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Change History

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

Change	See	Date
Initial Release of Document for Release 12.6(1)		May 2021
For Agent Answers, new table are added.	<ul style="list-style-type: none"> • Default_Configuration • Agent_Service_Enabled 	
Existing tables are modified.	<ul style="list-style-type: none"> • Termination_Call_Detail • Smart_License_Server • Smart_License_Entitlements • Agent_Desk_Settings 	
Updated Fields in Agent_State_Trace Table to add Direction values.	Agent_State_Trace Table	March 2023

About This Guide

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

Audience

This manual is intended for Unified ICM and Unified CCE software system managers and supervisors. Understanding the database schema helps you to create your own monitoring screens and reports. It also helps you to understand how the Unified ICM and Unified CCE software works.

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

Related Documents

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

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

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).

- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

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