



Cisco Unified Web and E-Mail Interaction Manager Schema Guide

For Unified Contact Center Express

Release 4.2(1)
July 2007

Americas Headquarters

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Preface

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- ▶ [Important disclaimer](#)
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Welcome to Cisco® Unified Web and E-Mail Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

About this guide

Cisco Unified Web and E-Mail Interaction Manager Schema Guide describes the database tables that make up the data model of Cisco Interaction Manager, which includes a common platform and two applications: Cisco Unified Web Interaction Manager (Unified WIM) and Cisco Unified E-Mail Interaction Manager (Unified EIM). The database tables are grouped by function in this guide. Details such as columns and their descriptions, primary keys, foreign keys, indexes, and triggers are provided for the tables.

This guide is for installations that are integrated with Cisco Unified Contact Center Express (Unified CCX).

Important disclaimer



Caution: Do not make any changes to the database unless directed to do so by Cisco Technical Support.

This guide should be used to understand the data model and perform read-only operations with the database. While setting up read operations through custom reports or direct queries, keep the number of such operations low to avoid performance issues.

Document conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis, or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists.
<code>Monospace</code>	The name of a file or folder, a database table column or value, or a command.
<code>Null</code>	A column that can be left empty.
<code>Not null</code>	A column that needs a value.
<i>Variable</i>	User-specific text, provided by the user. Or, text that must be typed by the user.

Document conventions

Note about tables reserved for future use The data model includes a few tables that are reserved for future use. These tables are mentioned in the guide, but not described in detail.

Learning resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
Help button 	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document set

The Cisco Unified Web and E-Mail Interaction Manager documentation is available in the **Documents** folder on the product CD.

1 General tables

- ▶ [Release tables](#)
- ▶ [Sequence tables](#)
- ▶ [Application tables](#)
- ▶ [License tables](#)
- ▶ [Language tables](#)
- ▶ [Partition tables](#)
- ▶ [Department tables](#)
- ▶ [Scheduler tables](#)
- ▶ [Work allocation tables](#)

Release tables

egpl_release_info

This table contains release and installation information about the system. It is updated whenever a new version or service pack is installed.

Column	Type	Nulls	Description	Valid values
product_name	varchar(40)	Not null	Brand name of the product.	[Not applicable]
version	varchar(40)	Not null	Major version number of the product.	[Not applicable]
build_no	numeric(18)	Not null	This number is used to trace the sources used to create the build binary.	[Not applicable]
patch	varchar(40)	Null	Minor version number of the product.	[Not applicable]
install_date	datetime	Not null	Date and time when product, service pack, or update was installed.	[Not applicable]
serial	varchar(40)	Null	Currently this is not used. It will be used to track customers.	[Not applicable]
installed_by	varchar(255)	Not null	The NT or database user who has installed the product, service pack, or update.	[Not applicable]
description	varchar(255)	Not null	Description of release, service pack, or update.	[Not applicable]

Sequence tables

egpl_all_sequence

Most tables in the system use a sequentially increasing ID for unique identification. This table stores the last count for each of the tables. For example, if a new user is created in the system, the count in this table is increased by one and number is the ID assigned to the user. When the next user is created, this process is repeated so that the IDs are always synchronized.

Column	Type	Nulls	Description	Valid values
table_name	nvarchar(30)	Not null	A string that represents the name of the database table which needs the unique sequence ID.	[Not applicable]
sequence_number	numeric(19)	Not null	A 64-bit long value identifying the next number in the generated sequence.	[Not applicable]

Primary key

- egpl_all_sequence_pk
 - Columns: table_name

Application tables

egpl_application

This table contains details of all the applications included in the installation.

Column	Type	Nulls	Description	Valid values
application_id	numeric(19)	Not null	A 64-bit long value that is a unique identifier for an Unified Web and E-Mail Interaction Manager application.	► 1: Common ► 80: Unified WIM ► 90: Unified EIM
application_name	nvarchar(255)	Not null	A string that specifies the name of the application.	[Not applicable]
application_description	nvarchar(255)	Null	A string that contains a description of the application.	[Not applicable]

Primary key

- egpl_application_pk
 - Columns: application_id

Indexes

- egpl_u_application_uq
 - Columns: application_name

License tables

egpl_license_state

This table contains the date on which a particular license is added. The date is in encrypted form.

Column	Type	Nulls	Description	Valid values
license_id	int	Not null	An integer value that is a unique identifier for a particular license.	[Not applicable]
sys_date	nvarchar(255)	Null	The system date, in encrypted form, on which the license was installed.	[Not applicable]

Primary key

- pk_egpl_license_state
 - Columns: license_id

egpl_license_token

This table contains the licenses assigned to a user. All values other than `user_id` are encrypted.

Column	Type	Nulls	Description	Valid values
user_id	numeric(9)	Not null	A 64-bit long value that is a unique identifier for a user.	[Not applicable]
named_token	nvarchar(255)	Not null	An encrypted number that indicates the licenses assigned to the user.	[Not applicable]
concurrent_token	nvarchar(255)	Null	An encrypted number that is generated during runtime based on the license assigned in <code>named_token</code> .	[Not applicable]

Primary key

- pk_egpl_license_token
 - Columns: user_id

Language tables

egpl_language

This table contains entries for languages supported currently as well as those that will be supported in future releases. These languages may be different from those in `egpl_dict_language`.

Column	Type	Nulls	Description	Valid values
language_id	int	Not null	A unique identifier for the language.	[Not applicable]
internal_name	nvarchar(40)	Not null	Internal name of the language, represented as <code>languageName_localeName</code> in accordance with ISO.	[Not applicable]
language_name	nvarchar(255)	Null	Name of the language.	[Not applicable]
local_name	nvarchar(255)	Null	Currently, this is the same as <code>language_name</code>	[Not applicable]

Primary key

pk_egpl_language

- Columns: language_id

Partition tables

egpl_dsm_partition

This table contains details of the partitions in the installation.

Column	Type	Nulls	Description	Valid values
partition_id	numeric(19)	Not null	A 64-bit long value that is a unique identifier of a partition.	[Not applicable]
partition_name	nvarchar(255)	Not null	A string that specifies the name of the partition.	[Not applicable]
description	nvarchar(750)	Null	A string that contains a description of the partition.	[Not applicable]
status	smallint	Not null	A small integer value that specifies the current status of the partition.	► 0: Disabled ► 1: Enabled

Primary key

- pk_egpl_dsm_partition
 - **Columns:** partition_id

Indexes

- egpl_dsm_partition_uq1
 - **Columns:** partition_name

Department tables

egpl_department

This table stores information related to the department in the database. In case of the Master Database, department ID is always 1 as this is the only department in the Master Database.

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Not null	A 64-bit value that is a unique identifier for a department.	[Not applicable]
department_name	nvarchar(255)	Not null	A string value that identifies the name of the department.	[Not applicable]
department_desc	nvarchar(750)	Null	A string value that contains a description of the department.	[Not applicable]
delete_flag	nchar(1)	Not null	A character value that is used to indicate whether a department has been deleted and is no longer in use.	► y: Deleted ► n: Not deleted

Primary key

- egpl_department_pk
 - **Columns:** department_id

Indexes

- egpl_department_uq
 - **Columns:** department_name

egpl_department_resource_share

This table reflects details of departments that share resources.

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Not null	A 64-bit value that is a unique identifier for a department.	[Not applicable]
share_department_id	numeric(19)	Not null	A 64-bit value that is a unique identifier for a department that shares its resources with the department identified in department_id.	[Not applicable]
resource_type_id	numeric(19)	Not null	A 64-bit value that identifies the the resource that is shared between these departments.	[Not applicable]

Foreign keys

egpl_deptt_resource_share_fk1

- **Columns:** department_id
- **Parent table:** egpl_department

egpl_deptt_resource_share_fk2

- **Columns:** share_department_id
- **Parent table:** egpl_department

Indexes

egpl_u_deptt_res_share_id1

- **Columns:** department_id

egpl_department_user

This table describes foreign users in a particular department. Foreign users can work in a department, but they belong only to the department in which they were created, their home department.

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Not null	A 64-bit value that is a unique identifier for a department.	[Not applicable]
user_id	numeric(19)	Not null	A 64-bit value that is a unique identifier for a foreign user who is available in this department but belongs to a shared department.	[Not applicable]

Foreign keys

egpl_deptartment_user_fk1

- **Columns:** department_id
- **Parent table:** egpl_department

Indexes

- egpl_u_deptartment_user_id1
- **Columns:** user_id

Scheduler tables

egpl_datascheduler

This table is no longer in use.

egpl_scheduler

This table is used to store the schedule related data of a scheduled event, such as the sending of a message.

Column	Type	Nulls	Description	Valid values
event_id	numeric(19)	Not null	A unique identifier for the scheduled event.	[Not applicable]
sender_id	numeric(19)	Not null	Identifies the user who created or scheduled the event.	[Not applicable]
description	nvarchar(250)	Null	Describes the event.	[Not applicable]
event_type	int	Not null	Type of the event based on the recurrence pattern set. Note: These types may overlap sometimes, but we classify the event as only one of them. For example, type 7 overrides all others when specified. This is done for ease of execution.	▶ 1: Scheduled to occur once at a certain time. ▶ 2: Scheduled to end by a certain time. ▶ 3: Scheduled to end after a certain number of recurrences. ▶ 4: Scheduled to end after occurrence of another event (not used currently) ▶ 5: Has no limit specified on recurrence ▶ 6: Has a daily recurrence pattern ▶ 7: Is instant (e.g. message)
creation_time	datetime	Not null	Creation time of the event.	[Not applicable]

Column	Type	Nulls	Description	Valid values
start_time	datetime	Not null	Specifies the time when the event will start.	[Not applicable]
schedule_start_time	datetime	Not null	Specifies the time when the scheduler will start.	[Not applicable]
end_time	datetime	Null	If specified by the user, gives the end time for this event.	[Not applicable]
exec_time	datetime	Not null	Execution time for the event is the same as starting time. For recurring events, this value is modified at each execution.	[Not applicable]
expiry_time	datetime	Null	If specified by the user, gives the expiry time for this event.	[Not applicable]
delivery_day_time	numeric(9)	Null	If specified by the user, gives the interval in seconds at which the event should occur on its day of occurrence.	[Not applicable]
delivery_day_num	int	Null	If specified by the user, gives the number of time the event should occur on its day of occurrence.	[Not applicable]
delivery_day_end_time	datetime	Null	If specified by the user, gives the end time of the event on the day of its occurrence.	[Not applicable]

Column	Type	Nulls	Description	Valid values
interval_type	int	Null	Indicates the interval type of the event.	▶ 1: Interval is specified in minutes ▶ 2: Interval is specified in hours ▶ 3: Event is scheduled to occur on each week day. ▶ 4: Interval is specified in days ▶ 5: Interval is specified in days ▶ 6: Interval is specified as a specific week day ▶ 7: Interval is specified as a specific week day in a month ▶ 8: Interval is specified as a specific week day of a specific month in a year ▶ 9: Interval is specified as a specific date each year ▶ 10: Interval is specified as a specific date in a month ▶ 11: for interval being specified as multiple days of a week
interval	int	Null	Actual value of the interval. Example: If an event is scheduled to occur on second Sunday of every second month, the interval value will be 2 and interval type will be 7.	[Not applicable]
num_times	int	Null	If specified by user, gives the number of recurrences for this event. This is edited after each recurrence.	[Not applicable]
delete_flag	nvarchar(2)	Not null	Indicates whether the event has been soft-deleted.	▶ y ▶ n
event_status	int	Not null	Indicates the execution related status of the event.	▶ 0: Expired ▶ 1: Terminated ▶ 2: Deleted ▶ 3: Active
handler_id	numeric(19)	Null	Links event to the specific entity scheduled for execution, say message_id.	[Not applicable]

Column	Type	Nulls	Description	Valid values
handler_type	nvarchar(20)	Null	Indicates the type of event. For messages, this value will be mr.	[Not applicable]
day_of_month	int	Null	Date in the month.	[Not applicable]

Work allocation tables

egpl_wat

This table is no longer in use. It will be removed in the next version.

Distributed services manager tables

- ▶ [Action tables](#)
- ▶ [Attribute tables](#)
- ▶ [Host tables](#)
- ▶ [Services tables](#)
- ▶ [Alias tables](#)
- ▶ [Monitor tables](#)
- ▶ [Rule tables](#)
- ▶ [Report and log tables](#)

Action tables

egpl_dsm_action

This table contains details of the action which can be associated with a monitor notification.

Column	Type	Nulls	Description	Valid values
action_id	numeric(19)	Not null	A 64-bit value identifying the unique action ID.	[Not applicable]
action_type	smallint	Not null	A small integer specifies the type of action that will be taken at the notification from a monitor.	► 9: Alert ► 10: Message
action_name	nvarchar(255)	Not null	A string specifying the name of the action.	[Not applicable]
description	nvarchar(255)	Null	A string specifying the description of the action.	[Not applicable]

Primary key

- egpl_dsm_action_pk
 - Columns: action_id

Indexes

- egpl_dsm_action_uq1
 - Columns: action_name

Attribute tables

egpl_dsm_attributes

This table contains information related to attributes used in the distributed services manager (DSM). They can be used anywhere with in any part of DSM like monitor notifications etc.

Column	Type	Nulls	Description	Valid values
attribute_id	numeric(19)	Not null	A 64-bit value identifying the unique attribute ID.	[Not applicable]
attribute_type	smallint	Not null	A small integer value specifying input parameters to an instance or process. This is not yet implemented in DSM.	[Not applicable]

Column	Type	Nulls	Description	Valid values
owner_type	smallint	Not null	A small integer value specifying owner type of this attribute.	► 1: Services ► 2: Process ► 3: Host ► 4: Instance
owner_id	numeric(19)	Not null	A 64-bit value identifying the ID of the owner. Owner can either be a service, host, process, and instance.	[Not applicable]
name	nvarchar(255)	Null	A string specifying the name of the attribute.	[Not applicable]
label	nvarchar(255)	Null	A string specifying the display name of the attribute.	[Not applicable]
description	nvarchar(255)	Null	A string specifying the description of the attribute.	[Not applicable]
default_value	nvarchar(2000)	Null	A string specifying default value for this attribute.	[Not applicable]

Primary key

- egpl_dsm_attributes_pk
 - **Columns:** attribute_id

Host tables

egpl_dsm_host

This table contains information about the host machines for services.

Column	Type	Nulls	Description	Valid values
host_id	numeric(19)	Not null	A 64-bit value mapping unique ID for this host.	[Not applicable]
host_name	nvarchar(255)	Not null	A string specifying the name of the host.	[Not applicable]
description	nvarchar(255)	Null	A string specifying the description of the host.	[Not applicable]
port	smallint	Not null	A integer mapping the port on which this host is running.	[Not applicable]

Column	Type	Nulls	Description	Valid values
state	smallint	Not null	A integer mapping the current state of the host.	► 1: Error ► 2: Waiting ► 3: Running ► 4: Stopped ► 5: Undefined ► 6: Starting
interval	numeric(9)	Null	A integer value specifying the ping interval for this host. After this interval, a thread runs to check the current status of the host.	[Not applicable]
host_type	smallint	Null	It can be application, services, or database server. Currently not in use.	► 0: Not enabled ► 1: Enabled
enabled	smallint	Not null	An integer flag to check whether this host is enabled or not.	[Not applicable]
host_load	numeric(19)	Null	Currently not in use. This column will be use to check and run hosts as per their loads.	[Not applicable]
callback_handle	image	Null	This column stores the java object representation of remote servers like the services server, host controller, etc. It is used by the application to check the health of the various remote components of the product.	[Not applicable]
url	nvarchar(255)	Null	This column stores the representation of the components like web server, application server. This is used to check the health of the web server etc.	[Not applicable]

Primary key

- egpl_dsm_host_pk
- **Columns:** host_id

Indexes

- egpl_dsm_host_uq1
- **Columns:** host_name, host_type

egpl_dsm_host_monitor

This table stores the information about host monitor data.

Column	Type	Nulls	Description	Valid values
host_id	numeric(19)	Not null	A 64-bit value mapping unique id for this host.	[Not applicable]

Column	Type	Nulls	Description	Valid values
host_name	nvarchar(255)	Null	A string value mapping the host name.	[Not applicable]
start_time	numeric(19)	Not null	An integer value mapping the start time of the host.	[Not applicable]
stop_time	numeric(19)	Not null	An integer value mapping the stop time of the host.	[Not applicable]
last_ping_time	numeric(19)	Not null	An integer value mapping the last ping to the host.	[Not applicable]
state	smallint	Not null	A integer mapping the current state of the host.	► 1: Error ► 2: Waiting ► 3: Running ► 4: Stopped ► 5: Undefined ► 6: Starting
free_bytes	numeric(19)	Null	This column is deprecated. It stores the free disk space on the services server.	[Not applicable]
status_description	nvarchar(255)	Null	This column stores the status of the DSM.	[Not applicable]

Foreign keys

- egpl_dsm_host_monitor_fk
 - **Columns:** host_id
 - **Parent table:** egpl_dsm_host

Services tables

egpl_dsm_service

This table contains information about the services present in the system.

Column	Type	Nulls	Description	Valid values
service_id	numeric(19)	Not null	A 64-bit value mapping the ID of the service.	[Not applicable]
service_name	nvarchar(255)	Not null	A string value identifying the unique name of the service.	[Not applicable]
description	nvarchar(255)	Null	A string value identifying the description of the service.	[Not applicable]

Column	Type	Nulls	Description	Valid values
service_impl_class	nvarchar(255)	Not null	A string specifying the implementation class of the service.	[Not applicable]
service_impl_type	nvarchar(255)	Not null	A string specifying the type of the service.	▶ Java ▶ RMI ▶ EJB ▶ com.egain.platform.framework.dsm.servicefactory.
service_exec_order	smallint	Not null	A small integer specifying the order in which these services needs to be executed.	[Not applicable]
singleton	smallint	Not null	A small integer specifying whether this service can have a single instance or not.	▶ -1: Multiple instances ▶ 0: No instance ▶ 1: Only single instance
service_type	numeric(19)	Not null	A 64-bit value mapping the type of service cluster to which this instance belongs.	▶ 1000: Content Index ▶ 1001: Email ▶ 1002: General ▶ 1003: Knowledge Base ▶ 1004: Workflow

Primary key

- egpl_dsm_service_pk
 - **Columns:** service_id

Indexes

- egpl_dsm_service_uq1
 - **Columns:** service_name

egpl_dsm_service_partition

This table contains information about the number of services configured for a partition.

Column	Type	Nulls	Description	Valid values
service_id	numeric(19)	Not null	A 64-bit value mapping the unique ID of service.	[Not applicable]
partition_id	numeric(19)	Not null	A 64-bit value mapping the unique ID of partition for which this service is configured.	[Not applicable]
max_instances	smallint	Not null	A small integer value which will tell how many instances of this particular type of service will run on this partition.	[Not applicable]

Foreign keys

- egpl_dsm_service_partition_fk
 - **Columns:** service_id
 - **Parent table:** egpl_dsm_service

egpl_dsm_service_type

This table contains information about various service categories present in the system.

Column	Type	Nulls	Description	Valid values
service_type	numeric(19)	Not null	A 64-bit value mapping the type of service cluster to which this instance belongs.	▶ 1000: Content Index ▶ 1001: Email ▶ 1002: General ▶ 1003: Knowledge Base ▶ 1004: Workflow
service_type_name	nvarchar(255)	Not null	A string specifying the unique name for this service type.	[Not applicable]
service_type_description	nvarchar(255)	Null	A string specifying the description for this service type.	[Not applicable]

Primary key

- egpl_dsm_service_type_pk
 - **Columns:** service_type

egpl_dsm_instance

This table stores information about the partition instances in the system.

Column	Type	Nulls	Description	Valid values
instance_id	numeric(19)	Not null	A 64-bit value mapping unique ID for this instance.	[Not applicable]
instance_name	nvarchar(255)	Not null	A string value mapping the instance name.	[Not applicable]
description	nvarchar(255)	Null	A string value mapping the description of the host name.	[Not applicable]
partition_id	numeric(19)	Not null	A 64-bit value mapping unique id for the partition to which this instance belongs.	[Not applicable]
service_id	numeric(19)	Not null	A 64-bit value mapping unique id for the service to which this instance is type of.	[Not applicable]
startup_type	smallint	Not null	A small integer value mapping the start up type of this instance.	[Not applicable]

Column	Type	Nulls	Description	Valid values
state	smallint	Not null	A integer mapping the current state of the instance.	▶ 1: Error ▶ 2: Waiting ▶ 3: Running ▶ 4: Stopped ▶ 5: Undefined ▶ 6: Starting
service_type	numeric(19)	Not null	A 64-bit value mapping the type of service cluster to which this instance belongs.	▶ 1000: Content Index ▶ 1001: Email ▶ 1002: General ▶ 1003: Knowledge Base ▶ 1004: Workflow

Primary key

- egpl_dsm_instance_pk
 - **Columns:** instance_id

Foreign keys

- egpl_dsm_instance_fk
 - **Columns:** service_id
 - **Parent table:** egpl_dsm_service

Indexes

- egpl_dsm_instance_uq1
 - **Columns:** instance_name

egpl_dsm_instance_monitor

This table stores information about the monitors that keep data about instances.

Column	Type	Nulls	Description	Valid values
instance_id	numeric(19)	Null	A 64-bit value mapping unique ID for this instance.	[Not applicable]
instance_name	nvarchar(255)	Null	A string value mapping the instance name.	[Not applicable]
process_id	numeric(19)	Null	A 64-bit value mapping unique ID for this process	[Not applicable]
process_name	nvarchar(255)	Null	A string value mapping the process name.	[Not applicable]
start_time	numeric(19)	Null	An integer value mapping the start time of the instance.	[Not applicable]

Column	Type	Nulls	Description	Valid values
stop_time	numeric(19)	Null	An integer value mapping the stop time of the instance.	[Not applicable]
state	smallint	Null	A integer mapping the current state of the instance.	▶ 1: Error ▶ 2: Waiting ▶ 3: Running ▶ 4: Stopped ▶ 5: Undefined ▶ 6: Starting
host_id	numeric(19)	Null	A 64-bit value mapping unique id for the host on which services system is running.	[Not applicable]
host_name	nvarchar(255)	Null	A string unique name for the host on which services system is running.	[Not applicable]
thruput	numeric(19)	Null	An integer specifying performance of the process instance.	[Not applicable]
pending	numeric(19)	Null	An integer specifying performance of the process instance.	[Not applicable]
last_wake_time	numeric(19)	Null	An integer specifying in milliseconds the last wake time of this instance.	[Not applicable]
last_process_time	numeric(19)	Null	An integer specifying in milliseconds the last process time of this instance.	[Not applicable]
last_run	numeric(19)	Null	An integer specifying in milliseconds the last run time of this instance.	[Not applicable]
emails_skipped	numeric(19)	Null	An integer specifying the number of emails skipped during processing. Applicable only in case of retriever instances.	[Not applicable]
unable_send	numeric(19)	Null	An integer specifying number of emails not able to send. Applicable only in case of retriever instances.	[Not applicable]

egpl_dsm_instance_params

This table is used to configure parameters to particular instances. This table is not used now, but is planned to used in future.

Column	Type	Nulls	Description	Valid values
instance_id	numeric(19)	Not null	A 64-bit value mapping unique id for this instance.	[Not applicable]
attribute_id	numeric(19)	Not null	A 64-bit value mapping unique id to attribute id in table <code>egpl_dsm_attribute</code> .	[Not applicable]

Column	Type	Nulls	Description	Valid values
value	nvarchar(2000)	Not null	A string specifying the value of the attribute.	[Not applicable]

Foreign keys

egpl_dsm_insatnce_params_fk2

- **Columns:** attribute_id
- **Parent table:** egpl_dsm_attributes

egpl_dsm_insatnce_params_fk1

- **Columns:** instance_id
- **Parent table:** egpl_dsm_instance

egpl_dsm_process

This table contains information about the service processes configured on the services server.

Column	Type	Nulls	Description	Valid values
process_id	numeric(19)	Not null	A 64-bit long value that identifies the unique ID of the process.	[Not applicable]
process_name	nvarchar(255)	Not null	A string specifying the unique process name.	[Not applicable]
description	nvarchar(255)	Null	A string specifying the description of this process.	[Not applicable]
service_id	numeric(19)	Not null	A 64-bit long value that identifies the service to which this process belongs.	[Not applicable]
startup_type	smallint	Not null	A small integer value mapping the startup type of the process.	► 0: Manual ► 1: Automatic ► 2: On demand
fail_over	smallint	Not null	A small integer value that shows whether services system supports failover of this particular process. In case it supports, process will restart in case this gets killed somehow.	► 0: Disabled ► 1: Enabled
interval	numeric(9)	Not null	An integer value after which the services system will check, whether this current process is running or not.	[Not applicable]
max_instances	smallint	Not null	A small integer specifying maximum number of instances that can run for this process.	[Not applicable]
state	smallint	Not null	A small integer specifying the current state of this particular process.	[Not applicable]

Column	Type	Nulls	Description	Valid values
service_type	numeric(19)	Not null	A 64-bit value mapping the type of service cluster to which this instance belongs.	▶ 1000: Content Index ▶ 1001: Email ▶ 1002: General ▶ 1003: Knowledge Base ▶ 1004: Workflow

Primary key

- egpl_dsm_process_pk
 - **Columns:** process_id

Foreign keys

- egpl_dsm_process_fk
 - **Columns:** service_id
 - **Parent table:** egpl_dsm_service

Indexes

- egpl_dsm_process_uq1
 - **Columns:** process_name

egpl_dsm_process_host

This table contains information about the processes and the hosts on which they will run.

Column	Type	Nulls	Description	Valid values
process_id	numeric(19)	Not null	A 64-bit long value that identifies the unique ID of the process.	[Not applicable]
host_id	numeric(19)	Not null	A 64-bit long value that identifies the unique ID of the host.	[Not applicable]
host_order	smallint	Not null	A small integer specifying the order of the hosts which will carry this process.	[Not applicable]

Foreign keys

- egpl_dsm_process_host_fk2
 - **Columns:** host_id
 - **Parent table:** egpl_dsm_host
- egpl_dsm_process_host_fk1
 - **Columns:** process_id
 - **Parent table:** egpl_dsm_process

egpl_dsm_process_monitor

This table contains information about the data of process monitors.

Column	Type	Nulls	Description	Valid values
process_id	numeric(19)	Not null	A 64-bit long value that identifies the unique ID of the process.	[Not applicable]
host_id	numeric(19)	Not null	A 64-bit long value that identifies the unique ID of the host.	[Not applicable]
process_name	nvarchar(255)	Null	A string specifying the name of the process.	[Not applicable]
host_name	nvarchar(255)	Null	A string specifying the name of the host.	[Not applicable]
start_time	numeric(19)	Not null	An integer specifying the time in milliseconds when the hosts starts last time.	[Not applicable]
stop_time	numeric(19)	Not null	An integer specifying the time in milliseconds when the hosts stop last time.	[Not applicable]
last_ping_time	numeric(19)	Not null	An integer specifying the time when this process was last pinged.	[Not applicable]
state	smallint	Not null	A integer mapping the current state of the instance.	► 1: Error ► 2: Waiting ► 3: Running ► 4: Stopped ► 5: Undefined ► 6: Starting

Foreign keys

egpl_dsm_process_monitor_fk2

- **Columns:** host_id

- **Parent table:** egpl_dsm_host

egpl_dsm_process_monitor_fk1

- **Columns:** process_id

- **Parent table:** egpl_dsm_process

egpl_dsm_appl_properties

This table (present under the Master DB) stores the properties for a partition that can be used by the system/services.

Column	Type	Nulls	Description	Valid values
partition_id	numeric(19)	Not null	Partition ID for which the property is applicable.	[Not applicable]

Column	Type	Nulls	Description	Valid values
property_name	nvarchar(255)	Not null	Name of the property.	[Not applicable]
property_value	nvarchar(255)	Null	Value of the property.	[Not applicable]

Primary key

egpl_dsm_appl_properties_pk

Columns: property_name, partition_id

Alias tables

egpl_dsm_alias_monitor

This table stores monitoring information about the alias configured in the instances.

Column	Type	Nulls	Description	Valid values
alias_name	nvarchar(255)	Not null	A string specifying the alias name.	[Not applicable]
instance_id	numeric(19)	Not null	A 64-bit value identifying the retriever service instance.	[Not applicable]
instance_name	nvarchar(255)	Null	A string specifying the retriever service instance name.	[Not applicable]
state	smallint	Not null	A small integer value specifying the state of the alias.	► 0: Failed ► 1: Active ► 2: Connection failed ► 3: Login failed ► 4: Disabled
thruput	numeric(5)	Null	An integer specifying the cumulative number of emails processed for this alias.	[Not applicable]
pending	numeric(5)	Null	An integer specifying the number of emails pending for this alias.	[Not applicable]
last_run	numeric(19)	Null	An integer specifying the number of emails processed for this alias in the last run.	[Not applicable]
emails_skipped	numeric(19)	Null	An integer specifying the cumulative number of emails skipped for this alias.	[Not applicable]

Primary key

- egpl_dsm_action_pk
- **Columns:** action_id

Indexes

- egpl_dsm_action_uq1
- **Columns:** action_name

Monitor tables

egpl_dsm_monitor

This table stores information about the monitors configured in the system.

Column	Type	Nulls	Description	Valid values
monitor_id	numeric(19)	Not null	A 64-bit value mapping unique id for this monitor.	[Not applicable]
monitor_name	nvarchar(255)	Not null	A string specifying the unique name for this monitor	[Not applicable]
description	nvarchar(255)	Null	A string specifying the description for this monitor	[Not applicable]
monitor_level	smallint	Not null	A small integer specifying the level at which this monitor is configured.	► 0: Shared resources level ► 1: Partition level ► 2: Department level
startup_type	smallint	Not null	A small integer specifying the start up type of this monitor.	► 0: Manual ► 1: Automatic ► 2: On Log In
partition_id	numeric(19)	Null	A 64-bit value mapping unique id of this partition.	[Not applicable]
user_partition_id	numeric(19)	Null	A 64-bit value mapping unique id of the user in a partition who created this monitor.	[Not applicable]
department_id	numeric(19)	Null	A 64-bit value mapping unique id of the department in which this monitor is created.	[Not applicable]
user_id	numeric(19)	Null	A 64-bit value mapping unique id of the user.	[Not applicable]

Column	Type	Nulls	Description	Valid values
time_interval	numeric(19)	Not null	A 64-bit value mapping time value after which this monitor will get data.	[Not applicable]

Primary key

- egpl_dsm_monitor_pk
 - **Columns:** monitor_id

Indexes

- egpl_dsm_monitor_uq1
 - **Columns:** monitor_name, department_id, partition_id, user_id

egpl_dsm_monitor_action

This table contains information about the actions, which are configured when notifications are executed in case of monitors.

Column	Type	Nulls	Description	Valid values
monitor_id	numeric(19)	Not null	A 64-bit value mapping unique ID for this monitor.	[Not applicable]
action_id	numeric(19)	Not null	A 64-bit value mapping unique ID action ID for this monitor.	[Not applicable]
action_type	smallint	Not null	A small integer mapping the type of action to be performed after notification value is reached.	► 9: Alert ► 10: Message

Foreign keys

- egpl_dsm_monitor_action_fk1
 - **Columns:** monitor_id
 - **Parent table:** egpl_dsm_monitor

egpl_dsm_monitor_attribs

This table contains information about the attributes which are configured in the monitors.

Column	Type	Nulls	Description	Valid values
monitor_id	numeric(19)	Not null	A 64-bit value mapping unique id for this monitor.	[Not applicable]

Column	Type	Nulls	Description	Valid values
monitor_type	smallint	Not null	A small integer mapping the type of the monitor.	▶ 2: Process ▶ 3: Host ▶ 4: Instance ▶ 5: Queues ▶ 6: Agents ▶ 7: Agent groups
attribute_name	nvarchar(255)	Not null	A string specifying the name of the attribute mapped into the monitor.	[Not applicable]
display_order	numeric(9)	Not null	A string specifying the display order of the attributes in a monitor.	[Not applicable]

Foreign keys

egpl_dsm_monitor_attribs_fk

- **Columns:** monitor_id
- **Parent table:** egpl_dsm_monitor

egpl_dsm_monitor_info

This table specifies the objects or resources mapped in a monitor.

Column	Type	Nulls	Description	Valid values
monitor_id	numeric(19)	Not null	A 64-bit value mapping unique ID for this monitor.	[Not applicable]
resource_id	numeric(19)	Not null	A 64-bit value mapping unique ID for resource added in the monitor	[Not applicable]
monitor_type	smallint	Not null	A small integer mapping the type of the monitor.	▶ 2: Process ▶ 3: Host ▶ 4: Instance ▶ 5: Queues ▶ 6: Agents ▶ 7: Agent groups

Foreign keys

egpl_dsm_monitor_info_fk1

- **Columns:** monitor_id
- **Parent table:** egpl_dsm_monitor

Rule tables

egpl_dsm_rule

This table contains information about the notifications configured for a monitor.

Column	Type	Nulls	Description	Valid values
rule_id	numeric(19)	Not null	A 64-bit value mapping the ID of rule.	[Not applicable]
owner_type	smallint	Not null	A small integer specifying the type of owner of this particular rule.	► 2: Process ► 3: Host ► 4: Instance ► 5: Queues ► 6: Agents ► 7: Agent groups
owner_id	numeric(19)	Not null	A 64-bit value mapping the id of the owner which is of above mentioned types.	[Not applicable]
operand_name	nvarchar(255)	Not null	A string specifying the name of the attribute on which condition is being set.	[Not applicable]
op_code	smallint	Not null	A small integer specifying the operational code between operand name and operand value.	► 1: Equal to ► 2: Not equal to ► 3: Less than ► 4: Greater than ► 5: Less than equal to ► 6: Greater than equal to ► 7: Contains ► 8: Does not contain
operand_value	nvarchar(255)	Null	A string specifying the value of the attribute on which condition is to be met.	[Not applicable]
comm_op_code	smallint	Null	A small integer value specifying the condition between two rules.	► 1: And ► 2: Or
rule_order	smallint	Not null	A small integer specifying the order in which this rule will be executed.	[Not applicable]

Primary key

egpl_dsm_rule_pk

○ Columns: rule_id

Indexes

egpl_dsm_rule_uq1

- **Columns:** rule_id, operand_name

egpl_dsm_rule_object

Column	Type	Nulls	Description	Valid values
rule_id	numeric(19)	Not null	A 64-bit value mapping the ID of rule.	[Not applicable]
object_id	numeric(19)	Not null	A 64-bit value mapping the ID of the object.	[Not applicable]
object_type	smallint	Not null	A small integer specifying the type of the object.	► 8: Monitor ► 11: Alias

Foreign keys

egpl_dsm_rule_object_fk

- **Columns:** rule_id
- **Parent table:** egpl_dsm_rule

Report and log tables

egpl_dsm_report

This table maps the reports, which are configured to view the log files.

Column	Type	Nulls	Description	Valid values
report_id	numeric(19)	Not null	A 64-bit long value that identifies the unique ID of the report.	[Not applicable]
report_name	nvarchar(255)	Not null	A string specifying the name of the report.	[Not applicable]
description	nvarchar(255)	Null	A string specifying the description of the report.	[Not applicable]
log_file_name	nvarchar(255)	Null	A string specifying the name of the log file which is to be viewed in this log report.	[Not applicable]
partition_id	numeric(5)	Not null	A 64-bit long value that identifies the unique ID of the partition to which this log report belongs.	[Not applicable]

Primary key

egpl_dsm_report_pk

- **Columns:** report_id

Indexes

- egpl_dsm_report_uq1
- **Columns:** report_name

egpl_dsm_report_criteria

This contains information about the filter criteria specified while creating a report.

Column	Type	Nulls	Description	Valid values
report_id	numeric(19)	Not null	A 64-bit long value that identifies the unique ID of the report.	[Not applicable]
start_date_time	datetime	Null	Date field mapping the start time for which we want to monitor the logs.	[Not applicable]
end_date_time	datetime	Null	Date field mapping the end time for which we want to monitor the logs.	[Not applicable]
partition_id	numeric(5)	Null	A 64-bit long value that identifies the unique ID of the partition.	[Not applicable]
user_id	numeric(19)	Null	A 64-bit long value that identifies the unique id of the user ID.	[Not applicable]
class_contains	nvarchar(255)	Null	A string specifying the class for which we want to filter the logs.	[Not applicable]
function_name_contains	nvarchar(255)	Null	A string specifying the function name for which we want to filter the logs.	[Not applicable]
msg_contains	nvarchar(255)	Null	A string specifying the message for which we want to filter the logs.	[Not applicable]
msg_not_contains	nvarchar(255)	Null	A string specifying the message name which should not be there in the filtered reports.	[Not applicable]

Foreign keys

- egpl_dsm_report_criteria_fk
- **Columns:** report_id
- **Parent table:** egpl_dsm_report

egpl_dsm_report_info

This table contains trace levels and column to be displayed for this report in the UI.

Column	Type	Nulls	Description	Valid values
report_id	numeric(19)	Not null	A 64-bit long value that identifies the unique ID of the report.	[Not applicable]
trace_levels	nvarchar(255)	Null	A string specifying the set of trace levels to be filtered for this report.	[Not applicable]
display_columns	nvarchar(510)	Null	A string specifying the column needs to be displayed in the UI for this report.	[Not applicable]

Foreign keys

- egpl_dsm_report_info_fk
 - **Columns:** report_id
 - **Parent table:** egpl_dsm_report

egpl_dsm_event_log

This table is not in use.

Common console tables

- ▶ [UI tables](#)
- ▶ [Search tables](#)
- ▶ [Message tables](#)
- ▶ [Setting and preference tables](#)
- ▶ [Dictionary tables](#)
- ▶ [Macro tables](#)

UI tables

egpl_ui_node

This table stores information about the nodes displayed in the UI. It contains information such as the application and resource with which the node is associated, and the order of display of nodes.

Column	Type	Nulls	Description	Valid values
node_id	numeric(19)	Not null	An integer that identifies the node.	[Not applicable]
parent_id	numeric(19)	Not null	An integer that identifies the parent of the node.	[Not applicable]
node_resource_type_id	numeric(19)	Not null	An integer that identifies the resource to which this node belongs.	[Not applicable]
application_id	numeric(19)	Not null	A 64-bit long value that is a unique identifier for the Unified WIM and EIM application with which the node is associated.	► 1: Common ► 80: Unified WIM ► 90: Unified EIM ► 150: CoBrowse
node_depth	int	Not null	The depth at which the node is added.	[Not applicable]
node_flag	int	Null	This value identifies the node property.	► 1: No children ► 3: Children can be added at run time
node_name	nvarchar(255)	Null	A string representation of the node.	[Not applicable]
node_description	nvarchar(255)	Null	The description of the node.	[Not applicable]
node_type_name	nvarchar(255)	Null	The node type, which reflects node_type_name in the egpl_ui_node_type table.	[Not applicable]
internal_name	nvarchar(255)	Null	The name used in coding.	[Not applicable]

Primary key

pk_egpl_ui_node

- **Columns:** node_id

egpl_ui_node_member_res_type

This table stores information about the resource to which a node belongs.

Column	Type	Nulls	Description	Valid values
node_id	numeric(19)	Not null	An integer value that identifies the node.	[Not applicable]
resource_type_id	numeric(19)	Not null	An integer value that identifies the resource to which this node belongs.	[Not applicable]

Foreign keys

egpl_ui_node_memeber_res_fk

- **Columns:** node_id
- **Parent table:** egpl_ui_node

egpl_ui_node_node_type

This table stores information about the type of node and specific nodes belonging to that type

Column	Type	Nulls	Description	Valid values
node_type_id	numeric(19)	Not null	An integer value that identifies the node type.	[Not applicable]
node_id	numeric(19)	Not null	An integer value that identifies the node.	[Not applicable]

Foreign keys

egpl_ui_node_type_fk2

- **Columns:** node_id
- **Parent table:** egpl_ui_node

egpl_ui_node_type_fk1

- **Columns:** node_type_id
- **Parent table:** egpl_ui_node_type

egpl_ui_node_type

This table stores information about the images to be shown as per the node.

Column	Type	Nulls	Description	Valid values
node_type_id	numeric(19)	Not null	An integer value that identifies the node type.	[Not applicable]

Column	Type	Nulls	Description	Valid values
expandable	int	Not null	An integer value that identifies whether the node is expandable.	► 0: Not expandable ► 1: Expandable
node_type_name	nvarchar(255)	Null	The name of the node type. This value is mapped to node_type_name of the egpl_ui_node table.	[Not applicable]
image_name	nvarchar(255)	Null	The name of the image associated to the node when it is not selected.	[Not applicable]
selected_image_name	nvarchar(255)	Null	The name of the image associated to the node when it is selected or expanded.	[Not applicable]

Primary key

pk_egpl_ui_node_type

- **Columns:** node_type_id

egpl_ui_sections

This table contains the details of the sections that is displayed in the information pane of the Agent Console. The values for the sections are fetched from the DB to have the sections part easily configurable.

Column	Type	Nulls	Description	Valid values
screen_name	nvarchar(255)	Not null	A string representing the name of the screen. This value is used to query this table.	[Not applicable]
section_name	nvarchar(255)	Not null	A string representing the name of the section.	[Not applicable]
url	nvarchar(255)	Null	A string representing the URL of the file to load when the section is selected.	[Not applicable]
image_dir	nvarchar(255)	Null	A string representing the directory from which the image has to be used to be displayed in the UI	[Not applicable]
image_name	nvarchar(255)	Null	A string representing the name of the image to be displayed in the UI.	[Not applicable]
i18n_key_tooltip	nvarchar(255)	Null	A string representing the tooltip for the section	[Not applicable]

Column	Type	Nulls	Description	Valid values
item_order	smallint	Null	An integer specifying the order of appearance of the section in the UI.	[Not applicable]
section_id	numeric(19)	Null	A string representing the name of the screen. This value is used to query this table.	[Not applicable]
section_type	smallint	Null	A string representing the name of the section.	[Not applicable]
toolbar_config_id	numeric(19)	Not null	This column details the ID of the toolbar that contains this section.	Any value from egpl_toolbar_config table. ► 1000 (default value)
shortcut_key	nvarchar(10)	Null	Shortcut key to be used in combination with Shift+CTRL, to select the Information pane section.	► F2 ► F3 ► F4 ► F6 ► F7 ► F8 ► F9 ► F10 ► F11 ► F12 ► Null: No shortcut key configured (default value)
section_is_visible	smallint	Not null	Value indicating whether to show this section in the given toolbar.	► 0: Not visible (default value) ► 1: Visible ► 2: Visible and mandatory (cannot be removed from toolbar)

egpl_user_inbox_folder

This table containing the details of folders displayed in the Inbox tree of the Agent Console.

Column	Type	Nulls	Description	Valid values
folder_id	numeric(19)	Not null	A 64-bit long value that identifies the folder	[Not applicable]
folder_name	nvarchar(255)	Not null	A string representing the name of the folder	[Not applicable]

Column	Type	Nulls	Description	Valid values
folder_description	nvarchar(255)	Not null	A string representing the description of the folder	[Not applicable]
user_id	numeric(19)	Not null	A 64-bit long value that identifies the user who created this folder. It will be visible only to this user if it is not a global folder.	If the value of this column is -1, the folder will be visible to all users.
parent_id	numeric(19)	Null	A 64-bit long value that identifies the parent folder of this folder. This is used to build the tree in the proper hierarchy.	[Not applicable]
folder_type	numeric(4)	Not null	An integer, identifying the folder type.	► 0: The system folder. Examples: Activities, My Activities, Cases, and My Cases. ► 1: Open or current folder. Examples: Activities > Current and Cases > Open ► 2: Closed or completed folder. Examples: Activities > Completed and Cases > Closed ► 3: System “my” folders. Examples: Activities > My Folders and Cases > My Folders ► 4: Folders created under Activities > My Folder and Cases > My Folder ► 5: System search folders. Examples: Activities > My Searches and Cases > My Searches ► 6: Folders created under Activities > My searches and Cases > My Searches ► 7: My Team folder ► 9: Folders created under Activities > Current and Cases > Open ► 0: Folders created under Activities > Completed and Cases > Closed ► 21: The folder My Work
resource_type	numeric(19)	Not null	A 64-bit long value that identifies the resource type that can be contained in the folder.	► 1028: The folder contains activities or subfolders that can contain activities ► 1029: The folder contains cases or subfolders that can contain cases
resource_type_internal_name	nvarchar(255)	Not null	A string representing the type of the resource that can be contained in the folder.	► activity: The folder contains activities or subfolders that can contain activities ► case: The folder contains cases or subfolders that can contain cases

Column	Type	Nulls	Description	Valid values
delete_flag	nchar(1)	Not null	A character, specifying whether this folder has been deleted or not. Only user created folders can be deleted.	► y: This activity has been deleted ► n: This activity has not been deleted
is_global	smallint	Not null	An integer specifying whether this folder is visible to all users or only to the user who created the folder. This is applicable only to user created folder under the My Searches folder.	► 0: Visible only to the user who created the folder ► 1: Visible to all users

Primary key

egpl_user_inbox_folder_pk

- **Columns:** folder_id

egpl_toolbar_config

This table defines the toolbars that can be configured from the UI.

Column	Type	Nulls	Description	Valid values
toolbar_config_id	numeric(19)	Not null	This integer value identifies the toolbar.	[Not applicable]
toolbar_config_name	nvarchar(255)	Not null	This column has the name of the toolbar.	[Not applicable]
toolbar_config_desc	nvarchar(1024)	Null	This column details the description of the toolbar.	[Not applicable]

Primary key

pk_toolbar_config

- **Columns:** toolbar_config_id

Search tables

egpl_search

Users can search for information about various resources in the different consoles. For example, users can conduct searches for activities, cases, and KB articles in Agent Console, and for users in Administration Console. This table stores data about saved searches.

Column	Type	Nulls	Description	Valid values
search_id	int	Not null	Uniquely identifies the search.	[Not applicable]
search_name	nvarchar(255)	Not null	Name of the search, cannot be duplicated.	[Not applicable]
user_id	int	Not null	Identifies the user who created the search.	[Not applicable]
dept_id	int	Not null	Identifies the department in which this search was conducted or saved.	[Not applicable]
resource_type_name	nvarchar(255)	Not null	Identifies the type of resource type on which the search is performed. Examples: user, article, case, activity.	[Not applicable]
search_scope_type	int	Not null	Indicates the type of the search.	► 1: Global ► 2: Personal ► 3: Alarm
modified_date	datetime	Null	Indicates the time when the search was last modified.	[Not applicable]
delete_flag	nchar(1)	Not null	Indicates whether the search has been deleted (soft).	[Not applicable]
console	int	Not null	Identifies the consoles in which the search can be conducted.	► 1: Administration Console ► 2: Agent Console ► 4: KB Console If a search can be run in multiple consoles, these values are added.
folder_id	int	Null	Useful for article-related searches, this column reflects the folders that are searched.	[Not applicable]
is_sub_folder	nchar(1)	Not null	Indicates whether subfolders are to be included in the search.	► 0 ► 1 (default value)

Primary key

pk_egpl_search

- **Columns:** search_id

egpl_search_criteria

This table stores the criteria details for saved searches.

Column	Type	Nulls	Description	Valid values
criteria_id	numeric(19)	Not null	Identifies the criteria.	[Not applicable]
criteria_type	numeric(1)	Not null	Identifies the criteria type.	► 1: filter type ► 2: search type
attribute_name	nvarchar(30)	Not null	Name of the attribute on which the search is run.	[Not applicable]
operator	nvarchar(30)	Not null	Operator for the attribute depends on the type of attribute.	For string type attributes, the operator can be Begins With , Contains , Does not contain , Ends with , = , != , > , >= , < , <= For numerical attributes, the operator can be = , != , > , >= , < , <= , Between , Not between
attribute_value	nvarchar(255)	Null	Value of the attribute as specified by the creator of search.	[Not applicable]
value_type	numeric(1)	Null	Indicates whether the value is the same as specified by user, or is provided by a link or macro.	► 0: Specified by user ► 1: From link ► 2: From macro
and_or	nchar(1)	Null	Whether the criteria are linked by And clause or Or clause.	► a: And ► o: Or
resource_type_name	nvarchar(255)	Null	Identifies the resource type. Same as resource_type_name in egpl_search .	[Not applicable]
tab_no	numeric(1)	Null	Indicates where the attribute is in the Search UI.	► 1: Basic section ► 2: Advanced section ► 3: Relationships section

egpl_search_relationships

This static table stores the associations between related objects or resource types.

Column	Type	Nulls	Description	Valid values
object_internal_name	nvarchar(255)	Not null	Internal name of the object.	[Not applicable]

Column	Type	Nulls	Description	Valid values
relationship	nvarchar(255)	Null	Name of the related object.	[Not applicable]
relationship_schema	nvarchar(255)	Null	Schema name in the system for the related object.	[Not applicable]

egplr_prt_search_criteria

This table is used to store the temporary data needed by the Reports Server to print search results.

Column	Type	Nulls	Description	Valid values
runid	int	Not null	Uniquely identifies the print run.	[Not applicable]
attribute_name	nvarchar(30)	Not null	Name of the attribute on which search is conducted. (See <code>egpl_search_criteria</code> .)	[Not applicable]
search_operator	nvarchar(30)	Not null	Operator for the attribute. (See <code>egpl_search_criteria</code> .)	[Not applicable]
attribute_value	nvarchar(255)	Null	Value of the attribute. (See <code>egpl_search_criteria</code> .)	[Not applicable]
and_or	nvarchar(10)	Null	Clause associated. (See <code>egpl_search_criteria</code> .)	[Not applicable]
resource_type_name	nvarchar(255)	Null	Identifies the resource type. (See <code>egpl_search_criteria</code> .)	[Not applicable]

Message tables

egpl_message

This table contains all the messages sent using the system.

Column	Type	Nulls	Description	Valid values
message_id	numeric(19)	Not null	Unique identifier for the message.	[Not applicable]
parent_id	numeric(19)	Null	Stores the message_id of the original message, in case the message is scheduled to deliver multiple times.	[Not applicable]
sender_id	numeric(19)	Not null	Identifies the sender of the message.	[Not applicable]

Column	Type	Nulls	Description	Valid values
from_email_address	nvarchar(500)	Null	Sender's email address; in case no primary email address has been defined for the sender, the default alias is used.	[Not applicable]
message_status	int	Null	Delivery status of the message.	► -1: Original ► 1: Undelivered ► 2: Delivered ► 3: Expired
priority	smallint	Not null	Priority of the message.	Currently we set the default (Normal = 2) for all messages
ack_required	smallint	Not null	Whether acknowledgement is required or not.	Currently we set the default (Not required = 0) for all messages
subject	nvarchar(250)	Null	Subject of the message.	[Not applicable]
email_address_list	nvarchar(1000)	Null	List of external email addresses as specified by the sender.	[Not applicable]
language	int	Null	Language of the message, not used currently.	[Not applicable]
body	ntext	Null	Body of the message, including HTML tags, if any.	[Not applicable]
is_html	smallint	Null	Whether the message is HTML or text.	[Not applicable]
expiry_time	datetime	Null	Expiry time for the message as set by the sender.	[Not applicable]
message_type	int	Null	Type of the message.	► 1: Reminder ► 2: Personal ► 3: Group ► 4: System ► 5: Activity ► 6: DSM alert
received_time	datetime	Null	Creation time of the message.	[Not applicable]
email_notification_required	smallint	Not null	Specifies whether an email notification of the message is required to be sent to the (defined) email addresses of all the recipients of the message.	Currently we set default (Not required = 0) for all the messages.
delete_flag	nvarchar(2)	Not null	Indicates whether the message has been deleted.	[Not applicable]

Primary key

- egpl_message_pk
 - Columns: message_id

egpl_message_party

This table is used for storing the recipients' data for a message, except the external email addresses to which the message is marked.

Column	Type	Nulls	Description	Valid values
message_id	numeric(19)	Not null	Same as message_id in egpl_message.	[Not applicable]
party_id	numeric(19)	Null	Identifies the users in the recipients' list.	[Not applicable]
expanded	int	Null		In case of a user group being one of the recipients, this is set to 0 till message is delivered. At message delivery time, the user group is expanded so that the message is sent to all the members of this group (their respective entries done in this table) and this field's value is set to 1.
is_group	int	Not null	Indicates whether the recipient as identified by party_id is a group or an individual.	► 0: Individual user ► 1: User group
status	int	Null	Indicates the Read status of the message with respect to each of the recipients.	► 1: Read ► 2: Unread ► 3: Undeliverable
delete_flag	nvarchar(2)	Not null	Indicates whether the message has been deleted from the Sent or Received node by the user associated with this message record.	[Not applicable]
notification_type	smallint	Not null	Indicates the mode of notification specified by the sender for this particular recipient.	► 1: Internal ► 2: Email ► 3: Both

Primary key

- egpl_message_party_fk
 - Columns: message_id
 - Parent table: egpl_message

Setting and preference tables

egpl_pref_globalsettings

This table contains all the settings defined in the system. Settings are used to configure the behavior of the system.

Column	Type	Nulls	Description	Valid values
setting_id	int	Not null	An integer value that identifies a setting.	[Not applicable]
level_id	int	Not null	An integer value that identifies a setting.	[Not applicable]
setting_name	nvarchar(255)	Not null	A string representing the name of the setting.	[Not applicable]
setting_act_val	nvarchar(1000)	Not null	A string representing the actual value of the setting. Actual value is installation specific value.	[Not applicable]
setting_def_val	nvarchar(1000)	Not null	A string representing the default value of the setting. Default value is provided at the time of installation.	[Not applicable]
setting_type	nvarchar(20)	Not null	A string representing the datatype of the setting value.	► Character ► Double ► Float ► Encrypted ► Enumeration ► Integer ► Long ► String
modifier_id	int	Not null	An integer value identifying the user who last modified this record.	[Not applicable]
modified_date	datetime	Not null	A timestamp identifying when this record was last modified	[Not applicable]
is_preference	nchar(1)	Not null	A character, specifying whether this setting can be reset at a lower level.	► y: Can be reset at a lower level. ► n: Cannot be reset at a lower level.

Column	Type	Nulls	Description	Valid values
is_userdefined	nchar(1)	Not null	A character, specifying whether the user can delete this setting.	► y: Can be deleted. ► n: Cannot be deleted. This is the default value.
is_department	nchar(1)	Not null	A character, specifying whether this setting is available at the department level.	► n: Not available at the department level. The setting is in the Partition setting group and not in any setting group in a department. ► y: Available at the department level.
type	nvarchar(50)	Not null	A string representing the type of the setting.	► departmental: applicable across all resources in a department ► global: applicable across all departments ► routing_queue: applicable in a resource type queue ► user: applicable to user
is_read_only	nchar(1)	Null	A character, specifying whether the setting value can be changed from UI.	► n: Value cannot be changed. The value cell in the UI will be non-editable. ► y: Value can be changed.
is_visible	nchar(1)	Null	A character, specifying whether the setting is shown at UI.	► n: Is not shown in the UI. ► y: Is shown in the UI.
is_dynamic	nchar(1)	Null	A character, specifying whether the possible values for the setting are fetched dynamically. Example: The values for setting 'Preferred Dictionary of User' are all dictionary names defined in the system.	► n: Values are static. ► y: Values are dynamic.
dynamic_source	nvarchar(255)	Null	A string representing the source of the JSP page to fetch the dynamic values for a setting.	This value must be specified if the is_dynamic flag is y.

Primary key

- egpl_pref_globalsettings_uq
 - **Columns:** setting_name, level_id
- pk_egpl_pref_globalsettings
 - **Columns:** setting_id

Foreign keys

- egpl_pref_globalsettings_fk

- **Columns:** level_id
- **Parent table:** egpl_pref_node

egpl_pref_group

This table contains setting group defined in the system. Settings are grouped together to form a setting group. Setting group can be associated with a resource type. Within each setting group we can change the value of settings, which are then applicable to that resource type. There are some pre-defined settings groups, which are shipped along with the product. The users can create new setting groups.

Column	Type	Nulls	Description	Valid values
group_id	int	Not null	An integer value that identifies a setting group.	[Not applicable]
department_id	int	Not null	An integer value that identifies a department to which this setting group belongs.	[Not applicable]
group_name	nvarchar(255)	Not null	A string representing the name of the setting group.	[Not applicable]
description	nvarchar(255)	Null	A string describing this setting group.	[Not applicable]
canbecopied	nvarchar(1)	Not null	A character, specifying whether the setting group can be copied. Default setting groups cannot be copied. Only user created groups can be copied.	► n: Cannot be copied. ► y: Can be copied.
canbedeleted	nvarchar(1)	Not null	A character, specifying whether the setting group can be deleted. Only user created groups can be deleted.	► n: Cannot be deleted. ► y: Can be deleted.
is_dept_group	nvarchar(1)	Not null	A character, specifying whether this setting group is applicable to the entire department.	► n: Not applicable. ► y: Applicable.
group_type	nvarchar(50)	Not null	A string representing the type of the setting group.	► departmental: Applicable across all resources in a department ► global: Applicable across all departments ► routing_queue: Applicable in a resource type queue ► user: Applicable to user

Primary key

egpl_pref_group_uq

- **Columns:** department_id, group_name

pk_egpl_pref_group

- **Columns:** group_id

egpl_pref_group_preferences

This table contains setting values that are overridden for a particular group.

Column	Type	Nulls	Description	Valid values
group_id	int	Not null	An integer value that identifies a setting group.	[Not applicable]
setting_id	int	Not null	An integer value that identifies a setting.	[Not applicable]
setting_val	nvarchar(1000)	Not null	A string representing the value of the setting for the group.	[Not applicable]
is_preference	nchar(1)	Not null	A character, specifying whether this setting can be reset at a lower level.	► n: Cannot be reset at a lower level. ► y: Can be reset at a lower level.
modifier_id	int	Not null	An integer value identifying the user who last modified this record.	[Not applicable]
modified_date	datetime	Not null	A timestamp identifying when this record was last modified	[Not applicable]

Primary key

pk_egpl_pref_group_preferences

- **Columns:** group_id, setting_id

Foreign keys

egpl_pref_group_preferences_fk1

- **Columns:** setting_id
- **Parent table:** egpl_pref_globalsettings

egpl_pref_group_preferences_fk2

- **Columns:** group_id
- **Parent table:** egpl_pref_group

egpl_pref_instance_preferences

This table contains setting values overridden by the user. A user can change the value of a setting according to his/her needs. Table will contain records only for those settings whose values have been modified by the user.

Column	Type	Nulls	Description	Valid values
department_id	int	Not null	An integer value that identifies a department to which this setting belongs.	[Not applicable]
resource_type_id	int	Not null	An integer value that identifies the resource type.	[Not applicable]
resource_id	int	Not null	An integer value that identifies the resource.	[Not applicable]
setting_id	int	Not null	An integer value that identifies the setting.	[Not applicable]
setting_val	nvarchar(1000)	Not null	A string representing the value of the setting for the resource.	[Not applicable]
modifier_id	int	Not null	An integer value identifying the user who last modified this record.	[Not applicable]
modified_date	datetime	Not null	A timestamp identifying when this record was last modified	[Not applicable]

Primary key

pk_egpl_pref_instances_preferences

- **Columns:** department_id, resource_id, resource_type_id, setting_id

Foreign keys

egpl_pref_instance_preferences_fk1

- **Columns:** setting_id
- **Parent table:** egpl_pref_globalsettings

egpl_pref_language

This table contains the language names.

Column	Type	Nulls	Description	Valid values
language_id	int	Not null	An integer value that identifies a language.	[Not applicable]
language_name	nvarchar(255)	Not null	A string representing the language name.	[Not applicable]

Primary key

- pk_egpl_pref_language
 - Columns: language_id

egpl_pref_node

This table contains setting levels. Levels are used to logically group settings. Each level can have settings or more levels.

Column	Type	Nulls	Description	Valid values
level_id	int	Not null	An integer value that identifies a level.	[Not applicable]
level_name	nvarchar(255)	Not null	A string representing the internal name of level.	[Not applicable]
label	nvarchar(255)	Not null	A string representing the level name to be displayed in UI.	[Not applicable]
description	nvarchar(2000)	Not null	A string describing the level.	[Not applicable]
parent_id	int	Not null	An integer value that identifies parent level of this level.	[Not applicable]
date_modified	datetime	Null	A timestamp identifying when this record was last modified.	[Not applicable]

Primary key

- pk_egpl_pref_node
 - Columns: level_id

Indexes

- pk_egpl_pref_node_uq
 - Columns: level_name, parent_id

egpl_pref_resource

This table contains the associations between setting groups and resources. When a resource is assigned to a setting group, a record is created in this table.

Column	Type	Nulls	Description	Valid values
resource_type_id	int	Not null	An integer value that identifies resource type.	[Not applicable]
group_id	int	Not null	An integer value that identifies setting group with which resource is associated.	[Not applicable]

Column	Type	Nulls	Description	Valid values
resource_id	int	Not null	An integer value that identifies associated resource.	[Not applicable]
department_id	int	Not null	An integer value that identifies a department to which this association belongs.	[Not applicable]

Primary key

- pk_egpl_pref_resource
 - **Columns:** resource_type_id, resource_id

Foreign keys

- pk_egpl_pref_resource_fk1
 - **Columns:** group_id
 - **Parent table:** egpl_pref_group

egpl_pref_settingdetail

This table contains the internationalized strings for setting name and description to be shown in UI.

Column	Type	Nulls	Description	Valid values
setting_id	int	Not null	An integer value that identifies a setting.	[Not applicable]
description	nvarchar(255)	Not null	An internationalized string representing the description of setting to be shown at UI.	[Not applicable]
label	nvarchar(255)	Not null	An internationalized string representing the name of setting to be shown at UI.	[Not applicable]
language_id	int	Not null	An integer value that identifies a language.	[Not applicable]
display_type	nvarchar(50)	Not null	An internationalized string representing the setting category to be shown at UI.	[Not applicable]

Primary key

- pk_egpl_pref_settingdetail
 - **Columns:** setting_id

Foreign keys

- pk_egpl_pref_settingdetail_fk1

- **Columns:** setting_id
 - **Parent table:** egpl_pref_globalsettings
- pk_egpl_pref_settingdetail_fk2
- **Columns:** language_id
 - **Parent table:** egpl_pref_language

egpl_pref_settings_to_group

This table is not in use.

Column	Type	Nulls	Description	Valid values
setting_id	int	Not null	Not in use.	[Not applicable]
group_id	int	Not null	Not in use.	[Not applicable]

Primary key

- pk_egpl_settings_to_group_pk
- **Columns:** setting_id, group_id

egpl_pref_validation_enum

This table contains the possible values for a particular setting of type enumeration.

Column	Type	Nulls	Description	Valid values
setting_id	int	Not null	An integer value that identifies a setting.	[Not applicable]
enumeration	nvarchar(4000)	Null	A comma separated string of internal values representing the enumeration.	[Not applicable]
display_enum	nvarchar(4000)	Null	A comma separated string of values representing the enumeration to be shown at UI.	[Not applicable]

Primary key

- egpl_pref_validation_enum_pk
- **Columns:** setting_id

Foreign keys

- egpl_pref_validation_enum_fk
- **Columns:** setting_id
 - **Parent table:** egpl_pref_globalsettings

egpl_pref_validation_num

This table stores maximum and minimum values possible for a setting.

Column	Type	Nulls	Description	Valid values
setting_id	int	Not null	An integer value that identifies a setting.	[Not applicable]
min_val	int	Null	An integer value representing the minimum value for setting.	[Not applicable]
max_val	int	Null	An integer value representing the maximum value for setting.	[Not applicable]

Primary key

egpl_pref_validation_num_pk

- **Columns:** setting_id

Foreign keys

egpl_pref_validation_num_fk

- **Columns:** setting_id
- **Parent table:** egpl_pref_globalsettings

egpl_pref_validation_str

This table contains regular expression for validation of setting values. Setting value cannot have characters other than specified through regular expression.

Column	Type	Nulls	Description	Valid values
setting_id	int	Not null	An integer value that identifies a setting.	[Not applicable]
reg_exp	nvarchar(255)	Null	A string representing a regular expression for validation of setting values.	[Not applicable]

Primary key

egpl_pref_validation_str_pk

- **Columns:** setting_id

Foreign keys

egpl_pref_validation_str_fk

- **Columns:** setting_id
- **Parent table:** egpl_pref_globalsettings

Dictionary tables

egpl_dict_language

This table contains entries of all the languages for which the system offers dictionary and spelling checker support.

Column	Type	Nulls	Description	Valid values
language_id	int	Not null	Identifies the language.	[Not applicable]
internal_name	nvarchar(40)	Not null	Internal name of the language represented as languageName_localeName as per ISO.	[Not applicable]
language_name	nvarchar(255)	Null	Name of the language.	[Not applicable]
local_name	nvarchar(255)	Null	Currently this is the same as language_name.	[Not applicable]

Primary key

pk_egpl_dict_language

- Columns: language_id

egpl_spell_dictionary

This table contains the details of dictionaries in the system, so as to facilitate the use of appropriate lexicon files during a spelling check. The actual lexicon files are stored in language-and-locale based directory structure in the file system.

Column	Type	Nulls	Description	Valid values
dictionary_id	numeric(19)	Not null	A 64-bit long value that identifies a dictionary.	[Not applicable]
dictionary_name	nvarchar(255)	Not null	Name of the dictionary, cannot be duplicated.	[Not applicable]
description	nvarchar(255)	Null	Description of the dictionary.	[Not applicable]
dic_language	int	Not null	An integer that identifies the language of the dictionary.	[Not applicable]
comp_file	nvarchar(255)	Not null	Name of the compressed lexicon file, specific to a language.	[Not applicable]
txt_file	nvarchar(255)	Not null	Name of the main text lexicon file, specific to a language.	[Not applicable]
sys_txt_file	nvarchar(255)	Null	Name of the auxiliary text lexicon file, entries in this file can be managed through the UI.	[Not applicable]

Column	Type	Nulls	Description	Valid values
blocked_words_file	nvarchar(255)	Null	Name of the blocked words file against which the blocked word check is run. Specific to dictionary, independent of language.	[Not applicable]
department_id	numeric(19)	Not null	Identifies the department to which this dictionary belongs.	[Not applicable]
deleted	nchar(1)	Not null		► y ► n
active	nchar(1)	Not null	Shown as Default on the UI. Any department will have exactly one active dictionary at any given time.	► y ► n
is_default	nchar(1)	Null	Indicates whether the dictionary is system-provided or user-created.	► y ► n

Primary key

- egpl_spc_dictionary_pk
 - **Columns:** dictionary_id

Foreign keys

- egpl_spc_dic_dept_fk
 - **Columns:** department_id
 - **Parent table:** egpl_department
- egpl_spc_dic_lang_fk
 - **Columns:** dic_language
 - **Parent table:** egpl_dict_language

egpl_spell_personal_dictionary

This table stores the details of the user-specific dictionaries. Words from this file are combined with those from the other lexicon files when the concerned user conducts a spelling check in the application. The actual text lexicon files are stored in the file system.

Column	Type	Nulls	Description	Valid values
personal_dictionary_id	numeric(19)	Not null	A 64-bit long value that identifies a personal dictionary.	[Not applicable]
user_id	numeric(19)	Not null	A 64-bit long value that identifies the user to which the dictionary belongs.	[Not applicable]
personal_dictionary_name	nvarchar(255)	Not null	Name of the personal dictionary, contains the user ID and partition ID.	[Not applicable]

Primary key

- egpl_spc_persnl_dictionary_pk

- **Columns:** personal_dictionary_id

Foreign keys

- egpl_spc_custdic_userid_fk
 - **Columns:** user_id
 - **Parent table:** egpl_user

egpl_spell_suggestion

This table contains the words suggested by users for inclusion in the common auxiliary lexicon, along with their respective status. Words for inclusion can be suggested either during a spelling check or through the Dictionary UI. These words can be managed from the UI.

Column	Type	Nulls	Description	Valid values
suggestion_id	numeric(19)	Not null	A 64-bit long value that identifies a suggestion.	[Not applicable]
suggested_word	nvarchar(255)	Not null	The word suggested by user.	[Not applicable]
dictionary_id	numeric(19)	Not null	Identifies the dictionary for which the word was suggested.	[Not applicable]
suggestedby	numeric(19)	Not null	Identifies the user that suggested the word.	[Not applicable]
status	nchar(1)	Not null	Describes the current status of the suggestion, depending on the action taken by a user who can administer dictionaries.	▶ a: Approved ▶ p: Pending ▶ r: Rejected

Primary key

- egpl_spc_suggestion_pk
 - **Columns:** suggestion_id

Foreign keys

- egpl_spc_sugg_dic_fk
 - **Columns:** dictionary_id
 - **Parent table:** egpl_spell_dictionary
- egpl_spc_sugg_userid_fk
 - **Columns:** suggestedby
 - **Parent table:** egpl_user

Macro tables

egpl_macro

This table stores information related to a macro and its properties.

Column	Type	Nulls	Description	Valid values
macro_id	int	Not null	A unique integer assigned to a macro.	[Not applicable]
dept_id	numeric(19)	Not null	An integer mapping department ID of the macro.	[Not applicable]
macro_name	nvarchar(255)	Not null	A string that specifies the name of macro.	[Not applicable]
macro_description	nvarchar(2000)	Null	A string that describes the macro.	[Not applicable]
macro_type	smallint	Not null	An integer value which represents the type of macro.	► 1: FIXED_TYPE ► 2: CONTEXT_FIELD_TYPE ► 3: OBJECT_TYPE_PRE_DEFINED ► 4: OBJECT_TYPE_USER_DEFINED ► 5: ARTICLE_TYPE ► 6: DAM_TYPE ► 7: COMPOSITE_TYPE_PRE_DEFINED ► 8: COMPOSITE_TYPE_USER_DEFINED
default_article	int	Null	Default value to be used if the macro expands to blank or null.	[Not applicable]
default_value	nvarchar(2000)	Null	A string that displays the default expansion of a macro, if there is no description defined.	[Not applicable]
macro_source_id	numeric(19)	Null	ID of an object, which this macro refers; e.g., article ID in case of an article macro.	[Not applicable]
definition	nvarchar(510)	Null	Not null in case of object macros and combination macros. The combination of object name and attribute name that describe the macro is stored.	[Not applicable]
macro_state	smallint	Not null	An integer mapping the state of integer.	► 0: Deleted ► 1: Not deleted

Column	Type	Nulls	Description	Valid values
text_or_html	smallint	Not null	An integer value which specifies whether the macro will be expanded in text or HTML format.	► 1: Text ► 2: HTML

Primary key

- egpl_macro_pk
 - **Columns:** macro_id

Foreign keys

- egpl_macro_dept_fk
 - **Columns:** dept_id
 - **Parent table:** egpl_department

egpl_macro_alias

This table contains aliases defined for a macro.

Column	Type	Nulls	Description	Valid values
macro_id	int	Not null	A unique integer assigned to a macro.	[Not applicable]
macro_alias_id	int	Not null	An integer for a macro alias.	[Not applicable]
dept_id	numeric(19)	Not null	An integer mapping department ID of the macro.	[Not applicable]

Primary key

- egpl_macro_alias_pk
 - **Columns:** macro_id

Foreign keys

- egpl_macro_alias_dept_fk
 - **Columns:** dept_id
 - **Parent table:** egpl_department

egpl_macro_article_usage

This table describes the usage of macros in articles.

Column	Type	Nulls	Description	Valid values
macro_or_article_id	int	Not null	A unique integer for macro or article ID.	[Not applicable]
id_type	smallint	Not null	An integer value which identifies the macro or article.	► 1: MACRO_TYPE ► 2: ARTICLE_TYPE
using_object_id	numeric(19)	Not null	An integer specifying the ID of object, which is being used.	[Not applicable]
using_object_type	smallint	Not null		► 3: USING_OBJECT_TYPE_RULES ► 4: USING_OBJECT_TYPE_QUEUE ► 5: USING_OBJECT_TYPE_PRODCTL ► 6: USING_OBJECT_TYPE_CUST_ASSOC

Primary key

egpl_macro_article_usage_pk

- **Columns:** macro_or_article_id, id_type, using_object_id, using_object_type

egpl_object_macro_master

This table stores general information about a macro.

Column	Type	Nulls	Description	Valid values
macro_name	nvarchar(255)	Not null	A unique string which contains the name of the macro.	[Not applicable]
macro_description	nvarchar(2000)	Null	A string that specifies the description of the macro.	[Not applicable]
macro_type	smallint	Not null	An integer value which represents the type of macro.	► 1: Fixed ► 2: Context field ► 3: Predefined object ► 4: User-defined object ► 5: Article ► 6: Data access link ► 7: Predefined combination ► 8: User-defined combination

Column	Type	Nulls	Description	Valid values
default_value	nvarchar(2000)	Null	A string that displays the default expansion of a macro, if there is no description defined.	[Not applicable]
definition	nvarchar(510)	Not null	Not null in case of object macros and combination macros. The combination of object name and attribute name that describe the macro is stored.	[Not applicable]

Indexes

egpl_object_macro_master_uq

- **Columns:** Macro_name



Business object tables

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General tables

egpl_resource_type

This table contains all the resources available in the system. It holds data of resource, to which application it belongs to and its modifiable, searchable, viewable values.

Column	Type	Nulls	Description	Valid values
resource_type_id	numeric(19)	Not null	A 64-bit long value that identifies the resource type.	[Not applicable]
application_id	numeric(19)	Null	A 64-bit long value that identifies an application with which this action is associated.	► 1: Common ► 80: Unified WIM ► 90: Unified EIM ► 150: CoBrowse
resource_type_name	nvarchar(255)	Null	A string representing the name of the resource. This string is used to display the name of resource type in action UI	[Not applicable]
display_name	nvarchar(255)	Null	A string specifying the display name of the resource.	[Not applicable]
description	nvarchar(255)	Null	A string representing the description of the resource type.	[Not applicable]
modify_flag	smallint	Null	An integer identifying whether resources of this type can be modified.	► 0: Cannot be modified ► 1: Can be modified
search_flag	smallint	Null	An integer identifying whether searches can be conducted on resources of this type.	► 0: Cannot be searched ► 1: Can be searched
view_flag	smallint	Null	An integer identifying whether resources of this type can be viewed.	► 0: Cannot be viewed ► 1: Can be viewed
is_group	smallint	Null	An integer identifying whether groups can be created of resources of this type.	► 0: Cannot have groups ► 1: Can have groups
base_resource_type	numeric(19)	Null	An integer, which has the value of the base resource type or else is 0.	[Not applicable]

Primary key

pk_egpl_resource_type

○ **Columns:** resource_type_id

egpl_ref_object

This table contains a list of business objects, that is objects that are referenced in the application. The types and subtypes of an object are in a dynamic list, which is accessed through the object.

Column	Type	Nulls	Description	Valid values
ref_obj_id	numeric(18)	Not null	A 64-bit long value that identifies this business object.	[Not applicable]
name	nvarchar(225)	Not null	A string representing the name of this business object.	[Not applicable]
description	nvarchar(225)	Null	A string representing the description of this object.	[Not applicable]
dept_id	smallint	Null	A 64-bit long value that identifies the department to which this object belongs.	[Not applicable]
editable	smallint	Null	An integer specifying whether this object can be edited.	► 0: Cannot be edited ► 1: Can be edited

Primary key

egpl_ref_object_pk

- **Columns:** ref_obj_id

Indexes

egpl_ref_object_uq

- **Columns:** name, dept_id

egpl_ref_object_sub_type

This table contains all the subtypes for a particular type of business object.

Column	Type	Nulls	Description	Valid values
type_id	numeric(18)	Not null	A 64-bit long value that identifies the business object type.	[Not applicable]
sub_type_name	nvarchar(225)	Not null	A string representing the name of the business object subtype.	[Not applicable]
sub_type_value	numeric(9)	Not null	A 64-bit long value that specifies the value of the business object subtype.	[Not applicable]
sub_type_desc	nvarchar(225)	Null	A string representing the description of the subtype.	[Not applicable]

Column	Type	Nulls	Description	Valid values
display_order	numeric(9)	Not null	A 64-bit long value that specifies the order of appearance of this subtype amongst other subtypes of this business object type.	[Not applicable]
editable	smallint	Null	An integer specifying whether this subtype can be edited. Business object subtypes that are shipped with the application cannot be edited, but user-created subtypes can be edited.	► 0: Cannot be edited ► 1: Can be edited
sub_type_active	nchar(1)	Not null	A character specifying whether the subtype is active.	► y: Active ► n: Not active

Foreign keys

- egpl_ref_object_sub_type_fk
 - **Columns:** type_id
 - **Parent table:** egpl_ref_object_type

Indexes

- egpl_ref_object_sub_type_uq1
 - **Columns:** type_id, sub_type_name
- egpl_ref_object_sub_type_uq2
 - **Columns:** type_id, sub_type_value

egpl_ref_object_type

This table contains all the types of a particular business object.

Column	Type	Nulls	Description	Valid values
type_id	numeric(18)	Not null	A 64-bit long value that identifies this business object type.	[Not applicable]
ref_obj_id	numeric(18)	Not null	A 64-bit long value that identifies the business object.	[Not applicable]
type_name	nvarchar(225)	Null	A string representing the name of the business object type.	[Not applicable]
type_value	numeric(9)	Not null	A 64-bit long value that specifies the value of the type.	[Not applicable]
type_desc	nvarchar(225)	Null	A string representing the description of this type.	[Not applicable]

Column	Type	Nulls	Description	Valid values
display_order	numeric(9)	Not null	A 64-bit long value that specifies the order of appearance of this type amongst other types of this business object.	[Not applicable]
editable	smallint	Not null	An integer specifying whether this object type can be edited. Business object types that are shipped with the application cannot be edited, while user-created types can be edited.	► 0: Cannot be edited ► 1: Can be edited

Primary key

- egpl_ref_object_type_pk
 - **Columns:** type_id

Foreign keys

- egpl_ref_object_type_fk
 - **Columns:** ref_obj_id
 - **Parent table:** egpl_ref_object

Indexes

- egpl_ref_object_type_uq1
 - **Columns:** ref_obj_id, type_name

egpl_reference_type

This table is no longer in use.

egpl_reference_value

This table is no longer in use.

egpl_object_locking

This table provides details of the objects that are locked and the object that is locking them. This is used when a user is deleting an object. Before deletion the application will check in this table whether this object is used in some resource. For example, if an administrator tries to delete a queue, the application will check in this table if the queue is being used in some workflow. If yes, it will throw an error.

Column	Type	Nulls	Description	Valid values
locked_object_id	numeric(10)	Null		[Not applicable]

Column	Type	Nulls	Description	Valid values
locked_object_type	int	Null		[Not applicable]
locking_object_id	numeric(10)	Null		[Not applicable]
locking_object_type	int	Null		[Not applicable]

Attribute setting tables

egpl_sap

This table reflects system-wide settings for business object attributes. It stores names of business objects and their attributes, and properties which are initialized when application is first installed on a machine. Entries cannot be deleted from this table; only properties of attributes can be modified.

Column	Type	Nulls	Description	Valid values
object_name	nvarchar(255)	Not null	A string specifying the name of the object mapped to database table. This is stored in schema files also.	[Not applicable]
attribute_name	nvarchar(255)	Not null	A string specifying the name of the attribute mapped to a column name of the table. This is stored in schema file also.	[Not applicable]
viewable	nchar(1)	Not null	A string specifying whether this attribute can be viewed in the UI.	► y: Can be viewed ► n: Cannot be viewed
searchable	nchar(2)	Not null	A string specifying whether searches can be conducted for this attribute.	► y: Can be searched ► n: Cannot be searched ► na: Not applicable
auditable	nchar(2)	Not null	A string specifying whether actions performed with this attribute can be audited.	► y: Can be audited ► n: Cannot be audited ► na: Not applicable
editable	nchar(2)	Not null	A string specifying whether this attribute is editable or not.	► y: Can be audited ► n: Cannot be audited ► na: Not applicable
macroable	nchar(1)	Not null	A string specifying whether this attribute can be used in a macro.	► y: Can be used in a macro ► n: Cannot be used in a macro

Indexes

egpl_sap_uq

- **Columns:** object_name, attribute_name

egpl_scap_attribute

This table reflects display-related settings for business object attributes. It contains information about the attributes to be displayed on a particular screen, and stores properties such as whether user permissions need to be checked before displaying the UI for an attribute, or if it is a required attribute for a screen.

Column	Type	Nulls	Description	Valid values
scr_obj_id	int	Not null	A 64-bit long value that identifies the object as it is defined in the table <code>egpl_scap_object</code> .	[Not applicable]
department_id	numeric(19)	Not null	A 64-bit long value that identifies the departments in which the setting can be used.	► 0: Can be used only in this department ► 1: Can be used in all departments
attribute_name	nvarchar(255)	Not null	A string specifying the name of the attribute.	[Not applicable]
attribute_order	int	Not null	A small int defining the order in which attributes will be displayed on this screen.	[Not applicable]

Column	Type	Nulls	Description	Valid values
is_required	int	Not null	A small int defining whether an attribute is required in a screen.	▶ -1: Cannot be configured through the UI in any department ▶ 0: Will be displayed only if the user has permission to view this attribute ▶ 1: Required and always part of the screen, but users can choose not to display it ▶ 2: A dependent attribute that will be displayed as its primary attribute has been selected for display (Example: The <code>verify_password</code> attribute will have a value of 2 if its primary attribute <code>password</code> is selected for display) ▶ 3: A dependent attribute that will not be displayed as its primary attribute has not been selected for display on this screen ▶ 4: Required and always displayed on this screen
is_displayable	int	Not null	A small int value to specify whether an attribute can be displayed on the screen.	▶ 0: Cannot be displayed ▶ 1: Can be displayed
id	int	Not null	Uniquely identifies an attribute; used in workflows.	[Not applicable]

Primary key

- pk_egpl_scap_attribute
 - **Columns:** scr_obj_id, department_id, attribute_name

Foreign keys

- egpl_scap_attribute_fk
 - **Columns:** scr_obj_id
 - **Parent table:** egpl_scap_object

egpl_scap_display_type

This table stores display type information. Display type determines whether an attribute is displayed as a normal text field or as a dropdown list.

Column	Type	Nulls	Description	Valid values
id	int	Not null	A 64-bit value to uniquely identify the display type.	[Not applicable]
display_type_name	nvarchar(255)	Not null	Name of the display type.	[Not applicable]

Primary key

pk_egpl_scap_display_type

- **Columns:** id

egpl_scap_object

This table contains mapping of what all objects' attributes can be seen on a screen.

Column	Type	Nulls	Description	Valid values
scr_obj_id	int	Not null	A 64-bit long value which stores the identity of the object in a screen.	[Not applicable]
screen_id	int	Not null	A 64-bit long value which stores the identity of the screen defined in table egpl_scap_screen.	[Not applicable]
object_name	nvarchar(255)	Not null	A string identifying the object name, which is displayed on the screen.	[Not applicable]
object_schema_name	nvarchar(255)	Not null	A string identifying the schema name of the object which is mapped in schema files.	[Not applicable]
object_internal_name	nvarchar(255)	Not null	A string identifying the internal name of the screen. Used in jsps to identify an object.	[Not applicable]

Primary key

pk_egpl_scap_object

- **Columns:** scr_obj_id

Foreign keys

egpl_scap_object_fk1

- **Columns:** screen_id
- **Parent table:** egpl_scap_screen

egpl_scap_ref_type

This table maps the way attribute will be displayed on the screen i.e. whether this attribute is a simple text type or drop down or integer type etc. Also contains information related to what all values and checks need to be added in UI for this particular attribute.

Column	Type	Nulls	Description	Valid values
scr_obj_id	int	Not null	A 64-bit long value which stores the identity of the object defined in the table <code>egpl_scap_object</code> .	[Not applicable]
attribute_name	nvarchar(255)	Not null	A string specifying the name of the attribute mapped to a column name of the table. This is stored in schema file also.	[Not applicable]
property_name	nvarchar(255)	Not null	A string specifying the property type of this attribute, which shows what needs to be done on this attribute and what is the display type of this attribute.	[Not applicable]
reference_id	int	Null	A 64-bit long value, which stores the values for this particular attribute's property to be shown or checked on the UI.	[Not applicable]

Primary key

pk_egpl_scap_ref_type

- **Columns:** scr_obj_id, attribute_name, property_name

Foreign keys

egpl_scap_ref_type_fk

- **Columns:** scr_obj_id
- **Parent table:** egpl_scap_object

egpl_scap_ref_value

This table maps values of the property of an attribute. This is related to `EGPL_SCAP_REF_TYPE` table. Reference ID maps both the tables.

Column	Type	Nulls	Description	Valid values
reference_id	int	Not null	A 64-bit long value, which stores the values for this particular attribute to be shown on the UI.	[Not applicable]
Value	nvarchar(255)	Null	A string specifying what are the values this attribute's property can have in UI.	[Not applicable]

Column	Type	Nulls	Description	Valid values
default_value	int	Null	A integer value telling whether this is the default value or not for this particular property of the attribute. There can be only one default value for a property of an attribute.	► 0: Is not the default value ► 1: Is the default value
Externalized	int	Null	A integer value telling whether this value needs to be externalized in some properties file or not.	► 0: No need to externalize ► 1: Supports externalization.
Id	int	Not null	An identity column used to maintain order of these values in UI.	[Not applicable]

egpl_scap_screen

This tables stores information about the screens used in the UI.

Column	Type	Nulls	Description	Valid values
screen_id	int	Not null	A 64-bit long value, which stores the identity of the screen.	[Not applicable]
screen_name	nvarchar(255)	Not null	A string identifying the name of the screen to be used in the UI. They are externalized.	[Not applicable]
screen_description	nvarchar(1000)	Null	A string identifying the descriptions of the screens.	[Not applicable]
screen_internal_name	nvarchar(255)	Not null	A string identifying the internal name of the screen. This is used in jsps to identify a given screen.	[Not applicable]
is_editable	smallint	Not null	A small integer identifying whether the given screen is editable or not from Tools Console.	► 0: Not editable ► 1: Editable

Primary key

- pk_egpl_scap_screen
 - **Columns:** screen_id

Indexes

- egpl_scap_screen_uq
 - **Columns:** screen_internal_name

egpl_uap

This table stores information regarding all the profiles, related object names, attribute names, their properties. These profiles are used to serve pages to an user i.e. only those viewable attributes can be available to the user which are there in the user's profile.

Column	Type	Nulls	Description	Valid values
profile_id	numeric(19)	Not null	A 64-bit long value that identifies a profile. This profile is stored in table egpl_uap_info.	[Not applicable]
object_name	nvarchar(255)	Not null	A string specifying the name of the object mapped to database table. This is stored in schema files also.	[Not applicable]
attribute_name	nvarchar(255)	Not null	A string specifying the name of the attribute mapped to a column name of the table. This is stored in schema file also.	[Not applicable]
viewable	nchar(1)	Not null	A string specifying whether this attribute can be viewed in the UI.	► y: Can be viewed ► n: Cannot be viewed
searchable	nchar(2)	Not null	A string specifying whether searches can be conducted for this attribute.	► y: Can be searched ► n: Cannot be searched ► na: Not applicable
editable	nchar(2)	Not null	A string specifying whether this attribute is editable or not.	► y: Can be edited ► n: Cannot be edited ► na: Not applicable

Foreign keys

- egpl_uap_fk1
 - **Columns:** profile_id
 - **Parent table:** egpl_uap_info

Indexes

- egpl_uap_uq
 - **Columns:** profile_id, object_name, attribute_name

egpl_uap_info

This table stores information about the different profiles available in the system and which can be assigned to the user.

Column	Type	Nulls	Description	Valid values
profile_id	numeric(19)	Not null	A 64-bit long value that identifies a profile. This is the profile id of the user to which a given UAP belongs.	[Not applicable]

Column	Type	Nulls	Description	Valid values
name	nvarchar(255)	Not null	String specifying name of the profile.	[Not applicable]
description	nvarchar(1000)	Null	String specifying description of the profile.	[Not applicable]
department_id	numeric(19)	Not null	A 64-bit long value that identifies a department to which this profile belongs.	[Not applicable]

Primary key

- pk_egpl_uap_info
 - **Columns:** profile_id

Indexes

- egpl_uap_info_uq
 - **Columns:** name, department_id

egpl_uap_mapping_info

This table stores mapping between user ID and profile ID, and contains information about the profiles that are available for a user.

Column	Type	Nulls	Description	Valid values
party_id	numeric(19)	Not null	A 64-bit long value that identifies a user.	[Not applicable]
profile_id	numeric(19)	Not null	SA 64-bit long value that identifies a profile. This is the profile ID in the table egpl_uap_info.	[Not applicable]

Primary key

- pk_egpl_uap_mapping_info
 - **Columns:** party_id, profile_id

Action tables

egpl_action

This table contains actions for all resource types in Unified WIM and EIM. Users need to be assigned actions so that they can do any work in Unified WIM and EIM. Actions determine what a user can do in the system.

Column	Type	Nulls	Description	Valid values
action_id	numeric(19)	Not null	A 64-bit long value that identifies an action.	[Not applicable]
application_id	numeric(19)	Not null	A 64-bit long value that identifies an application with which this action is associated.	▶ 1: Common ▶ 80: Unified WIM ▶ 90: Unified EIM ▶ 150: CoBrowse
action_name	nvarchar(255)	Not null	A string representing the name of the action. This string is used to display the name of action in UI.	[Not applicable]
action_desc	nvarchar(750)	Null	A string representing the description of the action.	[Not applicable]
resource_type_id	numeric(19)	Not null	A 64-bit long value that identifies a resource type with which this action is associated.	[Not applicable]
is_role_action	smallint	Not null	An integer, identifying the type of this action.	▶ 0: Users must be given permissions to perform this action. The action is available only to users created within a department. ▶ 1: Users do not need permissions to perform this action. The action is available only to users created within a department. ▶ 2: Users must be given permissions to perform this action. The action is available to all users, i.e., users created within a department as well as at the partition level. ▶ 3: Users do not need permissions to perform this action. The action is available to all users, i.e., users created within a department as well as at the partition level. ▶ 4: Users must be given permissions to perform this action. The action is available only to users at the partition level. ▶ 5: Users do not need permissions to perform this action. The action is available only to users at the partition level.

Column	Type	Nulls	Description	Valid values
is_for_group	smallint	Null	An integer specifying whether permission to perform this action can be given to a group of this resource. E.g., "Edit User" action can be given to an individual user as well as to a group of users.	► 0: Permission to perform this action cannot be granted to a group of this resource. ► 1: Permission to perform this action can be granted to a group of this resource.
bit_number	numeric(19)	Not null	A 64-bit long value, specifying the bit-number that is turned on or off in the access control list, to grant or revoke permission for a user.	Value in this column is meaningful only if is_role_action has any of the following values: 0, 2, 4 0 indicates that bit_number is not applicable for this action. Example: If the bit number for this action is 3, and if this action requires permissions to be given to the user, i.e., is_role_action has a value of 0, 2, or 4, then the third bit in the access control list will determine whether this permission is granted to the user or not.
internal_action_name	nvarchar(30)	Null	A string representing the internal name of the action. This string is used by the system internally, to refer to the actions.	[Not applicable]

Primary key

- egpl_u_action_pk
 - **Columns:** action_id

Foreign keys

- egpl_u_action_appl_fk
 - **Columns:** application_id
 - **Parent table:** egpl_application

Indexes

- egpl_u_action_uq
 - **Columns:** internal_action_name, resource_type_id, application_id
- egpl_u_action_idx
 - **Columns:** application_id
- egpl_u_action_idx1
 - **Columns:** resource_type_id, is_role_action, bit_number
- egpl_u_action_idx2
 - **Columns:** action_name

egpl_action_dependence

This table stores the data for actions that are dependent upon other actions or in other words are corollary to other actions.

Column	Type	Nulls	Description	Valid values
action_id	numeric(19)	Not null	Identifies the “base” action ID on which there are dependent actions.	Example: Own
dep_action_id	numeric(19)	Not null	Identifies the action ID that is dependent on the action_id above.	Example: View or Edit

Primary key

egpl_u_action_dep_pk

- **Columns:** action_id, dep_action_id

Foreign keys

egpl_u_action_dep_fk1

- **Columns:** dep_action_id
- **Parent table:** egpl_action

egpl_u_action_dep_fk2

- **Columns:** dep_action_id
- **Parent table:** egpl_action

egpl_action_license

This table contains the mappings for action ID to the license, to which this action is associated.

Column	Type	Nulls	Description	Valid values
action_id	numeric(9)	Not null	A 64-bit long value that identifies an action.	[Not applicable]
license_id	numeric(9)	Not null	An integer value that identifies the license.	[Not applicable]

Primary key

pk_egpl_action_license

- **Columns:** action_id, license_id

egpl_action_node

This table stores mapping between nodes and actions; meaning what all actions can be performed on the node.

Column	Type	Nulls	Description	Valid values
action_id	numeric(19)	Not null	A 64-bit long value that identifies an action.	
node_id	numeric(19)	Not null	A 64-bit long value that identifies a node in a console.	

Primary key

pk_egpl_action_node

- **Columns:** action_id, node_id

Audit trail tables

egpl_audit_trail

This table stores basic information about the audit attributes.

Column	Type	Nulls	Description	Valid values
audit_id	numeric(19)	Not null	A unique integer representing the audit Id.	[Not applicable]
department_id	numeric(19)	Not null	An integer, which specifies the department id in which action is performed.	[Not applicable]
object_name	nvarchar(30)	Null	The name of object like user, alias, workflow.	[Not applicable]
user_id	numeric(19)	Not null	An integer specifying the id of user, which has performed action.	[Not applicable]
action	nchar(1)	Not null	A character mapping the type of action like create, update or delete.	[Not applicable]
audit_timestamp	datetime	Not null	The time when action was performed.	[Not applicable]
field_label	nvarchar(2000)	Null	A string representing the name of field that created/updated/deleted.	[Not applicable]

Column	Type	Nulls	Description	Valid values
application_id	numeric(19)	Null	An integer, which speak up about the application in which action is performed.	[Not applicable]
terminal_name	nvarchar(30)	Null	A string, which specifies the name of terminal.	[Not applicable]
Ipaddr	nvarchar(20)	Null	IP address of machine on which action is performed.	[Not applicable]

Primary key

- egpl_u_audit_trail_pk
 - **Columns:** audit_id

Indexes

- egpl_u_audit_trail_idx
 - **Columns:** audit_timestamp

egpl_audit_trail_values

This table maps assigned and default values to audit attribute.

Column	Type	Nulls	Description	Valid values
audit_id	numeric(19)	Null	An integer value that serves as the unique audit ID.	[Not applicable]
attribute_name	nvarchar(30)	Null	A string that specifies the name of the object attribute, for example name of user.	[Not applicable]
previous_value	nvarchar(2000)	Null	Previous value of an attribute when an action modifies it.	Null when the action is “create”
new_value	nvarchar(2000)	Null	New value of an attribute when an action modifies it.	Null when the action is “delete”

Foreign keys

- egpl_u_audv_aud_fk
 - **Columns:** audit_id
 - **Parent table:** egpl_audit_trail

Indexes

- egpl_u_audit_trail_v_idx1
 - **Columns:** audit_id
- egpl_u_audit_trail_v_idx2

- **Columns:** attribute_name

Individual user tables

egpl_user

This table stores basic information about a user.

Column	Type	Nulls	Description	Valid values
user_id	numeric(19)	Not null	Identifies the user uniquely in the partition.	[Not applicable]
salutation	nchar(4)	Null	Salutation of the user.	▶ Mr ▶ Miss ▶ Mrs ▶ Ms
first_name	nvarchar(124)	Null	First name of the user.	[Not applicable]
first_name_furigama	nvarchar(124)	Null	First name for a Japanese-language user.	[Not applicable]
middle_name	nvarchar(124)	Null	Middle name of the user.	[Not applicable]
middle_name_furigama	nvarchar(124)	Null	Middle name for a Japanese-language user.	[Not applicable]
last_name	nvarchar(124)	Null	Last name of the user.	[Not applicable]
last_name_furigama	nvarchar(124)	Null	Last name for a Japanese-language user.	[Not applicable]
suffix	nvarchar(124)	Null	Suffix for the user (Jr, Sr etc.)	[Not applicable]
user_name	nvarchar(255)	Not null	User name of the user.	[Not applicable]
password	nvarchar(1024)	Null	Password of the user (encrypted).	[Not applicable]
case_insensitive_password	nvarchar(1024)	Null	Case-insensitive password of the user (encrypted).	[Not applicable]
language_preference	nvarchar(30)	Null	Language preference of the user. (Not in use currently.)	[Not applicable]
screen_name	nvarchar(30)	Null	Nickname of the user.	[Not applicable]
manager_id	numeric(19)	Null	Identifies the user who is the manager of this user.	[Not applicable]
email_address_primary	nvarchar(50)	Null	Primary email address of the user.	[Not applicable]
email_address_secondary	nvarchar(50)	Null	Secondary email address of the user.	[Not applicable]

Column	Type	Nulls	Description	Valid values
login_logout_time	datetime	Null	Last last log in or log out time of the user, whichever is the latest.	[Not applicable]
num_of_uns_attempts	numeric(19)	Null	Number of unsuccessful login attempts by the user.	[Not applicable]
force_password_change	smallint	Null	Indicates whether the user will be forced to change the password when the user first logs in.	► 0: No ► 1: Yes
password_change_date	datetime	Null	Time of the last password change of the user.	[Not applicable]
when_created	datetime	Not null	Time of creation of the user.	[Not applicable]
who_created	numeric(19)	Not null	Identifies the creator of this user.	[Not applicable]
delete_flag	nchar(1)	Not null	Indicates whether user has been soft-deleted or not.	[Not applicable]
user_state	smallint	Not null	Indicates the state of the user with respect to application.	► 1: Logged in ► 2: Not logged in ► 3: Available ► 4: Not available ► 5: Disabled ► 6: Enabled
acd_name	nvarchar(30)	Null	A string specifying the Automated Call Distributor name for this user.	[Not applicable]
first_uns_attempt_time	datetime	Null	Timestamp of the first unsuccessful login attempt of the user.	[Not applicable]
num_of_uns_timed_attempts	smallint	Null	Number of unsuccessful timed login attempts of the user. Used in conjunction with the above value to implement specified security preferences.	[Not applicable]
acd_extension	numeric(19)	Null	A string specifying the Automated Call Distributor extension for this user.	[Not applicable]
sys_user	smallint	Null	Indicates whether the user is a system-created user. Most users will have 5 in this column.	► 0: No ► 1: Yes
mutable_user	smallint	Null	Indicates whether the user is mutable or not. All system-created users are immutable (0). User-created users are mutable (1).	► 0: Immutable ► 1: Mutable
who_modified	numeric(19)	Null	Identifies the user who last modified this user account.	[Not applicable]

Column	Type	Nulls	Description	Valid values
when_modified	datetime	Null	Time when this user account was last modified.	[Not applicable]
department_id	numeric(19)	Not null	Home department ID for the user. A user may access multiple departments, but her home department is where her user account was created.	[Not applicable]
hire_date	datetime	Null	Hire date for the user. Equals the creation time stamp for system-created users.	[Not applicable]
user_type	smallint	Null		[Not applicable]
external_assignment	nchar(1)	Null	A character flag specifying whether this user is assigned to work on external queues and activities.	[Not applicable]
login_ip	nvarchar(50)	Null		[Not applicable]

Primary key

- egpl_u_user_pk
 - **Columns:** user_id

Foreign keys

- egpl_u_user_party_fk
 - **Columns:** user_id
 - **Parent table:** egpl_user_party

Indexes

- egpl_user_uq
 - **Columns:** user_name
- egpl_user_idx2
 - **Columns:** first_name, last_name
- egpl_user_idx3
 - **Columns:** manager_id

egpl_user2

This table stores additional information about a user.

Column	Type	Nulls	Description	Valid values
user_id	numeric(19)	Not null	Identifies a user uniquely in the system.	[Not applicable]

Column	Type	Nulls	Description	Valid values
gender	nchar(1)	Null	Gender of the user.	► F: Female ► M: Male
employment_status	nvarchar(30)	Null	Describes the employment status of this user.	► Employee ► Customer ► Partner ► Reseller
ssn	nvarchar(30)	Null	Social Security Number of the user.	[Not applicable]
company	nvarchar(30)	Null	Organization of the user.	[Not applicable]
division	nvarchar(30)	Null	Division to which the user belongs within the organization of the user.	[Not applicable]
department	nvarchar(30)	Null	Department to which the user belongs within the organization of the user.	[Not applicable]
work_address_1	nvarchar(255)	Null	First line of the work address of the user.	[Not applicable]
work_address_2	nvarchar(255)	Null	Second line of the work address of the user.	[Not applicable]
work_city	nvarchar(30)	Null	City of the workplace of the user.	[Not applicable]
work_state	nvarchar(50)	Null	State of the workplace of the user.	[Not applicable]
work_zip	nvarchar(10)	Null	ZIP code of the workplace of the user.	[Not applicable]
work_country	nvarchar(30)	Null	Country of the workplace of the user.	[Not applicable]
work_phone	nvarchar(40)	Null	Phone number of the workplace of the user.	[Not applicable]
work_extension	nvarchar(6)	Null	Extension of the user at workplace phone number.	[Not applicable]
work_pager	nvarchar(30)	Null	Official pager number of the user.	[Not applicable]
work_fax	nvarchar(30)	Null	FAX number of the user's workplace.	[Not applicable]
home_address_1	nvarchar(255)	Null	Line 1 of the home address of the user.	[Not applicable]
home_address_2	nvarchar(255)	Null	Line 2 of the home address of the user.	[Not applicable]
home_city	nvarchar(30)	Null	City of the home address of the user.	[Not applicable]
home_state	nvarchar(30)	Null	State of the home address of the user.	[Not applicable]

Column	Type	Nulls	Description	Valid values
home_zip	nvarchar(10)	Null	ZIP code of the home address of the user.	[Not applicable]
home_country	nvarchar(30)	Null	Country of the home address of the user.	[Not applicable]
home_phone	nvarchar(40)	Null	Home phone number of the user.	[Not applicable]
home_pager	nvarchar(30)	Null	Home pager of the user.	[Not applicable]
home_fax	nvarchar(30)	Null	FAX number at the home of the user.	[Not applicable]
job_title	nvarchar(30)	Null	Job title of the user.	[Not applicable]
mobile_number_1	nvarchar(30)	Null	Mobile number of the user.	[Not applicable]
mobile_number_2	nvarchar(30)	Null	A second mobile number of the user.	[Not applicable]
mobile_number_3	nvarchar(30)	Null	A third mobile number of the user.	[Not applicable]
inbox_folder_id	numeric(19)	Null	ID of the inbox folder in the system for this user.	[Not applicable]

Foreign keys

- egpl_u_rolea_action_fk
 - **Columns:** action_id
 - **Parent table:** egpl_action
- egpl_u_rolea_role_fk
 - **Columns:** role_id
 - **Parent table:** egpl_user_role

Indexes

- egpl_u_role_actions_uq
 - **Columns:** role_id, action_id
- egpl_u_role_actions_idx2
 - **Columns:** action_id

egpl_user_license

Users in the system need to be assigned licenses in order to login to the application and perform actions. This table stores the data about licenses assigned to the users.

Column	Type	Nulls	Description	Valid values
user_id	numeric(9)	Not null	Identifies the user.	[Not applicable]

Column	Type	Nulls	Description	Valid values
license_id	int	Not null	Identifies the licenses assigned to this particular user.	[Not applicable]

User group tables

egpl_user_group

A user can be member of one or more user groups in all the departments which she can access.

Column	Type	Nulls	Description	Valid values
group_id	numeric(19)	Not null	Identifies the user group uniquely within the partition.	[Not applicable]
group_name	nvarchar(255)	Not null	Name of the group.	[Not applicable]
group_description	nvarchar(255)	Null	Description of the group.	[Not applicable]
email_address_primary	nvarchar(50)	Null	Primary email address of the group, if specified.	[Not applicable]
email_address_secondary	nvarchar(50)	Null	Secondary email address of the group, if specified.	[Not applicable]
who_created	numeric(19)	Not null	Identifies the creator of the group.	[Not applicable]
when_created	datetime	Not null	Timestamp of creation.	[Not applicable]
system_group	smallint	Null	Indicates whether the group is of system users.	The value is 0 for all sample as well user-created groups.
mutable_group	smallint	Null	Indicates whether the group is mutable or not. Each department has a default user group, which is immutable. Other user-created groups can be mutable.	► 0: Immutable ► 1: Mutable
group_type	nchar(1)	Null		[Not applicable]
group_state	smallint	Null	Indicates whether a group is enabled or disabled. Disabling a group means all the users in this group become disabled.	► 5: Disabled ► 6: Enabled
delete_flag	nchar(1)	Not null	Indicates whether the group has been soft-deleted.	► y: Deleted ► n : Not deleted (default value)

Column	Type	Nulls	Description	Valid values
who_modified	numeric(19)	Null	Identifies the user who last modified the group.	[Not applicable]
when_modified	datetime	Null	Time stamp of last modification.	[Not applicable]
department_id	numeric(19)	Not null	Identifies the department to which the group belongs.	[Not applicable]

Primary key

egpl_u_party_group_pk

- **Columns:** group_id

Foreign keys

egpl_u_pg_user_fk

- **Columns:** who_created
- **Parent table:** egpl_user

egpl_u_pg_party_fk

- **Columns:** group_id
- **Parent table:** egpl_user_party

Indexes

egpl_user_group_uq

- **Columns:** group_name, department_id

Triggers

egpl_user_t_group_ut

- **Events:** update

egpl_user_group_item

This table stores the association of individual users with their groups.

Column	Type	Nulls	Description	Valid values
item_id	numeric(19)	Not null	Identifies the user.	[Not applicable]
group_id	numeric(19)	Not null	Identifies the group to which this user belongs. There can be multiple records of groups_ids against a user_id and vice versa.	[Not applicable]

Foreign keys

egpl_u_ug_user_fk

- **Columns:** item_id
 - **Parent table:** egpl_user
- egpl_u_ug_pg_fk
- **Columns:** group_id
 - **Parent table:** egpl_user_group

Indexes

egpl_user_group_item_uq

- **Columns:** item_id, group_id

egpl_user_group_idx2

- **Columns:** group_id

User party tables

egpl_user_party



Note: The term “party” refers to both individual users as well as user groups.

This table contains information about whether a particular party is an individual user or a group.

Column	Type	Nulls	Description	Valid values
party_id	numeric(19)	Not null	Identifies the party. Can be a group or a user.	[Not applicable]
party_type	nchar(1)	Not null	Identifies the type of the party.	► u: individual user ► g: user group

Primary key

egpl_u_party_pk

- **Columns:** party_id

Indexes

egpl_u_party_idx

- **Columns:** party_type

egpl_user_party_action



Note: The term “party” refers to both individual users as well as user groups.

Parties in the system need to be assigned actions to perform certain tasks (view/edit etc.) on resources in the system. This table stores the action IDs associated with the parties.

Column	Type	Nulls	Description	Valid values
party_id	numeric(19)	Not null	Identifies the party.	[Not applicable]
action_id	numeric(19)	Not null	Identifies the action associated with the party. There can be multiple records against a party.	[Not applicable]

Foreign keys

- egpl_u_pa_action_fk
 - **Columns:** action_id
 - **Parent table:** egpl_action
- egpl_u_pa_party_fk
 - **Columns:** party_id
 - **Parent table:** egpl_user_party

Indexes

- egpl_u_party_action_uq
 - **Columns:** party_id, action_id
- egpl_u_party_action_idx2
 - **Columns:** action_id

egpl_user_party_activity_type



Note: The term “party” refers to both individual users as well as user groups.

This table is used to store users availability for a particular type of activity, say, email or task or phone or any other custom activity type. Whenever a user is created, entries of the available activity types are made against the user and further, her availability is tracked.

Column	Type	Nulls	Description	Valid values
party_id	numeric(19)	Not null	Identifies the user.	[Not applicable]

Column	Type	Nulls	Description	Valid values
activity_type_id	numeric(19)	Not null	Identifies the activity type.	▶ 1: Email ▶ 5000: Phone ▶ 10000: Task For custom activity types, the values are higher than 10000
user_activity_state	smallint	Null	Indicates the user's availability.	▶ 3: Available ▶ 4: Not available
reason_for_unavailability	nvarchar(255)	Null	Identifies the reason for unavailability.	▶ yes ▶ no ▶ logged out

Foreign keys

- egpl_u_activity_type_fk1
 - **Columns:** activity_type_id
 - **Parent table:** egpl_activity_type
- egpl_u_activity_type_fk2
 - **Columns:** party_id
 - **Parent table:** egpl_user_party

Indexes

- egpl_u_activity_type_uq
 - **Columns:** activity_type_id, party_id

egpl_user_party_application



Note: The term “party” refers to both individual users as well as user groups.

This table maps information of system administrators with the application.

Column	Type	Nulls	Description	Valid values
party_id	numeric(19)	Not null	A 64-bit value identifying unique user ID.	[Not applicable]
application_id	numeric(19)	Not null	A 64-bit value identifying unique application ID.	[Not applicable]
user_appl_state	smallint	Null	A small integer specifying the current state of the user for this application.	▶ 4 (default value)

Column	Type	Nulls	Description	Valid values
reason_for_disabling	nvarchar(255)	Null	A string describing why this particular user is disabled for using this application.	[Not applicable]

Foreign keys

- egpl_u_pappl_appl_fk
 - **Columns:** application_id
 - **Parent table:** egpl_application
- egpl_u_pappl_party_fk
 - **Columns:** party_id
 - **Parent table:** egpl_user_party

Indexes

- egpl_u_party_appl_uq
 - **Columns:** application_id, party_id
- egpl_u_party_appl_idx1
 - **Columns:** party_id

User access control tables

egpl_user_acl

We use ACL (access control lists) for implementing instance-based permissions. Every ACL based Resource will have an entry in this table.

Column	Type	Nulls	Description	Valid values
acl_id	numeric(19)	Not null	Defines the ID of the ACL.	[Not applicable]
resource_id	numeric(19)	Null	This is the ID of the resource instance. If the resource is of type User, then this will be the User ID.	[Not applicable]
resource_type	smallint	Null	Defines the type of the resource.	[Not applicable]
group_resource	smallint	Null	Whether the resource can have groups or not.	For user groups it will be 1.
department_id	numeric(19)	Not null	The department in which the resource is created.	[Not applicable]

Primary key

- egpl_u_acl_pk
 - **Columns:** acl_id

Indexes

- egpl_u_acl_idx
 - **Columns:** resource_id, resource_type

egpl_user_acl_owner

This table was designed to keep the ACL entries for resource owners. It is currently not in use.

egpl_user_acl_permission

This table stores the ACL entries associated with users.

Column	Type	Nulls	Description	Valid values
acl_id	numeric(19)	Not null	The ACL ID on which the Permissions are granted.	[Not applicable]
party_id	numeric(19)	Not null	Party, user, or a group, which has permissions.	[Not applicable]
permission	numeric(19)	Null	Indicates the various permissions.	[Not applicable]
base_permission	numeric(19)	Null	Indicates the permissions for the base resource type.	[Not applicable]

Foreign keys

- egpl_u_acle_acl_fk
 - **Columns:** acl_id
 - **Parent table:** egpl_user_acl
- fk_egpl_use_reference_egpl_use
 - **Columns:** party_id
 - **Parent table:** egpl_user_party

Indexes

- egpl_u_acl_permission_uq
 - **Columns:** acl_id, party_id
- egpl_u_acl_permission_idx2
 - **Columns:** party_id

User role tables

egpl_user_party_role

This table stores the association between user created roles and the parties associated with those roles.

Column	Type	Nulls	Description	Valid values
party_id	numeric(19)	Not null	Identifies the party that has been assigned this role.	[Not applicable]
role_id	numeric(19)	Not null	Identifies the role associated with the party. There can be multiple entries of role_ids against a party_id and vice versa.	[Not applicable]

Foreign keys

- egpl_u_pr_party_fk
 - **Columns:** party_id
 - **Parent table:** egpl_user_party
- egpl_u_pr_role_fk
 - **Columns:** role_id
 - **Parent table:** egpl_user_role

Indexes

- egpl_u_party_role_uq
 - **Columns:** party_id, role_id
- egpl_u_party_role_idx2
 - **Columns:** role_id

egpl_user_role

This table contains all the roles that are created in the applications. Actions can be grouped together as Roles for ease of administration. Roles can then be assigned to users to grant them actions.

Column	Type	Nulls	Description	Valid values
role_id	numeric(19)	Not null	A 64-bit long value identifying a role.	[Not applicable]
role_name	nvarchar(255)	Not null	A string specifying the name for this role.	[Not applicable]
role_description	nvarchar(255)	Null	A string specifying a brief description for this role.	[Not applicable]

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Not null	A 64-bit long value identifying the department where this role is created.	[Not applicable]
system_role	smallint	Null	An integer specifying whether this role is a system role or not. System roles are used internally by an application and are not visible through UI.	► 0: Not a system role ► 1: A system role
mutable_role	smallint	Null	An integer specifying whether this role can be modified (edit or deleted).	► 0: Immutable ► 1: Mutable
delete_flag	nchar(1)	Not null	A character, specifying whether this role has been deleted or not. Whenever a role is deleted, the record is not physically deleted from database. It is marked a deleted.	► y: Deleted ► n: Not deleted
who_modified	numeric(19)	Null	A 64-bit long value identifying the user who last modified this record.	[Not applicable]
when_modified	datetime	Null	A timestamp identifying when this record was last modified.	[Not applicable]

Primary key

- egpl_u_role_pk
 - **Columns:** role_id

Indexes

- egpl_user_role_uq
 - **Columns:** role_name, department_id

Triggers

- egpl_user_t_role_ut
 - **Events:** update

egpl_user_role_action

Actions can be grouped together to create a role. A role can contain one or more actions. This table contains the links between a role and the actions contained in it.

Column	Type	Nulls	Description	Valid values
role_id	numeric(19)	Not null	A 64-bit long number identifying the role.	[Not applicable]
action_id	numeric(19)	Not null	A 64-bit long number identifying the action contained in this role.	[Not applicable]

Foreign keys

- egpl_u_rolea_action_fk
 - **Columns:** action_id
 - **Parent table:** egpl_action
- egpl_u_rolea_role_fk
 - **Columns:** role_id
 - **Parent table:** egpl_user_role

Indexes

- egpl_u_role_actions_uq
 - **Columns:** role_id, action_id
- egpl_u_role_actions_idx2
 - **Columns:** action_id

egpl_user_subgroup

User groups can have users as well as other user groups as their member. A group that is member of another group is said to be a subgroup of that group. This table stores the subgroups (if any) associated with user groups.

Column	Type	Nulls	Description	Valid values
group_id	numeric(19)	Not null	Identifies the user group.	[Not applicable]
sub_group_id	numeric(19)	Not null	Identifies the user group that is a subgroup of the user group as identified by group_id.	[Not applicable]

Foreign keys

- egpl_u_psubg_pg_fk_1
 - **Columns:** group_id
 - **Parent table:** egpl_user_group
- egpl_u_psubg_pg_fk_2
 - **Columns:** sub_group_id
 - **Parent table:** egpl_user_group

Indexes

- egpl_u_party_subgroup_uq
 - **Columns:** group_id, sub_group_id
- egpl_u_party_subgroup_idx2
 - **Columns:** sub_group_id

egpl_user_subrole

Similar to user groups, user roles can be subroles of other user roles. This table stores the subroles (if any) associated with a user role.

Column	Type	Nulls	Description	Valid values
role_id	numeric(19)	Not null	Identifies the user role.	[Not applicable]
granted_role_id	numeric(19)	Not null	Identifies the user role that is a subrole of the user role as identified by role_id.	[Not applicable]

Foreign keys

- egpl_u_subr_role_fk_2
 - **Columns:** granted_role_id
 - **Parent table:** egpl_user_role
- egpl_u_subr_role_fk_1
 - **Columns:** role_id
 - **Parent table:** egpl_user_role

Indexes

- egpl_u_subrole_uq
 - **Columns:** granted_role_id
- egpl_u_subrole_idx2
 - **Columns:** role_id, granted_role_id

Temporary user tables

temp_get_groups_for_party

This temp table is used to while finding out what resources are accessible to a party.

Column	Type	Nulls	Description	Valid values
sp_id	int	Null	Temporary identifier for a stored procedure that uses this table.	[Not applicable]
resource_id	numeric(19)	Null	Identifies the resource in the system.	[Not applicable]
resource_type	numeric(19)	Null	Identifies the resource type in the system.	[Not applicable]
group_resource	numeric(1)	Null	Indicates whether the resource under consideration.	► 0: Is not a group ► 1: Is a group

Column	Type	Nulls	Description	Valid values
permission	numeric(9)	Null	Gives the permission the party has on the resource.	[Not applicable]
base_permission	numeric(9)	Null	Gives the base permission the party has on the resource.	[Not applicable]
party_id	numeric(19)	Null	Uniquely identifies the party.	[Not applicable]
is_parent_group	numeric(1)	Null	Indicates whether the group has any parent group.	► 0: Does not have a parent group ► 1: Has a parent group
parent_group_id	numeric(19)	Null	In case the group has a parent group, this contains the ID of the parent group.	[Not applicable]

Indexes

temp_get_groups_for_party_idx

- **Columns:** sp_id

temp_get_user_adminres

This temp table is used while finding an admin user's permissions on a given resource.

Column	Type	Nulls	Description	Valid values
sp_id	int	Null	Temporary identifier for a stored procedure that uses this table.	[Not applicable]
resource_id	numeric(19)	Null	Identifies the resource in the system uniquely.	[Not applicable]
permission	int	Null	Gives the permission the party has on the specified resource.	[Not applicable]
base_permission	int	Null	Gives the base permission the party has on the specified resource.	[Not applicable]
owner	int	Null	Identifies the owner of the resource.	[Not applicable]

Indexes

temp_get_user_adminres_idx

- **Columns:** sp_id

temp_getrs_users_groups

This temp table is used for expanding groups to get individual users.

Column	Type	Nulls	Description	Valid values
sp_id	int	Null	Temporary identifier for a stored procedure that uses this table.	[Not applicable]
group_id	int	Null	Identifies the group (to expand) uniquely.	[Not applicable]
group_name	nvarchar(255)	Null	Name of the group.	[Not applicable]
user_id	int	Null	Identifies the member of the group uniquely.	[Not applicable]

Indexes

temp_getrs_users_groups_idx

- **Columns:** sp_id



Case management tables

- ▶ [Activity tables](#)
- ▶ [Case tables](#)
- ▶ [Customer tables](#)
- ▶ [Customer association tables](#)
- ▶ [Note tables](#)
- ▶ [Product catalog tables](#)
- ▶ [Link tables](#)

Activity tables

egpl_activity_options

This table stores the values that the user is asked to provide while creating an activity using this shortcut.

Column	Type	Nulls	Description	Valid values
activity_shortcut_id	numeric(19)	Not null	An integer value that identifies the activity shortcut.	[Not applicable]
option_type	smallint	Null	An integer value that identifies the data object on which the shortcut will be created.	► 0: Contact person ► 1: Contact point ► 2: Customer
attrib_name	nvarchar(50)	Null	A string value to which the user will be prompted to create the activity.	[Not applicable]
operator	nvarchar(30)	Not null	This column defines the type of operator that will be used for searching. The operator will depend on the type of attribute.	For string type attributes the operator can be: ► Begins with ► Contains ► Does not contain ► Ends with ► = (Default value) ► != ► > ► >= ► < ► <= For numerical attributes the operator can be: ► = (default value) ► != ► > ► >= ► < ► <= ► Between ► Not between
is_required	tinyint	Not null	This value specifies whether the attribute is a required value or not.	► 0: Not required (default value) ► 1: Required

Column	Type	Nulls	Description	Valid values
attribute_order	int	Not null	This integer value indicates the order of appearance of this attribute in the screen.	0 (default value)
and_or	nvarchar(10)	Not null	This value indicates whether multiple search attributes are linked by 'and' clause or 'or' clause.	► And (default value) ► Or

Foreign keys

- egpl_activity_options_fk
 - **Columns:** activity_shortcut_id
 - **Parent table:** egpl_activity_shortcuts

egpl_activity_shortcuts

This table contains data related to an activity shortcut. The values in this table specify the actions which can be performed when a user creates an activity using this shortcut.

Column	Type	Nulls	Description	Valid values
activity_shortcut_id	numeric(19)	Not null	An integer value that identifies the activity shortcut.	[Not applicable]
activity_name	nvarchar(70)	Not null	The display name by which the activity shortcut is identified in UI.	[Not applicable]
activity_desc	nvarchar(255)	Null	The description about the activity shortcut.	[Not applicable]
activity_type	smallint	Not null	An integer value that identifies the type of activity that will be created. The valid values are fetched from egpl_ref_object_type.	[Not applicable]
activity_sub_type	smallint	Not null	An integer value that identifies the sub type for the selected type when the activity is created. The valid values are fetched from egpl_ref_object_sub_type.	[Not applicable]
activity_mode	smallint	Not null	An integer value that identifies the mode of activity that will be created. The valid values are fetched from egpl_ref_object_type.	[Not applicable]
activity_case	smallint	Not null	An integer value that identifies the case on which the shortcut will be created.	► 0: Current ► 1: New ► 2: None

Column	Type	Nulls	Description	Valid values
activity_condition	smallint	Not null	An Integer value that identifies the condition when the user-entered value is wrong.	▶ 0: Create ▶ 1: Do not create ▶ 2:None
delete_flag	nchar(1)	Not null	A char value that identifies whether the activity shortcut has been deleted or not.	▶ n: Not deleted ▶ y: Deleted
shortcut_key	nvarchar(10)	Null	Name of the function key which invokes this activity shortcut (NAS) window.	▶ F1 ▶ F3 ▶ F4 ▶ F6 ▶ F7 ▶ F8 ▶ F9 ▶ F10 ▶ F11 ▶ F12 ▶ Null: No shortcut key (default value)
schema_name	nvarchar(30)	Not null	Name of the object whose attributes will be displayed in the result screen.	customer (default value)
section_id	numeric	Not null	This integer value indicates information pane section to be selected when 'information only' activity is created. Id of any Information pane section is taken from the table <code>egpl_ui_sections</code> .	▶ -1: Information only call not supported (default value) ▶ 0: Continue with the selected pane

Primary key

- egpl_activity_shortcuts_pk
 - **Columns:** activity_shortcut_id

Indexes

- egpl_activity_shortcuts_uq
 - **Columns:** activity_name

egpl_activity_type

Column	Type	Nulls	Description	Valid values
activity_type_id	numeric(19)	Not null	A 64-bit long value that identifies an activity type.	[Not applicable]

Column	Type	Nulls	Description	Valid values
activity_type_name	nvarchar(255)	Not null	A string representing the name of the activity type. This string is used to display the name of activity type in the UI.	[Not applicable]
activity_type_description	nvarchar(255)	Null	A string representing the description of the activity type.	[Not applicable]
reply_pane_label	nvarchar(255)	Not null	Title of the reply pane to be displayed after selecting this type of activity.	reply (default value)
call_tracking_activity	tinyint	Not null	This integer value specifies whether this activity type is flagged as CallTrack type.	► 1: CallTrack features enabled for this type of activity ► 0: CallTrack feature disabled (default value)
info_section_pane_id	numeric(19)	Not null	This integer specifies the Information pane section that will be automatically selected after creating an activity of this type.	0 (default value)

Primary key

egpl_activity_type_pk

- **Columns:** activity_type_id

egpl_casemgmt_activity

This table contains all the activities in the applications. The details contained in this table are at the activity level; more specific details are stored in other application-specific tables, determined by the value of `activity_type` in this table.

Column	Type	Nulls	Description	Valid values
activity_id	numeric(19)	Not null	A 64-bit long value that identifies the activity.	[Not applicable]
case_id	numeric(19)	Null	A 64-bit long value that identifies a case with which this activity is associated.	[Not applicable]
department_id	numeric(19)	Null	A 64-bit long value that identifies the department with which this activity is associated.	[Not applicable]

Column	Type	Nulls	Description	Valid values
activity_mode	smallint	Null	An integer, identifying the mode of this activity.	▶ 100: Inbound ▶ 200: Outbound ▶ 500: None (This is used when Inbound or Outbound does not make sense. E.g., for a task)
activity_type	smallint	Not null	An integer, identifying the type of this activity. The system is shipped with support for some activity types. More activity types (custom types) can be added into the application after shipping.	The shipped activity types are: ▶ 1: Email ▶ 5000: Phone ▶ 10000: Task
activity_sub_type	smallint	Not null	An integer, identifying the sub type of this activity. These values are read from the table <code>egpl_ref_object_sub_type</code> . This value is selected for the above chosen activity type.	[Not applicable]
activity_status	smallint	Not null	An integer, identifying the status of this activity. The system is shipped with support for some activity status. More activity statuses (custom status) can be added into the application after shipping.	The shipped activity statuses are: ▶ 1000: New ▶ 2000: Preworkflow ▶ 3000: Workflow ▶ 4000: Assignment ▶ 5000: Assigned ▶ 7000: Precompletion ▶ 9000: Completed
activity_sub_status	smallint	Not null	An integer, identifying the sub status of this activity. These values are read from the table <code>egpl_ref_object_sub_type</code> . This value is selected for the above chosen activity status.	[Not applicable]
activity_priority	smallint	Null	An integer, identifying the priority of this activity. The value ranges between 1 and 7.	[Not applicable]
when_created	datetime	Not null	A timestamp identifying when this record was created.	[Not applicable]
who_created	numeric(19)	Not null	A 64-bit long value identifying the user who created this activity.	[Not applicable]
when_modified	datetime	Null	A timestamp identifying the user who last modified this record.	[Not applicable]

Column	Type	Nulls	Description	Valid values
due_date	datetime	Null	A timestamp before which this activity has to be handled. This is not valid for a completed activity.	[Not applicable]
user_last_worked	numeric(19)	Null	A 64-bit long value identifying the user who last worked on this activity.	[Not applicable]
assigned_to	numeric(19)	Null	A 64-bit long value identifying the user to whom this activity is assigned. Only the user to whom the activity is assigned to can work on the activity.	[Not applicable]
subject	nvarchar(1024)	Null	A string specifying the subject of the activity.	[Not applicable]
description	nvarchar(1024)	Null	A string specifying a brief description for this activity.	[Not applicable]
language_id	smallint	Null	A integer value that identifies the action language used in the activity.	[Not applicable]
customer_id	numeric(19)	Null	A 64-bit long value that identifies the customer associated with the activity.	[Not applicable]
contact_person_id	numeric(19)	Null	A 64-bit long value that identifies the contact person associated with the activity.	[Not applicable]
queue_id	numeric(19)	Null	A 64-bit long value that identifies the queue this activity is associated with.	[Not applicable]
contact_point_id	numeric(19)	Null	A 64-bit long value that identifies the contact point associated with the activity.	[Not applicable]
contact_point_data	nvarchar(1024)	Null	A string specifying the contact data for the activity. This value is used only for email type of activities. This holds the email address of the contact point associated with the activity.	[Not applicable]

Column	Type	Nulls	Description	Valid values
last_action_reason	nvarchar(200)	Null	A string specifying the last action that was performed on this activity.	▶ I18N_CASEMGMT_ACTION_ASSIGNED_BY_SYSTEM: Workflow assigns the activity to a user ▶ I18N_CASEMGMT_ACTION_ASSIGNED_TO_SUPERVISOR: The activity, or its child is assigned to another user for supervision. ▶ I18N_CASEMGMT_ACTION_FORWARDED: The activity is forwarded. ▶ I18N_CASEMGMT_ACTION_GENERIC_ACTIVITY_COMPLETE: Applicable to activities/task/phone type of activities. The last action is the explicit completion of the activity. ▶ I18N_CASEMGMT_ACTION_OUTBOUND_TO_REJECTED: The child activity (activity which was created as a result of reply to this activity) has been rejected by the manager. ▶ I18N_CASEMGMT_ACTION_PHONE_CALL_TRANSFER_OUT: Activity is completed as the call is transferred to unmonitored agent ▶ I18N_CASEMGMT_ACTION_PHONE_OUTBOUND_CALL: Phone call destination seized. ▶ I18N_CASEMGMT_ACTION_REDIRECTED: The activity is redirected. [continued on next page]

Column	Type	Nulls	Description	Valid values
				► I18N_CASEMGMT_ACTION_REPLIED: The activity is replied. ► I18N_CASEMGMT_ACTION_SAVE_DRAFT: The activity is saved as a draft. ► I18N_CASEMGMT_ACTION_SAVE_DRAFT_TO_SUPERVISE: The activity is saved as a draft in the supervisory loop. ► I18N_CASEMGMT_ACTION_SENT: The activity is sent. This is applicable for Composed activities that can be outbound(Eg.Email) ► I18N_CASEMGMT_ACTION_WAITING_FOR_APPROVAL : activity is in the supervisory loop, and has been assigned
pinned	nchar(1)	Not null	A character, specifying whether this activity has been pinned.	► y: Pinned. ► n: Not pinned
locked	nchar(1)	Not null	A character, specifying whether this activity has been locked or not. Activities will be locked by the system when any user selects the activity for working.	► y: This activity has been locked ► n: This activity has not been locked
activity_access	numeric(3)	Not null		[Not applicable]
folder_id	numeric(19)	Null	A 64-bit long value that identifies the folder in which this activity should be displayed.	The valid values (apart from user created folders) are: ► 6: Activity current folder ► 7: Activity completed folder
last_department_id	numeric(19)	Null	A 64-bit long value that identifies the department in which this activity was before being moved to the current department. This value is used in transferring of activities to the original department.	[Not applicable]

Column	Type	Nulls	Description	Valid values
save_draft_flag	smallint	Not null	An integer value specifying whether this activity has been saved as a draft or not.	► 0: Not a saved draft ► 1: A saved draft
leave_open_flag	smallint	Null	An integer value specifying whether this activity has to be completed or not, after sending it out of the system. This is applicable only to composed activities of type email.	► 0: Complete ► 1: Don't complete
num_notes	smallint	Null	An integer value specifying the number of notes for this activity.	[Not applicable]
num_attachments	smallint	Null	An integer value specifying the number of attachments for this activity.	[Not applicable]
case_type	smallint	Null		[Not applicable]
delete_flag	nchar(1)	Not null	A character, specifying whether this activity has been deleted or not. Currently there is no way to delete the activity in the system. This is for future use.	► y: Deleted ► n: Not deleted
conference_flag	nchar(1)	Null	A character specifying whether the activity is Conference Activity or not. Specific to phone type activity.	► y: A conference activity ► n or null: Not a conference activity
is_escalated	nchar(1)	Null		n (default value)

Primary key

- pk_egpl_casemgmt_activity
 - **Columns:** activity_id

Foreign keys

- egpl_casemgmt_activity_fk2
 - **Column:** contact_point_id
 - **Parent table:** egpl_casemgmt_contact_point

Indexes

- egpl_casemgmt_activity_idx6
 - **Columns:** folder_id, assigned_to, department_id, activity_status
- egpl_casemgmt_activity_idx7
 - **Column:** case_id
- egpl_casemgmt_activity_idx8
 - **Columns:** queue_id, activity_status, activity_sub_status, assigned_to

egpl_casemgmt_activity_idx99

- **Columns:** assigned_to, activity_status, activity_sub_status

egpl_casemgmt_activity_actions

This table contains the values of activity type, sub type, status, etc. for a particular action. These values are read in the application for a particular action on an activity, and used appropriately.

Column	Type	Nulls	Description	Valid values
Action	nvarchar(100)	Not null	A string representing the action in the application. E.g.: Compose send, Redirect Outgoing, Redirect Original, etc.	[Not applicable]
activity_type	smallint	Null	An integer, identifying the type of the activity for this action.	[Not applicable]
activity_sub_type	smallint	Null	An integer, identifying the sub type of the activity for this action	[Not applicable]
activity_status	smallint	Null	An integer, identifying the status of the activity for this action.	[Not applicable]
activity_sub_status	smallint	Null	An integer, identifying the sub status of the activity for this action.	[Not applicable]
activity_mode	smallint	Null	An integer, identifying the mode of the activity for this action.	[Not applicable]
last_action_reason	nvarchar(100)	Null	A string specifying the last action of the activity for this action	[Not applicable]

Indexes

egpl_casemgmt_act_actions_uq

- **Columns:** Action

egpl_casemgmt_parent_child_act

This table contains link of activity ids that are used in saving draft of activities. This table is used to fetch the details of the child activity when the parent activity is selected.

Column	Type	Nulls	Description	Valid values
parent_activity_id	int	Not null	A 32-bit int value that identifies the parent activity.	[Not applicable]
child_activity_id	int	Not null	A 32-bit int value that identifies the child activity.	[Not applicable]

Primary key

- egpl_casemgmt_par_child_act_pk
 - Columns: parent_activity_id

egpl_casemgmt_task_attachment

This table contains the attachments details for task, phone and generic type of activities.

Column	Type	Nulls	Description	Valid values
activity_id	numeric(19)	Not null	A 64-bit long value that identifies the activity for which content is stored in this record.	[Not applicable]
task_attachment_id	numeric(19)	Not null	A 64-bit long value that identifies the task attachment.	[Not applicable]
file_name	nvarchar(225)	Null	A string representing the name of the file.	[Not applicable]
content_type	nvarchar(225)	Null	A string representing the format/application of the attachment.	[Not applicable]
attachment_size	numeric(9)	Null	A 64-bit long value specifying the size of the attachment.	[Not applicable]
encoding_type	nvarchar(225)	Null	A string representing the encoding type used for the attachment.	[Not applicable]
charset	nvarchar(40)	Null	A string representing the charset used for the attachment.	[Not applicable]
blocked_flag	smallint	Null	An integer, identifying whether this attachment is blocked or not. AS of now, this has meaning only for activities that come into the system. So, this column in this table is not useful. The attachments in this table will always be stored with the blocked flag value as unblocked.	► 1: Blocked ► 2: Not blocked
storage_flag	smallint	Null	An integer, identifying whether this attachment is stored in the file system or in the DB. As of now, all the attachments are always stored in the file system.	► 1: DB ► 2: File system
content	image	Null	Binary data representing the content of the attachment, if stored in the DB. Used when storage_flag value is 1.	[Not applicable]

Primary key

- pk_egpl_casemgmt_task_attach

- **Columns:** `task_attachment_id`

egpl_casemgmt_task_content

This table contains the content for task, phone, and generic type of activities.

Column	Type	Nulls	Description	Valid values
<code>activity_id</code>	numeric(19)	Not null	A 64-bit long value that identifies the activity for which content is stored in this record.	[Not applicable]
<code>content</code>	ntext	Null	A string representing formatted content for this activity.	[Not applicable]
<code>content_type</code>	nvarchar(225)	Null	A string representing the format of the stored content.	▶ <code>.txt</code>: Text content ▶ <code>.htm</code>: HTML content
<code>text_content</code>	ntext	Null	A string representing unformatted content for this activity.	[Not applicable]

Primary key

`pk_egpl_casemgmt_task_content`

- **Columns:** `activity_id`

Foreign keys

`egpl_casemgmt_task_content_fk`

- **Columns:** `activity_id`
- **Parent table:** `egpl_casemgmt_activity`

egpl_link_activity_activity

This table is used to link the activities with activities. This will be used for activities in the supervisory loops, to trace the parent activity of the activity under consideration.

Column	Type	Nulls	Description	Valid values
<code>item_id1</code>	numeric(19)	Not null	A 64-bit long value identifying the parent activity.	[Not applicable]
<code>item_id2</code>	numeric(19)	Not null	A 64-bit long value identifying the child activity.	[Not applicable]

egpl_act_type_classification

This is a table that defines the classifications associated with an activity type. When an activity type is pre-classified then those values are stored in this table.

Column	Type	Nulls	Description	Valid values
activity_type_id	numeric(19)	Not null	This integer value identifies an activity type. It takes the value from the table egpl_activity_type.	[Not applicable]
classification_id	numeric(19)	Not null	This integer value identifies the category that will be assigned to this type of activity automatically on creation. It takes the value from the table egpl_category_group.	[Not applicable]
dept_id	numeric(19)	Not null	This integer value identifies the department to which the category belongs. It takes the value from the table egpl_department.	[Not applicable]

Primary key

pk_act_type_classification

- **Columns:** activity_type_id, classification_id, dept_id

egpl_act_type_kb_selection

This is a table that defines the knowledge base articles associated to an activity type. This table is not used currently. It may be used in a future release.

Column	Type	Nulls	Description	Valid values
activity_type_id	numeric(19)	Not null		[Not applicable]
kb_section_id	numeric(19)	Not null		[Not applicable]
kb_section_type	char(1)	Not null		[Not applicable]
dept_id	numeric(19)	Not null		[Not applicable]
kb_section_content_type	char(4)	Not null		.htm (default value)

Primary key

pk_activity_type_kb_selection

- **Columns:** activity_type_id, kb_section_id, dept_id

Case tables

egpl_casemgmt_case

This table contains all the cases, and their details. Cases are holders of activities.

Column	Type	Nulls	Description	Valid values
case_id	numeric(19)	Not null	A 64-bit long value that identifies the case.	[Not applicable]
case_status	smallint	Not null	An integer, identifying the status of this case. The system is shipped with support for some case status. More case statuses (custom status) can be added into the application after shipping.	The shipped case statuses are: ► 0: Open ► 1: Closed ► 2: Ready to be closed; it can be closed by the dispatcher after sending out the activity associated with this case; applicable for activities of type 1 (email)
case_group_id	numeric(19)	Null	A 64-bit long value that identifies the group to which this case belongs. This value is essentially an existing case ID. This is for future use.	[Not applicable]
department_id	numeric(19)	Not null	A 64-bit long value that identifies the department to which this case belongs to. Currently, cases are not departmentalized, and hence this field is not used. This may be used in future.	[Not applicable]
original_source	nvarchar(100)	Not null	A string specifying the source through which this case was created. The source is the type of the activity which initiated the creation of this case. The system is shipped with some activity types. More activity types (custom types) can be added into the application after shipping.	The shipped activity types are: ► 1: Email ► 5000: Phone ► 10000: Task
when_created	datetime	Not null	A timestamp identifying when this record was created.	[Not applicable]
who_created	numeric(19)	Not null	A 64-bit long value identifying the user who created this activity.	[Not applicable]
who_modified	numeric(19)	Null	A 64-bit long value identifying the user who last modified this case.	[Not applicable]

Column	Type	Nulls	Description	Valid values
when_modified	datetime	Null	A timestamp identifying the user who last modified this record.	[Not applicable]
due_date	datetime	Null	A timestamp before which this case has to be handled.	[Not applicable]
owner	numeric(19)	Not null	A 64-bit long value identifying the user responsible for handling this case.	[Not applicable]
customer_id	numeric(19)	Null	A 64-bit long value that identifies the contact person associated with the activity.	[Not applicable]
severity	smallint	Not null	An integer value the severity of this case.	► 1: Urgent ► 2: High ► 3: Medium ► 4: Low
subject	nvarchar(1024)	Null	A string specifying the subject of the case. This is the value of the subject of the activity which initiated the creation of this case.	[Not applicable]
case_access	numeric(3)	Not null	A 64-bit long value that identifies whether this case has public or private accessibility. This is for future use.	► 0: Private ► 1: Public
description	nvarchar(1024)	Null	A string specifying a brief description for this case.	[Not applicable]
solution_description	nvarchar(1024)	Null	A string specifying a brief description about the solution of this case.	[Not applicable]
folder_id	numeric(9)	Null	A 64-bit long value that identifies the folder in which this activity should be displayed.	Valid values (apart from user created folders) are: ► 13: Case open folder ► 14: Case closed folder
user_last_worked	numeric(19)	Null	A 64-bit long value identifying the user who last sent an outbound activity for this case. Currently, this is applicable only to email type of activities. This value will be used in “Sticky Agent” functionality of Routing engine.	[Not applicable]

Column	Type	Nulls	Description	Valid values
delete_flag	nchar(1)	Not null	A character, specifying whether this case has been deleted or not. Currently there is no way to delete the case in the system. This is for future use.	► y: Deleted ► n: Not deleted

Primary key

pk_egpl_casemgmt_case

- **Columns:** case_id

Foreign keys

egpl_casemgmt_case_fk1

- **Columns:** customer_id
- **Parent table:** egpl_casemgmt_customer

Indexes

egpl_casemgmt_case_idx2

- **Columns:** customer_id

egpl_casemgmt_case_idx3

- **Columns:** case_status

egpl_casemgmt_case_ass

The table related the cases that are related.

Column	Type	Nulls	Description	Valid values
case_group_id	numeric(19)	Not null	A 64-bit long value that identifies a case with which the case representing case_id is related.	[Not applicable]
case_id	numeric(19)	Not null	A 64-bit long value that identifies a case which is related to the case identified by case_group_id.	[Not applicable]

Primary key

pk_act_type_classification

- **Columns:** activity_type_id, classification_id, dept_id

Foreign keys

egpl_casemgmt_case_ass_fk1

- **Columns:** case_id
- **Parent table:** egpl_casemgmt_case

Customer tables

egpl_casemgmt_contact_person

This table contains the contact persons for all customers in the system.

Column	Type	Nulls	Description	Valid values
contact_person_id	numeric(19)	Not null	A 64-bit long value that identifies the contact person.	[Not applicable]
customer_id	numeric(19)	Null	A 64-bit long value that identifies the customer account with which this contact person is associated.	[Not applicable]
contact_person_type	nvarchar(50)	Null	A string specifying type of contact person.	► Billing ► Shipping ► Technical ► Legal
salutation	nvarchar(4)	Null	A string specifying salutation to be used for this contact person.	► Mr ► Mrs ► Ms ► Miss
first_name	nvarchar(124)	Null	A string specifying the first name of this contact person.	[Not applicable]
first_name_furigana	nvarchar(124)	Null	A string specifying how the first name should be pronounced.	[Not applicable]
last_name	nvarchar(124)	Null	A string specifying the last name of this contact person.	[Not applicable]
last_name_furigana	nvarchar(124)	Null	A string specifying how the last name should be pronounced.	[Not applicable]
middle_name	nvarchar(124)	Null	A string specifying the middle name of this contact person.	[Not applicable]
middle_name_furigana	nvarchar(124)	Null	A string specifying how the middle name should be pronounced.	[Not applicable]
suffix	nvarchar(124)	Null	A string specifying suffix to use for this contact person.	► Jr ► Sr ► I ► II ► III
initials	nvarchar(16)	Null	A string specifying initials of this contact person.	[Not applicable]
start_greeting	nvarchar(255)	Null	A string specifying start greeting to use for this contact person.	[Not applicable]

Column	Type	Nulls	Description	Valid values
end_greeting	nvarchar(255)	Null	A string specifying end greeting to use for this contact person.	[Not applicable]
gender	nvarchar(16)	Null	A string specifying gender of this contact person.	► 0: Male ► 1: Female
date_of_birth	datetime	Null	Date specifying the birth date of this contact person.	[Not applicable]
marital_status	nvarchar(124)	Null	A string specifying marital status of this contact person.	► 0: Married ► 1: Single ► 2: Separated ► 3: Divorced ► 4: Widowed
spouse_name	nvarchar(512)	Null	A string specifying name of the spouse of this contact person.	[Not applicable]
emergency_contact	nvarchar(50)	Null	A string specifying emergency contact of this contact person.	[Not applicable]
priority	nvarchar(255)	Null	A string specifying priority of this contact person.	[Not applicable]
default_contact_person	numeric(19)	Null	A number specifying if this is a default contact person.	► 0: No ► 1: Yes
delete_flag	nchar(1)	Not null	A character, specifying whether this contact person has been deleted or not.	► y: Deleted ► n: Not deleted
id_type	nvarchar(255)	Null	A string specifying identity type.	► License ► Passport ► SSN
id_value	nvarchar(255)	Null	A string specifying value for selected identity type for this contact person.	[Not applicable]

Primary key

pk_egpl_casemgmt_contactperson

- **Columns:** contact_person_id

Foreign keys

egpl_casemgmt_contact_person_fk

- **Columns:** customer_id
- **Parent table:** egpl_casemgmt_customer

Indexes

egpl_casemgmt_cp_idx1

- **Columns:** first_name, last_name

egpl_casemgmt_cp_idx2

- **Columns:** customer_id

egpl_cmg_contact_person_idx1

- **Columns:** last_name

egpl_cmg_contact_person_idx2

- **Columns:** middle_name

egpl_casemgmt_contact_point

This table contains all the contact points of customers. This is the base table for all types of contact points.

Column	Type	Nulls	Description	Valid values
contact_point_id	numeric(19)	Not null	A 64-bit long value that identifies the contact point.	[Not applicable]
contact_person_id	numeric(19)	Null	A 64-bit long value that identifies the contact person with which this contact point is associated.	[Not applicable]
contact_point_type	nchar(1)	Null	A character specifying which type of contact point it is.	► E: Email ► P: Postal ► T: Telephone ► W: Web
customer_id	numeric(19)	Null	A 64-bit long value that identifies the customer with which this contact point is associated.	[Not applicable]
priority	nvarchar(255)	Null	A string specifying the priority of this contact point.	► Low ► Medium ► High
start_date	datetime	Null	Date from which this contact point is valid.	[Not applicable]
end_date	datetime	Null	Date till which this contact point is valid.	[Not applicable]
delete_flag	nchar(1)	Not null	A character, specifying whether this contact point has been deleted or not.	► y: Deleted ► n: Not deleted
department_id	numeric(19)	Null	A numeric value of the ID of the department to which this contact point belongs.	[Not applicable]

Primary key

- pk_egpl_casemgmt_contact_point
 - Columns: contact_point_id

Foreign keys

- egpl_casemgmt_contact_point_fk
 - Columns: contact_person_id
 - Parent table: egpl_casemgmt_contact_person

Indexes

- egpl_casemgmt_cpoint_idx1
 - Columns: contact_person_id
- egpl_casemgmt_cpoint_idx2
 - Columns: contact_point_type

egpl_casemgmt_contactperson_ex

This table contains additional information about the contact persons.

Column	Type	Nulls	Description	Valid values
contact_person_id	numeric(19)	Not null	A 64-bit long value that identifies the contact person.	[Not applicable]
login_id	nvarchar(255)	Not null	A string specifying the login ID for this contact person .	[Not applicable]
login_password	nvarchar(1024)	Null	A string specifying the login password of this contact person .	[Not applicable]
secret_question	nvarchar(255)	Null	A string specifying the secret question which should be asked to the contact person if he forgets his password .	[Not applicable]
secret_answer	nvarchar(255)	Null	A string specifying the secret answer which should be compared against the answer for secret question asked to the contact person if he forgets his password .	[Not applicable]
occupation	nvarchar(255)	Null	A string specifying the occupation of this contact person.	[Not applicable]
income_level	nvarchar(255)	Null	A string specifying an income level of this contact person.	[Not applicable]

Column	Type	Nulls	Description	Valid values
education_level	nvarchar(255)	Null	A string specifying an education level of this contact person.	► High school ► Graduate ► Post Graduate ► Doctorate
race	nvarchar(255)	Null	A string specifying race of this contact person.	[Not applicable]
dependents	nvarchar(255)	Null	A string specifying number of dependents of this contact person.	[Not applicable]
smoker	smallint	Null	A number specifying whether this contact person is a smoker.	► 0: Yes ► 1: No
hobbies	nvarchar(255)	Null	A string specifying hobbies of this contact person.	[Not applicable]
interests	nvarchar(255)	Null	A string specifying interests of this contact person.	[Not applicable]
job_title	nvarchar(255)	Null	A string specifying job title of this contact person.	[Not applicable]
employment_status	nvarchar(255)	Null	A string specifying employment status of this contact person.	► 0: Part time ► 1: Full time ► 2: Temporary ► 3: Contract ► 4: Intern ► 5: Unemployed
contact_order	smallint	Null	A number specifying the order in which this contact person should be contacted if there are more than one contact persons for the same customer.	[Not applicable]
direct_mailing_consent	smallint	Null	A number specifying whether direct mailing consent is given by this contact person. (e.g whether emails sent by campaigns can be sent to this contact person or not)	► 0: Yes ► 1: No
direct_calling_consent	smallint	Null	A number specifying whether direct calling consent is given by this contact person.	► 0: Yes ► 1: No
holding_data_consent	smallint	Null	A number specifying whether holding data consent is given by this contact person.	► 0: Yes ► 1: No

Primary key

pk_egpl_casemgmt_cp_ex

- **Columns:** contact_person_id

Indexes

- egpl_casemgmt_cp_id_uq
- **Columns:** login_id

egpl_casemgmt_corp_customer

This table contains details of all the corporate customers.

Column	Type	Nulls	Description	Valid values
customer_id	numeric(19)	Not null	A 64-bit long value that identifies the customer.	[Not applicable]
customer_name	nvarchar(124)	Null	A string specifying name of this corporate customer.	[Not applicable]
regn_number	nvarchar(255)	Null	A string specifying registration number of this corporate customer.	[Not applicable]
parent_org	numeric(19)	Null	A number specifying the customer ID of parent organization of this corporate customer.	[Not applicable]
region	nvarchar(50)	Null	A string specifying region in which this corporate customer is operating.	Some valid values are: ► US ► Europe ► Asia Pac
num_of_employees	numeric(19)	Null	A number specifying the number of employees in this organization.	[Not applicable]
revenues	nvarchar(20)	Null	A string specifying the revenue of the corporate customer.	[Not applicable]
currency	nvarchar(255)	Null	A string specifying the currency used while dealing with this customer.	Some valid values are: ► USD ► Euro ► UK Pound ► Yen
sector_type	nvarchar(50)	Null	A string specifying the sector.	[Not applicable]

Primary key

- pk_egpl_casemgmt_corp_customer
- **Columns:** customer_id

Foreign keys

- egpl_casemgmt_corp_cust_fk
 - **Columns:** customer_id
 - **Parent table:** egpl_casemgmt_customer

Indexes

- egpl_casemgmt_corp_cust_idx
 - **Columns:** customer_name

egpl_casemgmt_cpoint_email

This table contains details of all email contact points.

Column	Type	Nulls	Description	Valid values
contact_point_id	numeric(19)	Not null	A 64-bit long value that identifies the contact point.	[Not applicable]
department_id	numeric(19)	Not null	A numeric value of the ID of the department to which this contact point belongs.	[Not applicable]
email_address	nvarchar(255)	Not null	A string specifying the email address. This is unique in the application for this department.	[Not applicable]
when_modified	datetime	Null	This value indicates when this contact point was last modified.	[Not applicable]

Primary key

- pk_egpl_casemgmt_cpoint_email
 - **Columns:** contact_point_id

Foreign keys

- egpl_casemgmt_cpoint_email_fk
 - **Columns:** contact_point_id
 - **Parent table:** egpl_casemgmt_contact_point

Indexes

- egpl_casemgmt_cpoint_email_uq
 - **Columns:** department_id, email_address
- egpl_cmeg_cpoint_email_idx1
 - **Columns:** email_address

egpl_casemgmt_cpoint_phone

This table contains details of all phone contact points.

Column	Type	Nulls	Description	Valid values
contact_point_id	numeric(19)	Not null	A 64-bit long value that identifies the contact point.	[Not applicable]
contact_type	nvarchar(255)	Null	A string specifying type of telephone contact.	► Office ► Home ► Fax ► Cell ► Pager
country_code	numeric(10)	Null	A number specifying the country code.	[Not applicable]
area_code	nvarchar(10)	Null	A string specifying the country code.	[Not applicable]
phone_number	nvarchar(40)	Null	A string specifying the phone number.	[Not applicable]
extension	nvarchar(10)	Null	A string specifying the extension number.	[Not applicable]
available_days	smallint	Null	A number specifying the available days for this phone contact point.	► 1: Any day ► 2: Week day ► 3: Weekend
available_times	nvarchar(10)	Null	A string specifying the available times for this phone contact point.	► Any time ► Morning ► Afternoon ► Evenings ► Day
unformatted_phone_number	nvarchar(40)	Null	This is the string formed by removing all non-digit characters in the phone_number field.	[Not applicable]
when_modified	datetime	Null	This value indicates when this contact point was last modified.	[Not applicable]

Primary key

pk_egpl_casemgmt_cpoint_phone

- **Columns:** contact_point_id

Foreign keys

egpl_casemgmt_cpoint_phone_fk

- **Columns:** contact_point_id
- **Parent table:** egpl_casemgmt_contact_point

egpl_casemgmt_cpoint_postal

This table contains details of all postal contact points.

Column	Type	Nulls	Description	Valid values
contact_point_id	numeric(19)	Not null	A 64-bit long value that identifies the contact point.	[Not applicable]
address_type	nvarchar(255)	Null	A string specifying the address type.	► Home ► Shipping ► Billing ► Office
complete_address	nvarchar(1024)	Null	A string specifying the complete address.	[Not applicable]
addressline1	nvarchar(50)	Null	A string specifying address Line 1.	[Not applicable]
addressline2	nvarchar(50)	Null	A string specifying address Line 2.	[Not applicable]
addressline3	nvarchar(50)	Null	A string specifying address Line 3.	[Not applicable]
addressline4	nvarchar(50)	Null	A string specifying address Line 4.	[Not applicable]
city	nvarchar(50)	Null	A string specifying city.	[Not applicable]
state	nvarchar(50)	Null	A string specifying state.	[Not applicable]
zip	nvarchar(50)	Null	A string specifying zip code.	[Not applicable]
region	nvarchar(50)	Null	A string specifying region.	Some valid values are: ► US ► Europe ► Asia Pac
to_attention_of	nvarchar(50)	Null	String specifying to whom the postal communications should be addressed.	[Not applicable]
available_days	smallint	Null	Number specifying the available days for this postal contact point.	► 1: Any day ► 2: Week day ► 3: Weekend
available_times	nvarchar(10)	Null	String specifying the available times for this postal contact point.	► Any time ► Morning ► Afternoon ► Evenings ► Day
when_modified	datetime	Null	This value indicates when this contact point was last modified.	[Not applicable]

Primary key

pk_egpl_casemgmt_cpoint_postal

○ **Columns:** contact_point_id

Foreign keys

- egpl_casemgmt_cpoint_postal_fk
 - **Columns:** contact_point_id
 - **Parent table:** egpl_casemgmt_contact_point

egpl_casemgmt_cpoint_web_site

This table contains details of all web contact points.

Column	Type	Nulls	Description	Valid values
contact_point_id	numeric(19)	Not null	A 64-bit long value that identifies the contact point.	[Not applicable]
webtype	nvarchar(50)	Null	A string specifying the type of URL.	Some valid values are: ▶ AOL ▶ MSN ▶ URL ▶ Yahoo
url	nvarchar(1024)	Null	A string specifying the URL.	[Not applicable]
when_modified	datetime	Null	This value indicates when this contact point was last modified.	[Not applicable]

Primary key

- pk_egpl_casemgmt_cpoint_websit
 - **Columns:** contact_point_id

Foreign keys

- egpl_casemgmt_cpoint_web_site_fk
 - **Columns:** contact_point_id
 - **Parent table:** egpl_casemgmt_contact_point

egpl_casemgmt_customer

This table contains all the customers. This is the base table for all types of customers.

Column	Type	Nulls	Description	Valid values
customer_id	numeric(19)	Not null	A 64-bit long value that identifies the customer.	[Not applicable]
customer_type	nchar(1)	Not null	A character specifying which type of customer it is.	▶ i: individual ▶ g: group ▶ c: corporate

Column	Type	Nulls	Description	Valid values
customer_role	nvarchar(255)	Null	A string specifying role of the customer.	▶ partner ▶ reseller ▶ customer
referred_by	numeric(19)	Null	A string specifying by who referred this customer was referred. Example: If how referred is an employee, then referred by will be the name of the employee.	[Not applicable]
classification	nvarchar(50)	Null	A string specifying the level of this customer.	Some valid values are: ▶ Gold ▶ Platinum ▶ Silver ▶ Premium ▶ Standard
pin_info	nvarchar(255)	Null	A string specifying the pin info of this customer.	[Not applicable]
how_created	smallint	Null	A number specifying how this customer was created, created by an agent or by system through mail or phone.	[Not applicable]
who_created	numeric(19)	Not null	A numeric value specifying the ID of the user who created this customer.	[Not applicable]
when_created	datetime	Not null	Timestamp of when this customer was created.	[Not applicable]
how_referred	nvarchar(255)	Null	A string specifying how this customer was referred.	▶ Website ▶ Customer ▶ Partner ▶ Employee ▶ Reseller
industry	nvarchar(50)	Null	A string specifying type of industry this of this customer.	Some valid values are: ▶ Health care ▶ Finance ▶ Telecom
mktg_seg	nvarchar(50)	Null	A string specifying marketing segment for this customer (used by Marketing to mark some customers to belong to certain segments so that tailor made offers can be make for them).	[Not applicable]
role	numeric(19)	Null	Number specifying the Role of the customer (same as Customer Role). Not in use.	[Not applicable]
sla	nvarchar(255)	Null	A string specifying SLA (already defined in the system) for this customer.	[Not applicable]

Column	Type	Nulls	Description	Valid values
entitlements	nvarchar(1024)	Null	A string specifying entitlements of this customer (e.g can mark this field to state that the customer is allowed x cases, after that customer has to pay something per case).	[Not applicable]
preferred_agent_id	numeric(19)	Null	A numeric value of the ID of the agent user who is the preferred agent of this customer.	[Not applicable]
department_id	numeric(19)	Null	A numeric value of the ID of the department to which this customer belongs.	[Not applicable]
delete_flag	nchar(1)	Not null	A character specifying whether this customer has been deleted or not.	► y: Deleted ► n: Not deleted
archive_flag	smallint	Null		[Not applicable]

Primary key

pk_egpl_casemgmt_customer

- **Columns:** customer_id

Indexes

ix_egpl_casemgmt_customer_idx1

- **Columns:** customer_type

egpl_casemgmt_grp_customer

This table contains details of all the group customers.

Column	Type	Nulls	Description	Valid values
customer_id	numeric(19)	Not null	A 64-bit long value that identifies the customer.	[Not applicable]
customer_name	nvarchar(124)	Null	A string specifying the name of this customer.	[Not applicable]
group_type	nvarchar(50)	Not null	A string specifying the type of group of this customer.	► Household ► Joint Account ► Association ► Membership ► Club ► Other
num_of_members	numeric(19)	Null	A number specifying the number of members in the group.	

Column	Type	Nulls	Description	Valid values
income	nvarchar(20)	Null	A string specifying the income of this group customer.	[Not applicable]
currency	nvarchar(255)	Null	A string specifying the currency used while dealing with this group customer.	Some valid values are: ► USD ► Euro ► UK Pound ► Yen
registration_number	nvarchar(255)	Null	A string specifying the registration number of this customer.	[Not applicable]
affiliation	nvarchar(50)	Null	A string used to mark this customer to be affiliated to something	[Not applicable]
region	nvarchar(50)	Null	A string specifying region in which this group customer is operating.	Some valid values are: ► US ► Europe ► Asia Pac

Primary key

pk_egpl_casemgmt_grp_customer

- **Columns:** customer_id

Foreign keys

egpl_casemgmt_cpoint_phone_fk

- **Columns:** customer_id
- **Parent table:** egpl_casemgmt_customer

Indexes

egpl_casemgmt_grp_cust_idx

- **Columns:** customer_name

Customer association tables

egpl_casemgmt_assoc_attach

This table contains the details of customer association attachments.

Column	Type	Nulls	Description	Valid values
assoc_inst_id	numeric(19)	Not null	A 64-bit long value that identifies the customer association.	[Not applicable]
attachment_id	numeric(19)	Not null	A 64-bit long value that identifies the attachment which is associated with this customer association.	[Not applicable]
attachment_name	nvarchar(1024)	Null	A string specifying the name of the attachment which is associated with this customer association.	[Not applicable]

egpl_casemgmt_assoc_main

This table contains all customer associations.

Column	Type	Nulls	Description	Valid values
assoc_inst_id	numeric(19)	Not null	A 64-bit long value that identifies the customer association.	[Not applicable]
assoc_type_id	numeric(19)	Not null	A 64-bit long value that identifies the type of association.	[Not applicable]
assoc_inst_name	nvarchar(100)	Not null	A string specifying the name of this customer association.	[Not applicable]
assoc_inst_value	nvarchar(100)	Null	A string specifying the value of this customer association.	[Not applicable]
assoc_inst_desc	nvarchar(1024)	Null	A string specifying the description of this customer association.	[Not applicable]
customer_id	numeric(19)	Not null	A 64-bit long value that identifies the customer with which this customer association is associated.	[Not applicable]
assoc_inst_status	nvarchar(255)	Null	A string specifying the status of this association.	► Active ► Suspended ► Inactive
start_date	datetime	Null	Date specifying the start date of this customer association.	[Not applicable]

Column	Type	Nulls	Description	Valid values
end_date	datetime	Null	Date specifying the end date of this customer association.	[Not applicable]
delete_flag	nchar(1)	Not null	A character, specifying whether this customer association has been deleted or not.	► y: Deleted ► n: Not deleted
date_signed	datetime	Null	Date specifying the date on which contract was signed.	[Not applicable]
account_number	nvarchar(50)	Null	String specifying the account number in case of Accounts type of customer association.	[Not applicable]
serial_number	nvarchar(50)	Null	String specifying the serial number in case of products type customer association.	[Not applicable]
sku	nvarchar(50)	Null	String specifying the sku in case of products type customer association.	[Not applicable]

Primary key

pk_egpl_casemgmt_assoc_main

- **Columns:** assoc_inst_id

Foreign keys

egpl_casemgmt_assoc_main_fk1

- **Columns:** assoc_type_id
- **Parent table:** egpl_casemgmt_assoc_type

egpl_casemgmt_assoc_main_fk2

- **Columns:** customer_id
- **Parent table:** egpl_casemgmt_customer

egpl_casemgmt_assoc_relation

This table contains the information about which customer associations are related to one another.

Column	Type	Nulls	Description	Valid values
assoc_inst_id	numeric(19)	Not null	A 64-bit long value that identifies the customer association to which another customer association is being related.	[Not applicable]

Column	Type	Nulls	Description	Valid values
assoc_type_id	numeric(19)	Not null	A 64-bit long value that identifies the customer association type of the customer association which is being related to this customer association.	[Not applicable]
assoc_relation_inst_id	numeric(19)	Not null	A 64-bit long value that identifies the customer association which is being related to this customer association.	[Not applicable]

egpl_casemgmt_assoc_sub_type

This table gives the subtypes for an association.

Column	Type	Nulls	Description	Valid values
assoc_sub_type_id	numeric(19)	Not null	An integer value that uniquely identifies the subtype.	[Not applicable]
assoc_type_id	numeric(19)	Not null	An integer value to identify the type to which this sub type belongs. This value is mapped to <code>egpl_casemgmt_assoc_type</code> .	[Not applicable]
assoc_sub_type_name	nvarchar(30)	Not null	The name of the subtype. This is the required value which is used in UI.	[Not applicable]
assoc_sub_type_desc	nvarchar(1024)	Null	The value gives a brief description about this subtype.	[Not applicable]
assoc_sub_type_active	nchar(1)	Not null	This value represents whether this subtype is active or not.	► y: Active ► n: Inactive
assoc_sub_type_seq	numeric(3)	Not null	An integer value which represents the order in which these subtypes are displayed in UI.	[Not applicable]
delete_flag	nchar(1)	Not null	This value represents whether this subtype was deleted.	► y: Deleted ► n: Not deleted
is_mutable	smallint	Not null	This value represents whether this sub type can be deleted or not.	► 0: Cannot be deleted (used for system-provided subtypes) ► 1: Can be deleted

Primary key

pk_egpl_casemgmt_assoc_subtype

- **Columns:** assoc_sub_type_id

Foreign keys

- egpl_casemgmt_assoc_sub_type_fk
 - **Columns:** assoc_type_id
 - **Parent table:** egpl_casemgmt_assoc_type

egpl_casemgmt_assoc_type

This table gives values for an association type. The data from this table provides inputs for instances that are created in the Agent Console.

Column	Type	Nulls	Description	Valid values
assoc_type_id	numeric(19)	Not null	An integer value that identifies the association. This is unique.	[Not applicable]
department_id	numeric(19)	Not null	An integer value that identifies the department to which this association belongs.	[Not applicable]
assoc_type_name	nvarchar(440)	Not null	A string value through which the instance is identified in UI. This is unique for a given department.	[Not applicable]
assoc_type_desc	nvarchar(1024)	Null	A value which contains a brief description of the association.	[Not applicable]
assoc_type_article	nchar(1)	Not null	This value represents whether articles can be added for this association in Agent Console.	► y: Can be added ► n: Cannot be added
assoc_type_attach	nchar(1)	Not null	This value represents whether attachments can be added for this association in Agent Console.	► y: Can be added ► n: Cannot be added
assoc_type_notes	nchar(1)	Not null	This value represents whether notes can be added for this association in Agent Console.	► y: Can be added ► n: Cannot be added
assoc_type_sub_type_src	nchar(1)	Not null	This value represents the type of the association.	► o: Subtype list ► p: Products
assoc_type_active	nchar(1)	Not null	This value represents whether this association is active or not.	► y: Active ► n: Inactive
delete_flag	nchar(1)	Not null	This value represents whether this association has been deleted.	► y: Deleted ► n: Not deleted
is_mutable	smallint	Not null	This value represents whether this association can be deleted.	► 0: Cannot be deleted (used for system-provided types) ► 1: Can be deleted

Primary key

pk_egpl_casemgmt_assoc_type

- **Columns:** assoc_type_id

Indexes

egpl_casemgmt_assoc_type_uq

- **Columns:** assoc_type_name, department_id

Note tables

egpl_notes

This table contains the notes for objects such as activity, case, or customers.

Column	Type	Nulls	Description	Valid values
note_id	numeric(19)	Not null	A 64-bit long value that identifies the note.	[Not applicable]
note_of_id	numeric(19)	Null	A 64-bit long value that identifies instance of the object for which this note is created.	[Not applicable]
note_name	nvarchar(255)	Null	A string representing the name of the note.	[Not applicable]
note_type	nvarchar(50)	Not null	A string representing type of the object for which this note is created.	► activity: An activity ► case: A case ► individual: A contact person or an individual customer ► accounts: A customer association ► corporation: A corporate customer
note_access	nvarchar(50)	Not null	A string representing the access for this note. Currently, this value is not used.	► private ► public
note_data	nvarchar(2000)	Null	A string representing the content of this note.	[Not applicable]
who_created	numeric(19)	Not null	A 64-bit long value identifying the user who created this note.	[Not applicable]
when_created	datetime	Not null	A timestamp identifying when this note was created.	[Not applicable]

Column	Type	Nulls	Description	Valid values
delete_flag	nchar(1)	Not null	A character, specifying whether this note has been deleted or not.	► y: Deleted ► n: Not deleted
parent_note_id	numeric (19)	Null	This column will have the ID of the note that has been associated to the parent activity.	[Not applicable]

Primary key

- pk_egpl_notes
 - Columns: note_id

Indexes

- egpl_notes_idx1
 - Columns: note_of_id

Product catalog tables

egpl_prodcatl_attachment

This table holds attachment related details for a product catalog. Based on the attachment type, entries are made into egpl_prodcatl_ext_attachment.

Column	Type	Nulls	Description	Valid values
attachment_id	numeric(19)	Not null	An integer value that identifies the attachment.	[Not applicable]
prod_id	numeric(19)	Not null	An integer that specifies the product catalog for which the attachment is created.	[Not applicable]
attachment_name	nvarchar(255)	Null	The name of the attachment.	[Not applicable]
attachment_type	smallint	Not null	The type of the attachment.	► 1: Internal attachment ► 2: External attachment

Primary key

- egpl_prodcatl_attachment_pk
 - Columns: attachment_id

egpl_prodcatl_attr

This table holds data based on the type of the product. The attributes are based on the screen attribute setting associated with this product type.

Column	Type	Nulls	Description	Valid values
prod_id	numeric(19)	Not null	An integer that specifies the product catalog for which the attribute is created.	[Not applicable]
version	nvarchar(50)	Null	The version of the product.	[Not applicable]
support_date	datetime	Null	The date from which support is provided.	[Not applicable]
upgrade_to	nvarchar(255)	Null	The version to which the upgrade of product is made.	[Not applicable]
upgrade_from	nvarchar(255)	Null	The version from which the upgrade of product is.	[Not applicable]
os_name	nvarchar(50)	Null	A string that specifies the operating system (OS).	[Not applicable]
os_version	nvarchar(50)	Null	A string that specifies the version of the OS.	[Not applicable]
hw_platform	nvarchar(100)	Null	A string that specifies the hardware platform.	[Not applicable]
network_env	nvarchar(255)	Null	Description about the network environment.	[Not applicable]
prod_cost	numeric(19)	Null	The cost of the product.	[Not applicable]
prod_cost_units	nvarchar(50)	Null	The cost of the product per unit or seat.	[Not applicable]
upgrade_cost	numeric(19)	Null	The cost for upgrade of the product.	[Not applicable]
upgrade_cost_units	nvarchar(50)	Null	The cost for upgrade of the product per unit or seat.	[Not applicable]
spl_offering_note	nvarchar(255)	Null	A note if any offers have been made.	[Not applicable]
apr	nvarchar(50)	Null	Annual percentage rate.	[Not applicable]
apy	nvarchar(50)	Null	Annual percentage yield.	[Not applicable]
term_for_cd	nvarchar(50)	Null	A CD (certificate of deposit) is the same as a fixed deposit. This is the term of the deposit.	[Not applicable]
min_balance	numeric(19)	Null	Minimum balance.	[Not applicable]
intr_cal_method	nvarchar(255)	Null	Method for interest calculation.	[Not applicable]
fee	numeric(19)	Null	An integer that specifies the fee.	[Not applicable]

Column	Type	Nulls	Description	Valid values
checks_month	numeric(19)	Null	Number of checks that the user can write in a month without incurring a charge.	[Not applicable]
mutual_fund_type	nvarchar(1)	Null	Type of Mutual Fund.	[Not applicable]
back_end_load	nvarchar(50)	Null	A string that specifies the backend load.	[Not applicable]
front_end_load	nvarchar(50)	Null	A string that specifies frontend load.	[Not applicable]
expense_ratio	numeric(19)	Null	An integer that specifies expense ratio.	[Not applicable]
min_units_to_sale	numeric(19)	Null	Minimum units to be sold.	[Not applicable]
price	numeric(19)	Null	Price.	[Not applicable]
shipping_note	nvarchar(255)	Null	A string that specifies shipping policy.	[Not applicable]
premium_charge	numeric(19)	Null	An integer that specifies premium shipping charge.	[Not applicable]
standard_charge	numeric(19)	Null	An integer that specifies standard shipping charge.	[Not applicable]
ground_charge	numeric(19)	Null	An integer that specifies ground shipping charge.	[Not applicable]
discount	numeric(19)	Null	An integer that specifies the discount.	[Not applicable]
prod_size	numeric(19)	Null	Size of the product.	[Not applicable]
promo_apr	numeric(19)	Null	An integer that specifies Promotional APR of credit cards.	[Not applicable]
promo_apr_validity	numeric(19)	Null	An integer that specifies Promotional APR Validity of credit cards.	[Not applicable]
annual_fee	numeric(19)	Null	An integer that specifies Annual Fee for credit cards.	[Not applicable]
late_fee	numeric(19)	Null	An integer that specifies Late Fee for credit cards.	[Not applicable]
over_limit_fee	numeric(19)	Null	An integer that specifies Over Limit Fee for credit cards.	[Not applicable]
cash_adv_trans_fee	numeric(19)	Null	An integer that specifies Cash Advance transaction fee.	[Not applicable]
card_loss_fee	numeric(19)	Null	Maximum liability on loss of credit card.	[Not applicable]
promo_apr_bal_trans	numeric(19)	Null	An integer that specifies Promotional APR for balance transfer.	[Not applicable]
promo_bal_trans_time	numeric(19)	Null	Promotional balance transfer time.	[Not applicable]
grace_period	numeric(19)	Null	An integer that specifies the grace period for payment.	[Not applicable]

Column	Type	Nulls	Description	Valid values
miles_per_dollar	numeric(19)	Null	Promotional miles per dollar.	[Not applicable]
miles_carrier	nvarchar(255)	Null	Indicates the carrier offering miles.	[Not applicable]
anytime_minutes	numeric(19)	Null	An integer that specifies anytime minutes for wireless phone.	[Not applicable]
ni_wkend_minutes	numeric(19)	Null	This integer value specifies the night and weekend minutes for wireless phone.	[Not applicable]
ni_wkend_definition	nvarchar(255)	Null	A string that describes night and weekend definition for wireless phone.	[Not applicable]
monthly_fee	numeric(19)	Null	This integer value that specifies the monthly fee for wireless phone.	[Not applicable]
activation_fee	numeric(19)	Null	An integer, which specifies activation fee for wireless phone.	[Not applicable]
cancel_fee	numeric(19)	Null	An integer mapping cancellation fee for wireless phone.	[Not applicable]
airtime_charges	numeric(19)	Null	An integer mapping airtime charges for wireless phone.	[Not applicable]
roaming_charges	numeric(19)	Null	This integer value specifies the roaming charges for wireless phone.	[Not applicable]
long_dist_charges	numeric(19)	Null	This integer value specifies the long distance charges for wireless phone.	[Not applicable]
duration	nvarchar(255)	Null	Duration of contract.	[Not applicable]
delete_flag	nchar(1)	Not null	The value that identifies whether the product catalog has been deleted.	► y: Deleted ► n: Not deleted

Foreign keys

egpl_prodcatl_attr_fk

- **Column:** prod_id
- **Parent table:** egpl_prodcatl_main

egpl_prodcatl_ext_attachment

The details for accessing the URL of an external attachment associated to a product. This table contains details of only external type of attachment.

Column	Type	Nulls	Description	Valid values
attachment_id	numeric(19)	Not null	An integer value that identifies the attachment for product.	[Not applicable]

Column	Type	Nulls	Description	Valid values
file_path	nvarchar(255)	Not null	The path for the attachment.	[Not applicable]
login_name	nvarchar(255)	Null	The login name, which is needed for the attachment to open.	[Not applicable]
login_password	nvarchar(255)	Null	The password, which is needed for the attachment to open.	[Not applicable]
content_fetch_option	smallint	Not null	The option which specifies how an attachment to be shown.	▶ 1: Static ▶ 2: Dynamic or static ▶ 3: Dynamic

egpl_prodcatl_main

This table is the base table in the product catalog module. This holds details of that product and its parent ID.

Column	Type	Nulls	Description	Valid values
prod_id	numeric(19)	Not null	An integer value that identifies the product catalog.	[Not applicable]
parent_id	numeric(19)	Not null	An integer value that identifies the parent of the product catalog.	[Not applicable]
prod_name	nvarchar(255)	Not null	The name of the product catalog.	[Not applicable]
prod_desc	nvarchar(255)	Null	The description of the product catalog.	[Not applicable]
prod_type	nvarchar(255)	Not null	The type of the product catalog. The values are fetched from <code>egpl_ref_object_type</code> .	[Not applicable]
prod_sub_type	nvarchar(255)	Null	The sub type of the selected type for product catalog. The values are fetched from <code>egpl_ref_object_sub_type</code> .	[Not applicable]
start_date	datetime	Null	The date value which represents the start date.	[Not applicable]
end_date	datetime	Null	The date value which represents the end date.	[Not applicable]
active	smallint	Not null	The value which identifies whether the product is active or not.	[Not applicable]
department_id	numeric(19)	Not null	The department to which the product belongs.	[Not applicable]
delete_flag	nchar(1)	Not null	Specifies whether the product is deleted.	▶ y: Deleted ▶ n: Not deleted

Primary key

egpl_prodcatl_main_pk

- Columns: prod_id

Foreign keys

- egpl_prodcatl_main_fk
 - **Column:** department_id
 - **Parent table:** egpl_department

Indexes

- egpl_prodcatl_main_uq
 - **Columns:** prod_name, department_id

Link tables

egpl_category_group

This table stores the details of the categories created by the administrator.

Column	Type	Nulls	Description	Valid values
group_id	numeric(19)	Not null		[Not applicable]
group_name	nvarchar(255)	Not null		[Not applicable]
group_description	nvarchar(255)	Null		[Not applicable]
email_address_primary	nvarchar(50)	Null		[Not applicable]
email_address_secondary	nvarchar(50)	Null		[Not applicable]
department_id	numeric(19)	Not null		[Not applicable]
who_created	numeric(19)	Null		[Not applicable]
when_created	datetime	Null		[Not applicable]
system_group	smallint	Null		[Not applicable]
group_type	nchar(1)	Null		[Not applicable]
group_state	smallint	Null		[Not applicable]
delete_flag	nchar(1)	Not null		[Not applicable]
complaint_flag	nchar(1)	Not null	This character value indicates whether this is a complaint type of category.	► y: This is a complaint type of category ► n: This is not a complaint type of category (default value)

Foreign keys

- egpl_category_group_fk
 - **Column:** department_id
 - **Parent table:** egpl_department

egpl_link_article_custassoc

This table links the articles with the customer associations created in the application.

Column	Type	Nulls	Description	Valid values
item_id1	numeric(19)	Not null	A 64-bit long value that identifies the article.	[Not applicable]
item_id2	numeric(19)	Not null	A 64-bit long value that identifies the customer association.	[Not applicable]

egpl_link_article_prodcatl

This is link between the product and articles that are associated to this product.

Column	Type	Nulls	Description	Valid values
item_id1	numeric(19)	Not null	The ID of the article associated with the product catalog.	[Not applicable]
item_id2	numeric(19)	Not null	The ID of the product catalog ID to which the article is associated.	[Not applicable]

Primary key

- egpl_link_article_prodcatl_pk
 - **Columns:** item_id1, item_id2

egpl_link_assoctype_assoctype

The table gives mapping between associations.

Column	Type	Nulls	Description	Valid values
item_id1	numeric(19)	Not null	The ID of the first association.	[Not applicable]
item_id2	numeric(19)	Not null	The ID of the second association.	[Not applicable]

Primary key

- pk_egpl_link_assoctype_assoctype
 - **Columns:** item_id1, item_id2

egpl_link_category_activity

This table is used to link the category to an activity in the application. Whenever a category is assigned to an activity, an entry is made in this table.

Column	Type	Nulls	Description	Valid values
item_id1	int	Not null	An integer value identifying the category.	[Not applicable]
item_id2	int	Not null	An integer value identifying the activity to which the category is assigned.	[Not applicable]

Primary key

pk_egpl_link_category_activity

- **Columns:** item_id1, item_id2

egpl_link_category_article

This table holds link data between two resources. In this table, a classification is mapped to a KB article.

Column	Type	Nulls	Description	Valid values
item_id1	numeric(19)	Not null	An integer value that represents Group ID. This is mapped from egpl_category_group.	[Not applicable]
item_id2	numeric(19)	Not null	An integer value that represents the article ID. This is mapped from egpl_kb_article.	[Not applicable]

egpl_link_folder_activity

This table is used to link the folder to an activity in the application. Whenever a activity is dragged and dropped to a user-created folder in the **Activities > My Folders** folder in the Agent Console, a corresponding entry is made in this table.

Column	Type	Nulls	Description	Valid values
item_id1	int	Not null	An integer value identifying the folder.	[Not applicable]
item_id2	int	Not null	An integer value identifying the activity.	[Not applicable]

Primary key

pk_egpl_link_folder_activity

- **Columns:** item_id1, item_id2

egpl_link_folder_case

This table is used to link the folder with a case in the application. Whenever a case is dragged and dropped to a user-created folder in the **Activities > My Cases** folder in the Agent Console, a corresponding entry is made in this table.

Column	Type	Nulls	Description	Valid values
item_id1	int	Not null	An integer value identifying the folder.	[Not applicable]
item_id2	int	Not null	An integer value identifying the case.	[Not applicable]

Primary key

pk_egpl_link_folder_case

- **Columns:** item_id1, item_id2



Workflow tables

- ▶ [Calendar tables](#)
- ▶ [Queue tables](#)
- ▶ [Routing tables](#)
- ▶ [Routing rules tables](#)
- ▶ [Workflow tables](#)

Calendar tables

egpl_calendar

This table contains details of all the business calendars defined in the application and their mappings with day labels for a normal week.

Column	Type	Nulls	Description	Valid values
calendar_id	numeric(18)	Not null	A 64-bit long value that identifies a calendar	[Not applicable]
calendar_name	nvarchar(510)	Not null	A string representing the name of the calendar.	[Not applicable]
calendar_description	nvarchar(255)	Null	A string specifying a brief description of the calendar.	[Not applicable]
is_active	smallint	Null	Not used now. Maybe used in future to activate any one of the multiple calendars defined for the same period.	[Not applicable]
department_id	numeric(18)	Not null	A 64-bit long value identifying the department where this calendar is created.	[Not applicable]
monday	numeric(18)	Null	A 64-bit long value that identifies a day label mapped to Monday in normal week.	[Not applicable]
tuesday	numeric(18)	Null	A 64-bit long value that identifies a day label mapped to Tuesday in normal week.	[Not applicable]
wednesday	numeric(18)	Null	A 64-bit long value that identifies a day label mapped to Wednesday in normal week.	[Not applicable]
thursday	numeric(18)	Null	A 64-bit long value that identifies a day label mapped to Thursday in normal week.	[Not applicable]
friday	numeric(18)	Null	A 64-bit long value that identifies a day label mapped to Friday in normal week.	[Not applicable]
saturday	numeric(18)	Null	A 64-bit long value that identifies a day label mapped to Saturday in normal week.	[Not applicable]
sunday	numeric(18)	Null	A 64-bit long value that identifies a day label mapped to Sunday in normal week.	[Not applicable]
start_date	nvarchar(100)	Not null	A string specifying the date from which this calendar becomes effective.	[Not applicable]
end_date	nvarchar(100)	Not null	A string specifying the date after which this calendar becomes in-effective.	[Not applicable]

egpl_calendar_exception

This table defines the day labels applicable on exception dates falling in a calendar defined in `egpl_calendar` table. The day labels mapped here override the mappings done for normal weekdays in `egpl_calendar` table.

Column	Type	Nulls	Description	Valid values
calendar_id	numeric(18)	Not null	A 64-bit long value that identifies a calendar.	[Not applicable]
day_id	numeric(18)	Not null	A 64-bit long value that identifies a day label.	[Not applicable]
exception_date	nvarchar(100)	Not null	A string specifying the exception date.	[Not applicable]

egpl_day_label

This table contains the details of all day labels for inclusion in calendars.

Column	Type	Nulls	Description	Valid values
day_id	numeric(18)	Not null	A 64-bit long value identifying a day label.	[Not applicable]
day_name	nvarchar(510)	Not null	A string specifying the name for this day label.	[Not applicable]
day_description	nvarchar(510)	Null	A string specifying a brief description for this day label.	[Not applicable]
day_default_shift	numeric(18)	Null	Not used now. Used earlier to define a default shift for the day.	[Not applicable]
department_id	numeric(18)	Not null	A 64-bit long value identifying the department where this day label is created.	[Not applicable]
working_minutes	smallint	Not null	An integer specifying the total number of minutes for which the agents work in the shifts included in this day label.	[Not applicable]

egpl_day_label_details

This table contains the details of the shift included in each day label.

Column	Type	Nulls	Description	Valid values
day_id	numeric(18)	Not null	A 64-bit long value identifying a day label.	[Not applicable]
shift_id	numeric(18)	Not null	A 64-bit long value identifying a shift label.	[Not applicable]
start_time	smallint	Not null	An integer specifying the starting time, in minutes from mid-night in GMT, of the shift.	[Not applicable]

Column	Type	Nulls	Description	Valid values
end_time	smallint	Not null	An integer specifying the end time, in minutes from mid-night in GMT, of the shift.	[Not applicable]
working_minutes	smallint	Not null	An integer specifying the duration of the shift in minutes. If the agents don't work in this shift, it is zero.	[Not applicable]

egpl_shift_label

This table stores details about shift labels.

Column	Type	Nulls	Description	Valid values
shift_id	numeric(18)	Not null	A 64-bit long number identifying the shift label.	[Not applicable]
shift_name	nvarchar(510)	Not null	A string specifying the name for this shift label.	[Not applicable]
shift_description	nvarchar(510)	Null	A string specifying a brief description for this shift label.	[Not applicable]
shift_work_flag	smallint	Not null	An integer specifying whether the agents work in this shift.	► 0: Agents don't work in this shift ► 1: Agents work in this shift
department_id	numeric(18)	Not null	A 64-bit long value identifying the department where this shift-label is created.	[Not applicable]

Queue tables

egpl_link_queue_user

The table contains queues mapped to a user. These values are used in quick pull of activities.

Column	Type	Nulls	Description	Valid values
item_id1	int	Not null	A 64-bit long value identifying the queue.	[Not applicable]
item_id2	int	Not null	A 64-bit long value identifying the user.	[Not applicable]

Primary key

- pk_egpl_link_queue_user
 - Columns: item_id1, item_id2

egpl_queue_route_to

This table contains the users or user groups to whom the queue pushes the activities.

Column	Type	Nulls	Description	Valid values
queue_id	numeric(19)	Not null	A 64-bit long value identifying a queue.	[Not applicable]
party_id	numeric(19)	Not null	A 64-bit long value identifying a party.	[Not applicable]
party_type	nvarchar(1)	Not null	A character identifying the type of the party. A party can either be a user or a user-group.	- u: Individual user - g: User group
route_when	smallint	Not null	An integer specifying when the activity is pushed to the party.	1: Always push the activity to the user Any other value means the activity is pushed only if the user is logged in.
activity_type	smallint	Not null	This value denotes the type of activity that will be present in this queue.	2000: Chat type of activity -1: Non chat (Email)

Primary key

- egpl_queue_route_to_pk
 - Columns: queue_id, party_id, activity_type

Foreign keys

- egpl_queue_route_to_fk
 - Columns: queue_id
 - Parent table: egpl_routing_queue

egpl_queue_skill

This table is not being used in the current version. It will be used in future releases.

Routing tables

egpl_routing_autorespnt

This table contains details about auto-responses sent out.

Column	Type	Nulls	Description	Valid values
from_email_address	nvarchar(255)	Not null	A string specifying the email address to which the auto-response was sent.	[Not applicable]
count	int	Null	An integer specifying the number of auto-responses sent.	[Not applicable]
sentoutdate	datetime	Null	A timestamp specifying when the last auto-response was sent.	[Not applicable]

Primary key

- egpl_routing_autorespnt_pk
 - Columns: from_email_address

egpl_routing_autosuggest

This table contains information about KB articles used by activities that use auto-suggestions.

Column	Type	Nulls	Description	Valid values
activity_id	int	Not null	A 64-bit long value identifying an activity.	[Not applicable]
article_id	int	Not null	A 64-bit long value identifying an article.	[Not applicable]
type	int	Null	An integer specifying the type of the activity. This is always 1, signifying that the activity is an email.	[Not applicable]

Primary key

- egpl_routing_autosuggest_pk
 - Columns: activity_id, article_id

egpl_routing_mail_media

This table stores email-specific media information for a queue.

Column	Type	Nulls	Description	Valid values
queue_id	numeric(19)	Not null	A 64-bit long value identifying a queue.	[Not applicable]
queue_mail_header	numeric(19)	Null	A 64-bit long value identifying an article that is used as header for activities in this queue.	[Not applicable]
queue_mail_footer	numeric(19)	Null	A 64-bit long value identifying an article that is used as footer for activities in this queue.	[Not applicable]
queue_mail_signature	numeric(19)	Null	A 64-bit long value identifying an article that is used as signature for activities in this queue.	[Not applicable]
queue_mail_greeting	numeric(19)	Null	A 64-bit long value identifying an article that is used as greeting for activities in this queue.	[Not applicable]
queue_mail_include_orig_msg	smallint	Null	An integer specifying whether or not the original message is included in agent replies and auto-responses.	[Not applicable]
queue_mail_secure_messaging	smallint	Null		[Not applicable]
queue_mail_article_id	numeric(19)	Null		[Not applicable]

Primary key

pk_egpl_routing_mail_media

- **Columns:** queue_id

Foreign keys

fk_egpl_rtg_mail_media_queue_id

- **Columns:** queue_id
- **Parent table:** egpl_routing_queue

egpl_routing_phone_media

This table stores phone-specific media information for a queue.

Column	Type	Nulls	Description	Valid values
queue_id	numeric(19)	Not null	A 64-bit long value identifying a queue.	[Not applicable]

Column	Type	Nulls	Description	Valid values
queue_phone_article_id	numeric(19)	Null	A 64-bit long value identifying an article.	[Not applicable]

Primary key

pk_egpl_routing_phone_media

- **Columns:** queue_id

Foreign keys

egpl_rtg_phone_media_qid_fk

- **Columns:** queue_id
- **Parent table:** egpl_routing_queue

egpl_routing_chat_media

This table stores chat-specific media information for a queue.

Column	Type	Nulls	Description	Valid values
chat_queue_link_id	numeric(19)	Not null	An unique integer specifying the link between the queue and article.	[Not applicable]
queue_id	numeric(19)	Not null	An integer specifying the queue to which this article is linked.	[Not applicable]
chat_article_id	numeric(19)	Not null	An integer specifying the article linked to this queue.	[Not applicable]
chat_article_type	numeric(19)	Not null	An integer specifying the type of article linked.	► 1: Quick link ► 2: Quick response
chat_article_order	numeric(19)	Not null	An integer specifying the order of the article for the queue.	[Not applicable]

Primary key

pk_egpl_routing_chat_media

- **Columns:** chat_queue_link_id

Foreign keys

fk1_egpl_routing_chat_media

- **Columns:** queue_id
- **Parent table:** egpl_routing_queue

egpl_routing_queue

This table stores the details of routing queues.

Column	Type	Nulls	Description	Valid values
queue_id	numeric(19)	Not null	A 64-bit long value identifying a queue.	[Not applicable]
queue_name	nvarchar(255)	Not null	A string specifying the name for this queue.	[Not applicable]
queue_state	smallint	Not null	An integer specifying the state of the queue.	► 0: Inactive ► 1: Active
department_id	numeric(19)	Not null	A 64-bit long value identifying the department where this queue is created.	[Not applicable]
queue_type	smallint	Not null	An integer specifying the type of the queue.	► 0: Inactive ► 1: Active
queue_routing_type	smallint	Not null	An integer specifying the push-algorithm used to route the activities to the user or user groups related to this queue.	► 0: None. The activities are not pushed at all. ► 1: Load balancing. The activity is pushed to the least-loaded user. ► 2: Round-robin. The activities are pushed to all users following a serial order.
queue_chat_routing_type	smallint	Not null	An integer specifying chat push routing method.	► 0: None ► 1: Load balanced
queue_skill_flag	smallint	Not null	Not used. For future skill-based routing implementation.	[Not applicable]
who_created	numeric(19)	Not null	A 64-bit long value identifying the user who created this queue.	[Not applicable]
when_created	datetime	Not null	A timestamp identifying when this queue was created.	[Not applicable]
who_modified	numeric(19)	Null	A 64-bit long value identifying the user who last modified this record.	[Not applicable]
when_modified	datetime	Null	A timestamp identifying when this record was last modified.	[Not applicable]
queue_description	nvarchar(1024)	Null	A string specifying a brief description for this queue.	[Not applicable]

Column	Type	Nulls	Description	Valid values
queue_link	numeric(19)	Null	A 64-bit long value identifying the CTI link to which this queue is associated, if this is an external queue.	[Not applicable]
queue_roundrobin_index	smallint	Null	An integer specifying the index of the user to which the last activity in this queue was pushed, if the queue routing type is 'Round-robin'.	[Not applicable]
queue_level_1_age_time	smallint	Null	Not used. For future skill-based routing implementation.	[Not applicable]
queue_level_2_age_time	smallint	Null	Not used. For future skill-based routing implementation.	[Not applicable]
queue_level_3_age_time	smallint	Null	Not used. For future skill-based routing implementation.	[Not applicable]
queue_priority	smallint	Null	Not used. For future skill-based routing implementation.	[Not applicable]
queue_push_flag	smallint	Null	Not used. For future skill-based routing implementation.	[Not applicable]
chat_default_transfer_queue	smallint	Null	An integer specifying whether this queue is the default queue for transferring chat type activities.	► 1: Yes ► 0: No

Primary key

pk_egpl_queue

- **Columns:** queue_id

Foreign keys

egpl_queue_deptt_id_fk

- **Columns:** department_id
- **Parent table:** egpl_department

egpl_routing_queue_wat

This table locks the queues for re-assignment of activities contained in them.

Column	Type	Nulls	Description	Valid values
queue_id	int	Not null	A 64-bit long number identifying the queue.	[Not applicable]
instance_id	int	Not null	A 64-bit long number identifying the Workflow Engine instance that locked this queue.	[Not applicable]

Column	Type	Nulls	Description	Valid values
when_modified	datetime	Not null	A timestamp identifying when this queue was locked.	[Not applicable]

Primary key

egpl_routing_queue_wat_pk

- **Columns:** queue_id

egpl_routing_search_data

This table is not being used in the current version. But it will be used in the future.

egpl_routing_sla

This table contains Service Level Agreement details.

Column	Type	Nulls	Description	Valid values
sla_id	int	Not null	A 64-bit long number identifying the SLA.	[Not applicable]
sla_name	nvarchar(255)	Not null	A string specifying the name for this SLA.	[Not applicable]
sla_desc	nvarchar(255)	Null	A string specifying a brief description for this SLA.	[Not applicable]
department_id	int	Not null	A 64-bit long value identifying the department where this SLA is created.	[Not applicable]

Primary key

egpl_routing_sla_pk

- **Columns:** sla_id

egpl_routing_sla_duration

This table contains the Service Level Agreement duration details.

Column	Type	Nulls	Description	Valid values
id	int	Not null	A 64-bit long number identifying the SLA duration.	[Not applicable]
sla_id	int	Not null	A 64-bit long number identifying the SLA.	[Not applicable]

Column	Type	Nulls	Description	Valid values
sla_type	int	Not null	An integer specifying the type of the SLA.	► 1: Email activity ► 5000: Phone activity ► 9999: Case
sla_time	int	Not null	An integer specifying the time duration, in minutes, allocated for servicing the activity.	[Not applicable]
sla_time_type	int	Not null	An integer specifying the time unit to be used to display the SLA time duration in UI.	► 0: Seconds ► 1: Minutes ► 2: Hours ► 3: Days ► 4: Months ► 5: Years

Primary key

egpl_routing_sla_duration_pk

- **Columns:** id

egpl_routing_user_act

This table contains the list users to whom the routing engine will not assign the associated activities.

Column	Type	Nulls	Description	Valid values
activity_id	numeric(19)	Not null	A 64-bit long value that identifies the activity.	[Not applicable]
assigned_to	numeric(19)	Not null	A 64-bit long value that identifies the user.	[Not applicable]
assign_flag	smallint	Null	An integer used by Autopushback and Reassignment (workflow) Engines. When an activity gets pushed back to the queue by autopushback service, it inserts an entry in this table with flag = 1. At the time of reassignment, the reassignment module checks for this flag, and if it finds entry, then it does not assigns to him again till that agents logs in again.	► 1: This entry is created for auto pushback. So, when the user logs into the system, these entries are deleted. ► null: This entry is created by the Agent Console and is applicable even after the user has logged into the system. So, the routing engine does not assign these activities to the user.

Foreign keys

fk_egpl_routing_user_act

- **Columns:** activity_id

- **Parent table:** `egpl_casemgmt_activity`

egpl_routing_variable

This table stores frequently used variable values for routing module.

Column	Type	Nulls	Description	Valid values
<code>routing_var_id</code>	numeric(10)	Not null	A 64-bit long value identifying a routing variable.	[Not applicable]
<code>routing_obj_name</code>	nvarchar(100)	Not null	A string identifying the object that the variable belongs to.	[Not applicable]
<code>routing_var_name</code>	nvarchar(100)	Not null	A string specifying the name of the variable.	[Not applicable]
<code>routing_var_value</code>	nvarchar(100)	Not null	A string specifying the value of the variable.	[Not applicable]
<code>routing_var_type</code>	smallint	Not null	Not used.	Always 1

Primary key

- `egpl_routing_var_pk`
- **Columns:** `routing_var_id`

egpl_routing_wat

This table stores the allocated work ranges for various Workflow Engine instances.

Column	Type	Nulls	Description	Valid values
<code>instance_id</code>	int	Not null	A 64-bit long value identifying a Workflow Engine instance.	[Not applicable]
<code>instance_type</code>	smallint	Not null		Always 1
<code>object_type</code>	smallint	Not null		Always 1
<code>modification_time</code>	datetime	Not null	A timestamp identifying when this record was last modified. Not in GMT.	[Not applicable]
<code>min_id</code>	int	Not null	A 64-bit long value identifying the first activity in the allocated range.	[Not applicable]
<code>max_id</code>	int	Not null	A 64-bit long value identifying the last activity in the allocated range.	[Not applicable]

Column	Type	Nulls	Description	Valid values
min_seq_id	int	Not null	A 64-bit long value identifying the first unit of work in the allocated range of activities. This is the ID in egpl_routing_work.	[Not applicable]
max_seq_id	int	Not null	A 64-bit long value identifying the last unit of work in the allocated range of activities. This is the ID in egpl_routing_work.	[Not applicable]
working_status	smallint	Null	An integer specifying whether the Workflow Engine instance is working on this range or not.	► 0: Not working ► 1: Working
retry_count	int	Null	An integer specifying the number of times Workflow Engine instance has tried to completely process this range.	[Not applicable]
aborted	int	Null	An integer specifying whether this range is still valid or aborted.	► 0: Range is valid ► 1: Range has been aborted

Primary key

egpl_routing_wat_pk

- **Columns:** instance_id, instance_type, object_type, min_id, max_id, min_seq_id, max_seq_id

egpl_routing_assign_wat

This table stores the allocated work ranges for various Reassignment Engine instances.

Column	Type	Nulls	Description	Valid values
instance_id	int	Not null	A 64-bit long value identifying a Workflow Engine instance.	[Not applicable]
instance_type	smallint	Not null	This value specifies the type of instance.	Always 1
object_type	smallint	Not null	This value specifies the type of object.	Always 1
modification_time	datetime	Not null	A timestamp identifying when this record was last modified.	[Not applicable]
min_act_id	numeric	Not null	A 64-bit long value identifying the first activity in the allocated range.	[Not applicable]
max_act_id	numeric	Not null	A 64-bit long value identifying the last activity in the allocated range.	[Not applicable]

Column	Type	Nulls	Description	Valid values
min_seq_id	numeric	Not null	A 64-bit long value identifying the first unit of work in the allocated range of activities. This is the ID in egpl_routing_assign_work.	[Not applicable]
max_seq_id	numeric	Not null	A 64-bit long value identifying the last unit of work in the allocated range of activities. This is the ID in egpl_routing_assign_work.	[Not applicable]
working_status	smallint	Not null	An integer specifying whether the Workflow Engine instance is working on this range or not.	► 0: Not working ► 1: Working
aborted	smallint	Not null	An integer specifying whether this range is still valid or aborted.	► 0: Range is valid ► 1: Range has been aborted
retry_count	smallint	Not null	An integer specifying the number of times Workflow Engine instance has tried to completely process this range.	[Not applicable]

Primary key

egpl_routing_assign_wat_pk

- **Columns:** instance_id, instance_type, object_type, min_act_id, max_act_id, min_seq_id, max_seq_id

egpl_routing_wat_lock

This table is used to keep lock on egpl_casemgmt_table while work-allocation for a Workflow Engine instance is in progress.

Column	Type	Nulls	Description	Valid values
object_type	smallint	Not null		Always 1
locked	smallint	Not null	An integer specifying whether the table is locked or not.	► 0: Not locked ► 1: Locked
locked_by	int	Not null	An integer specifying the Workflow Engine instance for which the table is locked.	[Not applicable]
locked_date	datetime	Not null	A timestamp identifying when this record was last modified.	[Not applicable]
locked_owner_type	smallint	Not null		Always 0

Column	Type	Nulls	Description	Valid values
lock_type	smallint	Not null		► 0: Used by Assignment (Prerouting) while getting the work ► 1: Used by Reassignment (Routing) while getting the work

Primary key

egpl_routing_wat_lock_pk

- **Columns:** object_type, lock_type

egpl_routing_work

This table is used to store work (i.e. activity IDs) which a workflow should process. So all inbound, outbound and general activities, which need some action from workflows, are inserted into this table. Once they get processed, the Workflow Engine deletes the entries.

Column	Type	Nulls	Description	Valid values
id	int	Not null	A 64-bit long number identifying the work entry.	[Not applicable]
activity_id	numeric(19)	Not null	A 64-bit long number identifying the activity.	[Not applicable]
activity_type	int	Null	An integer specifying the activity type. This is always 1, signifying email-type activity.	[Not applicable]

Primary key

egpl_routing_work_pk

- **Columns:** id, activity_id

egpl_routing_assign_work

This table stores information about the activities to be assigned to agents by the Reassignment Engine.

Column	Type	Nulls	Description	Valid values
id	numeric	Not null	A 64-bit long number that is a sequence number in the table. It is used by the engine to identify the next activity to be processed.	[Not applicable]
activity_id	numeric	Not null	A 64-bit long number identifying the activity.	[Not applicable]

Column	Type	Nulls	Description	Valid values
activity_type	int	Not null	An integer specifying the activity type.	[Not applicable]
dept_id	numeric	Not null	A 64-bit long number identifying department ID. It is same as in <code>egpl_casemgmt_activity</code> table.	[Not applicable]
dept_pref_setting	nvarchar(40)	Not null	This value specifies the push preference for the department to which the activity belongs. This is taken from the table <code>egpl_push_preference.setting_val</code> .	▶ 1: Due latest ▶ 2: Due soonest ▶ 3: Priority ▶ 4: Newest ▶ 5: Oldest

Primary key

`egpl_routing_assign_work_pk`

- **Columns:** `id`, `activity_id`

egpl_skill

This table is not being used in the current version. But it will be used in the future.

egpl_push_preference

This table stores information about the push preferences for activity assignment to agents.

Column	Type	Nulls	Description	Valid values
setting_order	smallint	Not null	An integer specifying the order in which departments with push or pull routing preference will be picked up while routing.	▶ 1: Due soonest ▶ 2: Oldest ▶ 3: Due latest ▶ 4: Priority ▶ 5: Newest
setting_val	smallint	Not null	An integer identifying push or pull routing method preference value.	▶ 1: Due latest ▶ 2: Due soonest ▶ 3: Priority ▶ 4: Newest ▶ 5: Oldest
description	nvarchar(40)	Not null	Name of the push or pull routing method.	[Not applicable]

Primary key

`egpl_push_preference_pk`

- **Columns:** `setting_order`, `setting_val`

egpl_user_load

This table stores user load for different type of activities.

Column	Type	Nulls	Description	Valid values
user_id	numeric(19)	Not null	A 64-bit long value identifying a user.	[Not applicable]
activity_type	smallint	Not null	An integer specifying the type of the activities.	► 1: Email ► 5000: Phone ► 10000: Task
activity_sub_status	smallint	Not null	An integer specifying the substatus of the activities.	► 5100: New ► 5200: Pending ► 5300: Wrap up ► 5900: In progress
count	smallint	Null	An integer specifying the number of activities assigned to this user.	[Not applicable]

Primary key

egpl_user_load_pk

- **Columns:** user_id, activity_id, activity_sub_status

Indexes

egpl_user_load_idx3

- **Columns:** user_id

egpl_user_skill

This table is not being used in the current version.

Routing rules tables

egpl_alarm_rule

This table is no longer in use. It will be removed in the next version.

egpl_alarm_activity

This table stores activity ID and corresponding alarm workflow ID satisfying the alarm workflow condition for that run.

Column	Type	Nulls	Description	Valid values
workflow_id	numeric(19)	Not null	A 64-bit long number identifying the workflow ID. Same as in the egpl_workflow table.	
activity_id	numeric(19)	Not null	A 64-bit long number identifying the activity ID.	

Indexes

egpl_alarm_activity_idx1

- **Columns:** activity_id, workflow_id

egpl_rule

This table stores information about routing rules.

Column	Type	Nulls	Description	Valid values
rule_id	numeric(18)	Not null	A 64-bit long value that identifies a rule in a workflow node.	[Not applicable]
rule_name	ntext	Null	A string representing the name of the rule.	[Not applicable]
rule_type	smallint	Not null	Type of the rule.	▶ 0: Unknown ▶ 1: Default rule ▶ 2: Continue rule ▶ 3: Custom rule ▶ 4: Alarm rule
rule_active	smallint	Not null	Not in use.	[Not applicable]

Primary key

pk_egpl_rule

- **Columns:** rule_id

egpl_rule_action

This table stores action information for rules.

Column	Type	Nulls	Description	Valid values
action_id	numeric(18)	Not null	A 64-bit long value that identifies a rule action in a workflow node.	[Not applicable]
action_type	smallint	Not null		► 0: Unknown ► 1: Assign ► 2: Route
action_field_id	numeric(18)	Not null	The attribute ID of the lvalue, which is assigned some value.	► 1: Route to internal item ► 2: Route to external item (node) that is either <code>userId</code> or <code>queueId</code> stored in <code>action_rvalue</code> . Values other than 1 or 2 will map to some attribute ID in the screen attribute setting. For a route action, <code>action_field_id</code> stores the route type, one of: ► <code>ROUTE_TYPE_INTERNAL_ITEM</code> : 1 ► <code>ROUTE_TYPE_EXTERNAL_NODE</code> : 2
action_field_type	smallint	Not null	Data type of action field.	► <code>TYPE_INTEGER</code> : 1 ► <code>TYPE_LONG</code> : 2 ► <code>TYPE_FLOAT</code> : 3 ► <code>TYPE_DOUBLE</code> : 4 ► <code>TYPE_STRING</code> : 5
action_rvalue	ntext	Not null	The rvalue that is assigned to the attribute field, it is stored as a literal string, but can be evaluated as a field id-allowing attribute: = attribute assignments.	For a route action, <code>action_rvalue</code> stores the actual target ID.
action_rvalue_type	smallint	Not null		► <code>TYPE_FIELD_ID</code> : 1 ► <code>TYPE_LITERAL</code> : 2
action_optype	smallint	Null	Added for alarm purpose. Not getting used now.	[Not applicable]

Primary key

- pk_egpl_rule_action
 - Columns: action_id

egpl_rule_atom

This table stores evaluatable and action relationships for a rule.

Column	Type	Nulls	Description	Valid values
rule_atom_rule_id	numeric(18)	Not null	A 64-bit long value that identifies a this rule atom.	[Not applicable]
rule_atom_evaluatable_id	numeric(18)	Not null	ID of the evaluatable to be evaluated to determine whether the associated actions should be executed (either a condition id or a clause id). The value of 0 means this is else part of condition.	[Not applicable]
rule_atom_evaluatable_order	smallint	Not null	The order of the mentioned evaluatable, allows multiple atoms for each rule.	[Not applicable]
rule_atom_action_id	numeric(18)	Not null	The ID of the action to be executed if the evaluatable evaluates to true.	[Not applicable]
rule_atom_action_order	smallint	Not null	The order of the mentioned action, allows multiple actions for each atom.	[Not applicable]

Primary key

pk_egpl_rule_atom

- **Columns:** rule_atom_rule_id, rule_atom_evaluatable_id, rule_atom_action_id

Foreign keys

fk_egpl_rule_atom_egpl_rule

- **Columns:** rule_atom_rule_id
- **Parent table:** egpl_rule

fk_egpl_rule_atom_egpl_ruleact

- **Columns:** rule_atom_action_id
- **Parent table:** egpl_rule_action

egpl_rule_clause

This table contains the clause relationships of a rule.

Column	Type	Nulls	Description	Valid values
clause_id	numeric(18)	Not null	A 64-bit long value that identifies the clause in a rule.	[Not applicable]
clause_evaluatable_1_id	numeric(18)	Not null	The ID of the first evaluatable (either a condition ID or another clause ID).	[Not applicable]

Column	Type	Nulls	Description	Valid values
clause_operator	smallint	Not null	Clause operators.	▶ OPERATOR_AND: 1 ▶ OPERATOR_OR: 2 ▶ OPERATOR_XOR: 3
clause_evaluatable_2_id	numeric(18)	Not null	The ID of the second evaluatable (either a condition ID or another clause ID).	[Not applicable]

Primary key

- pk_egpl_rule_clause
 - **Columns:** clause_id

egpl_rule_condition

This table contains the conditions specified in the rules.

Column	Type	Nulls	Description	Valid values
condition_id	numeric(18)	Not null	A 64-bit long value that identifies the condition in a rule.	[Not applicable]
condition_type	smallint	Not null	Condition type.	▶ TYPE_UNKNOWN: 0 ▶ TYPE_COMPARISON: 1 ▶ TYPE_RECOMPARISON: 2 ▶ TYPE_CUSTOM: 3 ▶ TYPE_ALARM: 4
condition_field_id	numeric(18)	Not null	The attribute ID of the lvalue, which is compared against some value in evaluating the condition. The SCAP attribute table maintains the association between <object>, <attribute>, and its ID. This attribute ID is stored in condition_field_id.	[Not applicable]
condition_field_id1	smallint	Not null	This is added to store data access Links in used in the condition. In case of Link, condition_field_id stores Link id, and condition_field_id1 stores its Attribute id.	[Not applicable]

Column	Type	Nulls	Description	Valid values
condition_field_type	smallint	Not null		▶ TYPE_INTEGER: 1 ▶ TYPE_LONG: 2 ▶ TYPE_FLOAT: 3 ▶ TYPE_DOUBLE: 4 ▶ TYPE_STRING: 5 ▶ TYPE_DATE: 6 ▶ TYPE_STRARRAY: 7 //Int array ▶ TYPE_INTARRAY: 8 //String array ▶ TYPE_LONGARRAY: 9 //Long array
condition_comparator	smallint	Not null	The particular comparator used to evaluate the condition; this will depend on the type of the condition.	Various comparators for conditions are: ▶ COMPARATOR_TAUTOLOGY: 0 //”TRUE” ▶ COMPARATOR_EQ: 1 ▶ COMPARATOR_NE: 2 ▶ COMPARATOR_LT: 3 ▶ COMPARATOR_GT: 4 ▶ COMPARATOR_LTE: 5 ▶ COMPARATOR_GTE: 6 ▶ COMPARATOR_CONTAINS: 7 ▶ COMPARATOR_NCONTAINS: 8 Comparators for Regular Expression (RE) Condition: ▶ COMPARATOR_MATCHES: 1 ▶ COMPARATOR_NMATCHES: 2
condition_rvalue	nvarchar(255)	Not null	The rvalue that is compared against the attribute field (condition_field_id), it is stored as a literal string, but can be evaluated as a field ID allowing attribute vs. attribute comparisons.	[Not applicable]
condition_rvalue_type	smallint	Not null		▶ TYPE_FIELD_ID: 1 ▶ TYPE_LITERAL: 2 ▶ TYPE_CUSTOM: 3
condition_optype	smallint	Null		[Not applicable]

Primary key

pk_egpl_rule_condition

- **Columns:** condition_id

egpl_rule_create_object

This table stores the details of the objects created by workflows.

Column	Type	Nulls	Description	Valid values
object_id	numeric(18)	Null	A 64-bit long value that identifies the create object ID. egpl_rule_action table has entry for each create activity(there can be multiple entries for create activity for one create object). egpl_rule_action table has entry for create activity with action_type column value 5. When action_type = 5,action_rvalue column value represent object_id column value in the egpl_rule_create_object table. All rows having same object_id column values will be set as attributes while creating object.	[Not applicable]
field_type	smallint	Not null	Data type of action field.	► TYPE_INTEGER: 1 ► TYPE_LONG: 2 ► TYPE_FLOAT: 3 ► TYPE_DOUBLE: 4 ► TYPE_STRING: 5
rvalue	ntext	Not null	The rvalue that is assigned to the attribute field, it is stored as a literal string, but can be evaluated as a field id-allowing attribute: = attribute assignments.	[Not applicable]
rvalue_type	smallint	Not null		[Not applicable]

egpl_rule_set

This table stores details of rule sets.

Column	Type	Nulls	Description	Valid values
rule_set_id	numeric(18)	Not null	A 64-bit long value that identifies the Rule set.	[Not applicable]
rule_set_type	smallint	Not null	Ignore for now.	[Not applicable]
rule_set_active	smallint	Not null	Ignore for now.	[Not applicable]

Primary key

pk_egpl_rule_set

- **Columns:** rule_set_id

egpl_rule_set_rule

This table stores the relationships between rule-sets and rules.

Column	Type	Nulls	Description	Valid values
rule_set_rule_rule_set_id	numeric(18)	Not null	A 64-bit long value that identifies the Rule set rule ID. Stores association between rule and rule set plus the order of rules in the rule set.	[Not applicable]
rule_set_rule_rule_id	numeric(18)	Not null	Rule ID.	[Not applicable]
rule_set_rule_rule_order	smallint	Not null	Order of the rule in the rule set.	[Not applicable]

Primary key

pk_egpl_rule_set_rule

- **Columns:** rule_set_rule_rule_set_id, rule_set_rule_rule_id

Foreign keys

egpl_rule_set_rule_rule_fk1

- **Columns:** rule_set_rule_rule_id

- **Parent table:** egpl_rule

egpl_rule_set_rule_ruleset_fk2

- **Columns:** rule_set_rule_rule_set_id

- **Parent table:** egpl_rule_set

Workflow tables

egpl_workflow

This table stores workflow details.

Column	Type	Nulls	Description	Valid values
workflow_id	numeric(18)	Not null	A 64-bit long number identifying the workflow.	[Not applicable]

Column	Type	Nulls	Description	Valid values
workflow_name	nvarchar(255)	Null	A string specifying the name for this workflow.	[Not applicable]
workflow_description	nvarchar(255)	Null	A string representing the description of the workflow.	[Not applicable]
workflow_type	smallint	Not null	Type of workflow.	▶ -1: Unknown ▶ 1: Inbound ▶ 2: Outbound ▶ 3: Alarm ▶ 4: Start standard inbound ▶ 5: Finish inbound ▶ 6: Start transfer inbound ▶ 7: General
workflow_active	smallint	Not null	Whether workflow is active or inactive.	▶ 0: Inactive ▶ 1: Active
workflow_starting_item_id	numeric(18)	Not null	The ID of the workflow item, which will be executed first (typically the start item).	[Not applicable]
department_id	numeric(19)	Not null	A 64-bit long value identifying the department where this workflow is created.	[Not applicable]
workflow_applies_transfer	smallint	Null	Flag identifying a transfer workflow. No longer in use.	[Not applicable]

Primary key

pk_egpl_workflow

- **Columns:** workflow_id

Foreign keys

egpl_workflow_dept_fk

- **Columns:** department_id
- **Parent table:** egpl_department

egpl_workflow_association

This table stores workflow associations with users, user-groups, queues and schedules.

Column	Type	Nulls	Description	Valid values
workflow_association_id	numeric(18)	Not null	ID identifying workflow and start point association.	[Not applicable]

Column	Type	Nulls	Description	Valid values
association_id	numeric(18)	Not null	The value of -1 means this workflow is not associated with any entry point. In other cases it will be the id of user, user group or queue.	[Not applicable]
association_type	smallint	Not null		▶ 0: Unknown association ▶ 1: Alias (Entry Point [EP]) ▶ 2: User ▶ 3: User group ▶ 4: Queue ▶ 5: General Workflow association link ▶ 6: Schedule (Alarm) ▶ 7: CTI phone queue ▶ 8: Callback queue
workflow_id	numeric(18)	Not null	Workflow ID for this association.	[Not applicable]
workflow_type	smallint	Not null	Type of workflow (Same as egpl_workflow.workflow_type).	[Not applicable]

Primary key

pk_egpl_workflow_association

- **Columns:** workflow_association_id

egpl_workflow_association_ex

This table stores association information of general workflows.

Column	Type	Nulls	Description	Valid values
association_id	numeric(18)	Not null	A 64-bit long value identifying an association between a general workflow and start point.	[Not applicable]
activity_type	smallint	Null	An integer identifying the type of activity.	▶ 1: Email ▶ 5000: Phone ▶ 10000: Task
activity_sub_type	smallint	Null	Activity subtype.	[Not applicable]
activity_status	smallint	Null	Activity status which general workflow can picks up.	▶ 3000: Workflow This is fixed and currently this value does not get used.

Column	Type	Nulls	Description	Valid values
activity_sub_status	smallint	Null	Activity sub status which general workflow can picks up.	► 3300: Ready for general workflow This is fixed and currently this value does not get used.
department_id	numeric(18)	Null	A 64-bit long value identifying the department where this general workflow is created.	[Not applicable]

egpl_workflow_item

This table stores workflow item details. It is a base workflow item definition table where items are start, user, queue, auto_ack etc.

Column	Type	Nulls	Description	Valid values
workflow_item_id	numeric(18)	Not null	A 64-bit long number identifying the workflow item.	[Not applicable]
workflow_item_type	smallint	Not null	Workflow item type, that is, the type of node in Workflow Editor.	► 0: Start ► 1: Chat EP (Not in use) ► 2: Email EP (Not in use) ► 3: Auto acknowledgment ► 4: Auto reply ► 5: Auto suggestion ► 6: Branch ► 7: Categorization ► 8: Modify object ► 9: Queue ► 10: User ► 11: Alarm ► 12: Notification ► 13: Service level (SLA) ► 101: Custom ► 14: Workflow chaining ► 15: Department transfer ► 16: Completion ► 17: Create object
workflow_item_name	nvarchar(255)	Not null	Name given to the item type.	[Not applicable]
workflow_item_rule_set_id	numeric(18)	Not null	Rule set ID that contains all the rules to be executed for this item.	[Not applicable]

Primary key

- pk_egpl_workflow_item
 - Columns: workflow_item_id

egpl_workflow_item_entry

This table stores associations between workflows and items.

Column	Type	Nulls	Description	Valid values
workflow_id	numeric(18)	Not null	A 64-bit long value identifying a workflow.	[Not applicable]
workflow_item_id	numeric(18)	Not null	A 64-bit long value identifying a workflow item.	[Not applicable]

Primary key

- pk_egpl_workflow_item_entry
 - Columns: workflow_id, workflow_item_id

Foreign keys

- egpl_workflow_item_entry_fk1
 - Columns: workflow_id
 - Parent table: egpl_workflow
- egpl_workflow_item_entry_fk2
 - Columns: workflow_item_id
 - Parent table: egpl_workflow_item

egpl_workflow_schedule

This table stores the schedule for alarm workflows.

Column	Type	Nulls	Description	Valid values
workflow_schedule_id	numeric(19)	Not null	A 64-bit long value identifying a workflow schedule.	[Not applicable]
workflow_run_schedule_type	smallint	Not null	An integer specifying the workflow schedule type.	► 2: Only once ► 3: Multiple times
workflow_run_schedule_value1	bigint	Null	An integer specifying the time of the day, in milliseconds, to run the schedule.	[Not applicable]

Column	Type	Nulls	Description	Valid values
workflow_run_schedule_value2	bigint	Null	An integer specifying the day of the calendar, in milliseconds, to run the schedule.	[Not applicable]
date_of_first_execution	bigint	Not null	An integer specifying the date of first execution, in milliseconds, of the workflow.	[Not applicable]
last_execution_type	smallint	Not null	An integer specifying the type of condition after which this workflow stops running.	1: None; runs eternally 2: Stops running after a specified number of times 3: Stops running after a specified date
last_execution_value	bigint	Null	An integer specifying the value for the condition after which this workflow stops running. The value signifies: The number of times, if last_execution_type = 2, or The last date in milliseconds, if last_execution_type = 3	[Not applicable]
workflow_rec_pattern_type	smallint	Not null	An integer specifying the recurrence pattern.	1: Daily 2: Weekly 3: Monthly 4: Yearly
workflow_rec_pattern_type_val	smallint	Null	An integer specifying the recurrence pattern type value. The value depends on recurrence pattern type specified above.	If recurrence pattern type = 1, the valid values are: 1: Day, run after every x days 2: Week day, run on week days only [Continued on next page]

Column	Type	Nulls	Description	Valid values
				If recurrence pattern type = 2, the valid values are: ► 2: Week day, run after every x weeks on specified week days If recurrence pattern type = 3, the valid values are: ► 1: Day, run on x-th day every y months ► 2: Week day, run on x-th week day every y months If recurrence pattern type = 4, the valid values are: ► 1: Day, run on specific day of x-th month ► 2: Week day, run on x-th week day of y-th month
workflow_rec_pattern_val1	int	Not null	An integer specifying the pattern value x. The value will signify: ► Number of days after which the workflow runs, if recurrence pattern type = 1 and recurrence pattern type value = 1. ► Number of weeks after which the workflow runs, if recurrence pattern type = 2. ► The day of the month on which the workflow runs, if recurrence pattern type = 3 and recurrence pattern type value = 1. ► The order of the weekday on which the workflow runs, if recurrence pattern type = 3 and recurrence pattern type value = 2. Values range from 1 to 5 where 5 invariably stands for the last specified week day. ► The month in which the workflow runs, if recurrence pattern type = 4 and recurrence pattern type value = 1. [Continued on next page]	[Not applicable]

Column	Type	Nulls	Description	Valid values
			▶ The order of the weekday on which the workflow runs, if recurrence pattern type = 4 and recurrence pattern type value = 2. Values range from 1 to 5 where 5 invariably stands for the last specified week day.	[Not applicable]
workflow_rec_pattern_val2	int	Null	An integer specifying the pattern value. The value will signify: ▶ The week days on which the workflow runs, if recurrence pattern type = 2. Every digit in this 7-digit value stands for a week day, and workflow runs on week days that have the digit 1 in their place. ▶ The week day on which the workflow runs, if recurrence pattern type = 3 and recurrence pattern type value = 2. Values range from 1 to 7 for Sunday to Saturday. ▶ The day of the month on which the workflow runs, if recurrence pattern type = 4 and recurrence pattern type value = 1. ▶ The weekday on which the workflow runs, if recurrence pattern type = 4 and recurrence pattern type value = 2. Values range from 1 to 7 for Sunday to Saturday.	[Not applicable]
workflow_rec_pattern_val3	int	Null	An integer specifying the pattern value y. The value will signify: ▶ The number of months after which the workflow runs, if recurrence pattern type = 3. ▶ The month in which the workflow runs, if recurrence pattern type = 4 and recurrence pattern type value = 2.	[Not applicable]
workflow_run_type	smallint	Not null	An integer specifying the run type for the day.	▶ 1: Run once in the day at the specified time. ▶ 2: Run multiple times during the day between the specified period at specified intervals

Column	Type	Nulls	Description	Valid values
workflow_duration_time_unit	smallint	Null	An integer specifying the time interval between each run of this workflow during the same day, if workflow run type = 2.	[Not applicable]
workflow_dur_time_unit_type	smallint	Null	An integer specifying the unit of time in which the time value specified in workflow_duration_time_unit is to be interpreted.	► 1: seconds ► 2: minutes ► 3: hours
workflow_run_start_time	int	Null	An integer specifying: ► The time, in milliseconds, to run the workflow, if workflow run type = 1. ► The starting time, in milliseconds, of the period in which the workflow is to be run repetitively, if workflow run type = 2.	[Not applicable]
workflow_run_end_time	int	Null	An integer specifying the end time, in milliseconds, of the period in which the workflow is to be run repetitively, if workflow run type = 2.	[Not applicable]
time_of_last_execution	bigint	Not null	An integer specifying the time, in milliseconds, when this workflow was last run.	[Not applicable]

Primary key

- egpl_workflow_schedule_pk
 - **Columns:** workflow_schedule_id

egpl_workflow_xml

Stores XML equivalent of the workflow.

Column	Type	Nulls	Description	Valid values
workflow_id	numeric(18)	Not null	A 64-bit long value identifying a workflow.	[Not applicable]
workflow_xml	ntext	Not null	Contains an XML description of a workflow, used for UI purposes only.	[Not applicable]

Primary key

- pk_egpl_workflow_xml
 - **Columns:** workflow_id



Chat tables

- ▶ [Chat session tables](#)
- ▶ [Entry point tables](#)
- ▶ [Template tables](#)
- ▶ [Chat routing tables](#)

Chat session tables

eglv_session

This table contains details of the session for the chat activity. The `activity_id` from the `egpl_casemgmt_activity` table is used as the session id. When a chat session is started by the customer an entry is made to this table. This table is important for a user to know the creation of a chat session and its current status.

Column	Type	Nulls	Description	Valid values
<code>activity_id</code>	numeric(19)	Not null	Since every chat session will create an activity, a session is considered as an equivalent of an activity.	[Not applicable]
<code>cust_connection_status</code>	numeric(5)	Null	The status of the connection between the customer's browser and the application. The customer's browser is regularly pinged (configurable time period) to check whether it is connected. ► Fast connected: If the response to the ping is within the specified time ► Slow connected: If the response to the ping is not within the specified time ► Disconnected: If there is no response to the ping after 10 attempts	► 1: Fast connected ► 2: Slow connected ► 3: Disconnected
<code>chat_status</code>	numeric(5)	Null	The status of the chat.	► 1: Waiting for agent to reply ► 2: Agent not connected ► 3: Customer not connected ► 4: Waiting for customer to reply ► 5: Customer exited chat

Column	Type	Nulls	Description	Valid values
web_collab_mode	numeric(5)	Null	The mode of web collaboration. There are three modes: ► Manual: When customer's browser does not support javascript, then pushed pages appear as links on customer console ► Basic: When the customer's browser supports only top level page push (multiple frames in the page will not be displayed) ► Advanced: When customer's browser supports display of multiple frames in the pushed page. It also allows the customer to push pages back to the agent	► 1: Manual ► 2: Basic ► 3: Advanced
service_interval	numeric(19)	Null	The time difference between when the chat session was created and when its status changed to in-progress.	[Not applicable]
closed_by	numeric(5)	Null	This column stores the details on who closed the session.	► 1: Agent ► 2: Customer
user_agent	nvarchar(2000)	Null	This column stores the details of the browser version and OS of the customer's desktop.	[Not applicable]
referrer_url	nvarchar(2000)	Null	The URL of the page from where chat link was opened.	[Not applicable]
referrer_name	nvarchar(2000)	Null		[Not applicable]
cust_display_name	nvarchar(510)	Null	This column stores the name provided by the customer at the start of the chat session.	[Not applicable]
client_ip	nvarchar(50)	Null	This column stores the IP address of the customer's desktop.	[Not applicable]
delete_flag	nchar(1)	Not null	This denotes whether the session entry can be soft deleted, i.e. it is a flag for soft deletion. Note: this column is not used in the current version of the product.	► y: Yes ► n: No (default value)

Primary key

eglv_session_pk

- **Columns:** activity_id

eglv_session_content

This table stores the content of the chat session. It is an important table for the user to know the details of the chat transcript.

Column	Type	Nulls	Description	Valid values
activity_id	numeric(19)	Not null	Since every chat session will create an activity, a session is considered as an equivalent of an activity.	[Not applicable]
content	ntext	Null	This column stores the content of the chat transcript.	[Not applicable]

Primary key

eglv_session_content_pk

- Columns: activity_id

eglv_attendee

This table stores the details of the attendees of a chat session. When a chat session begins an entry is made into this table.

Column	Type	Nulls	Description	Valid values
activity_id	numeric(19)	Not null	Since every chat session will create an activity, a session is considered as an equivalent of an activity.	[Not applicable]
attendee_id	numeric(19)	Not null	This column stores the ID of the attendees in the session. The ID is the user ID or customer ID.	[Not applicable]
attendee_home	nvarchar2(255)	Null	This will store the domain name of the application server where customer or agent has logged in.	[Not applicable]
agent	numeric(5)	Null	This specifies whether the attendee is an agent or customer.	► 1: Agent ► 0: Customer
status	numeric(5)	Null	This column stores the status of the attendee in the session. An attendee (customer or agent) can be participating in the session or have left it.	► 1: Session assigned ► 2: Session closed
start_msg_id	numeric(5)	Null	Message Id of the first message from the subscriber.	[Not applicable]

Column	Type	Nulls	Description	Valid values
end_msg_id	numeric(5)	Null	Message Id of the last message from the subscriber. Note: This column is currently not used.	[Not applicable]

Primary key

eglv_attendee_pk

○ **Columns:** activity_id, attendee_id, agent

Entry point tables

eglv_entry_point

This table stores details of the entry point for a chat link that is displayed on a website. This table is important for a user to know what are the entry point values configured for a chat session.

Column	Type	Nulls	Description	Valid values
entry_point_id	numeric(19)	Not null	This column stores the ID for the entry point.	[Not applicable]
entry_point_name	nvarchar(255)	Not null	A string representing the name of template set.	[Not applicable]
entry_point_description	nvarchar(2000)	Null	A string giving description of the entry point.	[Not applicable]
is_active	smallint	Not null	This column stores the active status of entry point.	► 0: No ► 1: Yes
authentication_mode	smallint	Not null	This column stores the type of authentication configured for the entry point. Note: Only value 1 is currently supported. 0 and 2 will be used in a future version.	► 0: Not required ► 1: Required; create new customer ► 2: Required; customer must exist in system
console_mode	smallint	Not null	This column stores the display mode of for pushed pages. On the customer console pushed pages can be opened in the same window or a new window.	► 0: Same window ► 1: Popup window
start_page_url	nvarchar(255)	Null	This is the URL that is opened in the view port when the customer starts a chat session.	[Not applicable]

Column	Type	Nulls	Description	Valid values
finish_page_url	nvarchar(255)	Null	This is the URL that is opened in the view port when the customer finishes a chat session.	[Not applicable]
pass_cust_info_flag	smallint	Not null	This stores the login mode of the customer. It will be manual when the customer info is not passed to the chat URL. It will be automatic when the customer info is passed to the chat URL.	► 0: No ► 1: Yes
send_transcript_flag_abn	smallint	Not null	This specifies whether transcript email should be sent to the customer for abandoned chats.	► 0: No ► 1: Yes
send_transcript_flag_srv	smallint	Not null	This specifies whether transcript email should be sent to the customer for serviced chats.	► 0: No ► 1: Yes
login_mode	smallint	Not null	Integer representing the login mode of customer. Note: This column is not used and will be deprecated in a future release.	► 0: Manual ► 1: Automatic
queue_id	numeric(19,0)	Not null	Chats from this entry point will be added to this queue.	[Not applicable]
template_set_id	numeric(19,0)	Not null	Chats from this entry point will use the templates from this template set.	[Not applicable]
message_id	numeric(19)	Null	Id of the message to be picked up. Messages are stored in egpl_message table.	[Not applicable]
deptt_id	numeric(19,0)	Not null	Department Id of the entry point s stored here.	[Not applicable]
who_created	numeric(19,0)	Not null	This stores the User Id of the user who has created this entry point.	[Not applicable]
when_created	datetime	Not null	This stores the timestamp when this entry point was created.	[Not applicable]
who_modified	numeric(19,0)	Not null	This stores the User Id of the user who has last modified this entry point.	[Not applicable]
when_modified	datetime	Not null	This stores the timestamp when this entry point was last modified.	[Not applicable]
delete_flag	nchar(1)	Not null	This specifies whether the entry point is deleted or not.	► Y: Deleted ► N: Not deleted

Column	Type	Nulls	Description	Valid values
is_default	smallint	Not null	This specifies whether the entry point is the default entry point for the department.	► 0: No ► 1: Yes
append_transcript	smallint	Not null	Whether transcript should be appended if the notification is sent for serviced or abandon chats.	► 0: No ► 1: Yes
wc_page_push_agent	smallint	Not null	This specifies whether the "Push page to the customer" button in the Agent console for web collaboration should be visible or not.	► 0: No ► 1: Yes
wc_page_push_customer	smallint	Not null	This specifies whether the "enable page push from customer to agent" in the Agent console for web collaboration should be visible or not.	► 0: No ► 1: Yes
wc_follow_me_mode	smallint	Not null	This specifies whether the "enable follow me" in the Agent console for web collaboration should be visible or not.	► 0: No ► 1: Yes
wc_form_sync	smallint	Not null	This specifies whether the "enable form sync" in the Agent Console for web collaboration should be visible or not. Note: This is currently not implemented.	► 0: No ► 1: Yes
wc_limit_url	smallint	Not null	This stores whether the blocked URL feature is enabled. If enabled then the list of URL is part of allowed or disallowed list.	► 0: Disabled ► 1: Disallow ► 2: Allow
wc_agent_popup	smallint	Not null	This specifies whether the web collaboration window should be opened in a separate window or within the Information pane of Agent Console.	► 0: No ► 1: Yes
agent_availability	smallint	Null	This specifies whether the agent availability should be checked when customer clicks on chat URL.	► 0: Not required ► 1: Required

Primary key

pk_entry_point_id

- **Columns:** entry_point_id

Unique constraint

uk_ep_name_dept_id

- **Columns:** entry_point_name, deptt_id

eglv_ep_transcript_abn

This table stores the attributes for the transcript email that is sent out to the customer for chat sessions that are abandoned, i.e. chat sessions that are not serviced by an agent and the customer closes the session after waiting.

Column	Type	Nulls	Description	Valid values
entry_point_id	numeric(19)	Not null	This column stores the ID of the entry point. The value for this column is taken from the table eglv_entry_point.	[Not applicable]
from_email_address	nvarchar(255)	Null	From email address of the transcript email to be sent.	[Not applicable]
subject	nvarchar(255)	Null	Subject of the transcript email to be sent.	[Not applicable]
transcript_header	numeric(19)	Null	Header article to be inserted in the transcript email.	► Article ID of header: If configured ► 0: If not configured
transcript_greeting	numeric(19)	Null	Greeting article to be inserted in the transcript email.	► Article ID of greeting: If configured ► 0: If not configured
transcript_signature	numeric(19)	Null	Signature article to be inserted in the transcript email.	► Article ID of signature: If configured ► 0: If not configured
transcript_footer	numeric(19)	Null	Footer article to be inserted in the transcript email.	► Article ID of footer: If configured ► 0: If not configured
transcript_content_type	numeric(1)	Null	Transcript to be sent to the customer includes. ► Chat and URLs exchanged ► Only chat messages ► Only URLs exchanged	► 0: Include chat messages and URLs exchanged ► 1: Include only chat messages ► 2: Include only URLs exchanged

Primary key

eglv_ep_transcript_abn_pk

- **Columns:** entry_point_id

Unique constraint

- uk_ep_id_abn
- **Columns:** entry_point_id

Foreign key

- fk_entry_point_id_abn
- **Columns:** entry_point_id
- **Parent table:** eglv_entry_point

eglv_ep_transcript_srv

This table stores the attributes for the transcript email that is sent out to the customer for chat sessions that are abandoned, i.e. chat sessions that are not serviced by an agent and the customer closes the session after waiting.

Column	Type	Nulls	Description	Valid values
entry_point_id	numeric(19)	Not null	This column stores the ID of the entry point. The value for this column is taken from the table eglv_entry_point.	[Not applicable]
from_email_address	nvarchar(255)	Null	From email address of the transcript email to be sent.	[Not applicable]
subject	nvarchar(255)	Null	Subject of the transcript email to be sent.	[Not applicable]
transcript_header	numeric(19)	Null	Header article to be inserted in the transcript email.	► Article ID of header: If configured ► 0: If not configured
transcript_greeting	numeric(19)	Null	Greeting article to be inserted in the transcript email.	► Article ID of greeting: If configured ► 0: If not configured
transcript_signature	numeric(19)	Null	Signature article to be inserted in the transcript email.	► Article ID of signature: If configured ► 0: If not configured
transcript_footer	numeric(19)	Null	Footer article to be inserted in the transcript email.	► Article ID of footer: If configured ► 0: If not configured

Column	Type	Nulls	Description	Valid values
transcript_content_type	numeric(1)	Null	Transcript to be sent to the customer.	► 0: Include chat messages and URLs exchanged ► 1: Include only chat messages ► 2: Include only URLs exchanged

Primary key

- eglv_ep_transcript_srv_pk
 - **Columns:** entry_point_id

Foreign key

- fk_entry_point_id_srv
 - **Columns:** entry_point_id
 - **Parent table:** eglv_entry_point

eglv_dept_all_ep_status

This table stores details of whether all entry points in a department are active or inactive.

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Not null	This column stores the ID of the department. The value for this column is taken from the table egpl_department.	[Not applicable]
all_ep_status	numeric(1)	Not null	Flag which indicates whether the entry points for that department are active or inactive.	0: Inactive 1: Active

Primary key

- pk_department_id
 - **Columns:** department_id

eglv_web_collab_url

This table stores information about the allowed and disallowed URLs for pushing for each entry point.

Column	Type	Nulls	Description	Valid values
entry_point_id	numeric(19)	Not null	This column stores the ID of the entry point. The value for this column are taken from the table eglv_entry_point.	[Not applicable]
url_name	nvarchar(2000)	Not null	A string that determines the URLs to block or allow.	▶ 1001: Abandon ▶ 1002: Error (Not in use)

Foreign key

fk_entry_point_id_url

- **Columns:** entry_point_id
- **Parent table:** eglv_entry_point

Template tables

eglv_template_set

Every entry point can be configured with a set of template screens. Each set of template screens typically consists of the login, error, abandon, service and Exit screens. This table stores the details of the screen template set.

Column	Type	Nulls	Description	Valid values
template_set_id	numeric(19)	Not null	This column stores the ID of the template set.	[Not applicable]
template_set_name	nvarchar2(256)	Not null	A string representing the name of the template set.	[Not applicable]
template_set_description	nvarchar2(1024)	Null	A string giving details about a template set.	[Not applicable]
directory_name	nvarchar(256)	Not null	A string representing complete path to CSS/Image/JSP files to be used for the template set.	[Not applicable]
department_id	numeric(19)	Not null	Department ID of the template set.	[Not applicable]
who_created	numeric(19)	Null	ID of the user who created the template set.	[Not applicable]

Column	Type	Nulls	Description	Valid values
when_created	datetime	Not null	This stores the timestamp when this template set was created. GMT format.	[Not applicable]
who_modified	numeric(19)	Null	ID of the user who modified the template set.	[Not applicable]
when_modified	datetime	Null	A timestamp identifying when this template set was last modified. GMT format.	[Not applicable]
delete_flag	nchar(1)	Not null	A character, specifying whether template set has been deleted or not. Whenever a template set is deleted, the record is not physically deleted from database. It is marked as deleted.	► y: Deleted ► n: Not deleted
is_default	smallint	Not null	An integer representing the type of template set.	► 0: Default, cannot be deleted, cannot modify name ► 1: User created, can be deleted if not used in any entry point or modified

Primary key

pk_template_set_id

- **Columns:** template_set_id

eglv_template

This table stores the association between chat templates and JSP files for each template.

Column	Type	Nulls	Description	Valid values
template_id	numeric(19)	Not null	This column stores the ID of the template.	[Not applicable]
template_set_id	numeric(19)	Not null	This column stores the ID for the template set that is associated with the template. The value for this ID is taken from the table eglv_template_set.	[Not applicable]
template_type	nvarchar(256)	Not null	A string value giving details about the template type.	[Not applicable]
template_file_name	nvarchar(256)	Not null	A string value giving file name of the corresponding template type.	[Not applicable]

Primary key

- pk_template_id
 - Columns: template_id

Foreign key

- fk_template_set_id1
 - Columns: template_set_id
 - Parent table: eglv_template_set

eglv_template_options

For each template the administrator can configure the attributes that should be displayed. For example for the login template the administrator can configure the attributes like email_address, name etc. for display.

Column	Type	Nulls	Description	Valid values
setting_id	numeric(19)	Not null	This column stores the ID for the setting.	[Not applicable]
template_set_id	numeric(19)	Not null	This column stores the ID for the template set that is associated with the template. The value for this ID is taken from the table eglv_template_set.	[Not applicable]
template_type	nvarchar(256)	Not null	A string value giving details about the template type.	[Not applicable]
setting_name	nvarchar(256)	Not null	A string value giving details about the setting name.	[Not applicable]
setting_value	nvarchar(2000)	Not null	This column will store the value of the setting.	[Not applicable]

Primary key

- pk_setting_id
 - Columns: setting_id

Foreign key

- fk_template_set_id2
 - Columns: template_set_id
 - Parent table: eglv_template_set

eglv_template_validations

For each template this table stores the attributes to be validated and the type of validation. For example on the Login template the administrator can configure validations to be done for the number of characters, allowed/disallowed characters, error display etc.

Column	Type	Nulls	Description	Valid values
setting_id	numeric(19)	Not null	This column stores the ID for the setting.	[Not applicable]
template_set_id	numeric(19)	Not null	This column stores the ID for the template set that is associated with the template. The value for this ID is taken from the table <code>eglv_template_set</code> .	[Not applicable]
minimum_length	numeric(19)	Null	Not in use.	[Not applicable]
maximum_length	numeric(19)	Null	Maximum length of the string customer can enter in the login template fields.	[Not applicable]
validation_string	nvarchar(255)	Null	A string value giving details about the regular expression.	[Not applicable]
error_string	nvarchar(255)	Null	A string value giving details about the error string which will appear as inline message on login template, if customer does not provide the information in login template, as per the validations i.e. maximum length and regular expression in validation string.	[Not applicable]
validation_id1	nvarchar(255)	Null	Not in use.	[Not applicable]

Foreign key

fk_setting_id

- **Columns:** setting_id
- **Parent table:** eglv_template_options

eglv_condition

This table stores information on notifications to be sent to supervisors when there is some error during the chat session or when the chat is abandoned.

Column	Type	Nulls	Description	Valid values
entry_point_id	numeric(19)	Not null	This column stores the ID of the entry point. The value for this column are taken from the table eglv_entry_point.	
condition_id	numeric(19)	Not null	Conditions that determines to send the notifications on abandon and error chats.	► 1001: Abandon ► 1002: Error (Not in use)
condition_value	smallint	Not null	Flags that indicates whether to send the notification or not.	► 0: No ► 1: Yes

Primary key

pk_eglv_condition

- **Columns:** entry_point_id, condition_id

Chat routing tables

egpl_routing_chat_media

Each queue can be configured with multiple quick links and quick responses. Quick links and quick responses can be configured to be shown in the agent console depending on the queue. This table stores the association between the queue and the articles that will be used as quick links and quick responses.

Column	Type	Nulls	Description	Valid values
chat_queue_link_id	numeric(19)	Not null	An unique integer specifying the link between the queue and article.	[Not applicable]
queue_id	numeric(19)	Not null	An integer specifying the queue to which this article is linked.	[Not applicable]
chat_article_id	numeric(19)	Not null	An integer specifying the article linked to this queue.	[Not applicable]
chat_article_type	numeric(2)	Not null	An integer specifying the type of article linked.	► 1: Quick link ► 2: Quick response
chat_article_order	numeric(19)	Not null	An integer specifying the order of articles for the queue.	[Not applicable]

Primary key

pk_egpl_routing_chat_media

- **Columns:** chat_queue_link_id

Foreign keys

fk1_egpl_routing_chat_media

- **Columns:** queue_id
- **Parent table:** egpl_routing_queue

Email tables

- ▶ [Email tables](#)
- ▶ [Alias tables](#)
- ▶ [Blocked address tables](#)
- ▶ [Blocked attachment tables](#)
- ▶ [Delivery exception tables](#)
- ▶ [Dispatcher tables](#)
- ▶ [Retriever tables](#)
- ▶ [Preference tables](#)

Email tables

egml_email

This table stores data about emails.

Column	Type	Nulls	Description	Valid values
email_id	numeric(19)	Not null	A 64-bit long value identifying the email.	[Not applicable]
activity_id	numeric(19)	Not null	A 64-bit long value identifying the activity.	[Not applicable]
alias_id	numeric(19)	Not null	A 64-bit long value identifying the alias for which this email was received.	[Not applicable]
Subject	nvarchar(255)	Not null	A string specifying the subject of this email.	[Not applicable]
email_date	datetime	Not null	A timestamp specifying when this email was: ► received in the alias mail-box, or ► sent by the sender, or ► retrieved from the mail-box and stored in the database	[Not applicable]
email_size	numeric(9)	Not null	An integer specifying the size of the email in bytes.	[Not applicable]
num_attachments	numeric(9)	Not null	An integer specifying the number of attachments with the email.	[Not applicable]
charset	nvarchar(40)	Null	A string specifying the character-set encoding of the email content stored in the <code>content</code> column of <code>egml_email_data</code> table.	[Not applicable]
message_id	nvarchar(450)	Null	A string specifying the message id of the email.	[Not applicable]
from_email_address	nvarchar(255)	Not null	A string specifying the email address of the sender.	[Not applicable]
recv_email_address	nvarchar(255)	Not null	A string specifying the email address of the recipient.	[Not applicable]
delete_flag	nchar(1)	Not null	A character specifying whether this email has been deleted. Whenever an email is deleted, the record is not physically deleted from database. It is marked as deleted.	► y: Deleted ► n: Not deleted

Primary key

- egml_email_msg_id_uq
 - **Columns:** message_id
- pk_egml_email
 - **Columns:** email_id

Indexes

- egml_email_idx2
 - **Columns:** email_date
- egml_email_idx3
 - **Columns:** from_email_address
- egml_email_idx4
 - **Columns:** activity_id

Triggers

- egml_email_t_update_msg_id
 - **Events:** insert

egml_email_address

This table stores the various To, Cc, Bcc (for outbound emails only) and reply-to addresses of emails.

Column	Type	Nulls	Description	Valid values
email_id	numeric(19)	Not null	A 64-bit long value identifying the email.	[Not applicable]
email_address	nvarchar(255)	Not null	A string specifying the email address.	[Not applicable]
address_flag	smallint	Not null	An integer specifying the type of email address.	► 1: To email address ► 2: Cc email address ► 3: Bcc email address ► 4: Reply To email address

Foreign keys

- egml_email_address_fk
 - **Columns:** email_id
 - **Parent table:** egml_email

Indexes

- egml_email_address_idx_1
 - **Columns:** email_id

egml_email_attachment

This table contains the details of email attachments.

Column	Type	Nulls	Description	Valid values
email_attachment_id	numeric(19)	Not null	A 64-bit long value identifying the email attachment.	[Not applicable]
email_id	numeric(19)	Null	A 64-bit long value identifying the email.	[Not applicable]
file_name	nvarchar(255)	Not null	A string specifying the filename of the attachment as stored in the file-system.	[Not applicable]
content_type	nvarchar(255)	Not null	A string specifying the Mime-type of the attachment.	[Not applicable]
attachment_size	numeric(9)	Not null	An integer specifying the size of the attachment in bytes.	[Not applicable]
encoding_type	nvarchar(255)	Null	A string specifying the content-transfer-encoding of the attachment.	[Not applicable]
charset	nvarchar(40)	Null	A string specifying the character-set encoding of the attachment.	[Not applicable]
blocked_flag	smallint	Null	An integer specifying whether the attachment is blocked or not.	► 1: Blocked ► 2: Not blocked
storage_flag	smallint	Not null	An integer specifying where the attachment content is stored.	► 1: Database ► 2: File system
content	image	Null	A binary string representing attachment content if the value of the storage_flag column is 1.	[Not applicable]

Primary key

pk_egml_email_attachment

- **Columns:** email_attachment_id

Indexes

egml_email_attachment_idx_1

- **Columns:** email_id

egml_email_attachment_link

This table stores the relationship of emails with attachments.

Column	Type	Nulls	Description	Valid values
email_id	numeric(19)	Not null	A 64-bit long value identifying the email.	[Not applicable]
email_attachment_id	numeric(19)	Not null	A 64-bit long value identifying the email attachment.	[Not applicable]

egml_email_data

This tables stores the email header and content.

Column	Type	Nulls	Description	Valid values
email_id	numeric(19)	Not null	A 64-bit long value identifying the email	[Not applicable]
activity_id	numeric(19)	Not null	A 64-bit long value identifying the activity	[Not applicable]
header	nvarchar(2000)	Null	A string representing the un-parsed email header	[Not applicable]
content	ntext	Not null	A string representing email content. It will store HTML content, if available, otherwise plain-text content.	[Not applicable]
content_type	nvarchar(4)	Not null	A string specifying the type of content.	► .txt: Plain text ► .htm: HTML

Primary key

- pk_egml_email_data
 - Columns: email_id

Foreign keys

- egml_email_data_fk
 - Columns: email_id
 - Parent table: egml_email

Indexes

- egml_email_data_idx
 - Columns: activity_id

egml_email_data_alt

This table stores the email content in alternative, usually plain-text, form if available.

Column	Type	Nulls	Description	Valid values
activity_id	numeric(19)	Not null	A 64-bit long value identifying the activity.	[Not applicable]
email_id	numeric(19)	Not null	A 64-bit long value identifying the email.	[Not applicable]
text_content	ntext	Not null	A string representing email content in plain-text form, if available, otherwise the HTML form.	[Not applicable]

Primary key

- egml_email_data_alt_uq
 - Columns: email_id
- pk_egml_email_data_alt
 - Columns: activity_id

Foreign keys

- egml_email_data_alt_fk_2
 - Columns: email_id
 - Parent table: egml_email_data
- egml_email_data_alt_fk_1
 - Columns: activity_id
 - Parent table: egpl_casemgmt_activity

egpl_email

This table stores data about emails that are not associated with Unified EIM.

Column	Type	Nulls	Description	Valid values
email_id	numeric(19)	Not null	A 64-bit long value identifying the email.	[Not applicable]
activity_id	numeric(19)	Not null	A 64-bit long value identifying the activity.	[Not applicable]
alias_id	numeric(19)	Not null	A 64-bit long value identifying the alias for which this email was received.	[Not applicable]
subject	nvarchar(255)	Not null	A string specifying the subject of this email.	[Not applicable]

Column	Type	Nulls	Description	Valid values
email_date	datetime	Not null	A timestamp specifying when this email was: ► received in the alias mail-box, or ► sent by the sender, or ► retrieved from the mail-box and stored in the database	[Not applicable]
email_size	numeric(9)	Not null	An integer specifying the size of the email in bytes.	[Not applicable]
num_attachments	numeric(9)	Not null	An integer specifying the number of attachments with the email.	[Not applicable]
charset	nvarchar(40)	Null	A string specifying the character-set encoding of the email content stored in the <code>content</code> column of <code>egml_email_data</code> table.	[Not applicable]
from_email_address	nvarchar(255)	Not null	A string specifying the message id of the email.	[Not applicable]
recv_email_address	nvarchar(255)	Not null	A string specifying the email address of the sender.	[Not applicable]
application_id	smallint	Null	An integer that identifies an application with which this email is associated.	► 1: Common ► 90: Unified EIM
retry_count	smallint	Null	An integer specifying the number of times Dispatcher service has attempted to dispatch it and failed (only for outbound emails).	[Not applicable]
delete_flag	nchar(1)	Not null	A character, specifying whether this email has been deleted or not. Whenever an email is deleted, the record is not physically deleted from database. It is marked as deleted.	► y: Deleted ► n: Not deleted
content	ntext	Null	A string representing email content. It will store HTML content, if available, otherwise plain-text content.	[Not applicable]
content_type	nvarchar(4)	Null	A string specifying the type of content stored in the <code>content</code> column.	► .txt: Plain text ► .htm: HTML
text_content	ntext	Not null	A string representing email content in plain-text form, if available, otherwise the HTML form.	[Not applicable]

Primary key

- egpl_email_pk
 - **Columns:** email_id

Indexes

- ix_egpl_email_1
 - **Columns:** alias_id
- ix_egpl_email_3
 - **Columns:** retry_count

egpl_email_address

This table stores the various To, Cc, Bcc (for outbound emails only) and reply-to addresses of emails that are not associated with Unified EIM.

Column	Type	Nulls	Description	Valid values
email_id	numeric(19)	Not null	A 64-bit long value identifying the email.	[Not applicable]
email_address	nvarchar(255)	Not null	A string specifying the email address.	[Not applicable]
address_flag	smallint	Not null	An integer specifying the type of email address.	▶ 1: To email address ▶ 2: Cc email address ▶ 3: Bcc email address ▶ 4: Reply To email address

Foreign keys

- egpl_email_address_fk
 - **Columns:** email_id
 - **Parent table:** egpl_email

Indexes

- ix_egpl_email_address_1
 - **Columns:** email_id

egpl_email_attachment

This table contains the details of attachments of emails that are not associated with Unified EIM.

Column	Type	Nulls	Description	Valid values
email_attachment_id	numeric(19)	Not null	A 64-bit long value identifying the email attachment.	[Not applicable]
email_id	numeric(19)	Null	A 64-bit long value identifying the email.	[Not applicable]
file_name	nvarchar(255)	Not null	A string specifying the filename of the attachment as stored in the file-system.	[Not applicable]
content_type	nvarchar(255)	Not null	A string specifying the Mime-type of the attachment.	[Not applicable]
attachment_size	numeric(9)	Not null	An integer specifying the size of the attachment in bytes.	[Not applicable]
encoding_type	nvarchar(255)	Null	A string specifying the content-transfer-encoding of the attachment.	[Not applicable]
charset	nvarchar(40)	Null	A string specifying the character-set encoding of the attachment.	[Not applicable]
blocked_flag	smallint	Null	An integer specifying whether the attachment is blocked or not.	► 1: Blocked ► 2: Not blocked
storage_flag	smallint	Not null	An integer specifying where the attachment content is stored.	► 1: Database ► 2: File system
content	image	Null	A binary string, representing attachment content, if storage_flag = 1.	[Not applicable]

Primary key

- egpl_email_attachment_pk
 - **Columns:** email_attachment_id

Indexes

- ix_egpl_email_attachment_1
 - **Columns:** email_id

Alias tables

egml_mailhost

This table stores the alias details.

Column	Type	Nulls	Description	Valid values
alias_id	numeric(19)	Not null	A 64-bit long value identifying the alias.	[Not applicable]
recv_email_address	nvarchar(255)	Not null	A string specifying the alias email address.	[Not applicable]
alias_name	nvarchar(255)	Not null	A string specifying a name for this alias.	[Not applicable]
alias_description	nvarchar(255)	Null	A string specifying a brief description for this alias.	[Not applicable]
alias_status	smallint	Not null	An integer specifying the status of this alias.	► 1: Active ► 2: Inactive
auto_bcc	nvarchar(255)	Null	A string specifying the email address to which a copy of all the emails sent from this alias will be sent.	[Not applicable]
smtp_blackhole_email_address	nvarchar(255)	Null	A string specifying the email address to which all the emails sent from this alias will be sent irrespective of the recipient addresses specified in the email.	[Not applicable]
mail_server_protocol	numeric(18)	Not null	An integer specifying the network protocol to be used for communicating with the incoming email server for this alias.	► 1: IMAP ► 2: POP3
mail_server_port	numeric(18)	Not null	An integer specifying the port of the incoming email server to connect to for this alias.	[Not applicable]
pop3_server	nvarchar(255)	Not null	A string specifying the IP address or the host name of the incoming email server for this alias.	[Not applicable]
pop3_login_id	nvarchar(40)	Not null	A string specifying the login name to be used to connect to incoming email server for this alias.	[Not applicable]
pop3_password	nvarchar(255)	Not null	A string specifying the password to be used to connect to incoming email server for this alias. This is encrypted.	[Not applicable]

Column	Type	Nulls	Description	Valid values
pop3_flag	smallint	Not null	An integer specifying whether the emails on incoming email server for this alias are deleted after retrieval or not.	► -1: All emails residing on the server will be deleted ► 0: Only new emails will be deleted ► 1: Emails are not deleted
smtp_protocol	numeric(18)	Not null	An integer specifying the network protocol to be used for communicating with the outgoing email server for this alias.	► 1: ESMTP ► 2: SMTP
smtp_server	nvarchar(255)	Not null	A string specifying the IP address or the host name of the outgoing email server for this alias.	[Not applicable]
smtp_port	numeric(18)	Not null	An integer specifying the port of the outgoing email server to connect to for this alias.	[Not applicable]
smtp_login_id	nvarchar(40)	Null	A string specifying the login name to be used to connect to outgoing email server for this alias.	[Not applicable]
smtp_password	nvarchar(255)	Null	A string specifying the password to be used to connect to outgoing email server for this alias. This is encrypted.	[Not applicable]
smtp_flag	smallint	Null	An integer specifying whether to re-try connecting using SMTP protocol, if authorization fails while connecting with ESMTP, or not.	► 2: Use SMTP if authorization fails ► 3: Do not use SMTP
pop3_blackhole_email_address	nvarchar(255)	Null	Not Used. Is always null.	[Not applicable]
last_modified	datetime	Not null	A timestamp identifying when this record was last modified.	[Not applicable]
who_modified	numeric(19)	Null	A 64-bit long value identifying the user who last modified this record.	[Not applicable]
delete_flag	nchar(1)	Not null	A character, specifying whether this alias has been deleted or not. Whenever an alias is deleted, the record is not physically deleted from database. It is marked a deleted.	► y: Deleted ► n: Not deleted
department_id	numeric(19)	Not null	A 64-bit long value identifying the department where this alias is created.	[Not applicable]

Column	Type	Nulls	Description	Valid values
instance_id	numeric(19)	Null	A 64-bit long value identifying the Retriever service instance to which this alias is configured.	[Not applicable]
is_default_alias	smallint	Not null	An integer specifying whether this alias is the default alias for this department or not.	► 0: Not default alias ► 1: Default alias

Primary key

- pk_egml_mailhost
- Columns: alias_id

Foreign keys

- egml_mailhost_fk
- Columns: department_id
- Parent table: egpl_department

Indexes

- egml_mailhost_uq
- Columns: recv_email_address

Blocked address tables

egml_spam

This table contains the email addresses and domains from which spam emails are expected. Retriever service uses this data to identify spam emails by searching for these phrases in the sender's address.

Column	Type	Nulls	Description	Valid values
spam_id	numeric(19)	Not null	A 64-bit long value that identifies a spam phrase.	[Not applicable]
spam_name	nvarchar(255)	Not null	A string representing the name of the spam phrase.	[Not applicable]
spam_desc	nvarchar(255)	Null	A string specifying a brief description of this spam phrase.	[Not applicable]
spam_type	smallint	Not null	A integer specifying the type of this spam phrase.	► 1: Domain name ► 2: Email address
blocked_phrase	nvarchar(255)	Not null	A string specifying the actual phrase that is to be searched for.	[Not applicable]

Column	Type	Nulls	Description	Valid values
delete_flag	nchar(1)	Not null	A character, specifying whether this spam phrase has been deleted or not. If deleted, the record is not physically deleted from database. It is marked a deleted.	► y: Deleted ► n: Not deleted
department_id	numeric(19)	Not null	A 64-bit long value identifying the department where this spam phrase is created.	[Not applicable]

Primary key

- pk_egml_spam
 - Columns: spam_id

Foreign keys

- egml_spam_fk
 - Columns: department_id
 - Parent table: egpl_department

Indexes

- egml_spam_uq
 - Columns: spam_type, blocked_phrase, department_id

Blocked attachment tables

egml_blocked_extensions

This table contains filename extensions. For incoming email attachments, files with these file name extensions are either blocked or deleted (driven by a setting). For outgoing email attachments, files with these extensions are not allowed to be uploaded.

Column	Type	Nulls	Description	Valid values
blocked_id	numeric(19)	Not null	A 64-bit long value identifying a blocked extension.	[Not applicable]
blocked_name	nvarchar(255)	Not null	A string specifying the name for this blocked extension.	[Not applicable]
blocked_desc	nvarchar(255)	Null	A string specifying a brief description for this blocked extension.	[Not applicable]

Column	Type	Nulls	Description	Valid values
file_extension	nvarchar(255)	Not null	A string specifying the actual filename extension e.g. .exe.	[Not applicable]
department_id	numeric(19)	Not null	A 64-bit long value identifying the department for which this blocked extension will be checked.	[Not applicable]

Foreign keys

- egml_blocked_extensions_fk
 - **Columns:** department_id
 - **Parent table:** egpl_department

Indexes

- egml_blocked_extensions_uq
 - **Columns:** file_extension, department_id

Delivery exception tables

egml_undeliverable

This table contains the phrases which are generally present in the from address or subject of undelivered emails, also called delivery exceptions. Retriever service uses this data to identify delivery exceptions by searching for these phrases in the sender's address or the email's subject.

Column	Type	Nulls	Description	Valid values
undeliverable_id	numeric(19)	Not null	A 64-bit long value that identifies a delivery exception phrase.	[Not applicable]
name	nvarchar(50)	Not null	A string representing the name of the delivery exception phrase.	[Not applicable]
description	nvarchar(255)	Null	A string specifying a brief description of this delivery exception phrase.	[Not applicable]
type	smallint	Not null	A integer specifying the type of this delivery exception phrase.	► 1: The phrase is an address username ► 2: The phrase is a subject phrase
phrase	nvarchar(255)	Not null	A string specifying the actual phrase that is to be searched for.	[Not applicable]

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Not null	A 64-bit long value identifying the department where this undeliverable phrase is created.	[Not applicable]
category	smallint	Not null	An integer specifying the category to which this delivery exception phrase belongs.	► 1: Permanently undeliverable ► 2: Temporarily undeliverable
department_id	numeric(19)	Not null	A 64-bit long value identifying the department where this undeliverable phrase is created.	[Not applicable]

Foreign keys

- egml_undeliverable_fk
 - **Columns:** department_id
 - **Parent table:** egpl_department

Indexes

- egml_undeliverable_uq
 - **Columns:** type, phrase, department_id

Dispatcher tables

egml_dx_status

This table is no longer in use. It will be removed in the next version.

egml_dx_wat

This table contains the work-allocation information - range of activities and time of allocation, for various Dispatcher service instances.

Column	Type	Nulls	Description	Valid values
instance_id	numeric(19)	Not null	A 64-bit long value identifying a Dispatcher service instance.	[Not applicable]
min_id	numeric(19)	Not null	A 64-bit long value identifying the starting activity from the range of activities allocated to this instance.	[Not applicable]

Column	Type	Nulls	Description	Valid values
max_id	numeric(19)	Not null	A 64-bit long value identifying the last activity from the range of activities allocated to this instance.	[Not applicable]
instance_date	datetime	Not null	A timestamp identifying when this range was allocated.	[Not applicable]

Primary key

pk_egml_dx_wat

- **Columns:** instance_id

egml_dx_wat_lock

This table always has three rows. The first two rows are used to keep locks on `egpl_casemgmt_activity` table while work allocation for a Dispatcher service instance is being done. The third row stores the activity ID of the last activity allocated to any of the Dispatcher service instances.

Column	Type	Nulls	Description	Valid values
lock_value	smallint	Not null	An integer specifying whether the <code>egpl_casemgmt_activity</code> table is locked.	▶ 0: If <code>lock_type</code> has a value of <code>-1</code>, this is the only valid value ▶ 1: Locked ▶ 2: The table is unlocked
locked_by	numeric(19)	Not null	A 64-bit long value identifying: ▶ A Dispatcher service instance that has locked the table if the table is locked. Otherwise 0 (if <code>lock_type</code> has a value of 1 or 2). ▶ The last activity allocated to any of the Dispatcher service instances.	▶ 999: Default (if <code>lock_type</code> has a value of <code>-1</code>)
lock_type	smallint	Not null	An integer specifying whether the lock is for allocating new activities or for retry activities.	▶ <code>-1</code>: Flag to indicate that the value in <code>locked_by</code> is the last allocated activity ID ▶ 1: Locked for new activities ▶ 2: Locked for retry activities
locked_date	datetime	Not null	A timestamp identifying when this lock was updated.	[Not applicable]

egpl_dx_status

This table is not being used in the current version. But it will be used in the future.

egpl_dx_wat

This table contains the work allocation information—range of activities and time of allocation—for various Dispatcher service instances.

Column	Type	Nulls	Description	Valid values
instance_id	numeric(19)	Not null	A 64-bit long value identifying a Dispatcher service instance.	[Not applicable]
min_id	numeric(19)	Not null	A 64-bit long value identifying the starting activity from the range of activities allocated to this instance.	[Not applicable]
max_id	numeric(19)	Not null	A 64-bit long value identifying the last activity from the range of activities allocated to this instance.	[Not applicable]
instance_date	datetime	Not null	A timestamp identifying when this range was allocated.	[Not applicable]

Primary key

egpl_dx_wat_pk

- **Columns:** instance_id

egpl_dx_wat_lock

This table always has three rows. The first two rows are used to keep locks on `egpl_casemgmt_activity` table while work allocation for a Dispatcher service instance is being done. The third row stores the activity ID of the last activity allocated to any of the Dispatcher service instances.

Column	Type	Nulls	Description	Valid values
lock_value	smallint	Not null	An integer specifying whether the <code>egpl_casemgmt_activity</code> table is locked.	▶ 0: If <code>lock_type</code> has a value of <code>-1</code>, this is the only valid value ▶ 1: Locked ▶ 2: The table is unlocked
locked_by	numeric(19)	Not null	A 64-bit long value identifying: ▶ A Dispatcher service instance that has locked the table if the table is locked. Otherwise 0 (if <code>lock_type</code> has a value of 1 or 2). ▶ The last activity allocated to any of the Dispatcher service instances.	▶ 999: Default (if <code>lock_type</code> has a value of <code>-1</code>)

Column	Type	Nulls	Description	Valid values
lock_type	smallint	Not null	An integer specifying whether the lock is for allocating new activities or for retry activities.	► -1: Flag to indicate that the value in locked_by is the last allocated activity ID ► 1: Locked for new activities ► 2: Locked for retry activities
locked_date	datetime	Not null	A timestamp identifying when this lock was updated.	[Not applicable]

Retriever tables

egml_rx_msgs

This table contains inbox serial number and message id of the email being currently processed for an alias, and also the list of messages to be skipped for an alias. These are messages that Retriever service failed to retrieve earlier.

Column	Type	Nulls	Description	Valid values
recv_email_address	varchar(255)	Not null	A string specifying the email address for an alias.	[Not applicable]
last_msg	numeric(18)	Not null	An integer specifying the inbox serial number of the email being currently processed for this alias.	[Not applicable]
current_msg_id	nvarchar(450)	Null	A string specifying the message ID of the email being currently processed for this alias.	[Not applicable]
skip_msg_list	ntext	Null	A string specifying the list of message ids of messages that have to be skipped.	[Not applicable]

Primary key

pk_egml_rx_msgs

○ **Columns:** recv_email_address

egml_rx_status

This table is no longer in use. It will be removed in the next version.

Preference tables

egpl_email_preferences

This table stores the email dispatching preferences for outbound emails.

Column	Type	Nulls	Description	Valid values
email_id	numeric(19)	Not null	A 64-bit long value that identifies an email.	[Not applicable]
smtp_server	nvarchar(255)	Not null	A string specifying the IP address or the host name of the outgoing email server for this alias.	[Not applicable]
smtp_protocol	numeric(19)	Not null	An integer specifying the network protocol to be used for communicating with the outgoing email server for this alias.	► 1: ESMTP ► 2: SMTP
priority	smallint	Not null	An integer specifying the priority of this email.	Ranges from 1 (highest) to 10 (lowest).
preference_set	nvarchar(255)	Not null	A string specifying the name of the preference set to be used to dispatch this email.	[Not applicable]

Primary key

- egpl_email_preferences_pk
 - Columns: email_id

Indexes

- ix_egpl_email_preferences
 - Columns: priority
- ix_egpl_email_preferences_1
 - Columns: smtp_server
- ix_egpl_email_preferences_2
 - Columns: smtp_protocol



Knowledge base tables

- ▶ [Folder tables](#)
- ▶ [Article tables](#)
- ▶ [Attachment tables](#)
- ▶ [Bookmark tables](#)
- ▶ [Event tables](#)
- ▶ [Search tables](#)
- ▶ [Approval process tables](#)

Folder tables

egpl_kb_folder

This table holds data related to folders.

Column	Type	Nulls	Description	Valid values
folder_id	int	Not null	An integer value that identifies the folder.	[Not applicable]
dept_id	int	Null	An integer value which identifies the department to which the article belongs.	[Not applicable]
folder_name	nvarchar(250)	Not null	The name of the folder.	[Not applicable]
folder_desc	nvarchar(250)	Null	The description for the folder.	[Not applicable]
creation_date	datetime	Null	The date on which the folder is created.	[Not applicable]
created_by	int	Null	The ID of the user who created the folder.	[Not applicable]
last_modified_date	datetime	Null	The last modified date of this folder.	[Not applicable]
last_modified_by	int	Not null	The ID of the user who modified the folder last.	[Not applicable]
marked_delete	smallint	Null	An integer value which represents whether the folder is deleted or not.	[Not applicable]
is_public	smallint	Not null	Whether the folder is public.	► 0: Private ► 1: Public
folder_type	smallint	Not null	An integer value, which represents the type of the folder.	1 to 34 Examples: ► 1: Department folder ► 33: Content folder
article_selection_method	smallint	Null		[Not applicable]
folder_import_path	nvarchar(1024)	Null		[Not applicable]
import_id	int	Null		[Not applicable]
is_owner	smallint	Null		[Not applicable]
folder_import	smallint	Null		[Not applicable]

Primary key

- pk_egpl_kb_folder C
- **Columns:** folder_id

egpl_kb_links

This table contains data which relates the link between folders in parent child form.

Column	Type	Nulls	Description	Valid values
link_id	int	Not null	An integer that identifies the link between parent and child.	[Not applicable]
parent_id	int	Null	An integer that identifies the folder ID.	[Not applicable]
child_id	int	Null	An integer that identifies the ID of the folder if child is folder else article id incase of article.	[Not applicable]
link_type	smallint	Null	An integer that identifies which type the link is.	► 1: Folder ► 2: Article
link_order	smallint	Null		
marked_delete	smallint	Not null	An integer value which represents whether the article is deleted.	► 1: Deleted ► 0: Not deleted

Primary key

- pk_egpl_kb_links
- **Columns:** link_id

egpl_kb_import

This table stores details of the data for importing articles or documents from external repositories.

Column	Type	Nulls	Description	Valid values
import_id	int	Not null		[Not applicable]
location_type	smallint	Null		[Not applicable]
content_fetch_option	smallint	Null		[Not applicable]
language_id	int	Null		[Not applicable]
is_reimport	smallint	Null		[Not applicable]
reimport_file_name	smallint	Null		[Not applicable]

Column	Type	Nulls	Description	Valid values
reimport_file_description	smallint	Null		[Not applicable]
reimport_file_keywords	smallint	Null		[Not applicable]
login_name	nvarchar(2000)	Null		[Not applicable]
login_password	nvarchar(2000)	Null		[Not applicable]
user_id	numeric(19,0)	Null		[Not applicable]
import_option	smallint	Not null		[Not applicable]
is_active	smallint	Not null		[Not applicable]

Primary key

- pk_egpl_kb_import
 - Columns: import_id

Article tables

egpl_kb_article

This table mainly contains details of an article. This contains the department to which it belongs and its characteristics like browsable, searchable etc.

Column	Type	Nulls	Description	Valid values
article_id	int	Not null	An integer value which identifies the most recent version of article.	[Not applicable]
dept_id	int	Null	An integer value which identifies the department to which the article belongs.	[Not applicable]
article_name	nvarchar(255)	Not null	The name of the article.	[Not applicable]
content_type	nvarchar(4)	Null	A string representation of content.	► .txt: Plain text ► .htm: HTML
article_macro	nvarchar(255)	Null	Macro name if this article is a macro.	[Not applicable]
article_desc	nvarchar(2000)	Null	A string, which gives the description of article.	[Not applicable]

Column	Type	Nulls	Description	Valid values
attachments_flag	smallint	Not null	An integer value which represents whether an attachment exists or not for this article.	► 0: Does not exist ► 1: Exists
commit_state	smallint	Not null	An integer value which represents the state of the article.	► 0: Suggested by agent ► 1: Approved by author ► 2: To be modified by agent ► 3: Rejected by author ► 4: Created by author ► 5: Created in personal folder
creation_date	datetime	Null	The date on which the article was created.	[Not applicable]
created_by	int	Null	The ID of the user who created the article.	[Not applicable]
last_modified_date	datetime	Null	The last modified date of the article.	[Not applicable]
last_modified_by	int	Null	The ID of the user who modified the article last.	[Not applicable]
is_public	smallint	Not null	Whether the article is public.	► 0: private ► 1: public
orig_article_id	int	Not null	An integer value which represents the first version of the article.	[Not applicable]
language_id	int	Null	The ID of the language in which the article is created. Maps to the language ID in the <code>egpl_language</code> table.	[Not applicable]
keywords	ntext	Null	Keywords of the article. The strings can be used for searching the article.	[Not applicable]
expiry_date	datetime	Null	The expiry date of the article.	[Not applicable]
article_summary	nvarchar(2000)	Null	The summary of the article.	[Not applicable]
priority	smallint	Not null	An integer value represents the priority of the article.	► 0: Low ► 1: Medium (default value) ► 2: High
content	ntext	Null	The actual content of the article. This could be HTML or Text.	[Not applicable]

Column	Type	Nulls	Description	Valid values
content_text	ntext	Null	The text content of the article. This would be the actual content in case of text article. In case of HTML article, this would be the stripped down text part of the content. This column is used for content-indexing for article search.	[Not applicable]
browsable	smallint	Not null	An integer value, which represents whether the article is browsable in Agent Console.	► 0: No ► 1: Yes (default value)
searchable	smallint	Not null	An integer value, which represents whether the article is searchable in Agent Console.	► 0: No ► 1: Yes (default value)
article_import	smallint	Null		[Not applicable]

Primary key

pk_egpl_kb_article

- **Columns:** article_id

egpl_kb_article_rating

This table holds the rating given to an article by an agent or customer.

Column	Type	Nulls	Description	Valid values
orig_article_id	int	Not null	An Integer value which represents the first version of the article.	[Not applicable]
rating	int	Null	An integer value that represents the rating of given to this article.	► 1 ► 2 ► 3 ► 4 ► 5
agent_or_customer	int	Not null	An integer value which identifies who rated the article.	► 1 ► 2 ► 3 ► 4 ► 5
rated_date	datetime	Not null	The date on which the article is rated.	[Not applicable]
rated_by	int	Not null	The ID of the person who rated the article. Incase of user this is user ID and incase of customer this is customer ID.	[Not applicable]
comments	nvarchar(2000)	Null	The comments given by the rater.	[Not applicable]

egpl_kb_article_rating_temp

This table holds data of mathematical computation of rating given to an article from a particular date.

Column	Type	Nulls	Description	Valid values
orig_article_id	int	Not null	An integer value which represents the first version of the article.	[Not applicable]
average_rating	numeric(19,5)	Null	An arithmetic calculation based on the ratings from egpl_kb_article_rating table.	[Not applicable]
rated_date	datetime	Not null	The date on which average rating is calculated.	[Not applicable]
rated_from_date	datetime	Not null	The date from which the ratings are taken into consideration while calculation.	[Not applicable]

egpl_kb_article_version

This table holds data related to versions of an article. The versions of an article is determined by the original article id and the most recent one by article ID.

Column	Type	Nulls	Description	Valid values
article_id	int	Not null	An integer value which identifies the most recent version of article.	[Not applicable]
dept_id	int	Null	An integer value which identifies the department to which the article belongs.	[Not applicable]
article_name	nvarchar(255)	Not null	The name of the article.	[Not applicable]
content_type	nvarchar(4)	Null	A string representation of content.	► .txt: Plain text ► .htm: HTML
article_macro	nvarchar(255)	Null	Macro name if this article is a macro.	[Not applicable]
article_desc	nvarchar(2000)	Null	A string, which gives the description of article.	[Not applicable]
attachments_flag	smallint	Not null	An integer value which represents whether an attachment is exists or not for this article.	► 0: Does not exist ► 1: Exists

Column	Type	Nulls	Description	Valid values
commit_state	smallint	Not null	An integer value which represents the state of the article.	► 0: Suggested by agent ► 1: Approved by author ► 2: To be modified by agent ► 3: Rejected by author ► 4: Created by author ► 5: Created in personal folder
creation_date	datetime	Null	The date on which the article was created.	[Not applicable]
created_by	int	Null	The ID of the user who created the article.	[Not applicable]
last_modified_date	datetime	Null	The last modified date of the article.	[Not applicable]
last_modified_by	int	Null	The ID of the user who modified the article last.	[Not applicable]
marked_delete	smallint	Not null	An integer value which represents whether the article is deleted.	0 = deleted 1 = not deleted
is_public	smallint	Not null	Whether the article is public.	► 0: private ► 1: public
orig_article_id	int	Not null	An integer value which represents the first version of the article.	[Not applicable]
language_id	int	Null	The ID of the language in which the article is created. Maps to the language ID in the <code>egpl_language</code> table.	[Not applicable]
is_latest	smallint	Not null	An integer value which represents whether the article is latest.	► 0 ► 1
keywords	ntext	Null	Keywords of the article. The strings can be used for searching the article.	[Not applicable]
expiry_date	datetime	Null	The expiry date of the article.	[Not applicable]
article_summary	nvarchar(2000)	Null	The summary of the article.	[Not applicable]
priority	smallint	Not null	An integer value represents the priority of the article.	► 0: Low ► 1: Medium ► 2: High

Column	Type	Nulls	Description	Valid values
content	ntext	Null	The actual content of the article. This could be HTML or Text.	[Not applicable]
browsable	smallint	Not null	An integer value, which represents whether the article is browsable in Agent Console.	► 0: No ► 1: Yes
searchable	smallint	Not null	An integer value, which represents whether the article is searchable in Agent Console.	► 0: No ► 1: Yes
article_import	smallint	Null		[Not applicable]

Primary key

pk_egpl_kb_article_version

- **Columns:** article_id

Triggers

egpl_kb_t_modify_is_latest

- **Events:** insert

Attachment tables

egpl_kb_attachment

This table contains attachment related data for an article. Based on the attachment type i.e. if it is of type external, entries are also made in the egpl_kb_external_attachment table.

Column	Type	Nulls	Description	Valid values
attachment_id	int	Not null	An integer value that identifies the attachment.	[Not applicable]
article_id	int	Not null	The article version ID to which this attachment belongs.	[Not applicable]
attachment_name	nvarchar(2000)	Null	The name of the attachment.	[Not applicable]
attachment_type	smallint	Not null	The type of the attachment.	► 1: Internal ► 2: External

Primary key

pk_egpl_kb_attachment

- **Columns:** article_id, attachment_id

egpl_kb_external_attachment

This table contains data required to open or access an external attachment.

Column	Type	Nulls	Description	Valid values
attachment_id	int	Not null	An integer value that identifies the attachment.	[Not applicable]
file_path	nvarchar(2000)	Not null	The path for the attachment. For example the URL for the attachment.	[Not applicable]
last_modified_time	bigint	Null		[Not applicable]
import_id	int	Not null		[Not applicable]

Primary key

pk_egpl_kb_external_attachment

- **Columns:** attachment_id

Foreign keys

egpl_kb_external_attachment_fk

- **Columns:** import_id
- **Parent table:** egpl_kb_import

Bookmark tables

egpl_kb_bookmark

This table holds data for bookmarks of an article.

Column	Type	Nulls	Description	Valid values
bookmark_id	int	Not null	An integer that identifies the bookmark.	[Not applicable]
article_id	int	Null	An integer value which represents the first version of the article which is bookmarked.	[Not applicable]
bookmark_type	smallint	Null	An integer value that identifies the type of the bookmark.	► 1: global ► 2: queue ► 3: personal
created_by	int	Null	The ID of the user who created the bookmark.	[Not applicable]

Column	Type	Nulls	Description	Valid values
queue_id	int	Null	The ID of the queue for which this bookmark is created.	For global and personal types this value is null.
bookmark_order	int	Null	The order in which the bookmarks are displayed in UI for a particular type.	[Not applicable]

Primary key

pk_egpl_kb_bookmark

- **Columns:** bookmark_id

Foreign keys

egpl_kb_bookmark_fk

- **Columns:** article_id
- **Columns:** egpl_kb_article_version

Event tables

egpl_kb_tss_events

This table contains data about KB events.

Column	Type	Nulls	Description	Valid values
tss_event_id	int	Not null	An integer that identifies the TSS event.	[Not applicable]
article_id	int	Null	An Integer value which represents the first version of the article.	[Not applicable]
article_state	smallint	Not null	An Integer value which represents the state of the article.	► 0: Suggested by agent ► 1: Approved by author ► 2: To be modified by agent ► 3: Rejected by author
priority	smallint	Null	An integer value represents the priority of the article.	► 0: Low ► 1: Medium ► 2: High
note_content	nvarchar(2000)	Null	The content of the notes if any note is added.	[Not applicable]

Column	Type	Nulls	Description	Valid values
user_id	int	Null	The ID of the user because of whom the event is generated.	[Not applicable]
tss_event_date	datetime	Null	The date on which this event is occurred.	[Not applicable]
event_type	smallint	Null	An Integer value which represents the type of the event.	► 0: Suggested by agent ► 1: Approved by author ► 2: Notes added ► 3: To be modified by agent ► 4: Rejected by author

Primary key

- pk_egpl_kb_tss_events
 - **Columns:** tss_event_id

Foreign keys

- egpl_kb_tss_events_fk
 - **Columns:** article_id
 - **Parent table:** egpl_kb_article_version

Search tables

egpl_kb_search_attachment

This table contains article version based attachment and its content. This table is useful in article's attachment search.

Column	Type	Nulls	Description	Valid values
attachment_id	int	Not null	An integer value that identifies the attachment.	[Not applicable]
article_id	int	Not null	The article version ID to which this attachment belong.	[Not applicable]
attachment_name	nvarchar(2000)	Null	The name of the attachment.	[Not applicable]
content	ntext	Null	Filtered text content of the attachment. This column is used for content-indexing for article's attachment search.	[Not applicable]

Column	Type	Nulls	Description	Valid values
is_filtered	smallint	Null	An integer that identifies whether the attachment content is already filtered.	► 1: Filtered ► 0: Not yet filtered

Primary key

- pk_egpl_kb_search_attachment
 - **Columns:** attachment_id

Approval process tables

egpl_approval_process

This table stores the basic properties of the approval process created in the knowledge base for approving article suggested by agents or authors.

Column	Type	Nulls	Description	Valid values
process_id	numeric(19)	Not null	This column stores the ID of the manage approval process.	[Not applicable]
process_name	nvarchar(255)	Not null	This column stores the name of the process.	[Not applicable]
process_desc	nvarchar(255)	Null	This column stores the description of the process.	[Not applicable]
dept_id	numeric(19)	Not null	This column stores the ID of the department where the manage approval process is configured.	[Not applicable]
is_default	nchar(1)	Not null	This column defines whether the manage approval process is the default.	[Not applicable]
is_delete	nchar(1)	Not null	This column defines whether the process is deleted or not.	[Not applicable]

Primary key

- egpl_approval_process_pk
 - **Columns:** process_id

Foreign keys

- egpl_approval_process_fk
 - **Columns:** dept_id

- **Parent table:** egpl_department

Indexes

- egpl_approval_process_uq
- **Columns:** process_name, dept_id

egpl_process_scope

This table stores details of the scope of the article approval process.

Column	Type	Nulls	Description	Valid values
process_id	numeric(19)	Not null	This column stores the ID of the manage approval process.	[Not applicable]
object_id	numeric(19)	Not null	This column stores the ID of the object that is part of the scope of the manage approval process.	[Not applicable]
object_type	nchar(1)	Not null	This column stores the type of object that is part of the scope.	[Not applicable]
release_id	numeric(19)	Null	This column stores the ID of the release associated with the process.	[Not applicable]

Foreign keys

- egpl_process_scope_fk
- **Columns:** process_id
- **Parent table:** egpl_approval_process

Indexes

- egpl_process_scope_uq
- **Columns:** object_id, object_type, release_id

egpl_process_approvers

This table stores the details of hierarchy of approvers configured for each article approval process.

Column	Type	Nulls	Description	Valid values
process_id	numeric(19)	Not null	This column stores the ID of the manage approval process.	[Not applicable]
approver_id	numeric(19)	Not null	This column stores the user ID of the approver configured to approve suggestions.	[Not applicable]
order_seq	numeric(5)	Not null		[Not applicable]

Foreign keys

- egpl_process_approvers_fk1
 - **Columns:** process_id
 - **Parent table:** egpl_approval_process

egpl_process_notification

This table stores the details of the notifications configured to be sent to various people associated with the article approval process.

Column	Type	Nulls	Description	Valid values
process_id	numeric(19)	Not null		[Not applicable]
notification_article_id	numeric(19)	Not null		[Not applicable]
notification_type	smallint	Not null		[Not applicable]
message_type	smallint	Not null		[Not applicable]

Foreign keys

- egpl_process_notification_fk1
 - **Columns:** process_id
 - **Parent table:** egpl_approval_process

egpl_process_suggestion

This table stores the details of the approvers associated with the article approval process and the suggestion status of each of the articles in the article approval process.

Column	Type	Nulls	Description	Valid values
process_id	numeric(19)	Not null	This column stores the ID of the manage approval process.	[Not applicable]
suggestion_id	numeric(19)	Not null	This column stores the ID of the suggestion.	[Not applicable]
parent_object_id	numeric(19)	Not null		[Not applicable]
object_type	nchar(1)	Not null		[Not applicable]
suggested_by	numeric(19)	Not null	This table stores the ID of user who has suggested the article.	[Not applicable]
suggester_type	nchar(1)	Not null	This table stores the details of the type of suggester.	► U: User ► C: Customer

Column	Type	Nulls	Description	Valid values
current_approver	numeric(19)	Not null	This column stores the ID of the user who is currently responsible for approving the article.	[Not applicable]
is_status_feedback	nchar(1)	Not null		[Not applicable]
suggestion_type	smallint	Not null		[Not applicable]
previous_approver	numeric(19)	Null	This column stores the ID of the user who was previously responsible for approving the article.	[Not applicable]
ss_session_id	numeric(19)	Null	This column stores the Session ID of the self service session during which the customer made this suggestion.	[Not applicable]

Foreign keys

egpl_process_suggestion_fk1

- **Columns:** process_id
- **Parent table:** egpl_approval_process

egpl_general_suggestion

This table stores the details of the general suggestions submitted by a customer. A customer can access the self-service website and make a general suggestion. Such suggestions will be stored in this table. Please note that the general suggestion is not the same as a suggested article.

Column	Type	Nulls	Description	Valid values
suggestion_id	numeric(19, 0)	Not null	A 64-bit long value that identifies the suggestion.	[Not applicable]
suggested_by	numeric(19, 0)	Not null	A 64-bit long value that identifies the customer who suggested the suggestion.	[Not applicable]
department_id	numeric(19, 0)	Not null	A 64-bit long value that identifies the department in which the suggestion is made.	[Not applicable]
suggestion_name	nvarchar(255)	Not null	A string to identify the suggestion.	[Not applicable]
suggestion_desc	nvarchar(255)	Null	A string for description of the suggestion.	[Not applicable]
content	nvarchar(1024)	Not null	The content of the suggestion.	[Not applicable]

Column	Type	Nulls	Description	Valid values
status	smallint(2)	Not null	A flag that identifies the status of the suggestion.	▶ 0: In progress ▶ 1: Accepted ▶ 2: Feedback from customer ▶ 3: Rejected
is_deleted	nchar(1)	Not null	A flag for deletion of the suggestion.	▶ n: Not deleted ▶ y: Deleted

Primary key

- egpl_general_suggestion_pk
 - **Columns:** suggestion_id

egpl_general_suggestion_notes

An approver or author can provide feedback in notes for a suggestion. The notes are stored in this table.

Column	Type	Nulls	Description	Valid values
note_id	numeric(19, 0)	Not null	A 64-bit long value that identifies the note.	[Not applicable]
suggestion_id	numeric(19, 0)	Not null	A 64-bit long value that identifies the suggestion.	[Not applicable]
user_id	numeric(19, 0)	Not null	A 64-bit long value that identifies approver who added the note, may or may not be for feedback.	[Not applicable]
note_content	nvarchar(255)	Not null	The content of the notes.	v
is_deleted	nchar(1)	Not null	A flag for deletion of the note.	▶ n: Not deleted ▶ y: Deleted

Primary key

- egpl_general_suggestion_notes_pk
 - **Columns:** note_id

Foreign keys

- suggestion_id_fk
 - **Columns:** suggestion_id
 - **Parent table:** egpl_general_suggestion

Supervision tables

- ▶ [Agent tables](#)
- ▶ [Queue tables](#)

Agent tables

egpl_mon_agent_data

This table stores information related to monitoring of users.

Column	Type	Nulls	Description	Valid values
agent_id	numeric(19)	Not null	A 64-bit value identifying the ID of the agent.	[Not applicable]
agent_name	nvarchar(255)	Null	Name of the agent	[Not applicable]
agent_first_name	nvarchar(255)	Null	First name of the user to be monitored	[Not applicable]
agent_last_name	nvarchar(255)	Null	Last name of the user to be monitored	[Not applicable]
no_activities_not_st_email	numeric(19)	Null	Number of email activities not started	[Not applicable]
no_activities_not_st_chat	numeric(19)	Null	Number of chat activities not started	[Not applicable]
no_activities_not_st_task	numeric(19)	Null	Number of task activities not started	[Not applicable]
no_activities_in_prog_email	numeric(19)	Null	Number of email activities in progress	[Not applicable]
no_activities_in_prog_chat	numeric(19)	Null	Number of chat activities in progress	[Not applicable]
no_activities_in_prog_task	numeric(19)	Null	Number of task activities in progress	[Not applicable]
no_activities_wrapup_chat	numeric(19)	Null	Number of wrap up chat activities.	[Not applicable]
age_oldest_act_not_st_email	numeric(19)	Null	Age of oldest email activity not started	[Not applicable]
age_oldest_act_not_st_chat	numeric(19)	Null	Age of oldest chat activity not started	[Not applicable]
age_oldest_act_not_st_task	numeric(19)	Null	Age of oldest task activity not started	[Not applicable]
age_oldest_act_in_prog_email	numeric(19)	Null	Age of oldest email activity in progress	[Not applicable]
age_oldest_act_in_prog_chat	numeric(19)	Null	Age of oldest chat activity in progress	[Not applicable]

Column	Type	Nulls	Description	Valid values
age_oldest_act_in_prog_task	numeric(19)	Null	Age of oldest task activity in progress	[Not applicable]
age_oldest_act_wrapup_task	numeric(19)	Null	Age of oldest task activity wrapped up	[Not applicable]
available_email	nchar(1)	Null	Whether the agent is available to respond to emails.	► y: Available ► n: Not available
available_chat	nchar(1)	Null	Whether the agent is available to handle chats.	► y: Available ► n: Not available
available_task	nchar(1)	Null	Whether the agent is available to handle tasks.	► y: Available ► n: Not available
agent_status	smallint	Null	Status of the agent.	► 1: Logged in ► 2: Not logged in ► 3: Available ► 4: Not available ► 5: Disabled ► 6: Enabled
agent_screen_name	nvarchar(30)	Null	Screen name of the user to be monitored	[Not applicable]

Primary key

egpl_mon_agent_data_pk

○ Columns: agent_id

egpl_mon_agent_group_data

This table stores information related to the monitoring of user groups.

Column	Type	Nulls	Description	Valid values
agent_group_id	numeric(19)	Not null	A 64-bit value identifying the ID of the agent group.	[Not applicable]
agent_group_name	nvarchar(255)	Null	A string containing the name of the agent group.	[Not applicable]
no_users_available_email	numeric(19)	Null	Number of users available for email	[Not applicable]
no_users_available_live	numeric(19)	Null	Number of users available for live	[Not applicable]
no_users_available_phone	numeric(19)	Null	Number of users available for phone	[Not applicable]
no_mail_st_assign_subst_nstart	numeric(19)	Null	Number of emails with status assigned and sub status not started.	[Not applicable]

Column	Type	Nulls	Description	Valid values
no_mail_st_assign_subst_pro g	numeric(19)	Null	Number of emails with status assigned and sub status in progress.	[Not applicable]
no_mail_st_assign_subst_pen d	numeric(19)	Null	Number of emails with status assigned but sub status pending.	[Not applicable]
no_live_st_assign_subst_nst art	numeric(19)	Null	Number of live activities with status assigned and sub status not started.	[Not applicable]
no_live_st_assign_subst_pro g	numeric(19)	Null	Number of live activities with status assigned and sub status in progress.	[Not applicable]
no_live_st_assign_subst_wra p	numeric(19)	Null	Number of live activities with status assigned and sub status wrapped up	[Not applicable]
no_live_st_assign_subst_pen d	numeric(19)	Null	Number of live activities with status assigned and sub status pending.	[Not applicable]
no_phone_st_assign_subst_on cal	numeric(19)	Null	Number of phone activities with status assigned and sub status on call	[Not applicable]
no_phone_st_assign_subst_wr ap	numeric(19)	Null	Number of phone activities with status assigned and sub status wrapped	[Not applicable]

Primary key

egpl_mon_agent_group_data_pk

- **Columns:** agent_group_id

Queue tables

egpl_mon_queue_data

Column	Type	Nulls	Description	Valid values
queue_id	numeric(19)	Not null	A 64-bit value containing unique id of queue.	[Not applicable]
queue_name	nvarchar(255)	Null	A string specifying the name of the queue	[Not applicable]
no_activity_not_assigned_e mail	numeric(19)	Null	An integer specifying the number of email activities, which are not assigned.	[Not applicable]
no_activity_not_assigned_c hat	numeric(19)	Null	An integer specifying the number of chat activities, which are not assigned.	[Not applicable]

Column	Type	Nulls	Description	Valid values
no_activity_not_assigned_task	numeric(19)	Null	An integer specifying the number of task activities, which are not assigned.	[Not applicable]
no_activities_not_st_email	numeric(19)	Null	An integer specifying the number of email activities, which are not started.	[Not applicable]
no_activities_not_st_chat	numeric(19)	Null	An integer specifying the number of chat activities, which are not started.	[Not applicable]
no_activities_not_st_task	numeric(19)	Null	An integer specifying the number of task activities, which are not started.	[Not applicable]
no_activities_in_prog_email	numeric(19)	Null	An integer specifying the number of email activities, which are in progress.	[Not applicable]
no_activities_in_prog_chat	numeric(19)	Null	An integer specifying the number of chat activities, which are in progress.	[Not applicable]
no_activities_in_prog_task	numeric(19)	Null	An integer specifying the number of task activities, which are in progress.	[Not applicable]
no_activities_wrapup_email	numeric(19)	Null	An integer specifying the number of email activities, which are wrapped up.	[Not applicable]
no_activities_wrapup_chat	numeric(19)	Null	An integer specifying the number of chat activities, which are wrapped up.	[Not applicable]
no_activities_wrapup_task	numeric(19)	Null	An integer specifying the number of task activities, which are wrapped up.	[Not applicable]
no_activities_pending_email	numeric(19)	Null	An integer specifying the number of email activities, which are pending.	[Not applicable]
no_activities_pending_chat	numeric(19)	Null	An integer specifying the number of chat activities, which are pending.	[Not applicable]
no_activities_pending_task	numeric(19)	Null	An integer specifying the number of task activities, which are pending.	[Not applicable]
age_oldest_act_not_st_email	numeric(19)	Null	An integer specifying age of oldest email activity, which is not started.	[Not applicable]
age_oldest_act_not_st_chat	numeric(19)	Null	An integer specifying age of oldest chat activity, which is not started.	[Not applicable]
age_oldest_act_not_st_task	numeric(19)	Null	An integer specifying age of oldest task activity, which is not started.	[Not applicable]
service_level_email	numeric(19)	Null	An integer specifying service level for email.	[Not applicable]
service_level_chat	numeric(19)	Null	An integer specifying service level for chat.	[Not applicable]

Column	Type	Nulls	Description	Valid values
service_level_task	numeric(19)	Null	An integer specifying service level for task.	[Not applicable]
no_agents_logged_in	numeric(19)	Null	An integer specifying number of agents who are logged in.	[Not applicable]
queue_status	smallint	Null	A small integer specifying status of queue.	[Not applicable]
no_agent_available_chat	numeric(19)	Null	The number of agents who are logged in and available, who can either be assigned chat activities from the queue or can pull activities from the queue, and whose 'max live load' setting is not exceeded.	[Not applicable]
daily_service_level_chat	numeric(19)	Null	The number of chat activities for which service was started before the specified threshold time setting, out of all completed activities in the queue for the day, till that point of time.	[Not applicable]
age_oldest_act_not_ass_chat	numeric(19)	Null	The age of the oldest chat activity in the queue where the activity has not been assigned.	[Not applicable]
age_oldest_act_in_prog_chat	numeric(19)	Null	The age of the oldest chat activity in the queue where the activity has been assigned and is been worked upon.	[Not applicable]

Primary key

egpl_mon_queue_data_pk

- **Columns:** queue_id

11 Report tables

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Report template tables

egpl_rpt_nvtemplates

This table is used to store sort by column names and its values for different report templates.

Column	Type	Nulls	Description	Valid values
template_id	numeric(19)	Not null	A 64-bit long value that identifies a report template.	[Not applicable]
application_id	numeric(3)	Not null	An integer value representing the application ID to which the template belongs.	► 1: Common ► 90: Unified EIM
language_id	numeric(3)	Not null	An integer value representing the language ID.	► 4: English
object_type	numeric(3)	Not null	An integer value representing the object type.	► 1: Report templates
object_name	nvarchar(255)	Not null	A string value representing the Sort Column Name as displayed in the UI for sorting.	[Not applicable]
object_value	nvarchar(255)	Not null	A string value representing the value of the sort column name as in report output table used for sorting.	[Not applicable]

Foreign keys

fk_rpt_nvtemplates_talids

- **Columns:** template_id, application_id, language_id
- **Parent table:** egpl_rpt_templates

egpl_rpt_templates

This table stores the list of available report templates as shown in Report Console along with the license_id depending on which applications and licenses are installed.

Column	Type	Nulls	Description	Valid values
template_id	numeric(19)	Not null	A 64-bit long value that identifies a report template.	[Not applicable]
application_id	numeric(3)	Not null	An integer value representing the application ID to which the template belongs.	► 1: Common ► 90: Unified EIM

Column	Type	Nulls	Description	Valid values
language_id	numeric(3)	Not null	An integer value representing the language ID.	► 4: English
template_type	numeric(3)	Not null	An integer value representing the template type.	► 5: Report template ► 101: Report folder
parent_id	numeric(19)	Null	A 64-bit long value that identifies the parent node.	► -1: Report folders (for template type 101) ► template_id of template_type 101 from the same table, for report templates (for template type 5)
internal_name	nvarchar(750)	Null	Internal name used in coding for that report.	[Not applicable]
template_name	nvarchar(255)	Null	Name of template.	[Not applicable]
queue_name	nvarchar(255)	Null	This column stores the name of the query used for generating the report.	[Not applicable]
output_table	nvarchar(255)	Null	This column stores the name of the output table where the stored procedure populates the report data.	[Not applicable]
design_filename	nvarchar(255)	Null	This column stores the name of the jasper file that is used for displaying the data in a report format.	[Not applicable]
template_description	nvarchar(255)	Null	Description of template	[Not applicable]
license_id	numeric(19)	Null	License ID.	[Not applicable]

Primary key

pk_rpt_templates_talids

- **Columns:** template_id, application_id, language_id

Report execution tables

egpl_rpt_errorlog

This table contains the errors logged by a report's stored procedure about problems encountered at runtime.

Column	Type	Nulls	Description	Valid values
report_id	numeric(19)	Not null	A 64-bit long value that identifies a report.	[Not applicable]
run_id	numeric(19)	Not null	A 64-bit long value identifying the run instance which caused the error.	[Not applicable]
when_created	datetime	Null	Date time of error occurrence.	[Not applicable]
who_created	nvarchar(255)	Null		► SYSTEM_USER (hardcoded string value)
sp_name	nvarchar(255)	Null	String value representing the name of the stored procedure that failed.	[Not applicable]
error_msg	nvarchar(2000)	Null	A string value having the actual database error message.	[Not applicable]

Foreign keys

- fk_rpt_errorlog_rptid
 - **Columns:** report_id
 - **Parent table:** egpl_rpt_reports

egpl_rpt_nvreports

This table contains any additional selection criterion for a report execution which can not be stored in egpl_rpt_reports table. This stores the report input selection criterion in the form of name-value pairs against the report_id.

Column	Type	Nulls	Description	Valid values
report_id	numeric(19)	Not null	A 64-bit long value that identifies a report	[Not applicable]
var_name	nvarchar(255)	Not null	Name of the parameter	[Not applicable]
var_value	nvarchar(255)	Not null	Value of the parameter	[Not applicable]
var_position	numeric(2)	Null	This column stores the position of the selected age bucket. The age bucket details are used in the Service Level reports.	[Not applicable]

Foreign keys

- fk_rpt_nvreports_rptid
 - **Columns:** report_id
 - **Parent table:** egpl_rpt_reports

egpl_rpt_performance

This table stores execution performance details for a report.

Column	Type	Nulls	Description	Valid values
report_id	numeric(19)	Not null	A 64-bit long value that identifies a report template.	[Not applicable]
run_id	numeric(19)	Not null	A 64-bit long value that identifies the runid	[Not applicable]
sp_exe_time	numeric(19)	Not null	A 64-bit long value that represents the time taken to execute the Stored Procedure.	[Not applicable]
render_time	numeric(19)	Not null	A 64-bit long value that represents the time taken to generate ROI pages.	[Not applicable]
delete_time	numeric(19)	Not null	A 64-bit long value that represents the time taken to delete rows from out put table.	[Not applicable]
total_time	numeric(19)	Not null	A 64-bit long value that represents the total time taken to generate the whole report.	[Not applicable]
total_rows	numeric(19)	Not null	A 64-bit long value that represents the total rows in the output table.	[Not applicable]
when_created	datetime	Not null	Date time when the report got executed.	[Not applicable]

Foreign keys

- fk_rpt_performance_rptid
 - **Columns:** report_id
 - **Parent table:** egpl_rpt_reports

egpl_rpt_reports

This is the basic table that stores almost all the common input parameters related to reports.

Column	Type	Nulls	Description	Valid values
report_id	numeric(19)	Not null	A 64-bit long value that identifies a report.	[Not applicable]
template_id	numeric(19)	Not null	A 64-bit long value that identifies a report template.	[Not applicable]
application_id	numeric(3)	Not null	An integer value representing the application id it belongs to.	▶ 1: Common ▶ 90: Unified EIM
language_id	numeric(3)	Not null	An integer value representing the Language ID.	▶ 4: English
tp_type	numeric(3)	Null	An integer value that represents the type of timeframe chosen for the report.	▶ -1: No time period (Default value); used by reports which don't require a time period; the report is generated for the whole data; e.g., User Details report ▶ 1: Relative ▶ 2: Absolute
tp_type	numeric(3)	Null	An integer value that represents the type of timeframe chosen for the report.	▶ -1: No time period (Default value); used by reports which don't require a time period; the report is generated for the whole data; e.g., User Details report ▶ 1: Relative ▶ 2: Absolute
time_segment	numeric(3)	Null	An integer value that represents the time segment on which the reporting timeframe has to be broken in the inline drilldown.	▶ 1: ½ hour ▶ 2: 1 hour ▶ 3: 4 hours ▶ 4: 8 hours ▶ 5: 1 day ▶ 6: 1 week ▶ 7: 1 month ▶ 8: 1 quarter ▶ 9: 1 year

Column	Type	Nulls	Description	Valid values
tsm	numeric(19)	Null	A 64-bit long value that identifies Time Segment Multiplier (tsm). Time Segment and TSM specify the output pattern. Example: If the Time Segment is week and TSM is 3 , the report will display the result set with a gap of 3 weeks.	[Not applicable]
relative_tp	numeric(3)	Null	An integer value that identifies TPType - Relative/Current. Generate report for (n * Relative Time Period) Relative TP can be the past or current.	▶ 1: ½ hour ▶ 2: 1 hour ▶ 3: 4 hours ▶ 4: 8 hours ▶ 5: 1 day ▶ 6: 1 week ▶ 7: 1 month ▶ 8: 1 quarter ▶ 9: 1 year
relative_tpm	numeric(19)	Null	Relative Time Period Multiplier. Time segment for report (RelativeTP * Relative TPM). Example: If user specifies RelativeTP as Month and RelativeTPM as 2 , the generated report is for two months.	[Not applicable]
relative_tp_type	numeric(3)	Null	An integer value that identifies Relative Time period type.	▶ 1: Current and last ▶ 2: Current ▶ 3: Last
from_date	datetime	Null	A timestamp identifying Absolute From Date from when the report has to be generated.	[Not applicable]
to_date	datetime	Null	A timestamp identifying Absolute To Date till when the report has to be generated.	[Not applicable]
time_zone_name	nvarchar(255)	Null	A string value identifying the name of selected time zone. Gets populated only if timeframe for the report is Absolute .	[Not applicable]
time_zone_gmt_diff	numeric(19)	Null	A 64-bit long value that identifies the time difference in seconds between the local date time and GMT date time. It Equals to (Local date time – GMT date time).	[Not applicable]

Column	Type	Nulls	Description	Valid values
when_created	datetime	Null	A timestamp identifying when this report was created.	[Not applicable]
who_created	numeric(19)	Null	A 64-bit long value that identifies user who created the report.	[Not applicable]
when_modified	datetime	Null	A timestamp identifying when this report was last modified.	[Not applicable]
who_modified	numeric(19)	Null	A 64-bit long value that identifies user who last modified the report.	[Not applicable]
access_type	numeric(3)	Null	An integer value that represents type of user who can access a report. Currently not in use.	[Not applicable]
report_type	numeric(3)	Null	An integer value that represents type of report e.g. Trend, Snapshot, etc. Currently not in use.	[Not applicable]
db_flag	numeric(3)	Null	An integer value that represents which database to use for report generation, i.e. Active db, Archive db, Active, and Archive db. Currently not in use.	[Not applicable]
export_type	numeric(3)	Null	An integer value that represents report output export type, i.e. html, xls, pdf, csv. Currently not in use.	[Not applicable]
graph_flag	numeric(3)	Null	An integer value that represents whether to display a graph.	► 0: Don't display ► 1: Display
zero_flag	numeric(3)	Null	An integer value that represents zero rows suppression flag: whether rows with zero values are displayed in the report output.	► 0: Don't display ► 1: Display
perf_flag	numeric(3)	Null	An integer value that represents whether to display the performance section.	► 0: Don't display ► 1: Display
sort_order	numeric(3)	Null	An integer value that represents sorting order.	► 0: Descending ► 1: Ascending
report_name	nvarchar(255)	Null	A string value that represents the name of the report.	[Not applicable]
report_description	nvarchar(255)	Null	A string value that represents the description of report	[Not applicable]

Column	Type	Nulls	Description	Valid values
sort_by	nvarchar(255)	Null	A string value that represents the column name on which report output will be sorted.	[Not applicable]
filter_type	nvarchar(255)	Null	A string value that represents the filter type for the report resource selection.	▶ ALL_TR_EPNT: All aliases ▶ SEL_TR_EPNT: Selected aliases ▶ ALL_TR_USER: All users ▶ SEL_TR_USER: Selected users ▶ ALL_TR_UGRP: All user-groups ▶ SEL_TR_UGRP: Selected user-groups ▶ ALL_TR_CLFN: All classification ▶ SEL_TR_CLFN: Selected classifications ▶ NUL_TR_CLFN: Null classification ▶ BTH_TR_CLFN: Both classifications ▶ ALL_TR_AQUE: All queues ▶ SEL_TR_AQUE: Selected queues ▶ ALL_TR_DEPT: All departments ▶ SEL_TR_DEPT: Selected departments ▶ ALL_TR_KBFL: All KB folders ▶ ALL_TR_KBAR: Selected KB folders ▶ ALL_TR_CLVL: All customer levels ▶ SEL_TR_CLVL: Selected customer levels
group_by	nvarchar(255)	Null	A string value that represents the group by information.	[Not applicable]
attribute1	nvarchar(255)	Null	A string value that represents report specific additional attributes.	[Not applicable]
attribute2	nvarchar(255)	Null	A string value that represents report specific additional attributes.	[Not applicable]

Column	Type	Nulls	Description	Valid values
attribute3	nvarchar(255)	Null	A string value that represents report specific additional attributes.	[Not applicable]
attribute4	nvarchar(255)	Null	A string value that represents report specific additional attributes.	[Not applicable]
summary_flag	smallint	Null	A string value that represents whether to show summary only or summary and detail sections both in report.	► 0: Display summary and details ► 1: Display summary only
format_flag	smallint	Null	A string value that represents the display output format for the report.	► 0: HTML ► 1: Excel
version	numeric(19)	Null	A 64-bit long value that identifies the version number of run report used for email notification.	[Not applicable]
run_scheduled_by	nvarchar(255)	Null	A string value that represents the user who scheduled the report.	[Not applicable]
notification_req	smallint	Null	This column tracks whether the scheduled report should be sent as a notification mail.	► 1: Notification is set ► 0: Notification is not set
run_type	smallint	Null	This column defines whether the report is run after saving or without saving.	► 1: Saved report ► 0: Unsaved report
delete_flag	nchar	Not null	This defines whether the report can be deleted.	► Y: Report deleted ► N: Report not deleted

Primary key

- pk_rpt_reports_rptid
 - **Columns:** report_id

Foreign keys

- fk_rpt_reports_talids
 - **Columns:** template_id, application_id, language_id
 - **Parent table:** egpl_rpt_templates

egpl_rpt_treelist

This table stores the objects selected for a report. The table is populated only when the user selects an object.

Column	Type	Nulls	Description	Valid values
report_id	numeric(19)	Not null	A 64-bit long value that identifies a report template.	[Not applicable]
object_id	numeric(19)	Not null	A 64-bit long value that identifies a selected object.	[Not applicable]
object_type	smallint	Not null	An integer value that represents the type of the selected object.	▶ 1: Department ▶ 2: Alias (Entry point) ▶ 3: User group ▶ 4: User ▶ 5: Spam ▶ 7: Cluster ▶ 8: Release ▶ 9: Category ▶ 10: Resolution code ▶ 11: KB folder ▶ 12: Queue ▶ 13: Customer
filter_identifier	nvarchar(50)	Not null	A string value that identifies the tree-to-list object type, if more than one tree-to-list selection exists for a report.	▶ ALIAS ▶ SPAM ▶ USER
department_id	numeric(19)	Null	A 64-bit long value that identifies the department of the object.	[Not applicable]

Foreign keys

fk_rpt_treelist_rptid

- **Columns:** report_id
- **Parent table:** egpl_rpt_reports

egplr_scheduled_task_status

This table is used to store the last run status and date time, and last event ID until summarization has been completed by different summary jobs.

Column	Type	Nulls	Description	Valid values
script_id	int	Null	An integer value that represents the summary stored procedure.	[Not applicable]

Column	Type	Nulls	Description	Valid values
script_name	varchar(100)	Null	A string value that represents the summary stored procedure name.	[Not applicable]
lastrun_datetime	datetime	Null	A timestamp that represents the last run date time.	[Not applicable]
lastrun_status	varchar(30)	Null	An string value that identifies the last run status.	[Not applicable]
last_eventid	numeric(19)	Null	A 64-bit long value that represents the last event in egpl_event_history_case_mgmt until which summarization is done.	[Not applicable]
last_eventid_user	numeric(19)	Null	A 64-bit long value that represents the last event in egpl_event_history_user until which summarization is done.	[Not applicable]

egpl_rpt_testscriptoutput

This table is to store the results of test script output for stored procedures. It is currently not in use.

egpl_rpt_tasks

This table stores the list of report generation tasks that are to be executed. When a user runs a report, an entry is made into this table. Report service pings this table at regular intervals and generates the report for the task that is pending.

Column	Type	Nulls	Description	Valid values
run_id	numeric(19)	Not null	This ID identifies the sequence of the report that is to be generated. The reporting engine checks this ID to identify the next report that is to be generated.	[Not applicable]
report_id	numeric(19)	Not null	The ID of the report to be run.	[Not applicable]
template_id	numeric(19)	Not null	The ID of the template that should be used for displaying the report.	[Not applicable]
run_by	numeric(19)	Not null	The ID of the user who is running the report.	[Not applicable]
run_by_name	nvarchar(255)	Not null	The name of the user who is running the report. The name is composed of the first name and last name or the username.	[Not applicable]

Column	Type	Nulls	Description	Valid values
run_on_time	datetime	Not null	The datetime value when the report is run.	[Not applicable]
is_admin	numeric(3)	Not null	This value denotes whether the user is a partition administrator.	► 1: Partition administrator ► 0: Not a partition administrator
locale	nvarchar(100)	Not null	This denotes the locale (timezone) of the browser/ machine.	[Not applicable]
params	nvarchar(1000)	Null	The supporting parameters required for running the report.	[Not applicable]
status	numeric(3)	Not null	The status of the report.	► 1: Cancel ► 2: Complete ► 3: Error ► 4: In progress ► 5: Pending

Primary key

pk_rpt_tasks_runid

○ **Columns:** run_id

egpl_rpt_history

This table stores the history of reports run. Each time a report is run an entry is made in this table.

Column	Type	Nulls	Description	Valid values
run_id	numeric(19)	Not null	This ID identifies the sequence of the report that is to be generated. The reporting engine checks this ID to identify the next report that is to be generated.	[Not applicable]
report_id	numeric(19)	Not null	The ID of the report to be run.	[Not applicable]
version_no	numeric(19)	Not null	The version number of run of the report.	[Not applicable]
run_on_time	datetime	Not null	The datetime value when the report is run	[Not applicable]
run_by	nvarchar(255)	Not null	The name of the user who is running the report. The name is composed of the first name and last name or the username.	[Not applicable]

Column	Type	Nulls	Description	Valid values
no_of_pages	smallint	Not null	This stores the number of pages generated by the report.	[Not applicable]
delete_flag	nchar	Not null	This column denotes whether the history can be deleted or not.	[Not applicable]

Primary key

pk_rpt_history_runid

- **Columns:** run_id

egpl_rpt_schedule

This table stores the properties of the schedule of reports.

Column	Type	Nulls	Description	Valid values
schedule_id	numeric(19)	Not null	The ID of the schedule for this report. If the report is unscheduled then -1 is stored.	[Not applicable]
report_id	numeric(19)	Not null	The ID of the report to be run.	[Not applicable]
priority	numeric(19)	Null	This column does not store any values in this version.	[Not applicable]
max_instances	numeric(19)	Null	This column does not store any values in this version.	[Not applicable]
message_id	numeric(19)	Null	If notification is created then this column stores the message_id.	[Not applicable]

egplr_reports_events_logs

This table is used to log the errors encountered in summary procedures.

Column	Type	Nulls	Description	Valid values
script_id	numeric(19)	Null	An integer value that represents the summary.	[Not applicable]
condition_id	numeric(19)	Null	An integer value identifying a unique error condition.	[Not applicable]
condition_name	nvarchar(255)	Null	The description of the error condition.	[Not applicable]
queue_id	numeric(19)	Null	A 64-bit long value specifying queue ID for which the error condition occurred.	[Not applicable]

Column	Type	Nulls	Description	Valid values
start_date	numeric(19)	Null	The GMT time difference in milliseconds between '0000 hrs 1/1/1970' and the start of summary interval timestamp.	[Not applicable]
end_date	numeric(19)	Null	The GMT time difference in milliseconds between '0000 hrs 1/1/1970' and the end of summary interval timestamp.	[Not applicable]

Agent performance report tables

egpl_event_history_user

This table maps information related to events performed by the user in the past.

Column	Type	Nulls	Description	Valid values
event_id	numeric(19)	Not null	Identifies the event uniquely.	[Not applicable]
event_date	numeric(19)	Null	Number of milliseconds since January 1, 1970.	[Not applicable]
date_key	numeric(19)	Null	Not used currently.	[Not applicable]
time_key	int	Null	Not used currently.	[Not applicable]
application_id	numeric(19)	Null	Application ID of object ID.	[Not applicable]
language_id	int	Null	Language of object ID.	[Not applicable]
object_operation	smallint	Null		▶ 1: Create user ▶ 2: Edit user ▶ 3: Soft delete ▶ 5: Log in ▶ 6: Log out ▶ 7: Failed login attempt ▶ 8: Session timed out ▶ 9: Session terminated ▶ 10: User available ▶ 11: User not available
event_duration	int	Null	Not used currently.	[Not applicable]
user_id	numeric(19)	Null	User ID of user performing operation.	[Not applicable]
session_id	numeric(19)	Null	Used to stores session of the user.	[Not applicable]

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Null	Department ID of user.	[Not applicable]
reason	numeric(19)	Null	Not used currently.	[Not applicable]
reason1	numeric(19)	Null	Not used currently.	[Not applicable]
reason2	numeric(19)	Null	Not used currently.	[Not applicable]
reason3	numeric(19)	Null	Not used currently.	[Not applicable]
reason4	nvarchar(255)	Null	Not used currently.	[Not applicable]
client_user_id	numeric(19)	Null	Client information.	[Not applicable]
client_ip_address	nvarchar(255)	Null	Not used currently.	[Not applicable]
client_os	nvarchar(255)	Null	Not used currently.	[Not applicable]
client_browser	nvarchar(255)	Null	A string specifying the details of the browser of the client.	[Not applicable]
client_info	nvarchar(255)	Null	A string specifying general information about the client.	[Not applicable]

Primary key

pk_egpl_event_history_user

- **Columns:** event_id

egplr_smy_user

This table is used to store half hourly-summarized data for users in the system. It may be email or task activities.

Column	Type	Nulls	Description	Valid values
user_id	int	Null	An integer value that identifies the user.	[Not applicable]
first_name	nvarchar(124)	Null	A string value that represents the first name of user	[Not applicable]
last_name	nvarchar(124)	Null	A string value that represents the last name of user	[Not applicable]
application_id	numeric(19)	Null	An integer value representing the application ID to which the activity belongs.	► 1: Common ► 90: Unified EIM
department_id	numeric(19)	Null	A 64-bit long value that identifies the department	[Not applicable]
department_name	nvarchar(255)	Null	A string value that identifies the department name	[Not applicable]

Column	Type	Nulls	Description	Valid values
date_key	numeric(19)	Null	A 64-bit long value that identifies the date difference from '0000 hrs 1/1/1970' till this day (0000 hrs) in seconds. (Not in use)	[Not applicable]
time_key	int	Null	A 64-bit long value that identifies the difference in second from 0000 hrs till the starting of this half hour (Not in use)	[Not applicable]
date_time_insec	numeric(19)	Null	The GMT time difference in seconds between '0000 hrs 1/1/1970' and the summary interval timestamp.	[Not applicable]
gmt_date	datetime	Null	Timestamp of the start of the summary interval in GMT	[Not applicable]
work_time	numeric(19)	Null	A 64-bit long value that represents the work time in seconds.	[Not applicable]
wrap_time	numeric(19)	Null	A 64-bit long value that represents the wrap time in seconds.	[Not applicable]
turnaround_time	numeric(19)	Null	A 64-bit long value that represents the turnaround time in seconds.	[Not applicable]
logon_time	numeric(19)	Null	A 64-bit long value that represents the logon time in seconds.	[Not applicable]
idle_time	numeric(19)	Null	A 64-bit long value that represents the idle time in seconds.	[Not applicable]
available_time	numeric(19)	Null	A 64-bit long value that represents the available time in seconds.	[Not applicable]
unavailable_time	numeric(19)	Null	A 64-bit long value that represents the unavailable time in seconds.	[Not applicable]
activities_assigned	int	Null	An integer value representing the count of assigned activities.	[Not applicable]
activities_completed	int	Null	An integer value representing the count of completed activities.	[Not applicable]
activities_read	int	Null	An integer value representing the count of read activities.	[Not applicable]
activities_replied	int	Null	An integer value representing the count of replied activities.	[Not applicable]
activities_pulled	int	Null	An integer value representing the count of pulled activities.	[Not applicable]
activities_composed	int	Null	An integer value representing the count of composed activities.	[Not applicable]

Column	Type	Nulls	Description	Valid values
activities_transferred_queue	int	Null	An integer value representing the count of activities transferred to queue.	[Not applicable]
activities_transferred_agent	int	Null	An integer value representing the count of activities transferred to user.	[Not applicable]
activities_transferred_in	int	Null	An integer value representing the count of An integer value representing the count of transferred in activities.	[Not applicable]
moved_by_rules	int	Null	An integer value representing the count of activities moved by rules.	[Not applicable]
transfer_handle_time	numeric(19)	Null	A 64-bit long value that represents the transfer handle time in seconds.	[Not applicable]
activities_abandoned	int	Null	An integer value representing the count of abandoned activities.	[Not applicable]
open_at_end	int	Null	An integer value representing the count of activities open at end.	[Not applicable]
close_at_end	int	Null	An integer value representing the count of activities close at end.	[Not applicable]
open_at_start	int	Null	An integer value representing the count of activities open at start.	[Not applicable]
turnaround_time_bh	numeric(19)	Null	A 64-bit long value that represents the turnaround time as per business hours in seconds.	[Not applicable]
activities_conferenced_in	int	Null	An integer value representing the count of conferenced-in activities.	[Not applicable]
activities_conferenced_out	int	Null	An integer value representing the count of conferenced-out activities.	[Not applicable]

egplr_user_work_status

This table is used to keep track that how many workable (new, in-progress, wrap-up) activities are assigned to an agent. As soon as the count goes to zero, `idle_start` event has to be logged in the `egpl_event_history_user` table. When this assigned count changes from 0 to a greater value, an `idle_end` event is logged in the same table.

Column	Type	Nulls	Description	Valid values
user_id	numeric(19)	Null	A 64 bit long value that represents the user ID.	[Not applicable]

Column	Type	Nulls	Description	Valid values
assigned	int	Null	An integer value that represents the count of assigned activities that are workable.	[Not applicable]
updated_at	datetime	Null	A timestamp that represents when this user's assigned count was last updated.	[Not applicable]

egplr_for_turnaround_time

This table stores details which are used to calculate turnaround time for a user and a queue.

Column	Type	Nulls	Description	Valid values
event_date	numeric(19)	Null	The number of milliseconds since January 1, 1970.	[Not applicable]
activity_id	numeric(19)	Null	A 64-bit long value that identifies the activity.	[Not applicable]
user_id	numeric(19)	Null	A 64-bit long value identifying the user with whom this activity is associated.	[Not applicable]
queue_id	numeric(19)	Null	A 64-bit long value that identifies the queue with which this activity is associated.	[Not applicable]

Indexes

egplr_for_turnaround_time_idx

- **Columns:** activity_id

Classification report tables

egpl_event_history_category

This table stores the history of changes to categories.

Column	Type	Nulls	Description	Valid values
event_id	numeric(19)	Not null	Identifies the event uniquely.	[Not applicable]
event_date	numeric(19)	Null	Number of milliseconds since January 1, 1970.	[Not applicable]
date_key	numeric(19)	Null	Not used currently.	[Not applicable]

Column	Type	Nulls	Description	Valid values
time_key	int	Null	Not used currently.	[Not applicable]
application_id	numeric(19)	Null	Application ID of object ID.	[Not applicable]
language_id	int	Null	Language of object ID.	[Not applicable]
object_operation	smallint	Null		▶ Category_Create_Event: 1 ▶ Category_Modify_Event: 2 ▶ Category_Soft_Delete_Event: 3 ▶ Category_Assign_Event: 5 ▶ Category_Remove_Event: 6
event_duration	int	Null	Not used currently.	[Not applicable]
user_id	numeric(19)	Null	Operation performed by user. User ID can also be system user in case of rule engine.	[Not applicable]
session_id	numeric(19)	Null	Session ID of Login User.	[Not applicable]
department_id	numeric(19)	Null	Department ID of object ID.	[Not applicable]
reason	numeric(19)	Null	queue_id (the queue in which activity is there when classification got attached, if not in a queue then NULL or 0)	[Not applicable]
reason1	numeric(19)	Null	alias_id of the alias to which this activity had come.	[Not applicable]
reason2	numeric(19)	Null	Not used currently.	[Not applicable]
reason3	numeric(19)	Null	Not used currently.	[Not applicable]
reason4	nvarchar(255)	Null	Not used currently.	[Not applicable]
object_id	numeric(19)	Null	Object ID to which the classification got attached.	[Not applicable]
object_type	smallint	Null		▶ Event_Object_Type_Activity: 201 ▶ Event_Object_Type_Article: 202 ▶ Event_Object_Type_Customer: 203 ▶ Event_Object_Type_Category: 204
category_id	numeric(19)	Null	Classification ID (category or resolution code ID).	[Not applicable]

Primary key

pk_egpl_event_history_category

- **Columns:** event_id

egplr_classification_tree

This table is used to temporarily store the selected classifications' tree needed for data computation in Classification reports. After the report is generated the data is truncated from this table.

Column	Type	Nulls	Description	Valid values
runid	int	Not null	An integer value that represents the unique run ID to recognize the report run instance data.	[Not applicable]
sr_no	int	Not null	An integer value that represents the serial number.	[Not applicable]
cat_rc_id	numeric(19)	Null	A 64-bit long value that represents the category or resolution code.	[Not applicable]
cat_rc_name	nvarchar(255)	Null	A string value that represents the category / resolution code's name.	[Not applicable]
cat_rc_type	char(1)	Null	A string value that represents the category / resolution code's type.	[Not applicable]
parent_id	numeric(19)	Null	A 64-bit long value that represents the parent classification.	[Not applicable]
topcat_rc_id	int	Not null	An integer value that represents the top category / resolution code.	[Not applicable]
department_id	numeric(19)	Null	A 64-bit long value that represents the department.	[Not applicable]
department_name	nvarchar(255)	Null	A string value that represents the department name.	[Not applicable]
level_no	int	Not null	An integer value that represents the level of (category/resolution code) in the tree.	[Not applicable]
tree_index	int	Not null	An integer value that represents the tree index	[Not applicable]
marked_delete	smallint	Not null	An integer value that represents the (category/resolution code) marked delete flag.	[Not applicable]
usage	int	Null	An integer value that represents the usage count for the category/resolution code.	[Not applicable]

egplr_smy_clfnusage

This table is used to store half hourly rolled-up summarized data for classifications' usage in the system. This table is not in use currently. It has been introduced for ROI reporting in future.

Contact center administration report tables

egmlr_smy_activity

This table is used to store half hourly-summarized data for activities in the system. It may be an email or task activity.

Column	Type	Nulls	Description	Valid values
activity_id	int	Null	An integer value that identifies the activity.	[Not applicable]
case_id	int	Null	An integer value that identifies the case.	[Not applicable]
dept_id	int	Null	An integer value that identifies the department.	[Not applicable]
dept_name	nvarchar(255)	Null	A string that represents the department name.	[Not applicable]
user_id	int	Null	An integer value that represents the user who acted on an activity. May be a rule also in some routing events, so will log user_id as 12 (system).	[Not applicable]
first_name	nvarchar(124)	Null	A string that represents the first name of user.	[Not applicable]
last_name	nvarchar(124)	Null	A string that represents the last name of user.	[Not applicable]
queue_id	int	Null	An integer value that identifies the queue in which this activity was served.	[Not applicable]
queue_name	nvarchar(255)	Null	A string that represents the queue name.	[Not applicable]
from_datekey	int	Null	A 64-bit long value that identifies the date difference from '0000 hrs 1/1/1970' till this day (0000 hrs) in seconds. (Not in use).	[Not applicable]
from_timekey	int	Null	A 64-bit long value that identifies the difference in second from 0000 hrs till the starting of this half hour (Not in use).	[Not applicable]
date_time_insec	numeric(19)	Null	The GMT time difference in seconds between '0000 hrs 1/1/1970' and the summary interval timestamp.	[Not applicable]
gmt_date	datetime	Null	Timestamp of the start of the summary interval in GMT.	[Not applicable]

Column	Type	Nulls	Description	Valid values
application_id	int	Null	An integer value representing the application id it belongs to.	► 1: Common ► 90: Unified EIM
entrypoint_id	int	Null	An integer value that represents the alias ID (entry point).	[Not applicable]
entrypoint_name	nvarchar(255)	Null	A string that represents the alias name (entry point).	[Not applicable]
entrypoint_add	nvarchar(255)	Null	A string that represents the alias value (email address of the entry point).	[Not applicable]
work_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the work time in seconds.	[Not applicable]
wrap_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the wrap time in seconds.	[Not applicable]
response_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the response time in seconds on the basis of 24 hour working.	[Not applicable]
handle_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the handle time in seconds.	[Not applicable]
close_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the close time in seconds.	[Not applicable]
resolve_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the resolve time in seconds.	[Not applicable]
incoming_wait_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the incoming wait time in seconds.	[Not applicable]
outgoing_wait_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the outgoing wait time in seconds.	[Not applicable]
turnaround_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the turnaround time in seconds on the basis of 24 hour working.	[Not applicable]
turnaround_time_bh	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the turnaround time in seconds on the basis of defined business hours.	[Not applicable]
response_time_bh	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the response time in seconds on the basis of defined business hours.	[Not applicable]

Column	Type	Nulls	Description	Valid values
met_sla	tinyint	Null	An integer value that represents whether the activity met the SLA.	► 0: SLA not met ► 1: SLA met ► 2: SLA not set ► 5: SLA not applied
is_replied	tinyint	Null	An integer value that represents whether the activity is replied to.	► 0: Not replied ► 1: Replied
read_time	numeric(19,3)	Null	A 64-bit long value with precision 19 and scale 3 representing the read time in seconds.	[Not applicable]
age_duration_24hrs	int	Null	An integer value identifying the age of an activity in seconds with respect to 24 hours.	[Not applicable]
age_duration_businesshrs	int	Null	An integer value identifying the age of an activity in seconds with respect to business calendar hours.	[Not applicable]
activities_turned_around	int	Null	An integer value identifying the number of activities turned around.	[Not applicable]

Indexes

egmlr_smy_activity_idx1

- **Columns:** activity_id

egmlr_smy_activity_idx2

- **Columns:** date_time_insec, activity_id, user_id, queue_id

egmlr_smy_alias

This table is used to store half hourly-summarized data for the aliases in the system.

Column	Type	Nulls	Description	Valid values
alias_id	int	Null	An integer value representing the alias (entry point).	[Not applicable]
alias_name	nvarchar(255)	Null	A string value representing the alias name.	[Not applicable]
alias_email_add	nvarchar(255)	Null	A string value representing the email address of alias.	[Not applicable]
from_dtttimekey	int	Null	The GMT time difference in seconds between '0000 hrs 1/1/1970' and the summary interval timestamp.	[Not applicable]
gmt_date	datetime	Null	Timestamp of the start of the summary interval in GMT.	[Not applicable]

Column	Type	Nulls	Description	Valid values
newcases_mails	int	Null	An integer value that represents the new cases emails to the alias.	[Not applicable]
existingcases_mails	int	Null	An integer value that represents the existing cases mails to the alias.	[Not applicable]
composed_mails	int	Null	An integer value that represents the composed mails from the alias.	[Not applicable]
replied_mails	int	Null	An integer value that represents the replied mails (out of how many came in this half hour).	[Not applicable]
autoack_mails	int	Null	An integer value that represents the auto acknowledged mails (out of how many came in this half hour).	[Not applicable]
autoreplied_mails	int	Null	An integer value that represents the auto replied mails (out of how many came in this half hour).	[Not applicable]
assigned_mails	int	Null	An integer value that represents the assigned mails (out of how many came in this half hour).	[Not applicable]
unassigned_mails	int	Null	An integer value that represents the unassigned mails (out of how many came in this half hour).	[Not applicable]
open_mails	int	Null	An integer value that represents the open mails (out of how many came in this half hour).	[Not applicable]
completed_mails	int	Null	An integer value that represents the completed mails (out of how many came in this half hour).	[Not applicable]
not_replied	int	Null	An integer value that represents the not replied mails (out of how many came in this half hour).	[Not applicable]
nocase_mails	int	Null	An integer value identifying number of new incoming activities (from an alias) that have no case associated with them.	0 (default value)
compose_atend	numeric(19)	Null	A 64-bit long value that represent number of activities composed but not completed.	[Not applicable]

egmlr_smy_queue

This table is used to store half hourly-summarized data for queues in the system.

Column	Type	Nulls	Description	Valid values
queue_id	numeric(19)	Null	A 64-bit long value that represents the queue.	[Not applicable]
queue_name	nvarchar(255)	Null	A string value the represents the queue name.	[Not applicable]
dept_id	numeric(19)	Null	A 64-bit long value that represents the department.	[Not applicable]

Column	Type	Nulls	Description	Valid values
dept_name	nvarchar(255)	Null	A string value the represents the department name.	[Not applicable]
from_dtttimekey	numeric(19)	Null	A 64-bit long value that identifies the GMT time difference in seconds between '0000 hrs 1/1/1970' and the summary interval timestamp.	[Not applicable]
gmt_date	datetime	Null	Timestamp of the start of the summary interval in GMT.	[Not applicable]
xfer_in	int	Null	An integer value that represents the mails transferred in to the queue.	[Not applicable]
newcases_mails	int	Null	An integer value that represents the new cases mails to the queue.	[Not applicable]
existingcases_mails	int	Null	An integer value that represents the existing cases mails to the queue.	[Not applicable]
composed_mails	int	Null	An integer value that represents the composed mails.	[Not applicable]
replied_mails	int	Null	An integer value that represents the replied mails.	[Not applicable]
autoack_mails	int	Null	An integer value that represents the auto acknowledged mails.	[Not applicable]
autoreplied_mails	int	Null	An integer value that represents the auto replied mails (out of how many came to this queue).	[Not applicable]
assigned_mails	int	Null	An integer value that represents the assigned mails (out of how many came to this queue).	[Not applicable]
unassigned_mails	int	Null	An integer value that represents the unassigned mails (out of how many came to this queue).	[Not applicable]
open_mails	int	Null	An integer value that represents the open mails (out of how many came to this queue).	[Not applicable]
completed_mails	int	Null	An integer value that represents the completed mails (out of how many came to this queue).	[Not applicable]
not_replied	int	Null	An integer value that represents the not replied mails (out of how many came to this queue).	[Not applicable]
xfer_out	int	Null	An integer value that represents the transfer out mails (out of how many came to this queue).	[Not applicable]
nocase_mails	int	Null	An integer value identifying the new incoming activity that have no case associated with them for a queue.	[Not applicable]

Indexes

egmlr_smy_queue_idx1

- **Columns:** queue_id

egplr_smy_case_details

This table is used to store half hourly-summarized data for cases in the system.

Column	Type	Nulls	Description	Valid values
datekey	numeric(18)	Null	A 64-bit long value that identifies the date difference from '0000 hrs 1/1/1970' till this day (0000 hrs) in seconds. (Not in use)	[Not applicable]
timekey	int	Null	A 64-bit long value that identifies the difference in second from 0000 hrs till the starting of this half hour. (Not in use)	[Not applicable]
date_time_in_sec	numeric(18)	Null	The GMT time difference in seconds between '0000 hrs 1/1/1970' and the summary interval timestamp.	[Not applicable]
gmt_date	datetime	Null	Timestamp of the start of the summary interval in GMT.	[Not applicable]
event_date	numeric(19)	Null	A 64-bit long value that identifies the event date as in egpl_event_history_case_mgmt when this event occurred.	[Not applicable]
case_id	numeric(18)	Null	A 64-bit long value that identifies the case.	[Not applicable]
user_id	numeric(19)	Null	A 64-bit long value that identifies the user.	[Not applicable]
first_name	nvarchar(124)	Null	A string value that represents the first name of the user.	[Not applicable]
last_name	nvarchar(124)	Null	A string value that represents the last name of the user.	[Not applicable]
resolution_time_24hrs	numeric(18)	Null	A 64-bit long value that identifies the case resolution time assuming 24 hours working	[Not applicable]
resolution_time_businesshrs	numeric(18)	Null	A 64-bit long value that identifies the case resolution time for business hours working only.	[Not applicable]
no_of_activities	numeric(18)	Null	A 64-bit long value that identifies the number of activities (incoming) in the case.	[Not applicable]

Column	Type	Nulls	Description	Valid values
status_flag	smallint	Null	An integer value that represents the status of the case.	▶ 0: Closed ▶ 1: New ▶ 2: Reopened ▶ 3: New for agent ▶ 4: Reopen for agent ▶ 5: Reassigned to agent
met_sla	tinyint	Null	An integer value that represents whether the case met the SLA (if resolved).	▶ 0: SLA not met ▶ 1: Met SLA ▶ 2: SLA not set
age_duration_24hrs	numeric(19)	Null	A 64-bit long value that represents the age of an activity in seconds with respect to 24 hours.	[Not applicable]
age_duration_businesshrs	numeric(19)	Null	A 64-bit long value that represents the age of an activity on the with respect to business calendar hours.	[Not applicable]
department_id	numeric(19)	Null	A 64-bit long value that represents the department.	[Not applicable]
fcr_applicable	smallint	Null	A small integer value indicates whether a case is applicable for FCR or not.	▶ 0: NA ▶ 1: No ▶ 2: Yes

Indexes

idx_escd_case_id

- **Columns:** case_id

idx_escd_case_id_date

- **Columns:** case_id, event_date

egpl_event_history_case_mgmt

This table stores the events and actions related to case and activity objects. The events may be caused by the workflow engine or agents logged in to Agent Console.

Column	Type	Nulls	Description	Valid values
event_id	numeric(19)	Not null	A 64-bit long value that identifies an event	[Not applicable]
event_date	numeric(19)	Null	A 64-bit long value that identifies the event date when this event occurred.	[Not applicable]

Column	Type	Nulls	Description	Valid values
date_key	numeric(19)	Null	A 64-bit long value that identifies the date difference from '0000 hrs 1/1/1970' till this day (0000 hrs) in seconds. (Not in use)	[Not applicable]
time_key	int	Null	An integer value that identifies the difference in second from 0000 hrs till the starting of this half hour. (Not in use)	[Not applicable]
application_id	numeric(19)	Null	A 64 bit long value representing the application id it belongs to.	► 1: Common ► 90: Unified EIM
language_id	int	Null	An integer value representing the language ID.	► 4: English
object_operation	smallint	Null	An integer value representing the action.	[Not applicable]
event_duration	int	Null	An integer value representing the event duration in seconds.	[Not applicable]
department_id	numeric(19)	Null	A 64-bit long value that identifies the department.	[Not applicable]
reason	numeric(19)	Null	A 64-bit long value that identifies the more details about some events.	[Not applicable]
reason1	numeric(19)	Null	A 64-bit long value that identifies the more details about some events.	[Not applicable]
reason2	numeric(19)	Null	A 64-bit long value that identifies the more details about some events.	[Not applicable]
reason3	numeric(19)	Null	A 64-bit long value that identifies the more details about some events.	[Not applicable]
reason4	nvarchar(255)	Null	A 64-bit long value that identifies the more details about some events.	[Not applicable]
object_type	smallint	Null	An integer value that identifies the object type.	[Not applicable]
queue_id	numeric(19)	Null	A 64-bit long value that identifies the queue.	[Not applicable]
entry_point_id	numeric(19)	Null	A 64-bit long value that identifies the entry point.	[Not applicable]
source_activity_id	numeric(19)	Null	A 64-bit long value that identifies the source activity.	[Not applicable]
case_id	numeric(19)	Null	A 64-bit long value that identifies the case.	[Not applicable]
activity_id	numeric(19)	Null	A 64-bit long value that identifies the activity.	[Not applicable]
top_lvl_activity_id	numeric(19)	Null	A 64-bit long value that identifies the top level activity.	[Not applicable]

Column	Type	Nulls	Description	Valid values
customer_id	numeric(19)	Null	A 64-bit long value that identifies the customer.	[Not applicable]
rule_id	numeric(19)	Null	A 64-bit long value that identifies the rule.	[Not applicable]

Primary key

pk_egpl_event_history_case_mgm

- **Columns:** event_id

egplr_business_duration

This table stores day wise the business hours of a department.

Column	Type	Nulls	Description	Valid values
dept_id	numeric(19)	Null	A 64-bit value that is a unique identifier for a department.	[Not applicable]
datetime_insec	numeric(19)	Null	The GMT time difference in seconds between '0000 hrs 1/1/1970' and the summary interval timestamp.	[Not applicable]
datetime_ingmt	datetime	Null	Timestamp of the start of the summary interval in GMT.	[Not applicable]
business_seconds	numeric(19)	Null	A 64-bit long value specifying business seconds for the summary interval.	[Not applicable]

Indexes

egplr_business_duration_idx

- **Columns:** datetime_ingmt

egplr_activity_snapshot

This table provides a snapshot of the current status of the activity. It is a compilation of all the actions that have been done on the activity and the events that have been generated from those actions.

Column	Type	Nulls	Description	Valid values
event_id	numeric(19)	Null	A 64-bit long value that identifies an event uniquely.	[Not applicable]
activity_id	numeric(19)	Null	A 64-bit long value that identifies the activity.	[Not applicable]
object_operation	numeric(19)	Null	A 64-bit long value that identifies an operation on activity.	[Not applicable]

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Null	A 64-bit long value that identifies the department.	[Not applicable]
user_id	numeric(19)	Null	A 64-bit long value that represents the user who acted on an activity.	► User ID: User ID of the user who worked on this activity ► 12: System (in form of rules) acted on the activity ► 0: If activity is not assigned to any user
queue_id	numeric(19)	Null	A 64-bit long value that identifies the queue in which this activity was served. If no queue is associated then value is 0.	[Not applicable]
alias_id	numeric(19)	Null	A 64-bit long value that identifies the alias (entry point).	[Not applicable]
activity_type	numeric(19)	Null	An integer, identifying the type of activity. The system is shipped with support for some activity types. More activity types (custom types) can be added into the application after shipping.	[Not applicable]
arrival_time	numeric(19)	Null	Datetime when the activity arrives. This is difference in milliseconds from 1/1/1970.	[Not applicable]
is_replied	int	Null	Flag indicating whether the activity is replied to or not.	[Not applicable]
first_reply_date_time	numeric(19)	Null	Datetime when the activity is first time replied. This is difference in milliseconds from 1/1/1970.	[Not applicable]
response_event_date_time	numeric(19)	Null	Datetime difference when the reply is sent out by the dispatcher.	[Not applicable]
response_user	numeric(19)	Null	A 64-bit long value identifying the user ID of the user who replied.	[Not applicable]
response_queue	numeric(19)	Null	A 64-bit long value identifying queue ID from where reply is sent.	[Not applicable]
is_completed	int	Null	A flag indicating activity completion.	[Not applicable]
completion_date_time	numeric(19)	Null	The completion datetime. This is difference in milliseconds from 1/1/1970.	[Not applicable]

Column	Type	Nulls	Description	Valid values
replied_activity_id	numeric(19)	Null	A 64-bit long value identifying the child activity that is generated by reply. (It is this activity that is sent out)	[Not applicable]
user_department_id	numeric(19)	Null	A 64-bit long value identifying department in which the activity is assigned to user.	[Not applicable]
queue_department_id	numeric(19)	Null	A 64-bit long value identifying the department in which activity is assigned to queue.	[Not applicable]
compose_is_sentout	tinyint	Null	A flag indicating whether composed activity is sent out or not.	[Not applicable]
is_incoming	tinyint	Null	A flag indicating whether an activity is incoming.	0 (default value)
first_case_id	numeric(19)	Null	The case ID of the activity.	[Not applicable]
type_of_case	smallint	Null	The type Of case.	[Not applicable]
first_reply_email_address	nvarchar(255)	Null	The email address to which email is sent.	[Not applicable]
application_type	numeric(19)	Null	The type of application.	[Not applicable]
call_done	smallint	Null	It identifies whether the call is done for CallTrack activity.	[Not applicable]
call_user	numeric(19)	Null	A 64-bit long value identifying the user ID of the last user who handled the CallTrack activity.	0 (default value)

Indexes

egplr_activity_snapshot_idx1

- **Columns:** activity_id

egplr_activity_snapshot_idx2

- **Columns:** replied_activity_id

egplr_activity_snapshot_idx5

- **Columns:** alias_id, completion_date_time, arrival_time, compose_is_sentout, first_reply_date_time

egplr_activity_snapshot_idx6

- **Columns:** alias_id, completion_date_time, arrival_time, user_id

egplr_activity_tracking

This table keeps a track of the last event generated from an action done on that activity.

Column	Type	Nulls	Description	Valid values
activity_id	numeric(19)	Null	A 64-bit long value that identifies the activity.	[Not applicable]
src_q_id	numeric(19)	Null	A 64-bit long value identifying source queue ID from where activity is transferred to another queue. If no queue is associated, then the value is 0.	[Not applicable]
dest_q_id	numeric(19)	Null	A 64-bit long value identifying destination queue ID, where the activity got transferred.	[Not applicable]
obj_opern	numeric(19)	Null	A 64-bit long value that identifies an event related to activity transfer i.e. manual or rule.	[Not applicable]
event_id	numeric(19)	Null	A 64-bit long value that identifies an event uniquely.	[Not applicable]
event_date	numeric(19)	Null	A value that identifies the event date. It is the number of milliseconds since January 1, 1970.	[Not applicable]

Indexes

egplr_activity_tracking_idx1

- **Columns:** event_date

egplr_activity_tracking_idx2

- **Columns:** event_date, activity_id

egplr_activity_assignment

This table is used to track the assignment of an activity to users.

Column	Type	Nulls	Description	Valid values
activity_id	numeric(19)	Null	A 64-bit long value identifying the activity.	[Not applicable]
src_user_id	numeric(19)	Null	A 64-bit long value identifying user from whom activity is transferred. If the activity is lying in a queue and is transferred to a user, then the value in this column is 0.	[Not applicable]

Column	Type	Nulls	Description	Valid values
dest_user_id	numeric(19)	Null	A 64-bit long value identifying user ID of user to whom activity got transferred / assigned. If the activity is transferred to queue, then the value in this column is 0.	[Not applicable]
dept_id	numeric(19)	Null	A 64-bit long value that identifies the department.	[Not applicable]
obj_opern	numeric(19)	Null	A 64-bit long value that identifies an operation on activity.	[Not applicable]
event_id	numeric(19)	Null	A 64-bit long value that identifies an event uniquely.	[Not applicable]
event_date	numeric(19)	Null	A value that identifies the event date. It is the number of milliseconds since January 1, 1970.	[Not applicable]
activity_type	numeric(19)	Null	An integer, identifying the type of activity. The system is shipped with support for some activity types. More activity types (custom types) can be added into the application after shipping.	The default values for activity types are: ► 1: Email ► 5000: Phone ► 10000: Task

Indexes

egplr_activity_assign_idx1

- **Columns:** event_date

egplr_activity_assign_idx2

- **Columns:** event_date, activity_id

egmlr_temp_smy_queue

This table is not in use.

Column	Type	Nulls	Description	Valid values
queue_id	numeric(19)	Null		[Not applicable]
from_date_time	numeric(19)	Null		[Not applicable]
department_id	numeric(19)	Null		[Not applicable]
activity_type	numeric(19)	Null		[Not applicable]
open_at_end	numeric(19)	Null		[Not applicable]
not_replied	numeric(19)	Null		[Not applicable]

Column	Type	Nulls	Description	Valid values
assigned_at_end	numeric(19)	Null		[Not applicable]
completed_in_duration	numeric(19)	Null		[Not applicable]

Indexes

- egmlr_temp_smy_queue_idx1
 - Columns: queue_id, from_date_time

egplr_temp_smy_user

This table is not in use.

Column	Type	Nulls	Description	Valid values
user_id	numeric(19, 0)	Null		[Not applicable]
from_date_time	numeric(19, 0)	Null		[Not applicable]
department_id	numeric(19, 0)	Null		[Not applicable]
activity_type	numeric(19, 0)	Null		[Not applicable]
open_at_end	numeric(19, 0)	Null		[Not applicable]
not_replied	numeric(19, 0)	Null		[Not applicable]
completed_in_duration	numeric(19, 0)	Null		[Not applicable]

Indexes

- egplr_temp_smy_user_idx1
 - Columns: user_id, activity_type, from_date_time, department_id

egmlr_temp_smy_alias

This table contains the alias details generated from snapshot summary.

Column	Type	Nulls	Description	Valid values
alias_id	numeric(19)	Null	A 64-bit long value that identifies the alias (entry point).	[Not applicable]
from_date_time	numeric(19)	Null	A 64-bit long value that identifies the GMT time difference in seconds between '0000 hrs 1/1/1970' and the summary interval timestamp.	[Not applicable]

Column	Type	Nulls	Description	Valid values
department_id	numeric(19)	Null	A 64-bit long value that identifies the department.	[Not applicable]
activity_type	numeric(19)	Null	An integer identifying the type of this activity. The system is shipped with support for some activity types. More activity types (custom types) can be added into the application after shipping.	[Not applicable]
open_at_end	numeric(19)	Null	A 64-bit long value that represents the count of activities open at the end of the summary interval.	[Not applicable]
assigned_at_end	numeric(19)	Null	A 64-bit long value that represents the count of activities assigned at the end of the summary interval.	[Not applicable]
not_replied	numeric(19)	Null	A 64-bit long value that represents the count of activities not replied at the end of the summary interval.	[Not applicable]
completed_in_duration	numeric(19)	Null	A 64-bit long value that represents the count of activities completed in the summary interval.	[Not applicable]
compose_at_end	numeric(19)	Null	A 64-bit long value that represents the count of open activities composed and sent from this alias at the end of summary interval.	[Not applicable]

Indexes

egmlr_temp_smy_alias_idx1

- **Columns:** alias_id, from_date_time

egpl_rpt_job_errorlog

This table is used to log the errors encountered while running the summary jobs.

Column	Type	Nulls	Description	Valid values
job_sp_name	nvarchar(255)	Null	The name of the job SP which encountered errors.	[Not applicable]
when_occured	datetime	Null	The date and time when the error occurred.	[Not applicable]
error_msg	nvarchar(2000)	Null	The error message.	[Not applicable]

KB performance report tables

egpl_event_history_kb

This table stores information related to the kb events performed in the history.

Column	Type	Nulls	Description	Valid values
event_id	numeric(19)	Not null	Identifies the event uniquely.	[Not applicable]
event_date	numeric(19)	Null	Number of milliseconds since 1 st January, 1970.	[Not applicable]
date_key	numeric(19)	Null	Not used currently.	[Not applicable]
time_key	int	Null	Not used currently.	[Not applicable]
application_id	numeric(19)	Null	Application ID of object ID.	[Not applicable]
language_id	int	Null	Language of object ID.	[Not applicable]
object_operation	smallint	Null		▶ 6: Copy or paste ▶ 7: Move ▶ 26: Soft delete ▶ 51: Update version when content or attachment modified ▶ 52: Modify when content or attachment not modified ▶ 76: Rules suggestion ▶ 201: Use bookmark ▶ 202: Drag and drop ▶ 203: Use suggested article ▶ 204: Use of standard folders by agent ▶ 205: Use of standard folders by workflow engine ▶ 206: Auto-acknowledgment ▶ 207: Auto-reply ▶ 208: Auto-suggestion ▶ 301: Create folder from UI ▶ 303: Modify folder ▶ 304: Soft delete folder ▶ 307: Copy folder ▶ 308: Move folder ▶ 501: Add notes ▶ 601: Suggest article

Column	Type	Nulls	Description	Valid values
				▶ 602: Approve suggestion ▶ 603: Reject suggestion ▶ 604: Give feedback on suggestion
event_duration	int	Null	Logged in case of following operations: ▶ Create article ▶ Modify article ▶ Suggest article ▶ Give feedback ▶ Approve suggested article ▶ Reject suggested article ▶ Add notes ▶ Create or modify folder	[Not applicable]
user_id	numeric(19)	Null	Operation performed by user. User ID can also be system user in case of actions performed by the workflow engine.	[Not applicable]
session_id	numeric(19)	Null	Session ID of logged in user.	[Not applicable]
reason	numeric(19)	Null	Folder operations - Folder type gets logged here; Note Operations - Note ID.	[Not applicable]
department_id	numeric(19)	Null	Department ID of object ID.	[Not applicable]
reason1	numeric(19)	Null	Folder operations - Parent folder ID gets logged here.	[Not applicable]
reason2	numeric(19)	Null	Not used currently.	[Not applicable]
reason3	numeric(19)	Null	Not used currently.	[Not applicable]
reason4	nvarchar(255)	Null	Not used currently.	[Not applicable]
article_id	numeric(19)	Null	Activity_id to which the classification got attached; 0 when not relevant (eg. folder event)	[Not applicable]
object_type	smallint	Null		▶ Article: 101 ▶ Folder: 102 ▶ Bookmark: 103
article_version	smallint	Null	Version Id of article when article created or modified, else 0 or null.	[Not applicable]
folder_id	numeric(19)	Null	Folder ID when is in action (eg.create).	[Not applicable]

Column	Type	Nulls	Description	Valid values
bookmark_id	numeric(19)	Null	A 64-bit value of folder.	[Not applicable]
category_id	numeric(19)	Null	Not used currently.	[Not applicable]
queue_id	numeric(19)	Null	Queue_id (the queue in which activity is there when Article got attached, if not in a queue then 0 or null.)	[Not applicable]
entry_point_id	numeric(19)	Null	Entry point Id or Alias_id (alias_id of the alias to which this activity had come).	[Not applicable]
activity_id	numeric(19)	Null	Activity_id to which the article got attached; 0 if not relevant.	[Not applicable]
case_id	numeric(19)	Null	Case ID; 0 if not relevant.	[Not applicable]
customer_id	numeric(19)	Null	Customer ID; 0 if not relevant.	[Not applicable]

Primary key

pk_egpl_event_history_kb

- Columns: event_id

egplr_kb_tree

This table is used to temporarily store the selected KB tree needed for data computation in KB article usage reports. After the report is generated the data is truncated from this table.

Column	Type	Nulls	Description	Valid values
runid	int	Not null	A 64-bit long value that identifies the report output instance data.	[Not applicable]
sr_no	int	Not null	An integer value that represents the serial no. for creating KB folder tree.	[Not applicable]
article_folder_id	int	Null	An integer value that represents the folder / article.	[Not applicable]
folder_id	int	Null	An integer value that represents the folder ID.	[Not applicable]
topfolder_id	int	Not null	An integer value that represents the top folder ID.	[Not applicable]
department_id	int	Not null	An integer value that represents the department.	[Not applicable]
level_no	int	Not null	An integer value that represents the level of article/folder in the folder tree.	[Not applicable]
tree_index	int	Not null	An integer value that represents the tree index for the folder.	[Not applicable]

Column	Type	Nulls	Description	Valid values
marked_delete	smallint	Not null	An integer value that represents the folder/article marked delete flag.	[Not applicable]
link_type	smallint	Not null	An integer value that represents the link type.	[Not applicable]
kbused_agent	numeric(19)	Null	A 64-bit long value that represents the KB article usage count by agent manually.	[Not applicable]
kbused_rule	numeric(19)	Null	A 64-bit long value that represents the KB article usage count through rules.	[Not applicable]
kbused_email	numeric(19)	Null	A 64-bit long value that represents the KB article usage count in email.	[Not applicable]
kbused_task	numeric(19)	Null	A 64-bit long value that represents the KB article usage count in task.	[Not applicable]
kbused_others	numeric(19)	Null	A 64-bit long value that represents the KB article usage count in other than email and task.	[Not applicable]
kbused_rules	numeric(19)	Null	A 64-bit long value that represents the KB article usage count through rules.	[Not applicable]
kbused_ka	numeric(19)	Null	A 64-bit long value that represents the KB article usage by KnowledgeAgent	[Not applicable]
kbused_ss	numeric(19)	Null	A 64-bit long value that represents the KB article usage count through SelfService.	[Not applicable]
kbused_phone	numeric(19)	Null	A 64-bit long value that represents the KB article usage count in phone.	[Not applicable]

egplr_smy_kbarticlesusage

This table is used to store half hourly-summarized data for KB article usage in the system.

Column	Type	Nulls	Description	Valid values
date_key	numeric(19)	Null	A 64-bit long value that identifies the date difference from '0000 hrs 1/1/1970' till this day (0000 hrs) in seconds. (Not in use)	[Not applicable]
time_key	numeric(19)	Null	A 64-bit long value that identifies the difference in second from 0000 hours till the starting of this half hour. (Not in use)	[Not applicable]
date_time_insec	numeric(19)	Null	A 64-bit long value that identifies the GMT time difference in seconds between '0000 hrs 1/1/1970' and the summary interval timestamp.	[Not applicable]
gmt_date	datetime	Null	Timestamp of the start of the summary interval in GMT.	[Not applicable]

Column	Type	Nulls	Description	Valid values
article_id	numeric(19)	Null	A 64-bit long value that represents the article.	[Not applicable]
article_name	nvarchar(255)	Null	A string value that represents the article name.	[Not applicable]
folder_id	numeric(19)	Null	A 64-bit long value that represents the folder.	[Not applicable]
folder_name	nvarchar(255)	Null	A string value that represents the folder name.	[Not applicable]
user_id	numeric(19)	Null	A 64-bit long value that represents the user.	[Not applicable]
first_name	nvarchar(124)	Null	A string value that represents the first name.	[Not applicable]
last_name	nvarchar(124)	Null	A string value that represents the last name.	[Not applicable]
dept_id	numeric(19)	Null	A 64-bit long value that represents the department.	[Not applicable]
dept_name	nvarchar(255)	Null	A string value that represents the department name.	[Not applicable]
entry_point_id	numeric(19)	Null	A 64-bit long value that represents the entry point / alias.	[Not applicable]
queue_id	numeric(19)	Null	A 64-bit long value that represents the queue.	[Not applicable]
email_use_cnt	numeric(19)	Null	A 64-bit long value that represents the email usage count.	[Not applicable]
task_use_cnt	numeric(19)	Null	A 64-bit long value that represents the task usage count.	[Not applicable]
others_use_cnt	numeric(19)	Null	A 64-bit long value that represents the others usage count.	[Not applicable]
gs_email_use_cnt	numeric(19)	Null	A 64-bit long value that represents the guided sessions email usage count.	[Not applicable]
gs_task_use_cnt	numeric(19)	Null	A 64-bit long value that represents the guided sessions task usage count.	[Not applicable]
gs_others_use_cnt	numeric(19)	Null	A 64-bit long value that represents the guided sessions usage count other than email and task.	[Not applicable]
ka_use_cnt	numeric(19)	Null	A 64-bit long value that represents the usage by Knowledge Agent.	[Not applicable]
ss_use_cnt	numeric(19)	Null	A 64-bit long value that represents the Self Service usage count.	[Not applicable]
rules_use_cnt	numeric(19)	Null	A 64-bit long value that represents the usage count for rules.	[Not applicable]
phone_use_cnt	numeric(19)	Null	A 64-bit long value that represents number of articles being used for phone type of activities.	0 (default value)

Service level report tables

egml_rpt_bucketlist

This table is used to store the age bucket selection for the three aging reports. This stores the list of selected age buckets.

Column	Type	Nulls	Description	Valid values
bucket_id	numeric(19)	Null	A 64-bit long value that identifies the age bucket.	[Not applicable]
bucket_name	nvarchar(255)	Null	A string value that represents the bucket name, e.g. 0-4 Hrs, 3-4 days, 1+ days.	[Not applicable]
bucket_fromrange_insec	numeric(19)	Null	A 64-bit long value that identifies the from range of age bucket in seconds.	[Not applicable]
bucket_torange_insec	numeric(19)	Null	A 64-bit long value that identifies the to range of age bucket in seconds.	[Not applicable]

Primary key

pk_rpt_bucket_id

- Columns: bucket_id

Spam report tables



Important: Spam report tables are currently not in use.

egmlr_out_spam

This table is used to temporarily store the output data for spam reports. Once the report output is generated the data from this table is truncated. It is currently not in use.

egpl_event_history_spam

This table contains all spam-related events. It is currently not in use.

egpl_smy_spam

This table is used to store the half hourly-summarized data for spam reports. It is currently not in use.

Printing tables

egmlr_prt_emaildetails

This table temporarily stores details of emails during print and search operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
runid	int	Null	Unique run ID to recognize the print email details data.	[Not applicable]
activity_id	numeric(19)	Null	An integer value that identifies the activity.	[Not applicable]
from_addr	nvarchar(255)	Null	String value identifying the from email address for the email type of activity.	[Not applicable]
to_addr	nvarchar(2000)	Null	String value identifying the To email addresses for the email type of activity.	[Not applicable]
cc_addr	nvarchar(2000)	Null	String value identifying the CC email addresses for the email type of activity.	[Not applicable]
content	ntext	Null	Binary data having the email content.	[Not applicable]

egplr_prt_activity_results

This table temporarily stores details of activities during print and search operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
from_address	nvarchar(255)	Null	A string specifying the <code>contact_point_data</code> of the activity.	[Not applicable]
activity_id	int	Null	An integer value that identifies the activity	[Not applicable]
creation_date	datetime	Null	A timestamp identifying when this activity was created	[Not applicable]
subject	nvarchar(1024)	Null	A string specifying the subject of the activity	[Not applicable]
priority	int	Null	An integer identifying the priority of this activity.	Ranges between 1 (highest) and 7 (lowest)
runid	int	Null	An integer value that identifies the activity details data.	[Not applicable]

egplr_prt_activitydetails

This table temporarily stores details of activities during print and search operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
runid	int	Null	An integer that identifies the activity details data.	[Not applicable]
activity_id	numeric(19)	Null	A 64-bit long value that identifies the activity	[Not applicable]
case_id	numeric(19)	Null	A 64-bit long value that identifies a case with which this activity is associated	[Not applicable]
type	nvarchar(255)	Null	A string identifying the type of this activity. The system is shipped with support for some activity types. More activity types (custom types) can be added into the application after shipping.	The shipped activity types are: ► Email ► Phone ► Task
mode	nvarchar(255)	Null	A string identifying the mode of the activity.	► Inbound ► Outbound ► None: This is used when inbound or outbound does not apply; e.g., task
sub_type	nvarchar(255)	Null	A string identifying the sub type of the activity.	[Not applicable]
creation_date	datetime	Null	A timestamp identifying when the activity was created	[Not applicable]
created_by	nvarchar(255)	Null	A string identifying the user who created this activity. This field stores the user ID of the user who created the activity.	[Not applicable]
subject	nvarchar(255)	Null	A string specifying the subject of the activity.	[Not applicable]
status	nvarchar(255)	Null	A string identifying the status of this activity. The system is shipped with support for some activity status. More activity statuses (custom status) can be added into the application after shipping.	► New ► Preworkflow ► Workflow ► Assignment ► Assigned ► PreCompletion ► Completed
sub_status	nvarchar(255)	Null	A string identifying the sub status of this activity.	[Not applicable]

Column	Type	Nulls	Description	Valid values
priority	numeric(19)	Null	An integer identifying the priority of this activity.	Ranges between 1 (highest) and 7 (lowest)
due_date	datetime	Null	A timestamp before which this activity has to be handled. This is not valid for a completed activity.	[Not applicable]
contact_person	nvarchar(255)	Null	A string specifying the contact person of the activity.	[Not applicable]

egplr_prt_art_class_details

This table temporarily stores details of articles and associated classification during print and search operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
runid	int	Not null	An integer that identifies the run ID for print.	[Not applicable]
article_id	int	Not null	An integer value which identifies the most recent version of article.	[Not applicable]
classification_name	nvarchar(255)	Not null	Name of the classification of the article.	[Not applicable]
classification_type	nchar(1)	Not null	The type of classification.	► c: Category ► r: Resolution code

egplr_prt_article_details

This table temporarily stores the details of KB articles during print operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
runid	int	Not null	An integer, which identifies the run ID for print.	[Not applicable]
article_id	int	Not null	An Integer value which identifies the most recent version of article.	[Not applicable]
article_name	nvarchar(255)	Not null	The name of the article.	[Not applicable]
article_path	nvarchar(600)	Null	The path of the article in the KB Console tree.	[Not applicable]
content_type	nvarchar(4)	Null	A string representation of content.	► .txt: simple text ► .htm: html type

Column	Type	Nulls	Description	Valid values
article_macro	nvarchar(255)	Null	Macro name if this article is a macro.	►
article_desc	nvarchar(2000)	Null	A string, which gives the description of article.	►
commit_state	smallint	Not null	An integer value which represents the state of the article.	► 0: Suggested by agent ► 1: Approved by author ► 2: To be modified by agent ► 3: Rejected by author ► 4: Created by author ► 5: Created in personal folder
language_name	nvarchar(255)	Null	The name of the language in which the article is created.	[Not applicable]
keywords	ntext	Null	Keywords of the article. The strings can be used for searching the article.	[Not applicable]
expiry_date	datetime	Null	The expiry date of the article.	[Not applicable]
article_summary	nvarchar(2000)	Null	The summary of the article.	[Not applicable]
content	ntext	Null	The actual content of the article. This could be HTML or text.	[Not applicable]
interest	int	Null	An integer value which specifies the useful item folder to which the article belong if at all.	► 1: Most popular ► 2: Recently added ► 3: Recently changed ► 4: About to expire ► 5: Review pending If nothing is specified it is null.

egplr_prt_article_results

This table temporarily stores the details of KB articles during print operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
runid	int	Not null	An integer which identifies the run ID for print.	[Not applicable]
article_name	nvarchar(255)	Not null	The name of the article.	[Not applicable]
article_desc	nvarchar(2000)	Null	A string, which gives the description of article.	[Not applicable]
creation_date	datetime	Null	The date on which the article is created	[Not applicable]
last_modified_date	datetime	Null	The last modified date of the article.	[Not applicable]

egplr_prt_casedetails

This table temporarily stores case details during print and search operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
runid	int	Null	A integer value that identifies the case details data.	[Not applicable]
case_id	numeric(19)	Null	A 64-bit long value that identifies the case.	[Not applicable]
creation_date	datetime	Null	A timestamp identifying when this case was created.	[Not applicable]
created_by	nvarchar(255)	Null	A string value identifying the user who created this case. This field holds the name of the user who created the case.	[Not applicable]
subject	nvarchar(1024)	Null	A string specifying the subject of the case.	[Not applicable]
owner	nvarchar(255)	Null	An integer value identifying the user responsible for handling this case.	
status	nvarchar(255)	Null	A string identifying the status of this case. The system is shipped with support for some case status. More case statuses (custom status) can be added into the application after shipping.	The shipped case statuses are: ► 0: Open ► 1: Closed ► 2: Ready for closure; can be closed by the Dispatcher after sending out the activity associated with this case; applicable for activities of type 1 (email)
due_date	datetime	Null	A timestamp before which this case has to be handled.	[Not applicable]

egplr_prt_casesrch_results

This table temporarily stores case details during print and search operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
case_id	int	Null	An integer value that identifies the case.	[Not applicable]

Column	Type	Nulls	Description	Valid values
case_status	smallint	Null	An integer, identifying the status of this case. The system is shipped with support for some case status. More case statuses (custom status) can be added into the application after shipping.	The shipped case statuses are: ► 0: Open ► 1: Closed ► 2: Ready for closure; can be closed by the Dispatcher after sending out the activity associated with this case; applicable for activities of type 1 (email)
due_date	datetime	Null	A timestamp before which this case has to be handled/addressed.	[Not applicable]
owner	int	Null	An integer value identifying the user responsible for handling this case.	[Not applicable]
customer_id	int	Null	An integer value that identifies the customer associated with the case.	[Not applicable]
severity	smallint	Null	An integer value representing the severity of this case.	► 1: Urgent ► 2: High ► 3: Medium ► 4: Low
runid	int	Null	A unique integer value that identifies the searched case details data.	[Not applicable]

egplr_prt_object_ids

This table temporarily stores data during print and search operations. The data in this table gets deleted once the print details are generated through the Reports Server.

It stores:

- All KB article IDs when multiple articles are chosen for printing.
- All activity IDs when the option to print summary of activities assigned to an agent is chosen.

Column	Type	Nulls	Description	Valid values
runid	int	Null	An integer, which identifies the run ID for print.	[Not applicable]
object_id	numeric(19)	Null	A 64-bit long value that identifies an activity or an article that was chosen for printing.	[Not applicable]

egplr_prt_taskdetails

This table temporarily stores details of tasks during print and search operations. The data in this table gets deleted once the print details are generated through the Reports Server.

Column	Type	Nulls	Description	Valid values
runid	int	Null	A unique integer value that identifies the searched task (activity) details.	[Not applicable]
activity_id	numeric(19)	Null	A 64-bit long value that identifies the activity.	[Not applicable]
assigned_to	nvarchar(255)	Null	A string value identifying the user to whom this activity is assigned.	[Not applicable]
subject	nvarchar(1024)	Null	A string specifying the subject of the task (activity).	[Not applicable]
content	ntext	Null	A binary value having the content of task (activity).	[Not applicable]

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Data Adapter tables

- ▶ [Data link attribute tables](#)
- ▶ [Data access link tables](#)
- ▶ [Data usage link tables](#)

Data link attribute tables

egpl_bridge_attrib_mapping

This table maps the decoding keys and values for a given output field of a link.

Column	Type	Nulls	Description	Valid values
attrib_mapping_id	numeric(19)	Not null	A 64-bit value identifying a unique attrib-mapping ID.	[Not applicable]
attrib_mapping_key	nvarchar(96)	Not null	A string identifying the key name.	[Not applicable]
attrib_mapping_value	nvarchar(96)	Not null	A string identifying the key value for the decoded attribute.	[Not applicable]

Data access link tables

egpl_bridge_commerce

This table stores information related to all the data access links present in the system of all types.

Column	Type	Nulls	Description	Valid values
bridge_id	numeric(19)	Not null	A 64-bit value identifying a unique id of the access link.	[Not applicable]
department_id	numeric(19)	Not null	A 64-bit value identify unique department id to which this access link belongs.	[Not applicable]
bridge_name	nvarchar(255)	Not null	A string identifying the unique name of the access link.	[Not applicable]
description	nvarchar(255)	Null	A string identifying the description of the access link.	[Not applicable]
bridge_type	smallint	Not null	A small integer value identifying the type of access link.	► 1: XML ► 2: HTML ► 3: JDBC ► 4: Java ► 5: Web service
delete_flag	nchar(1)	Not null	A char value identifying whether the following bridge has been deleted or not.	► y: Deleted ► n: Not deleted

Primary key

- pk_egpl_bridge_comm
 - Columns: bridge_id

Foreign keys

- egpl_bridge_commerce_fk
 - Columns: department_id
 - Parent table: egpl_department

Indexes

- egpl_bridge_commerce_uq
 - Columns: bridge_name, department_id

Triggers

- egpl_bridge_t_commerce_ut
 - Event: update

egpl_bridge_html

This table contains details about the HTML type of access links.

Column	Type	Nulls	Description	Valid values
bridge_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link.	[Not applicable]
html_bridge_url	nvarchar(2000)	Not null	String specifying the URL which this HTML access links needs to be connecting.	[Not applicable]
login_name	nvarchar(255)	Null	String identifying user name to be used for secured sites.	[Not applicable]
login_password	nvarchar(255)	Null	String identifying password to be used for secured sites.	[Not applicable]
charset	nvarchar(255)	Null	A string identifying valid character set for this link.	[Not applicable]
request_type	nchar(1)	Not null	A character identifying the request type of HTTP Protocol.	► g: GET ► p: POST
html_bridge_body	ntext	Null	Data identifying body part of the URL.	[Not applicable]
regexp	nvarchar(255)	Null	A string identifying regular expression with which extracted data from the URL will be parsed.	[Not applicable]

Foreign keys

- egpl_bridge_html_fk
 - **Columns:** bridge_id
 - **Parent table:** egpl_bridge_commerce

egpl_bridge_html_fields

This table contains details related to fields of HTML access links.

Column	Type	Nulls	Description	Valid values
html_field_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link field.	[Not applicable]
bridge_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link.	[Not applicable]
attrib_name	nvarchar(96)	Not null	A string identifying attribute name for the HTML field.	[Not applicable]
regexp_position	numeric(9)	Not null	A integer identifying the position of this field in regular expression.	[Not applicable]
attrib_mapping_id	numeric(19)	Null	A 64-bit value used to identify decoding key value pair for this attribute.	[Not applicable]

Primary key

- pk_egpl_bridge_html_fields
 - **Columns:** html_field_id

Foreign keys

- egpl_bridge_html_fields_fk
 - **Columns:** bridge_id
 - **Parent table:** egpl_bridge_commerce

Indexes

- egpl_bridge_xf_uq1
 - **Columns:** bridge_id, regexp_position
- egpl_bridge_xf_uq2
 - **Columns:** bridge_id, attrib_name

Triggers

- egpl_bridge_t_html_fields_ut
 - **Events:** delete

egpl_bridge_java

This table contains details about the java type of access links.

Column	Type	Nulls	Description	Valid values
bridge_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link.	[Not applicable]
class_name	nvarchar(255)	Not null	A string identifying the class name for this java link.	[Not applicable]

Foreign keys

- egpl_bridge_java_fk
 - **Columns:** bridge_id
 - **Parent table:** egpl_bridge_commerce

Triggers

- egpl_bridge_t_java_ut
 - **Event:** insert, update

egpl_bridge_java_fields

This table contains details about fields of java type of access links.

Column	Type	Nulls	Description	Valid values
java_field_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of java access link field.	[Not applicable]
bridge_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of java access link.	[Not applicable]
attrib_name	nvarchar(96)	Not null	A string specifying the name of the field.	[Not applicable]
java_bridge_output	nvarchar(96)	Null	A string specifying the name of the output field.	[Not applicable]
attrib_mapping_id	numeric(19)	Null	A 64-bit value mapping information about attribute mapping related to decoding.	[Not applicable]
java_field_type	nchar(1)	Not null	A character specifying the field type of this java field.	► i: Input field ► o: Output field

Primary key

- pk_egpl_bridge_java_fields

- **Columns:** java_field_id

Foreign keys

- egpl_bridge_java_fields_fk
- **Columns:** bridge_id
- **Parent table:** egpl_bridge_commerce

Indexes

- egpl_bridge_java_fields_uq
- **Columns:** bridge_id, attrib_name, java_field_type

Triggers

- egpl_bridge_t_java_fields_ut
- **Event:** delete

egpl_bridge_query

This table contains details about the query type of access links.

Column	Type	Nulls	Description	Valid values
bridge_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link.	[Not applicable]
data_source_name	nvarchar(255)	Null	A string specifying the data source name mapped to this query link on which the given query will execute.	[Not applicable]
query_type	smallint	Null	A small integer value, which shows the type of this query link.	► 1: Select type of query ► 2: Stored Proc type of query ► 3: Update type of query
max_num_rows	numeric(9)	Not null	An integer value to map number of rows to be extracted from the database in case of select queries.	[Not applicable]
sql_query	nvarchar(2000)	Not null	A string mapping the SQL query to be executed on the database.	[Not applicable]

Foreign keys

- egpl_bridge_query_fk
- **Columns:** bridge_id
- **Parent table:** egpl_bridge_commerce

egpl_bridge_query_fields

This table contains details about the fields of query type of access links.

Column	Type	Nulls	Description	Valid values
query_field_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of field of this access link.	[Not applicable]
bridge_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link.	[Not applicable]
attrib_name	nvarchar(96)	Not null	A string specifying the name of the field.	[Not applicable]
attrib_type	numeric(3)	Not null	An integer value telling the type of this attribute. This is used only in case of output parameters of stored procedure.	► 501: String type ► 502: Integer type
attrib_order	nvarchar(96)	Not null	An integer value specifying the order in which these attributes will be displayed on the screen.	[Not applicable]
attrib_mapping_id	numeric(19)	Null	A 64-bit value mapping information about attribute mapping related to decoding.	[Not applicable]

Primary key

- pk_egpl_bridge_query_fields
 - Columns: query_field_id

Foreign keys

- egpl_bridge_query_fields_fk
 - Columns: bridge_id
 - Parent table: egpl_bridge_commerce

Indexes

- egpl_bridge_qf_uq1
 - Columns: bridge_id, attrib_name
- egpl_bridge_qf_uq2
 - Columns: bridge_id, attrib_order

Triggers

- egpl_bridge_t_query_fields_ut
 - Event: delete

egpl_bridge_webservice

This table contains details about the web service type of access links.

Column	Type	Nulls	Description	Valid values
bridge_id	numeric(19)	Not null	A 64-bit value mapping information about unique id of access link.	[Not applicable]
wsdl_doc	nvarchar(255)	Not null	A string specifying the name of WSDL document required to access the given web service.	[Not applicable]
operation_name	nvarchar(255)	Not null	A string specifying the operation name which needs to be called while executing it.	[Not applicable]

Foreign keys

egpl_bridge_webservice_fk

- **Columns:** bridge_id
- **Parent table:** egpl_bridge_commerce

egpl_bridge_webservice_fields

This table contains details about the fields of web service type of access links.

Column	Type	Nulls	Description	Valid values
webservice_field_id	numeric(19)	Not null	A 64-bit value mapping information about unique id of field of access link.	[Not applicable]
bridge_id	numeric(19)	Not null	A 64-bit value mapping information about unique id of access link.	[Not applicable]
attrib_name	nvarchar(96)	Not null	A string specifying the name of the field of this link.	[Not applicable]
attrib_type	nvarchar(96)	Null	A string specifying the type of particular field.	▶ double: Double type of field ▶ string: String type of field ▶ integer: Integer type of field
webservice_bridge_output	nvarchar(96)	Null	A string specifying the output name of this field.	[Not applicable]
attrib_mapping_id	numeric(19)	Null	A 64-bit value mapping information about attribute mapping related to decoding.	[Not applicable]

Column	Type	Nulls	Description	Valid values
webservice_field_type	nchar(1)	Not null	A character specifying the field type of this web service field.	► i: Input field ► o: Output field

Primary key

pk_egpl_bridge_ws_fields

- **Columns:** webservice_field_id

Foreign keys

egpl_bridge_ws_fields_fk

- **Columns:** bridge_id
- **Parent table:** egpl_bridge_commerce

Indexes

egpl_bridge_ws_fields_uq

- **Columns:** bridge_id, attrib_name, webservice_field_type

Triggers

egpl_bridge_t_webser_fields_ut

- **Event:** delete

egpl_bridge_xml

This table contains details about the XML type of access links.

Column	Type	Nulls	Description	Valid values
bridge_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link.	[Not applicable]
xml_bridge_url	nvarchar(2000)	Not null	String specifying the URL which this HTML Access links needs to be connecting.	[Not applicable]
login_name	nvarchar(255)	Null	String identifying user name to be used for secured sites.	[Not applicable]
login_password	nvarchar(255)	Null	String identifying password to be used for secured sites.	[Not applicable]
charset	nvarchar(255)	Null	A string identifying valid character set for this.	[Not applicable]
request_type	nchar(1)	Not null	A character identifying the request type of HTTP Protocol.	► g: GET ► p: POST
xml_bridge_body	ntext	Null	Data identifying body part of the URL.	[Not applicable]

Foreign keys

- egpl_bridge_xml_fk
 - **Columns:** bridge_id
 - **Parent table:** egpl_bridge_commerce

egpl_bridge_xml_fields

This table contains details related to fields of XML access links.

Column	Type	Nulls	Description	Valid values
xml_field_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link field.	[Not applicable]
bridge_id	numeric(19)	Not null	A 64-bit value storing information related to unique id of access link.	[Not applicable]
attrib_name	nvarchar(96)	Null	A string identifying attribute name for the XML field.	[Not applicable]
xpath	nvarchar(255)	Not null	A string specifying the parsing XML string for this particular field.	[Not applicable]
field_order	numeric(3)	Not null	An integer value specifying the order in which attributes will be displayed.	[Not applicable]
attrib_mapping_id	numeric(19)	Null	A 64-bit value used to identify decoding key value pair for this attribute.	[Not applicable]
xml_field_type	nchar(1)	Not null	A character value mapping the field type for this XML link.	► a: Attribute type of field. ► f: Filter type of field. Data is not stored in this attribute. It used for parsing an XML node.

Primary key

- pk_egpl_bridge_xml_fields
 - **Columns:** xml_field_id

Foreign keys

- egpl_bridge_xml_fields_fk
 - **Columns:** bridge_id
 - **Parent table:** egpl_bridge_commerce

Triggers

egpl_bridge_t_xml_fields_ut

- **Event:** delete

Data usage link tables

egpl_bridge_display

This table stores information related to data usage links.

Column	Type	Nulls	Description	Valid values
display_bridge_id	numeric(19)	Not null	A 64-bit value identifying a unique id for this data usage link.	[Not applicable]
department_id	numeric(19)	Not null	A 64-bit value identifying unique department to which this link belongs.	[Not applicable]
display_bridge_name	nvarchar(255)	Not null	A string value specifying unique name for this data usage link.	[Not applicable]
description	nvarchar(255)	Null	A string value specifying the description of the usage link.	[Not applicable]
display_bridge_type	smallint	Not null	A small integer value specifying the type of data usage link.	► 0: Data usage link ► 1: Data usage link group
delete_flag	nchar(1)	Not null	A char value identifying whether the following bridge has been deleted or not.	► y: Deleted ► n: Not deleted

Primary key

pk_egpl_bridge_display

- **Columns:** display_bridge_id

Foreign keys

egpl_bridge_display_fk

- **Columns:** department_id
- **Parent table:** egpl_department

Indexes

egpl_bridge_display_uq

- **Columns:** display_bridge_name, display_bridge_type, department_id

Triggers

egpl_bridge_t_display_ut

- **Event:** update

egpl_bridge_display_bridges

This table stores information related to access or usage links attached to usage links or link groups.

Column	Type	Nulls	Description	Valid values
display_bridge_id	numeric(19)	Not null	A 64-bit value identifying the usage link or link group.	[Not applicable]
bridge_id	numeric(19)	Not null	A 64-bit value identifying the access or usage link attached to the usage link or link group mentioned above.	[Not applicable]

Foreign keys

egpl_bridge_display_bridges_fk

- **Columns:** display_bridge_id
- **Parent table:** egpl_bridge_display

Indexes

egpl_bridge_display_uq

- **Columns:** display_bridge_name, display_bridge_type, department_id

Triggers

egpl_bridge_t_disp_bridges_ut

- **Events:** insert, update

egpl_bridge_display_fields

This table contains information about the fields attached to a usage link or link group.

Column	Type	Nulls	Description	Valid values
display_field_id	numeric(19)	Not null	A 64-bit value identifying unique field ID for the data usage link.	[Not applicable]
display_bridge_id	numeric(19)	Not null	A 64-bit value identifying unique usage link/usage link group.	[Not applicable]
bridge_id	numeric(19)	Not null	A 64-bit value identifying the access link/usage link attached in this usage link/usage link group.	[Not applicable]

Column	Type	Nulls	Description	Valid values
field_name	nvarchar(255)	Not null	A string specifying field name of the access link/usage link.	[Not applicable]
display_name	nvarchar(255)	Not null	A string specifying unique display name of this field.	[Not applicable]
display_order	numeric(5)	Not null	An integer value ordering the fields in sequential manner.	[Not applicable]
hyper_link_id	numeric(19)	Null	A 64-bit value identifying hyper link attached to this display field.	[Not applicable]
field_width	numeric(9)	Null	An integer value telling the size of data to be displayed for this particular field.	[Not applicable]

Primary key

- pk_egpl_bridge_display_fields
 - **Columns:** display_bridge_id

Foreign keys

- egpl_bridge_display_fields_fk2
 - **Columns:** bridge_id
 - **Parent table:** egpl_bridge_commerce
- egpl_bridge_display_fields_fk1
 - **Columns:** display_bridge_id
 - **Parent table:** egpl_bridge_display

Indexes

- egpl_bridge_df_uq1
 - **Columns:** display_bridge_id, display_name
- egpl_bridge_df_uq2
 - **Columns:** display_bridge_id, bridge_id, field_name

egpl_bridge_display_format

This table contains information about the formatting information for all data usage links.

Column	Type	Nulls	Description	Valid values
display_bridge_id	numeric(19)	Not null	A 64-bit value identifying unique id for this data usage link/link group	[Not applicable]

Column	Type	Nulls	Description	Valid values
new_window_flag	nchar(1)	Not null	A character value, which shows whether output of this attribute should be shown in new window.	► y: Open in a new window ► n: No, open in the same space
screen_x_pos	numeric(9)	Null	An integer value telling x coordinate of the new window to be opened after execution.	[Not applicable]
screen_y_pos	numeric(9)	Null	An integer value telling y coordinate of the new window to be opened after execution.	[Not applicable]
width	numeric(9)	Null	An integer value telling width of the newly opened window.	[Not applicable]
height	numeric(9)	Null	An integer value telling height of the newly opened window.	[Not applicable]
page_title	nvarchar(2000)	Null	A string specifying the title of the page on which the result will be displayed.	[Not applicable]
footer	nvarchar(2000)	Null	A string displaying the footer for the final display.	[Not applicable]
header	nvarchar(2000)	Null	A string displaying the header for the final display.	[Not applicable]
rows_num	numeric(9)	Null	An integer count to display usage links in a usage link group row wise.	[Not applicable]
cols_num	numeric(9)	Null	An integer count to display usage links in a usage link group column wise.	[Not applicable]
orientation	nchar(1)	Null	A character to identify whether rows needs to be filled first or columns in case if added display usage links in display usage group.	► c: Column first ► r: Row first
include_col_headers	nchar(1)	Not null	A character flag to check whether to include column headers while displaying data in usage links or groups.	► y: Do not include ► n: Include

Foreign keys

- egpl_bridge_display_format_fk
 - **Columns:** display_bridge_id
 - **Parent table:** egpl_bridge_display

egpl_bridge_display_hyperlink

This table contains information about the details of hyperlinks attached to fields of data usage links.

Column	Type	Nulls	Description	Valid values
hyper_link_id	numeric(19)	Not null	A 64-bit value identifying unique hyperlink id for a display field.	
display_bridge_id	numeric(19)	Not null	A 64-bit value having unique id for a data usage link.	
bridge_id	numeric(19)	Not null	A 64-bit value having unique id for a data access link.	
key_name	nvarchar(255)	Not null	A string value identifying the key name used in the hyperlink.	
pass_through_value	nvarchar(255)	Null	A string value identifying the key value used in the hyperlink.	

Foreign keys

- egpl_bridge_hyperlink_fk
 - Columns: display_bridge_id
 - Parent table: egpl_bridge_display

egpl_bridge_display_keys

This table contains information about the input keys required to execute a data usage link.

Column	Type	Nulls	Description	Valid values
display_bridge_id	numeric(19)	Not null	A 64-bit value identifying unique id for data usage link.	[Not applicable]
bridge_id	numeric(19)	Not null	A 64-bit value identifying unique if for data access link.	[Not applicable]
key_name	nvarchar(255)	Not null	A string identifying input key name required for this data usage link, depends on the data access links attached to this usage link.	[Not applicable]
key_value	nvarchar(255)	Null	A string identifying input key value for this key name to be used while executing this usage link.	[Not applicable]

Foreign keys

- egpl_bridge_display_keys_fk1
 - Columns: display_bridge_id

- **Parent table:** egpl_bridge_display
- egpl_bridge_display_keys_fk2
- **Columns:** bridge_id
- **Parent table:** egpl_bridge_commerce

egpl_bridge_display_macros

This table contains information about those data usage links which are used as macro in the system.

Column	Type	Nulls	Description	Valid values
display_bridge_id	numeric(19)	Not null	A 64-bit value identifying unique ID for data usage link.	[Not applicable]
macro_id	int	Not null	A 64-bit value identifying unique ID for a macro.	[Not applicable]

Foreign keys

- egpl_bridge_display_macro_fk1
- **Columns:** display_bridge_id
- **Parent table:** egpl_bridge_display

egpl_bridge_display_xsl

This table contains information about the XSL file mapping with data usage links.

Column	Type	Nulls	Description	Valid values
display_bridge_id	numeric(19)	Not null	A 64-bit value identifying the unique ID of the usage link.	[Not applicable]
xsl_file_name	nvarchar(255)	Not null	A string specifying the name of the XSL file which will be used in displaying the result.	[Not applicable]

Foreign keys

- egpl_bridge_display_xsl_fk
- **Columns:** display_bridge_id
- **Parent table:** egpl_bridge_display

Indexes

- egpl_bridge_display_xsl_uq
- **Columns:** display_bridge_id

13

Unified CCX integration tables

- ▶ [Queue tables](#)
- ▶ [User tables](#)
- ▶ [Miscellaneous tables](#)

Queue tables

autocfg_queues

This table contains references to contact service queues (CSQs) imported from Unified CCX. They are mapped to queues in Unified Web and E-Mail Interaction Manager.

Column	Type	Nulls	Description	Valid values
user_id	numeric(9)	Not null	Unique ID of the mapped queue. This value is derived from the “egpl_routing_queue” table on page 166 .	[Not applicable]
skill_target_id	numeric(9)	Not null	ID of the imported CSQ in Unified CCX.	[Not applicable]

Primary key

user_id_pk

- **Columns:** user_id

User tables

autocfg_users

This table contains references to agents and supervisors imported from Unified CCX. They are mapped to users in Unified Web and E-Mail Interaction Manager.

Column	Type	Nulls	Description	Valid values
user_id	numeric(9)	Not null	Unique ID of the mapped user. This value is derived from the “egpl_user” table on page 96 .	[Not applicable]
agent_name	varchar(255)	Not null	User name of the imported agent or supervisor in Unified CCX.	[Not applicable]

Primary key

agent_name_pk

Columns: agent_name

autocfg_team

This table contains references to teams imported from Unified CCX. Teams are mapped to user groups in Unified Web and E-Mail Interaction Manager.

Column	Type	Nulls	Description	Valid values
group_id	numeric(9)	Not null	Unique ID of the mapped user group. This value is derived from the “egpl_user_group” table on page 101 .	[Not applicable]
team_id	numeric(9)	Not null	ID of the imported team in Unified CCX.	[Not applicable]

Primary key

- group_id_pk
 - Columns: group_id

Miscellaneous tables

autocfg_misc

This table contains information about keys for various objects imported from Unified CCX.

Column	Type	Nulls	Description	Valid values
key_name	numeric(9)	Not null	Name of the key.	[Not applicable]
key_value	numeric(9)	Not null	Value of the key.	► 0: Do not download CSQs from Unified CCX ► 1: Download CSQs from Unified CCX

Primary key

- key_name_pk
 - Columns: key_name