](#) (via profileID)
- [Resource, page 42](#) (via ProfileID)
- [ResourceGroup, page 45](#) (via profileID)
- [ResourceSkillMapping, page 47](#) (via profileID)
- [RmonCSQConfig, page 48](#) (via profileID)
- [RmonResConfig, page 49](#) (via profileID)
- [RmonUser, page 50](#) (via profileID)
- [Skill, page 56](#) (via ProfileID)
- [SkillGroup, page 57](#) (via profileID)
- [Supervisor, page 58](#) (via profileID)
- [Team, page 60](#) (via profileID)
- [TeamCSQMapping, page 61](#) (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 1-14](#).

**Table 1-14 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 Unified CCX 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
origMonitoredIdType	Indicates an agent or a CSQ. 1 = agent 2 = CSQ	tinyint NOT NULL

**Table 1-14 RemoteMonitoringDetail Table Fields (continued)**

Field Name	Description	Storage
cause	<p>The termination cause of a monitoring session:</p> <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>	<p>smallint NULL</p>
monitoredSessionID	The sessionID of the monitored Unified CCX call.	<p>decimal(18) NOT NULL</p>
sessionSeqNum	The sequence number for the IVR call; that is, the call the supervisor makes to monitor other Unified CCX calls.	<p>smallint NOT NULL</p>
profileID	Identifier of the CRS profile that is associated with this record.	<p>int NOT NULL Primary Key</p>

**Table 1-14 RemoteMonitoringDetail Table Fields (continued)**

Field Name	Description	Storage
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 20](#) (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 36](#) (via sessionID, profileID, nodeID, startMonitoringReqTime)
- [RmonUser, page 50](#) (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 Unified Communications Manager.

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 1-15](#).

**Table 1-15**      **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 Unified Communications Manager.	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

**Table 1-15 Resource Table Fields (continued)**

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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
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 a Unified CCX call: 0—No 1—Yes	bit NOT NULL
extension	The Unified CCX 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

**Table 1-15**      **Resource Table Fields (continued)**

Field Name	Description	Storage
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 9](#) (resourceID maps to agentID, via profileID)
- [ContactCallIDDetail, page 10](#) (resourceID maps originatorID/destinationID when originatorType/destinageType is 1, via profileID)
- [ContactQueueDetail, page 20](#) (resourceID maps to targetID when targetType is 1, via profileID)
- [MonitoredResourceDetail, page 36](#) (resourceID maps to monitoredRsrcID, via profileID)
- [ProfileIDMapping, page 38](#) (via profileID)
- [RemoteMonitoringDetail, page 39](#) (resourceID maps to origMonitoredID when origMonitoredIDType is 1, via profileID)
- [ResourceGroup, page 45](#) (via resourceGroupID, profileID)
- [ResourceSkillMapping, page 47](#) (via resourceSkillMapID, profileID)
- [Supervisor, page 58](#) (via resourceLoginID, profileID)
- [Team, page 60](#) (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 1-16](#).

**Table 1-16**      **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
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 38 (via profileID)
- [Resource](#), page 42 (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 1-17](#).

**Table 1-17**      **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 38](#) (via profileID)
- [Resource, page 42](#) (via resourceSkillMapID and profileID)
- [Skill, page 56](#) (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 1-18](#).

**Table 1-18** *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 38](#) (via profileID)
- [RmonResConfig, page 49](#) (via rmonID and profileID)
- [RmonUser, page 50](#) (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 1-19](#).

**Table 1-19** *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 38 (via ProfileID)
- [Resource](#), page 42 (via resourceLoginID, profileID)
- [RmonCSQConfig](#), page 48 (via rmonID, profileID)
- [RmonUser](#), page 50 (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 1-20](#).

**Table 1-20** *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 38](#) (via profileID)
- [RemoteMonitoringDetail, page 39](#) (loginID maps to remoteLoginID, via profileID, and rmonID)
- [RmonCSQConfig, page 48](#) (via rmonID and profileID)
- [RmonResConfig, page 49](#) (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 1-21](#).

**Table 1-21** *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

**Table 1-21** *RtCSQsSummary Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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
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

**Table 1-21** *RtCSQsSummary Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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.

## RtICDStatistics

**Database table name:** RtICDStatistics

The RtICDStatistics table contains real-time summary statistics about Unified CCX. 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 1-22](#).

**Table 1-22** *RtICDStatistics Table Fields*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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
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

**Table 1-22** *RtICDStatistics Table Fields (continued)*

<b>Field Name</b>	<b>Description</b>	<b>Storage</b>
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
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 1-23](#).

**Table 1-23 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 38](#) (via profileID)
- [ResourceSkillMapping, page 47](#) (via skillID and profileID)
- [SkillGroup, page 57](#) (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 1-24](#).

**Table 1-24 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

**Table 1-24 Skill Group Table Fields (continued)**

Field Name	Description	Storage
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
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 38](#) (via profileID)
- [Skill, page 56](#) (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 1-25](#).

**Table 1-25 Supervisor Table Fields**

Field Name	Description	Storage
recordID	Numeric identifier of this supervisor.	int NOT NULL Primary Key
resourceLoginID	User ID in the Cisco Unified Communications Manager configuration.	nvarchar(50) NOT NULL
managedTeamID	Team identifier of the managed team.	int NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	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 42](#) (via resourceLoginID and profileID)
- [ProfileIDMapping, page 38](#) (via ProfileID)
- [Team, page 60](#) (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 1-26](#).

**Table 1-26 Team Table Fields**

Field Name	Description	Storage
teamID	Numeric identifier for this team.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	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 38 (via ProfileID)
- [Resource](#), page 42 (teamID maps to assignedTeamID and via profileID)
- [Supervisor](#), page 58 (teamID maps to managedTeamID and via profileID)
- [TeamCSQMapping](#), page 61 (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 1-27](#).

**Table 1-27** *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 of the Cisco CRS profile that is associated with this record.	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 38](#) (via ProfileID)
- [Team, page 60](#) (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 1-28](#).

**Table 1-28**      **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 20](#) (applicationServerID maps to nodeID)
- [ContactRoutingDetail, page 22](#) (applicationServerID maps to nodeID)
- [MonitoredResourceDetail, page 36](#) (applicationServerID maps to nodeID)
- [RemoteMonitoringDetail, page 39](#) (applicationServerID maps to nodeID)





## INDEX

---

### A

- accountNumber field
  - in ContactCallDetail table [18](#)
- active field
  - in ContactServiceQueue table [26](#)
  - in CrsApplication table [30](#)
  - in CrsGroup table [32](#)
  - in CrsTrigger table [34](#)
  - in ResourceGroup table [46](#)
  - in ResourceSkillMapping table [47](#)
  - in Resource table [44](#)
  - in RmonUser table [50](#)
  - in SkillGroup table [58](#)
  - in Skill table [56](#)
  - in Supervisor table [59](#)
  - in TeamCSQMapping table [61](#)
  - in Team table [60](#)
- AgentConnectionDetail table [6](#)
- agentID field
  - in AgentStateDetail table [9](#)
- AgentStateDetail table [9](#)
- applicationEnabled field
  - in CrsApplication table [29](#)
- applicationID field
  - in ContactCallDetail table [15](#)
  - in CrsApplication table [29](#)
- applicationName field
  - in ContactCallDetail table [16](#)
  - in CrsApplication table [28](#)
  - in CrsTrigger table [33](#)
- applicationServerID field
  - in WorkflowTask table [62](#)
- applicationTaskID field
  - in ContactCallDetail table [15](#)
- applicationType field
  - in CrsApplication table [29](#)
- assignedTeamID field
  - in Resource table [44](#)
- autoAvail field
  - in Resource table [44](#)
- autoWork field
  - in ContactServiceQueue table [26](#)
- availableAgents field
  - in RtCSQsSummary table [51](#)
  - in RtICDStatistics table [54](#)
- avgTalkDuration field
  - in RtCSQsSummary table [52](#)

in RtICDStatistics table [54](#)  
 avgWaitDuration field  
 in RtCSQsSummary table [52](#)  
 in RtICDStatistics table [54](#)

---

## B

badCallTag field  
 in ContactCallDetail table [18](#)  
 bit, defined [3](#)

---

## C

calledNumber field  
 in ContactCallDetail table [15](#)  
 callerEnteredDigits field  
 in ContactCallDetail table [18](#)  
 callsAbandoned field  
 in RtCSQsSummary table [52](#)  
 in RtICDStatistics table [54](#)  
 callsDequeued field  
 in RtCSQsSummary table [52](#)  
 callsHandled field  
 in RtCSQsSummary table [52](#)  
 in RtICDStatistics table [54](#)  
 callsWaiting field  
 in RtCSQsSummary table [52](#)  
 in RtICDStatistics table [54](#)

callWrapupData field  
 in AgentConnectionDetail table [8](#)  
 cause field  
 in RemoteMonitoringDetail table [41](#)  
 Cisco CRS database  
 db\_cra [1](#)  
 Cisco Unified Email Interaction Manager  
 (EIM) [35](#)  
 Cisco Unified Web Interaction Manager  
 (WIM) [35](#)  
 competenceLevel field  
 in ResourceSkillMapping table [47](#)  
 in SkillGroup table [57](#)  
 conference field  
 in ContactCallDetail table [12](#)  
 configClass field  
 in CrsApplication table [30](#)  
 in CrsGroup table [32](#)  
 in CrsTrigger table [35](#)  
 configImplClass field  
 in CrsApplication table [28](#)  
 in CrsGroup table [31](#)  
 in CrsTrigger table [33](#)  
 connectTime field  
 in ContactCallDetail table [16](#)  
 ContactCallDetail table [10](#)  
 contactDisposition field  
 in ContactCallDetail table [12](#)  
 ContactQueueDetail table [20](#)  
 ContactRoutingDetail table [22](#)

- contactServiceQueueID field
  - in ContactService Queue table [25](#)
  - in RmonCSQConfig table [48](#)
- ContactServiceQueue table [24](#)
- contactType field
  - in ContactCallDetail table [12](#)
- convAvgTalkDuration field
  - in RtCSQsSummary table [53](#)
  - in RtICDStatistics table [55](#)
- convAvgWaitDuration field
  - in RtCSQsSummary table [53](#)
  - in RtICDStatistics table [55](#)
- convLongestTalkDuration field
  - in RtCSQsSummary table [53](#)
  - in RtICDStatistics table [55](#)
- convLongestWaitDuration field
  - in RtCSQsSummary table [53](#)
  - in RtICDStatistics table [55](#)
- convOldestContact field
  - in RtCSQsSummary table [53](#)
  - in RtICDStatistics table [55](#)
- createDateTime field
  - in CrsApplication table [29](#)
  - in CrsGroup table [32](#)
  - in CrsTrigger table [35](#)
- CrsApplication table [28](#)
- CrsGroup table [30](#)
- CrsTrigger table [32](#)
- csqID field
  - in TeamCSQMapping table [61](#)
- CSQName field
  - in ContactServiceQueue table [25](#)
  - in RtCSQsSummary table [51](#)
- 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 [17](#)
- customVariable5 field
  - in ContactCallDetail table [17](#)
- customVariable6 field
  - in ContactCallDetail table [17](#)
- customVariable7 field
  - in ContactCallDetail table [17](#)
- customVariable8 field
  - in ContactCallDetail table [18](#)
- customVariable9 field
  - in ContactCallDetail table [18](#)

**D**

## database table

AgentConnectionDetail [6](#)  
AgentStateDetail [9](#)  
ContactCallDetail [10](#)  
ContactQueueDetail [20](#)  
ContactRoutingDetail [22](#)  
ContactServiceQueue [24](#)  
CrsApplication [28](#)  
CrsGroup [30](#)  
CrsTrigger [32](#)  
EimwimServer [35](#)  
MonitoredResourceDetail [36](#)  
RemoteMonitoringDetail [39](#)  
Resource [42](#)  
ResourceGroup [45](#)  
ResourceSkillMapping [47](#)  
RmonCSQConfig [48](#)  
RmonResConfig [49](#)  
RmonUser [50](#)  
RtCSQsSummary [51](#)  
RtICDStatistics [53](#)  
Skill [56](#)  
SkillGroup [57](#)  
Supervisor [58](#)  
Team [60](#)  
TeamCSQMapping [61](#)  
WorkflowTask [62](#)

## dateInactive field

in ContactServiceQueue table [26](#)  
in CrsApplication table [30](#)  
in CrsGroup table [32](#)  
in CrsTrigger table [34](#)  
in ResourceGroup table [46](#)  
in Resource table [44](#)  
in RmonUser table [50](#)  
in Skill table [56](#)  
in Supervisor table [59](#)  
in TeamCSQMapping table [61](#)  
in Team table [60](#)

datetime, defined [3](#)db\_cra database [1](#)

## dbName field

in EimwimServer table [36](#)

## dbPwd field

in EimwimServer table [36](#)

## dbUser field

in EimwimServer table [36](#)

decimal, defined [3](#)

## description field

in CrsApplication table [29](#)  
in CrsGroup table [32](#)  
in CrsTrigger table [34](#)

## destinationDN field

in ContactCallDetail table [14](#)

## destinationID field

in ContactCallDetail table [14](#)

destinationType field

in ContactCallDetail table [14](#)

disposition field

in ContactQueueDetail table [21](#)

dispositionReason field

in ContactCallDetail table [12](#)

---

## E

EimwimServer table [35](#)

endDateTime field

in AgentConnectionDetail table [7](#)

in ContactCallDetail table [14](#)

in RtCSQsSummary table [52](#)

in RtICDStatistics table [55](#)

in WorkflowTask table [62](#)

endMonitoringTime field

in RemoteMonitoringDetail table [40](#)

eventDateTime field

in AgentStateDetail table [9](#)

eventType field

in AgentStateDetail table [10](#)

extension field

in Resource table [44](#)

---

## F

field, database [2](#)

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

flowout field

in ContactCallDetail table [18](#)

---

## G

gmtOffset field

in AgentConnectionDetail table [7](#)

in AgentStateDetail table [9](#)

in ContactCallDetail table [14](#)

in MonitoredResourceDetail table [37](#)

in RemoteMonitoringDetail table [42](#)

groupClass field

in CrsGroup table [31](#)

groupEnabled field

in CrsGroup table [31](#)

groupID field

in CrsGroup table [31](#)

groupType field

in CrsGroup table [31](#)

---

## H

holdTime field

in AgentConnectionDetail table [8](#)

Hostname field

in EimwimServer table [36](#)

---

**I**

idleTimeout field

in CrsTrigger table [34](#)

image, defined [3](#)

int, defined [3](#)

---

**L**

loggedInAgents field

in RtCSQsSummary table [51](#)

in RtICDStatistics table [54](#)

loginID field

in RmonUser table [50](#)

longestTalkDuration field

in RtCSQsSummary table [52](#)

in RtICDStatistics table [55](#)

longestWaitDuration field

in RtCSQsSummary table [52](#)

in RtICDStatistics table [55](#)

lServer field

in EimwinServer table [36](#)

---

**M**

managedTeamID field

in Supervisor table [59](#)

metServiceLevel field

in ContactCallDetail table [13](#)

in ContactQueueDetail table [21](#)

misc1 field

in CrsTrigger table [34](#)

misc2 field

in CrsTrigger table [34](#)

MonitoredResourceDetail table [36](#)

monitoredRsrcID field

in MonitoredResourceDetail table [37](#)

monitoredSessionID field

in RemoteMonitoringDetail table [41](#)

monitoredSessionSeqNum field

in MonitoredResourceDetail table [37](#)

---

**N**

name [50](#)

name field

in RmonUser table [50](#)

nodeID field

in AgentConnectionDetail Table [7](#)

in ContactCallDetail table [11](#)

in ContactQueueDetail table [20](#)

in ContactRoutingDetail table [23](#)

in MonitoredResourceDetail table [37](#)

in RemoteMonitoringDetail table [42](#)

NOT NULL, defined [4](#)

numOfChannels field

in CrsGroup table [31](#)

numOfSessions field

in CrsApplication table [29](#)

in CrsTrigger table [34](#)

nvarchar, defined [4](#)

---

## O

oldestContact field

in RtCSQsSummary table [52](#)

in RtICDStatistics table [55](#)

orderInRG field

in Resource table [44](#)

orderList field

in ContactServiceQueue table [27](#)

origCalledNumber field

in ContactCallDetail table [15](#)

originatorDN field

in ContactCallDetail table [13](#)

originatorID field

in ContactCallDetail table [13](#)

originatorType field

in ContactCallDetail table [13](#)

origMonitoredID field

in RemoteMonitoringDetail table [40](#)

origMonitoredIdType field

in RemoteMonitoringDetail table [40](#)

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

---

## P

parentTaskID field

in WorkflowTask table [62](#)

primary key [4](#)

privateData field

in CrsApplication table [30](#)

in CrsGroup table [32](#)

in CrsTrigger table [35](#)

profileID field

in AgentConnectionDetail table [7](#)

in AgentStateDetail table [10](#)

in ContactCallDetail table [11](#)

in ContactQueueDetail table [20](#)

in ContactRoutingDetail table [23](#)

in ContactServiceQueue table [25](#)

in CrsApplication table [28](#)

in CrsTrigger table [33](#)

in MonitoredResourceDetail table [37](#)

in ProfileIDMapping table [31, 38](#)

in RemoteMonitoringDetail table [41](#)

in ResourceGroup table [46](#)

in ResourceSkillMapping table [47](#)

in Resource table [43](#)

in RmonCSQConfig table [48](#)

in RmonResConfig table [49](#)

in RmonUser table [50](#)

in SkillGroup table [57](#)

in Skill table [56](#)

in Supervisor table [59](#)  
 in TeamCSQMapping table [61](#)  
 in Team table [60](#)  
 profilename field  
   in ProfileIDMapping table [38](#)  
 prompt field  
   in ContactServiceQueue table [27](#)

---

## Q

qIndex field  
   in AgentConnectionDetail table [7](#)  
   in ContactQueueDetail table [20](#)  
   in ContactRoutingDetail table [23](#)  
 queueAlgorithm field  
   in ContactServiceQueue table [26](#)  
 queueOrder field  
   in ContactQueueDetail table [20](#)  
 queueTime field  
   in ContactQueueDetail table [21](#)  
 queueTime field, in ContactRoutingDetail  
   table [24](#)

---

## R

reasonCode field  
   in AgentStateDetail table [10](#)  
 record, database [2](#)  
 recordID field

in ContactServiceQueue table [27](#)  
 in CrsApplication table [28](#)  
 in CrsGroup table [31](#)  
 in CrsTrigger table [33](#)  
 in Supervisor table [59](#)  
 in TeamCSQMapping table [61](#)  
 redirect field  
   in ContactCallDetail table [13](#)  
 remoteLoginID field  
   in RemoteMonitoringDetail table [40](#)  
 RemoteMonitoringDetail table [39](#)  
 reservedAgents field  
   in RtCSQsSummary table [51](#)  
   in RtICDStatistics table [54](#)  
 resourceFirstName field  
   in Resource table [45](#)  
 resourceGroupID field  
   in ContactServiceQueue table [25](#)  
   in ResourceGroup table [46](#)  
   in Resource table [43](#)  
 resourceGroupName field  
   in ResourceGroup table [46](#)  
 ResourceGroup table [45](#)  
 resourceID field  
   in AgentConnectionDetail table [7](#)  
   in Resource table [43](#)  
 resourceLastName field  
   in Resource table [45](#)

resourceLoginID field  
    in Resource table [43](#)  
    in RmonResConfig table [49](#)  
    in Supervisor table [59](#)

resourceName field  
    in Resource table [43](#)

resourcePoolType field  
    in ContactServiceQueue table [25](#)

resourceSkillMapID field  
    in ResourceSkillMapping table [47](#)  
    in Resource table [44](#)

ResourceSkillMapping table [47](#)

Resource table [42](#)

resourceType field  
    in Resource table [43](#)

ringTime field  
    in AgentConnectionDetail table [8](#)

RmonCSQConfig table [48](#)

rmonID field  
    in RemoteMonitoringDetail table [40](#)  
    in RmonCSQConfig table [48](#)  
    in RmonResConfig table [49](#)  
    in RmonUser table [50](#)

RmonResConfig table [49](#)

RmonUser table [50](#)

RtCSQsSummary table [51](#)

RtICDStatistics table [53](#)

---

**S**

selectionCriteria field  
    in ContactServiceQueue table [25](#)

serviceLevel field  
    in ContactServiceQueue table [26](#)

serviceLevelPercentage field  
    in ContactServiceQueue table [26](#)

sessionID field  
    in AgentConnectionDetail table [6](#)  
    in ContactCallDetail table [11](#)  
    in ContactQueueDetail table [20](#)  
    in ContactRoutingDetail table [23](#)  
    in MonitoredResourceDetail table [37](#)  
    in RemoteMonitoringDetail table [40](#)

sessionSeqNum field  
    in AgentConnectionDetail table [6](#)  
    in ContactCallDetail table [11](#)  
    in ContactQueueDetail table [20](#)  
    in ContactRoutingDetail table [23](#)  
    in RemoteMonitoringDetail table [41](#)

skillGroupID field  
    in ContactServiceQueue table [25](#)  
    in SkillGroup table [57](#)

SkillGroup table [57](#)

skillID field  
    in ResourceSkillMapping table [47](#)  
    in SkillGroup table [57](#)  
    in Skill table [56](#)

- skillName field
    - in Skill table [56](#)
  - skillOrder field
    - in SkillGroup table [58](#)
  - Skill table [56](#)
  - skillWeight field
    - in SkillGroup table [58](#)
  - smallint, defined [4](#)
  - startDateTime field
    - in AgentConnectionDetail table [7](#)
    - in ContactCallDetail table [14](#)
    - in ContactRoutingDetail table [24](#)
    - in RtCSQsSummary table [52](#)
    - in RtICDStatistics table [55](#)
    - in WorkflowTask table [62](#)
  - startMonitoringCallTime field
    - in MonitoredResourceDetail table [37](#)
  - startMonitoringReqTime field
    - in MonitoredResourceDetail table [37](#)
    - in RemoteMonitoringDetail table [40](#)
  - storage [3](#)
  - Supervisor table [58](#)
  - supervisorType field
    - in Supervisor table [59](#)
- 
- T**
- talkingAgents field
    - in RtCSQsSummary table [51](#)
    - in RtICDStatistics table [54](#)
  - talkTime field
    - in AgentConnectionDetail table [8](#)
  - targetID field
    - in ContactQueueDetail table [21](#)
  - targetType field
    - in ContactQueueDetail table [21](#)
  - taskID field
    - in WorkflowTask table [62](#)
  - TeamCSQMapping table [61](#)
  - teamID field
    - in TeamCSQMapping table [61](#)
    - in Team table [60](#)
  - teamName field
    - in Team table [60](#)
  - Team table [60](#)
  - tinyint, defined [4](#)
  - totalCalls field
    - in RtCSQsSummary table [52](#)
    - in RtICDStatistics table [54](#)
  - totalCSQs field
    - in RtICDStatistics table [54](#)
  - transfer field
    - in ContactCallDetail table [12](#)
  - triggerEnabled field
    - in CrsTrigger table [34](#)
  - triggerLocale field
    - in CrsTrigger table [34](#)

triggerName field  
in CrsTrigger table [33](#)

triggerType field  
in CrsTrigger table [33](#)

type field  
in RmonUser table [50](#)

wrapUpTime field  
in ContactServiceQueue table [27](#)

---

## U

unavailableAgents field  
in RtCSQsSummary table [52](#)  
in RtICDStatistics table [54](#)

---

## V

varchar, defined [4](#)  
version field  
in CrsApplication table [30](#)  
in CrsGroup table [32](#)  
in CrsTrigger table [35](#)

---

## W

WorkflowTask table [62](#)  
workingAgents field  
in RtCSQsSummary table [51](#)  
in RtICDStatistics table [54](#)  
workTime field  
in AgentConnectionDetail table [8](#)

