



Enterprise Chat and Email Data Dictionary, Release 11.6(1)

For Unified Contact Center Enterprise

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Welcome to the Enterprise Chat and Email (ECE) feature, which provides multichannel interaction software used by businesses all over the world as a core component to the Unified Contact Center Enterprise product line. ECE offers a unified suite of the industry's best applications for chat and email interaction management to enable a blended agent for handling of web chat, email and voice interactions.

1. About this Guide

This guide provides sufficient details to allow an analyst to identify tables and columns from the extract which are of interest to them, as well as to identify the foreign keys that allow multiple tables to be joined within queries.

A basic knowledge of how the business is using the solution is assumed, in particular, an awareness of which channels the application is being used for. It is also assumed that the extracted data will be used within the business' data warehouse, and that the business can provide a resource with sufficient skills to write SQL queries and build reports in the data warehouse. This document will not provide guidance on SQL syntax.

2. Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see What's New in Cisco Product Documentation, at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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Log into www.cisco.com and then access the tool at <http://www.cisco.com/cisco/support/notifications.html>

5. 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. Or text that must be typed by the user.
Monospace	The name of a file or folder, a database table column or value, or a command.
<i>Variable</i>	User-specific text; varies from one user or installation to another.

6. Other 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>Enterprise Chat and Email 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.

Document Set

The Enterprise Chat and Email documentation is available in the Documents folder on the product CD. The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>

The document set contains the following guides:

- ▶ System Requirements for Enterprise Chat and Email
- ▶ Enterprise Chat and Email Installation Guide
- ▶ Enterprise Chat and Email Browser Settings Guide

User guides for agents and supervisors

- ▶ Enterprise Chat and Email Agent's Guide
- ▶ Enterprise Chat and Email Supervisor's Guide

User guides for administrators

- ▶ Enterprise Chat and Email Administrator's Guide to Administration Console
- ▶ Enterprise Chat and Email Administrator's Guide to Routing and Workflows
- ▶ Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources
- ▶ Enterprise Chat and Email Administrator's Guide to Email Resources
- ▶ Enterprise Chat and Email Administrator's Guide to Data Adapters
- ▶ Enterprise Chat and Email Administrator's Guide to Reports Console
- ▶ Enterprise Chat and Email Administrator's Guide to System Console
- ▶ Enterprise Chat and Email Administrator's Guide to Tools Console

7. Introduction

The platform provides a suite of reporting and business intelligence tools including:

- Standard, pre-defined reports and dashboards which are quick to set up and use.
- Real-time monitors.

There may be occasions when a business' reporting requirements cannot be met by these tools, for example when the business makes heavy use of custom attributes. For these scenarios, the data extracts can provide direct access to the underlying data, allowing the business to build reports which query the information gathered by the system as the business sees fit.

The data made available from the data extracts should be imported into the business' data warehouse at suitable intervals. It can then be transformed as required and joined with data from other sources including the Analytics star schema (using the identifiers such as activity and case IDs which are common to both schemas).

The data extracts is not intended to be the single source of business intelligence, but should instead be used to provide a supplement to the above tools, and the star schema in particular.

8. Supported Versions

- ECE 11.6 or higher

9. Data Dictionary

Common Tables

EGPL_DEPARTMENT

This table stores information about the departments created in the system.

Column	Type	Nullable	Description
DEPARTMENT_ID	numeric(19)	No	A unique identifier for a department.
DEPARTMENT_NAME	nvarchar(255)	No	Name of the department.
DEPARTMENT_DESC	nvarchar(750)	Yes	Description of the department which may be populated by the administrator.
DELETE_FLAG	nchar(1)	No	Not currently in use.

EGPL_ROUTING_QUEUE

Each department includes one or more queues to segment activities that it receives. Queues map to Unified CCE Media Routing Domains and Unified CCE Script Selector – depending on the type of script configured in Unified CCE, activities are routed to an agent or into the appropriate Unified CCE Skill Group and then assigned to an agent. There are usually a few additional queues in which to store activities during exception, holding or supervision scenarios.

This table contains details of the queues so that other data (for example, activity volumes) can be broken down by queue.

Column	Type	Nullable	Description
QUEUE_ID	numeric(19)	No	A unique identifier for a queue. This ID is unique across departments.
QUEUE_NAME	nvarchar(255)	No	Name of the queue.
QUEUE_STATE	smallint	No	Denotes whether administrator has made a queue inactive. <ul style="list-style-type: none">• 0: Inactive• 1: Active

Column	Type	Nullable	Description
DEPARTMENT_ID	numeric(19)	No	DEPARTMENT_ID of the department that the queue is created in. (Foreign key to EGPL_DEPARTMENT.DEPARTMENT_ID).
QUEUE_TYPE	smallint	No	<ul style="list-style-type: none"> • 3: Default Exception Queue • 1: All other queues
QUEUE_ROUTING_TYPE	smallint	No	Denotes whether the queue is configured to push email activities to waiting agents, and by what method. <ul style="list-style-type: none"> • 0: None. • 1: Load balancing (that is, push next activity to agent with least load). • 2: Round-robin (that is, push next activity to next agent in serial order).
QUEUE_CHAT_ROUTING_TYPE	smallint	No	Denotes whether the queue is configured to push chat activities to waiting agents, and by what method. <ul style="list-style-type: none"> • 0: None. • 1: Load balancing (that is, push next activity to agent with least load).
QUEUE_SKILL_FLAG	smallint	No	Not currently in use.
QUEUE_DESCRIPTION	nvarchar(1024)	Yes	Description of the queue which may be populated by the administrator.
QUEUE_LINK	numeric(19)	Yes	A 64-bit long value identifying the CTI link to which this queue is associated, if this is an external queue.
QUEUE_PRIORITY	smallint	Yes	Not currently in use.
QUEUE_PUSH_FLAG	smallint	Yes	Not currently in use.

Column	Type	Nullable	Description
CHAT_DEFAULT_TRANSFER_QUEUE	smallint	Yes	Denotes that chats will go into this queue by default if transferred in from other departments. One queue per department may be the default chat queue. <ul style="list-style-type: none"> • 1: Yes • 0: No
DEFAULT_KB_FOLDER	numeric(19)	Yes	FOLDER_ID of this queue's default knowledge base folder. One folder may be selected as the default folder for each queue for the purpose of providing agents with a shortcut to relevant knowledge content. (Reference table: EGPL_KB_FOLDER.FOLDER_ID).
DEFAULT_SOCIAL_QUEUE	smallint	No	Not currently in use.
SOCIAL_ROUTING_TYPE	smallint	No	Denotes whether the queue is configured to push social activities to waiting agents, and by what method. <ul style="list-style-type: none"> • 0: None. • 1: Load balancing (that is, push next activity to agent with least load). • 2: Round-robin (that is, push next activity to next agent in serial order).
MAX_CHAT_QUEUE_DEPTH	smallint	No	The maximum number of chats that are permitted to wait in the queue. While this number is reached, no further chats into this queue will be offered or accepted.
CHAT_QUEUE_PRIORITY	numeric(1)	No	The priority level of this queue (1-9, where 1 is highest and 9 is lowest), which impacts the order that chats in this queue are assigned relative to chats in other queues.

Column	Type	Nullable	Description
CHAT_ALTERNATE_ENGAGEMENT_TIME	numeric(3)	No	Duration in minutes that a customer must wait in the chat queue before alternative engagement options (for example, email, FAQs) are presented. If no value is specified then the options are presented immediately. Default value of -1 indicates alternate engagement is disabled.

EGICM_QUEUE

This table contains details of the integrated queues.

Column	Type	Nullable	Description
QUEUE_ID	numeric(19)	No	A unique identifier for a queue
MRD_ID	numeric(19)	No	MRD ID to which this queue maps to
ROUTING_PRIORITY	smallint	Yes	Not in use
QUEUE_PRIORITY	nvarchar(200)	Yes	One of two values – Due Date, Longest Waiting
SCRIPT_SELECTOR_ID	nvarchar(200)	Yes	One of these three values – Low, Medium, High.
MAX_WAIT_TIME	nvarchar(200)	Yes	Not in use

EGPL_USER

This table contains details of the users so that other data (for example, portal session volumes or activities worked on) can be broken down by user.

Column	Type	Nullable	Description
USER_ID	numeric(19)	No	A unique identifier for a user. This ID is unique across departments.
SALUTATION	nchar(4)	Yes	User's title: <ul style="list-style-type: none"> • Mr • Miss • Mrs

Column	Type	Nullable	Description
			<ul style="list-style-type: none"> Ms
FIRST_NAME	nvarchar(124)	Yes	User's first name.
MIDDLE_NAME	nvarchar(124)	Yes	User's middle name.
LAST_NAME	nvarchar(124)	Yes	User's last name.
SUFFIX	nvarchar(124)	Yes	Place for recording suffix of user name (for example, Snr, Jnr).
USER_NAME	nvarchar(255)	No	User's login name (Note that the USER_NAME is unique across the system).
SCREEN_NAME	nvarchar(30)	Yes	User's name as it appears on-screen to chat customers.
MANAGER_ID	numeric(19)	Yes	USER_ID of current user's manager. Note that each user has only one manager.
EMAIL_ADDRESS_PRIMARY	nvarchar(50)	Yes	Business email address of the user. This address is recorded within the application for notifications.
EMAIL_ADDRESS_SECONDARY	nvarchar(50)	Yes	Personal email address of the user.
LOGIN_LOGOUT_TIME	datetime	Yes	Last log in or log out time of the user, whichever is the latest
DELETE_FLAG	nchar(1)	No	A character value that is used to indicate whether a user has been deleted and is no longer in use.
ACD_NAME	nvarchar(30)	Yes	Not currently in use.
ACD_EXTENSION	numeric(19)	Yes	Not currently in use.
SYS_USER	smallint	Yes	Denotes whether user is system created (for example, pa, sa). <ul style="list-style-type: none"> 0: No 1: Yes
DEPARTMENT_ID	numeric(19)	No	DEPARTMENT_ID of the department that the user is created in (that is, their home department). Note that a user may work in multiple departments, but may only have one home department. (Reference table: EGPL_DEPARTMENT.DEPARTMENT_ID).
HIRE_DATE	datetime	Yes	Time stamp (in GMT) of when this user was created.

Column	Type	Nullable	Description
USER_TYPE	smallint	Yes	Not in use.
EXTERNAL_ASSIGNMENT	nchar(1)	Yes	Not in use.
DEFAULT_CONTENT_LANG_ID	int	Yes	Denotes the knowledge base language which the administrator has specified as the default for this user. See Appendix 4: Knowledge Base Languages .
CONTENT_LANGUAGE	int	Yes	It is a bit (OR) value of all MLKB languages assigned to user. If there are two languages assigned to user with Id 2 and 4 then this column will have a value of 6.

EGICM_USER

This table contains details of the integrated users.

Column	Type	Nullable	Description
USER_ID	numeric(19)	No	A unique identifier for a user. This ID is unique across departments.
SKILL_TARGET_ID	numeric(19)	No	SkillTargetID as fetched from Unified CCE AWDB
AGENT_CHANGE_TERMINAL	smallint	No	Not in use
TERMINAL_ID	nvarchar(200)	Yes	Not in use
TERMINAL_PASSWORD	nvarchar(200)	Yes	Not in use
AGENT_INSTRUMENT	nvarchar(200)	Yes	Not in use

Event History Case Management Tables

EGPL_EVENT_HISTORY_CASE_MGMT

This table logs events that have taken place while handling activities. These events are time-stamped actions and operations that were performed on activities (and the cases which they fall under), either by the system or by users. For example, any instances of activities being assigned, transferred, replied to and completed are captured here.

Column	Type	Nullable	Description
EVENT_ID	numeric(19)	No	A unique identifier for an event.

Column	Type	Nullable	Description
EVENT_DATE	numeric(19)	No	Date and time of event (represented as the number of milliseconds since 01/01/1970).
APPLICATION_ID	numeric(19)	Yes	APPLICATION_ID of the module involved in the event (for example, Mail, Chat, SelfService). See Appendix 1: Capabilities .
LANGUAGE_ID	Int	Yes	An integer value representing the language ID of the content related to the operation, when applicable Otherwise a default value (4) may be used. Not in use See Appendix 5: Language IDs
OBJECT_OPERATION	Smallint	Yes	Denotes the type of event. See Appendix 4: Object Operations
EVENT_DURATION	Int	Yes	Length of time in seconds that the event took to complete.
USER_ID	numeric(19)	Yes	USER_ID of the user, if the event is triggered by a user. (Reference Table: EGPL_USER.USER_ID).
SESSION_ID	numeric(19)	Yes	Used by application internally.
DEPARTMENT_ID	numeric(19)	Yes	DEPARTMENT_ID of the department involved in the event. (Reference Table EGPL_DEPARTMENT.DEPARTMENT_ID).
REASON	numeric(19)	Yes	A 64-bit long value that identifies more details about some events.
REASON1	numeric(19)	Yes	A 64-bit long value that identifies more details about some events.
REASON2	numeric(19)	Yes	A 64-bit long value that identifies more details about some events.
REASON3	numeric(19)	Yes	A 64-bit long value that identifies more details about some events.
REASON4	nvarchar(255)	Yes	A 64-bit long value that identifies more details about some events.
OBJECT_TYPE	Smallint	Yes	An integer value that identifies the object type.
QUEUE_ID	numeric(19)	Yes	QUEUE_ID of the queue, if the event involves a queue.

Column	Type	Nullable	Description
			(Reference Table: EGPL_ROUTING_QUEUE.QUEUE_ID).
ENTRY_POINT_ID	numeric(19)	Yes	ENTRY_POINT_ID of the entry point that the activity was assigned to, if the event involves a chat activity. (Reference Table: EGLV_ENTRY_POINT.ENTRY_POINT_ID [table not included in data extracts]).
SOURCE_ACTIVITY_ID	numeric(19)	Yes	A 64-bit long value that identifies the source activity. Applies to emails when a child activity is created for a parent activity, the parent activity becomes the SOURCE_ACTIVITY_ID. For example, when a reply activity is created for an incoming email activity.
CASE_ID	numeric(19)	Yes	CASE_ID of the case, if the event involves a case. (Reference Table: EGPL_CASEMGMT_CASE.CASE_ID).
ACTIVITY_ID	numeric(19)	Yes	ACTIVITY_ID of the activity, if the event involves an activity. (Reference Table: EGPL_CASEMGMT_ACTIVITY.ACTIVITY_ID).
TOP_LVL_ACTIVITY_ID	numeric(19)	Yes	A 64-bit long value that identifies the top level activity when available
CUSTOMER_ID	numeric(19)	Yes	CUSTOMER_ID of the customer, if the event involves a customer. (Reference Table EGPL_CASEMGMT_CUSTOMER.CUSTOMER_ID).
RULE_ID	numeric(19)	Yes	RULE_ID of the workflow rule, if the event is triggered by a workflow rule. (Reference Table: EGPL_RULE.RULE_ID [table not included in data extracts]).

EGPL_EVENT_HIST_CASE_MGMT_ARCH

This table stores the events captured for archived activities. Note that archiving is only used in deployments of ECE which use Microsoft SQL Server Standard Edition. See EGPL_EVENT_HISTORY_CASE_MGMT, which has the same column definitions.

Note This table is applicable to you if you have recently moved your databases from SQL Standard version to SQL Enterprise version.

Event History User Tables

EGPL_EVENT_HISTORY_USER

This table logs the events which have taken place in relation to users. These will be the time-stamped actions and operations which were performed on or by the users in question. For example, any instances of users being created or modified by administrators, as well as times when the users logged into or out of the consoles.

Column	Type	Nullable	Description
EVENT_ID	numeric(19)	No	A unique identifier for an event.
EVENT_DATE	numeric(19)	Yes	Date/time of event (represented as the number of milliseconds since 01/01/1970).
APPLICATION_ID	numeric(19)	Yes	APPLICATION_ID of the application involved in the event (for example, Mail, Chat). See Appendix 1: Capabilities .
LANGUAGE_ID	Int	Yes	Language of object ID.
OBJECT_OPERATION	Smallint	Yes	Denotes the type of event: <ul style="list-style-type: none"> • 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 • 21: License consumed • 22: License Released • 23 : License Unavailable
EVENT_DURATION	Int	Yes	Length of time in seconds that the event took to complete.
USER_ID	numeric(19)	Yes	USER_ID of the user. (Reference Table: EGPL_USER.USER_ID).

Column	Type	Nullable	Description
SESSION_ID	nvarchar(255)	Yes	HTTP session ID for the user session. Only populated when the value of OBJECT_OPERATION is 5 or 6.
DEPARTMENT_ID	numeric(19)	Yes	DEPARTMENT_ID of the department involved in the event. (Reference Table: EGPL_DEPARTMENT.DEPARTMENT_ID).
REASON	numeric(19)	Yes	Not used currently.
REASON1	numeric(19)	Yes	Not used currently.
REASON2	numeric(19)	Yes	Not used currently.
REASON3	numeric(19)	Yes	Not used currently.
REASON4	nvarchar(255)	Yes	Not used currently.
CLIENT_USER_ID	numeric(19)	Yes	Client information.
CLIENT_IP_ADDRESS	nvarchar(255)	Yes	Contains the hostname for the application server where the event occurred.
CLIENT_OS	nvarchar(255)	Yes	Not currently used.
CLIENT_BROWSER	nvarchar(255)	Yes	Not currently used.
CLIENT_INFO	nvarchar(255)	Yes	Not currently used.

Event History Category Tables

EGPL_EVENT_HISTORY_CATEGORY

This table logs the events which have taken place in relation to the classifications from the ECE Consoles (Administration Console, KB Console, Agent Console). These will be the time-stamped actions and operations which were performed for following tasks

- Creating, editing or deleting classifications
- Using classifications, either by the system or by users.

For example, any instances of classification being created or modified by an administrator or used by agents for an activity and authors for an article.

Column	Type	Nullable	Description
EVENT_ID	numeric(19)	No	A unique identifier for an event.

Column	Type	Nullable	Description
EVENT_DATE	numeric(19)	Yes	Date/time of event (represented as the number of milliseconds since 01/01/1970).
APPLICATION_ID	numeric(19)	Yes	APPLICATION_ID of the application involved in the event (for example, Mail, Chat). See Appendix 1: Capabilities .
LANGUAGE_ID	Int	Yes	Language of object ID.
OBJECT_OPERATION	smallint	Yes	Denotes the type of event: <ul style="list-style-type: none"> • Category_Create_Event: 1 • Category_Modify_Event: 2 • Category_Soft_Delete_Event: 3 • Catagory_Assign_Event: 5 • Category_Remove_Event: 6
EVENT_DURATION	Int	Yes	Length of time in seconds that the event took to complete.
USER_ID	numeric(19)	Yes	USER_ID of the user. (Reference Table: EGPL_USER.USER_ID).
SESSION_ID	numeric(19)	Yes	Session ID of Login User.
DEPARTMENT_ID	numeric(19)	Yes	DEPARTMENT_ID of the department involved in the event. (Reference Table: EGPL_DEPARTMENT.DEPARTMENT_ID).
REASON	numeric(19)	Yes	queue_id (the queue in which activity is there when classification got attached. If not in a queue, then NULL or 0)
REASON1	numeric(19)	Yes	Alias_ID of the alias to which this activity had come.
REASON2	numeric(19)	Yes	Not used currently.
REASON3	numeric(19)	Yes	Not used currently.
REASON4	numeric(255)	Yes	Not used currently.
OBJECT_ID	numeric(19)	Yes	Object ID to which the classification got attached.
OBJECT_TYPE	smallint	Yes	<ul style="list-style-type: none"> • Event_Object_Type_Activity: 201 • Event_Object_Type_Article: 202 • Event_Object_Type_Customer: 203

Column	Type	Nullable	Description
			<ul style="list-style-type: none"> Event_Object_Type_Category: 204
CATEGORY_ID	numeric(19)	Yes	Classification ID (category or resolution code ID).
TOP_LVL_ACTIVITY_ID	numeric(19)	Yes	A 64-bit long value that identifies the top level activity when available.

Customer Tables

EGPL_CASEMGMT_CUSTOMER

Depending on how the system is configured, customers may be created manually by agents and created automatically by the system when it encounters new contact details. All activities and cases are associated to a customer (usually using the contact details as the identifier) so that the customer history can be tracked. Generic anonymous customer is associated when a customer for case and activity could not be identified.

Customers may be individuals (the default type when created automatically), groups or corporate organizations. Groups may be households, joint account holders, associations, clubs or other types of group. Corporate or group customers may have one or more distinct contact persons defined, each with their own contact details that will be recognized by the system.

Depending on their type, additional customer details are found in EGPL_CASEMGMT_CORP_CUSTOMER or EGPL_CASEMGMT_GRP_CUSTOMER. Contact person details are found in EGPL_CASEMGMT_CONTACT_PERSON.

This table contains the fundamental details of each customer, irrespective of type, and can be used to relate to other data (for example, activity volumes) by customer.

Column	Type	Nullable	Description
CUSTOMER_ID	numeric(19)	No	A unique identifier for a customer. This ID is unique across departments.
CUSTOMER_TYPE	nchar(1)	No	Denotes whether the customer is an individual, group or corporate customer. <ul style="list-style-type: none"> i: individual g: group c: corporate
CUSTOMER_ROLE	nvarchar(255)	Yes	Some individuals or organizations recorded in the application as customers may in fact be partners or resellers who have (been) contacted on a customer's behalf. This

Column	Type	Nullable	Description
			<p>column can be used to denote whether this is the case.</p> <ul style="list-style-type: none"> • partner • reseller • customer
REFERRED_BY	numeric(19)	Yes	<p>Free-text field which can be used to denote who referred the customer to the business (see also HOW_REREFERRED, below).</p> <p>Currently not in use.</p>
CLASSIFICATION	nvarchar(50)	Yes	<p>Can be used to denote the value of the customer:</p> <ul style="list-style-type: none"> • Gold • Platinum • Silver • Premium • Standard
PIN_INFO	nvarchar(255)	Yes	<p>A string specifying the pin info of this customer.</p>
HOW_CREATED	smallint	Yes	<p>A number specifying how this customer was created, created by an agent or by system through mail or phone.</p>
WHO_CREATED	numeric(19)	No	<p>USER_ID of the user that created the customer record.</p> <p>(Reference Table: EGPL_USER.USER_ID).</p>
WHEN_CREATED	datetime	No	<p>Time stamp (in GMT) of when this user was created.</p>
HOW_REREFERRED	nvarchar(255)	Yes	<p>Can be used to denote how the customer was referred to the business:</p> <ul style="list-style-type: none"> • Website • Customer • Partner • Employee • Reseller
INDUSTRY	nvarchar(50)	Yes	<p>Can be used to denote that the customer is associated to a particular vertical:</p> <ul style="list-style-type: none"> • Health care • Finance

Column	Type	Nullable	Description
			<ul style="list-style-type: none"> Telecom
MKTG_SEG	nvarchar(50)	Yes	Free-text field which can be used to denote what segment the customer is considered to belong to for marketing purposes or for agents to take into consideration.
ROLE	numeric(19)	Yes	Not in use.
SLA	nvarchar(255)	Yes	A string specifying SLA (already defined in the system) for this customer. Currently not in use.
ENTITLEMENTS	nvarchar(1024)	Yes	Free-text field which can be used to denote entitlements that the customer has which agents should take into consideration.
PREFERRED_AGENT_ID	numeric(19)	Yes	USER_ID of the agent who primarily looks after this customer. (Reference Table: EGPL_USER.USER_ID).
DEPARTMENT_ID	numeric(19)	Yes	DEPARTMENT_ID of the department that the customer is primarily associated with. (Reference Table: EGPL_DEPARTMENT.DEPARTMENT_ID).
DELETE_FLAG	nchar(1)	No	Denotes whether customer was deleted from the system: <ul style="list-style-type: none"> y: Deleted n: Not deleted
ARCHIVE_FLAG	smallint	Yes	Not in use.
+ custom attributes

EGPL_CASEMGMT_CONTACT_PERSON

This table stores the details of each contact person under each customer. Corporate or group customers may have multiple entries in this table if more than one contact person has been defined. Each individual customer has one entry in this table to store details about them as a person (for example, first name and last name). Every contact person can be associated to one customer only.

All activities are associated to a contact person, when applicable, in addition to the overall customer. Note that cases are only associated to the overall customer and not the individual contact persons.

Column	Type	Nullable	Description
CONTACT_PERSON_ID	numeric(19)	No	A unique identifier for a contact person. This ID is unique across departments.
CUSTOMER_ID	numeric(19)	Yes	CUSTOMER_ID of the customer that the contact person is associated with. Each contact person is associated to one customer. If the customer type is group or corporate, then contact persons are individuals who represent the group or organization. (Foreign key to EGPL_CASEMGMT_CUSTOMER.CUSTOMER_ID).
CONTACT_PERSON_TYPE	nvarchar(50)	Yes	Can be used to denote the area of responsibility of the contact person if they represent a group or corporate customer. <ul style="list-style-type: none"> • Billing • Shipping • Technical • Legal
SALUTATION	nvarchar(50)	Yes	The title of the contact person or individual customer, for use in formal greetings. <ul style="list-style-type: none"> • Mr • Mrs • Ms • Miss
FIRST_NAME	nvarchar(124)	Yes	The first name of the contact person or individual customer.
LAST_NAME	nvarchar(124)	Yes	The last name of the contact person or individual customer.
MIDDLE_NAME	nvarchar(124)	Yes	The middle name of the contact person or individual customer.
SUFFIX	nvarchar(124)	Yes	Can be used to denote any suffix of the contact person or individual customer's name: <ul style="list-style-type: none"> • Jr • Sr • I • II • III

Column	Type	Nullable	Description
INITIALS	nvarchar(16)	Yes	Free-text field which can be used to denote the contact person or individual customer's initials in addition to their first, middle and last names.
START_GREETING	nvarchar(255)	Yes	Free-text field which can be used to denote the first part of the greeting that agents should use for this contact person or individual customer.
END_GREETING	nvarchar(255)	Yes	Free-text field which can be used to denote the first part of the greeting that agents should use for this contact person or individual customer.
GENDER	nvarchar(16)	Yes	Can be used to record the gender of this contact person or individual customer. <ul style="list-style-type: none"> • 0: Male • 1: Female
DATE_OF_BIRTH	datetime	Yes	Can be used to record the D.O.B. of this contact person or individual customer.
MARITAL_STATUS	nvarchar(124)	Yes	Can be used to record the marital status of this contact person or individual customer. <ul style="list-style-type: none"> • 0: Married • 1: Single • 2: Separated • 3: Divorced • 4: Widowed
SPOUSE_NAME	nvarchar(512)	Yes	Free-text field which can be used to record the spouse name of this contact person or individual customer.
EMERGENCY_CONTACT	nvarchar(50)	Yes	Free-text field which can be used to record the emergency contact details for this contact person or individual customer.
PRIORITY	nvarchar(255)	Yes	Can be used to denote whether this contact person is high, medium, or low priority within their group or organization.
DEFAULT_CONTACT_PERSON	numeric(19)	Yes	Can be used to denote whether this contact person is considered to be the primary contact within their group or organization. <ul style="list-style-type: none"> • 0: No • 1: Yes

Column	Type	Nullable	Description
DELETE_FLAG	nchar(1)	No	Denotes whether contact person has been deleted from the system: <ul style="list-style-type: none"> y: Deleted n: Not deleted

EGPL_CASEMGMT_CONTACT_POINT

Contact points are the email addresses, telephone numbers, postal addresses, social profiles, and web addresses which are known for each customer. They can be used as the identifiers to recognize a customer when they contact. This table stores fundamental details of each contact point irrespective of channel (for example, the contact person and customer that it is associated with). Every contact point can be associated to one customer and one contact person only. Same contact point may exist for another customer as well and hence cannot be used to uniquely identify a customer.

Column	Type	Nullable	Description
CONTACT_POINT_ID	numeric(19)	No	A unique identifier for a contact point. This ID is unique across departments.
CONTACT_PERSON_ID	numeric(19)	Yes	CONTACT_PERSON_ID of the contact person that the contact point is associated with. Each contact point is associated to one contact person. (Foreign key to EGPL_CASEMGMT_CONTACT_PERSON.CONTACT_PERSON_ID).
CONTACT_POINT_TYPE	nchar(1)	Yes	Denotes the channel that the contact point is applicable for. <ul style="list-style-type: none"> E: Email P: Postal T: Telephone W: Web
CUSTOMER_ID	numeric(19)	Yes	CUSTOMER_ID of the customer that the contact point is associated with. Each contact point is associated to one customer and may be used as the identifier to recognize them. (Reference Table: EGPL_CASEMGMT_CUSTOMER.CUSTOMER_ID).
PRIORITY	nvarchar(255)	Yes	Can be used to denote whether this contact point is high, medium or low priority within the customer's contact points.
START_DATE	datetime	Yes	Can be used to denote that the contact point will become valid on a particular date.

Column	Type	Nullable	Description
END_DATE	datetime	Yes	Can be used to denote that the contact point will cease to be valid on a particular date.
DELETE_FLAG	nchar(1)	No	Denotes whether contact point has been deleted from the system: <ul style="list-style-type: none"> y: Deleted n: Not deleted
DEPARTMENT_ID	numeric(19)	Yes	DEPARTMENT_ID of the department that the contact point is primarily associated with. (Reference Table: EGPL_DEPARTMENT.DEPARTMENT_ID).

EGPL_CASEMGMT_CORP_CUSTOMER

Every corporate customer is stored both in the EGPL_CASEMGMT_CUSTOMER table and this table. This table stores additional data which is specific to corporate customers.

Column	Type	Nullable	Description
CUSTOMER_ID	numeric(19)	No	A unique identifier for a customer. This ID is unique across departments. (Foreign key to EGPL_CASEMGMT_CUSTOMER.CUSTOMER_ID).
CUSTOMER_NAME	nvarchar(124)	Yes	Name of the organization.
REGN_NUMBER	nvarchar(255)	Yes	Free-text field can be used to record a customer registration number.
PARENT_ORG	numeric(19)	Yes	Not currently in use.
REGION	nvarchar(50)	Yes	Can be used to denote which region the customer is primarily associated with: <ul style="list-style-type: none"> US Europe Asia Pac
NUM_OF_EMPLOYEES	numeric(19)	Yes	Can be used to record the size of the customer organization in terms of its number of employees.
REVENUES	nvarchar(20)	Yes	Can be used to record the size of the customer organization in terms of its revenue.
CURRENCY	nvarchar(255)	Yes	Can be used to denote which currency the customer uses: <ul style="list-style-type: none"> USD

Column	Type	Nullable	Description
			<ul style="list-style-type: none"> • Euro • UK Pound • Yen
SECTOR_TYPE	nvarchar(50)	Yes	Free-text field can be used to record the sector or vertical that the customer organization is associated with.

EGPL_CASEMGMT_GRP_CUSTOMER

Every group customer is stored both in the EGPL_CASEMGMT_CUSTOMER table and this table. This table stores additional data which is specific to group customers.

Column	Type	Nullable	Description
CUSTOMER_ID	numeric(19)	No	A unique identifier for a customer. This ID is unique across departments. (Foreign key to EGPL_CASEMGMT_CUSTOMER.CUSTOMER_ID).
CUSTOMER_NAME	nvarchar(124)	Yes	Name of the group.
GROUP_TYPE	nvarchar(50)	No	Can be used to denote the nature of the group: <ul style="list-style-type: none"> • Household • Joint Account • Association • Membership • Club • Other
NUM_OF_MEMBERS	numeric(19)	Yes	Can be used to record the size of the group in terms of its number of members.
INCOME	nvarchar(20)	Yes	Can be used to record the size of the group in terms of its income (if applicable).
CURRENCY	nvarchar(255)	Yes	Can be used to denote which currency the customer uses: <ul style="list-style-type: none"> • USD • Euro • UK Pound • Yen
REGISTRATION_NUMBER	nvarchar(255)	Yes	Free-text field can be used to record a customer registration number.

Column	Type	Nullable	Description
AFFILIATION	nvarchar(50)	Yes	Free-text field can be used to record the group's affiliation to another group / organization / entity of interest.
REGION	nvarchar(50)	Yes	Can be used to denote which region the customer is primarily associated with: <ul style="list-style-type: none"> • US • Europe • Asia Pac

Activity and Case Tables

EGPL_CASEMGMT_ACTIVITY

For contact center interaction channels (chat, email, social, calls), the most important object is the activity – the record of each interaction via one of these channels. Every chat conversation, every email or social message and every logged call is stored as an activity.

This table contains the fundamental details about every activity, irrespective of channel. The individual events which happened while handling each activity (for example, any instances of activities being assigned, transferred, replied to or completed) are captured in the table EGPL_EVENT_HISTORY_CASE_MGMT, and the details in this table can then be tied to those events.

Column	Type	Nullabl e	Description
ACTIVITY_ID	numeric(19)	No	Primary key. A unique identifier for an activity.
CASE_ID	numeric(19)	Yes	CASE_ID of the case that the activity belongs to. Each activity is associated to one case (or no case) but a case can contain multiple activities of the same type or different types which together form a thread. (Reference Table: EGPL_CASEMGMT_CASE.CASE_ID).
DEPARTMENT_ID	numeric(19)	Yes	DEPARTMENT_ID of the department to which the activity is assigned. (Reference Table: EGPL_DEPARTMENT.DEPARTMENT_ID).
ACTIVITY_MODE	smallint	Yes	The direction of the activity – that is, Identified if activity was created for an inbound or outbound communication. Task activities remain internal and do not have a direction.

Column	Type	Nullabl e	Description
			<ul style="list-style-type: none"> • 100: Inbound • 200: Outbound • 300: Others
ACTIVITY_TYPE	smallint	No	<p>Denotes the type of activity (for example, email, chat, call, social, task, web). Aside from task activities, most activity types correspond to channels:</p> <ul style="list-style-type: none"> • 1: Email • 2000: Chat • 8000: Web activity (that is, portal session) • 10000: Task • 12000: CallTrack • 20000: Social
ACTIVITY_SUB_TYPE	smallint	No	<p>This is sub-type of an activity. The sub-type will vary for each activity type.</p> <p>See Appendix 2: Activity Types and Subtypes.</p>
ACTIVITY_STATUS	smallint	No	<p>Denotes the current status of the activity. The status of the activity will keep changing as the activity goes through different stages. . See Appendix 3: Activity Status and Substatus for the complete list.</p>
ACTIVITY_SUB_STATUS	smallint	No	<p>Provides greater granularity than ACTIVITY_STATUS. See Appendix 3: Activity Status and Substatus for the complete list.</p>
ACTIVITY_PRIORITY	smallint	Yes	<p>Indicates whether the activity is not prioritized (that is, no value stored in this field) or has been given a priority of 1-7 (where 1 is highest and 7 is lowest).</p> <p>Priority can be set by users or workflow rules.</p>
WHEN_CREATED	datetime	No	<p>Time stamp (in GMT) of when this activity was created in the system by a process (for example, retriever) or by a user.</p>
WHO_CREATED	numeric(19)	No	<p>The ID of the user who created the activity. For system created activity, this will be the ID of the System user.</p> <p>(Reference Table: EGPL_USER.USER_ID).</p>
WHEN_MODIFIED	datetime	Yes	<p>Time stamp (in GMT) of when this activity's details were last modified.</p> <p>If the activity is completed, then this will be the time stamp (in GMT) of when it was completed.</p>
DUE_DATE	datetime	Yes	<p>Time stamp (in GMT) of when the activity is due to be replied to. This may be set manually by users or</p>

Column	Type	Nullabl e	Description
			automatically by workflow rules which consider the prescribed service levels as well as the department's business calendar.
USER_LAST_WORKED	numeric(19)	Yes	<p>USER_ID of the user who sent this email activity, if it is a reply or other outbound email activity.</p> <p>After the user sends the activity, it goes into the outbound workflow and is no longer assigned to them, but their involvement is still captured in this field.</p> <p>If an outbound email activity goes through approval loop, then it may be assigned to approvers, but only the user who first sent it will be recorded here.</p> <p>(Reference Table: EGPL_USER.USER_ID).</p>
ASSIGNED_TO	numeric(19)	Yes	<p>USER_ID of the user that the activity is currently assigned to, if any.</p> <p>If the activity is in assigned status, this means that it is in this user's inbox. If the activity is not assigned to any user, the value in this field is -1.</p> <p>(Reference Table: EGPL_USER.USER_ID).</p>
SUBJECT	nvarchar(1024)	Yes	<p>For inbound email activities, this will be the email subject. For chat activities, it will be the customer's description of their query. For inbound social activities, it will be a summary of the social message.</p> <p>For other activity types and modes, this is a free-text field which can be set by any user who creates or works on the activity.</p>
DESCRIPTION	nvarchar(1024)	Yes	A free-text field which can be used to add further details about the activity for reference by agents.
LANGUAGE_ID	smallint	Yes	An integer value that identifies the language of the content of an email, when available.
CUSTOMER_ID	numeric(19)	Yes	<p>CUSTOMER_ID of the customer that the activity is associated with. Each activity is associated to one customer, usually depending on which customer matches the contact point of the activity.</p> <p>(Reference Table: EGPL_CASEMGMT_CUSTOMER.CUSTOMER_ID).</p>
CONTACT_PERSON_ID	numeric(19)	Yes	CONTACT_PERSON_ID of the contact person that the activity is associated with. Each activity is associated to one contact

Column	Type	Nullabl e	Description
			person, usually depending on which contact person matches the contact point of the activity. (Reference Table: EGPL_CASEMGMT_CONTACT_PERSON.CONTACT_PERSON_ID).
QUEUE_ID	numeric(19)	Yes	QUEUE_ID of the queue that the activity is currently associated with, if any. (Reference Table: EGPL_ROUTING_QUEUE.QUEUE_ID).
CONTACT_POINT_ID	numeric(19)	Yes	CONTACT_POINT_ID of the contact point (for example, email address, phone number, social profile) that the activity is associated with. (Foreign key to EGPL_CASEMGMT_CONTACT_POINT.CONTACT_POINT_ID).
CONTACT_POINT_DATA	nvarchar(1024)	Yes	The value of the contact point associated with the CONTACT_POINT_ID. This will be the text of the email address, phone number, or social profile name.
SAVE_DRAFT_FLAG	smallint	No	For email and social activities, this denotes whether a message has been saved but not yet sent. <ul style="list-style-type: none"> • 0: Not a saved draft • 1: A saved draft
NUM_NOTES	smallint	Yes	Denotes the number of notes stored against the activity.
NUM_ATTACHMENTS	smallint	Yes	Denotes the number of files attached to the activity. Applies for activity types for Email, Task, Social, Chat, Calltrack. In case of chat this number is updated for attachments sent as part of KB articles.
CASE_TYPE	smallint	Yes	If the activity is part of a case, this denotes whether the activity is the first activity in its case (that is, the beginning of a new case) or a subsequent activity (that is, a continuation of an existing case). <ul style="list-style-type: none"> • 1 = Existing case • 2 = New case • NULL when no case is associated

Column	Type	Nullabl e	Description
IS_ESCALATED	nchar(1)	Yes	For inbound email activities, denotes whether the email is an escalation from eGain SelfService. <ul style="list-style-type: none"> • n: Not an escalation • y: Escalation
VISITOR_SESSION_ID	nvarchar(256)	Yes	
VISITOR_USER_ID	nvarchar(256)	Yes	
DELAY_TIME_IN_MIN	numeric(19)	Yes	Not in use
+ custom attributes

EGPL_CASEMGMT_CASE

For contact center interaction channels (chat, email, social, calls), the second most important object is the case, which is used to group related activities.

For the asynchronous channels, email and social, each activity represents one message in or out, and the case groups these activities into an ongoing thread.

This table stores fundamental details about each case (for example, the status and original channel) which can then be tied to the specific activities of the case.

Column	Type	Nullable	Description
CASE_ID	numeric(19)	No	Primary key. A unique identifier for a case.
CASE_STATUS	smallint	No	Denotes whether the case is open (that is, at least one activity in the case is not completed) or closed (that is, all activities in the case are completed). <ul style="list-style-type: none"> • 0: Open • 1: Closed • 2: Ready to be closed (that is, there is one remaining incomplete activity in the case, which is outbound and is just waiting to be dispatched).
CASE_GROUP_ID	numeric(19)	Yes	CASE_GROUP_ID of a group of other cases to which this case is related. Depending on how the inbound email workflow is configured, the system may open a new case for an email which had an existing case ID (for

Column	Type	Nullable	Description
			example, an old case and completed case), and then relate the old and new cases for continuity. (Reference Table: EGPL_CASEMGMT_CASE_ASS.CASE_GROUP_ID [table not included in data extracts]).
DEPARTMENT_ID	numeric(19)	No	DEPARTMENT_ID of the department to which the case is primarily associated. (Reference Table: EGPL_DEPARTMENT.DEPARTMENT_ID).
ORIGINAL_SOURCE	nvarchar(100)	No	ACTIVITY_TYPE_ID to denote the type of activity (for example, email, chat, call, social, task, web) which was the first activity in the case when it opened. Aside from task activities, most activity types correspond to channels. <ul style="list-style-type: none"> • Email • Task • Call Track • Chat • Escalation • Facebook • Google • Task • Twitter • Web • YouTube
DUE_DATE	datetime	Yes	Time stamp (in GMT) of when the case is due to be closed. This may be set manually by users or automatically by workflow rules which consider the prescribed service levels as well as the department's business calendar.
OWNER	numeric(19)	No	USER_ID of the user who owns the case. Typically this is the user to whom the first activity in the case was first assigned, although this can be overridden manually or by workflow rules. If the owner is not identified, the value in this field is -1. (Reference Table: EGPL_USER.USER_ID).
CUSTOMER_ID	numeric(19)	Yes	CUSTOMER_ID of the customer that the case is associated with. Each case is associated to one

Column	Type	Nullable	Description
			customer, initially the same customer associated to the first activity in the case. (Foreign key to EGPL_CASEMGMT_CUSTOMER.CUSTOMER_ID).
SEVERITY	smallint	No	Can be used to denote the severity of the case. <ul style="list-style-type: none"> • 1: Urgent • 2: High • 3: Medium • 4: Low
SUBJECT	nvarchar(1024)	Yes	Matches the subject of the first activity in the case.
CASE_ACCESS	numeric(3)	No	Not currently in use.
DESCRIPTION	nvarchar(1024)	Yes	A free-text field which can be used to add further details about the case for reference by agents.
SOLUTION_DESCRIPTION	nvarchar(1024)	Yes	A free-text field which can be used to add further details about the case for reference by agents.
USER_LAST_WORKED	numeric(19)	Yes	USER_ID of the user who sent the most recent reply or other outbound activity on this case. (Reference Table: EGPL_USER.USER_ID).
DELETE_FLAG	nchar(1)	No	Not currently in use.
+ custom attributes

Email Tables

EGML_EMAIL

Every email activity is stored both as an activity (in EGPL_CASEMGMT_ACTIVITY table) and as an email in this table. This table stores additional data which is specific to the email channel.

Column	Type	Nullable	Description
EMAIL_ID	numeric(19)	No	Primary key
ACTIVITY_ID	numeric(19)	No	ACTIVITY_ID which corresponds to this email. (Reference Table: EGPL_CASEMGMT_ACTIVITY.ACTIVITY_ID).
ALIAS_ID	numeric(19)	No	ALIAS_ID of the alias through which the email was received or sent.

Column	Type	Nullable	Description
			(Reference Table: EGML_MAILHOST.ALIAS_ID [table not included in data extracts]).
SUBJECT	nvarchar(255)	No	Email subject.
EMAIL_DATE	Datetime	No	<p>Depending on how the system is configured and the direction of the email, this is a timestamp specifying when this email was received in the alias/mailbox, or retrieved from the alias/mailbox and stored in the database, or sent by the sender.</p> <p>For inbound emails this is picked based on the value of setting 'Parse date in Email header' –</p> <p style="padding-left: 40px;">Yes: Date the email was received in mail box</p> <p style="padding-left: 40px;">No: date when the email is retrieved in the system.</p> <p>For emails created within the system this date will when_created.</p>
EMAIL_SIZE	numeric(9)	No	Size of the email in bytes.
NUM_ATTACHMENTS	numeric(9)	No	Denotes the number of files attached to the email.
CHARSET	nvarchar(40)	Yes	A string specifying the character-set encoding of the email.
FROM_EMAIL_ADDRESS	nvarchar(255)	No	Email address of the sender. In the case of inbound emails, this is populated according to the email header.
RECV_EMAIL_ADDRESS	nvarchar(255)	No	Email address of the recipient. In the case of inbound emails, this is populated according to the email header.
DELETE_FLAG	nchar(1)	No	Not currently in use.

EGML_EMAIL_DATA_ALT

This table stores the content of each email created in the system. Rest of the email data is stored in the EGML_EMAIL table.

Column	Type	Nullable	Description
ACTIVITY_ID	numeric(19)	No	ACTIVITY_ID which corresponds to this email. (Foreign key to EGPL_CASEMGMT_ACTIVITY.ACTIVITY_ID).
EMAIL_ID	numeric(19)	No	EMAIL_ID of this email. (Foreign key to EGML_EMAIL.EMAIL_ID).
TEXT_CONTENT	nvarchar(max)	No	The email body.

EGML_EMAIL_ADDRESS

The EGML_EMAIL table stores the core information about each email including the sender email address and the main recipient email address. However, because an email may have more than one recipient, this table stores the full set of recipients – all To, Cc, and Bcc email addresses. Finally, if the email has a Reply To email address, then that is captured here as well.

Column	Type	Nullable	Description
EMAIL_ID	numeric(19)	No	EMAIL_ID of this email. (Foreign key to EGML_EMAIL.EMAIL_ID).
EMAIL_ADDRESS	nvarchar(255)	No	Text of the email address.
ADDRESS_FLAG	smallint	No	Denotes how the email address was included: <ul style="list-style-type: none"> • 1: To email address • 2: Cc email address • 3: Bcc email address • 4: Reply To email address

Chat Tables

EGLV_SESSION_CONTENT

Every chat activity is stored both as an activity (in EGPL_CASEMGMT_ACTIVITY table) and as a session in this table. This table stores additional data which is specific to the chat channel.

Column	Type	Nullable	Description
ACTIVITY_ID	numeric(19)	No	ACTIVITY_ID which corresponds to this chat session. (Foreign key to EGLV_SESSION.ACTIVITY_ID).

Column	Type	Nullable	Description
CONTENT	ntext	Yes	This is the complete transcript of a chat session. The content is stored in encoded format.

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	Nullable	Description
ACTIVITY_ID	numeric(19)	No	ACTIVITY_ID which corresponds to this chat session. (Foreign key to <code>EGPL_CASEMGMT_ACTIVITY.ACTIVITY_ID</code>).
ENTRY_POINT_ID	numeric(19)	Yes	ENTRY_POINT_ID of the entry point that the activity was assigned to. (Reference Table: <code>EGLV_ENTRY_POINT.ENTRY_POINT_ID</code> [table not included in data extracts]).
CUST_CONNECTION_STATUS	smallint	Yes	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. <ul style="list-style-type: none"> • 1: Fast connected: If the response to the ping is within the specified time • 2: Slow connected: If the response to the ping is not within the specified time • 3: Disconnected: If there is no response to the ping after 10 attempts
SERVICE_INTERVAL	numeric(19)	Yes	The time difference between when the chat session was created and when its status changed to in- progress.
CLOSED_BY	numeric(19)	Yes	This column stores the details on who closed the session.
USER_AGENT	nvarchar(2000)	Yes	This column stores the details of the browser version and OS of the customer's desktop.

Column	Type	Nullable	Description
REFERRER_URL	nvarchar(max)	Yes	The URL of the page from where chat link was opened.
REFERRER_NAME	nvarchar(2000)	Yes	Name of the referrer page.
CUST_DISPLAY_NAME	nvarchar(510)	Yes	This column stores the name provided by the customer at the start of the chat session.
DELETE_FLAG	nchar(1)	No	This denotes whether the session entry can be soft deleted, that is, it is a flag. <ul style="list-style-type: none"> • y: Yes • n: No (default value)
CLIENT_IP	nvarchar(50)	Yes	This column stores the IP address of the customer's desktop.
ORIG_DEPARTMENT_ID	numeric(19)	Yes	DEPARTMENT_ID of the department to which the chat was originally assigned to. (Reference Table: EGPL_DEPARTMENT.DEPARTMENT_ID).
PUSH_TYPE	smallint	Yes	<ul style="list-style-type: none"> • 1 = ACTIVITY_PUSH_TYPE_DEFAULT • 2 = ACTIVITY_PUSH_TYPE_PULL • 3 = ACTIVITY_PUSH_TYPE_TRANSFER • 4 = ACTIVITY_PUSH_TYPE_PULL_TRANSFER • 5 = ACTIVITY_PUSH_TYPE_INVITE
IS_PRIORITY_CHAT	bit	No	<ul style="list-style-type: none"> • 0 : Normal chat • 1 : Offered priority chat

Knowledge Base

Category Tables

EGPL_CATEGORY_GROUP

This table stores the fundamental details of each classification – categories and resolution codes.

Column	Type	Nullable	Description
GROUP_ID	numeric(19)	No	A unique identifier for a classification.
DEPARTMENT_ID	numeric(19)	No	DEPARTMENT_ID of the department involved in the event. (Foreign key to EGPL_DEPARTMENT.DEPARTMENT_ID).
WHO_CREATED	numeric(19)	Yes	USER_ID of the user that created this record. (Reference Table: EGPL_USER.USER_ID).
GROUP_TYPE	nchar(1)	Yes	Type of classification: <ul style="list-style-type: none"> • c – category • r - resolution code
DELETE_FLAG	nchar(1)	No	<ul style="list-style-type: none"> • y - deleted • n - Non deleted
COMPLAINT_FLAG	nchar(1)	No	This character value indicates whether this is a complaint type of category. <ul style="list-style-type: none"> • y - This is a complaint type of category • n - This is not a complaint type of category (default value)

EGPL_CATEGORY_GROUP_DATA

This table stores the details of the categories and resolution codes created by the administrator.

Column	Type	Nullable	Description
GROUP_ID	numeric(19)	No	A unique identifier for a classification. (Foreign key to EGPL_CATEGORY_GROUP.GROUP_ID).
GROUP_NAME	nvarchar(255)	No	Name of the category or resolution code.
GROUP_DESCRIPTION	nvarchar(255)	Yes	Description of the category or resolution code
LANGUAGE_ID	int	No	An integer value that identifies the language of the category.

EGPL_CATEGORY_SUBGROUP

This table stores the hierarchical relationship between a classification (category or resolution code) and its sub classifications.

Column	Type	Nullable	Description
GROUP_ID	numeric(19)	No	A unique identifier for a classification. (Foreign key to EGPL_CATEGORY_GROUP.GROUP_ID).
SUB_GROUP_ID	numeric(19)	No	An integer value identifying a sub classification. (Foreign key to EGPL_CATEGORY_GROUP.GROUP_ID).

Activity Category Link Tables

EGPL_LINK_CATEGORY_ACTIVITY

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

Column	Type	Nullable	Description
ITEM_ID1	numeric(19)	No	A unique identifier for a classification. (Reference Table: EGPL_CATEGORY_GROUP.GROUP_ID).
ITEM_ID2	numeric(19)	No	An integer value identifying the activity to which the classification is assigned. (Reference Table: EGPL_CASEMGMT_ACTIVITY.ACTIVITY_ID).

Appendix 1: Module IDs

The following table lists the ECE capabilities, along with the internal ID numbers which are used in the data extracts:

Application ID	Application
1	ECE CIH Platform
80	ECE Chat
90	ECE Mail

Appendix 2: Activity Types and Subtypes

The following table lists the default activity types and subtypes, along with the internal ID numbers which are used in the data extracts.

Activity Type	Activity Subtype
1: Email	Inbound: <ul style="list-style-type: none"> • 1: General • 2: Webform • 3: Secure • 4: Permanent undeliverable • 5: Temporary undeliverable Outbound: <ul style="list-style-type: none"> • 6: Reply • 7: Forwarded • 8: Composed • 9: Auto reply • 10: Auto acknowledgement • 11: Group reply • 12: Redirected • 13: Undispatchable • 14: Supervised and accepted • 15: Supervised and rejected • 16: Supervised and resubmitted
2000: Chat	<ul style="list-style-type: none"> • 2001: General • 2002: Video chat
8000: Web activity	<ul style="list-style-type: none"> • 8001: General
10000: Task	<ul style="list-style-type: none"> • 10001: General
12000: CallTrack	<ul style="list-style-type: none"> • 1: General
20000: Social	Inbound: <ul style="list-style-type: none"> • 20001: General • 20101: Twitter • 20201: Facebook • 20101: YouTube Outbound: <ul style="list-style-type: none"> • 20006: General reply • 20008: General composed

Activity Type	Activity Subtype
	<ul style="list-style-type: none"> • 20106: Twitter reply • 20108: Twitter composed • 20206: Facebook reply • 20208: Facebook composed • 20106: YouTube reply • 20108: YouTube composed

Appendix 3: Activity Status and Substatus

The following table lists the default activity statuses and sub-statuses, along with the internal ID numbers which are used in the data extracts:

Activity Status	Activity Substatus
1000: New	<ul style="list-style-type: none"> • 1900: In progress
2000: Pre-workflow	<ul style="list-style-type: none"> • 2100: Ready for custom processing • 2200: Ready for virus scanning • 2300: In progress
3000: Workflow	<ul style="list-style-type: none"> • 3100: Ready for inbound workflow • 3200: Ready for outbound workflow • 3300: Ready for general workflow • 3400: Ready for transfer workflow • 3800: Error • 3900: In progress
4000: Assignment	<ul style="list-style-type: none"> • 4100: Ready for internal assignment (that is, waiting in ECE queue) • 4105: Queued in Unified CCE for routing. Waiting for assignment. • 4107: Queued in ECE for Supervisory routing. Waiting for assignment to Supervisor by ECE • 4200: Ready for external assignment (that is, waiting in Telephony queue) • 4300: Error • 4400: Scheduled • 4900: In progress
5000: Assigned	<ul style="list-style-type: none"> • 5100: New (that is, unread) • 5200: Pending • 5300: Wrap up

Activity Status	Activity Substatus
	<ul style="list-style-type: none"> • 5800: Error • 5900: In progress
7000: Pre-completion	<ul style="list-style-type: none"> • 7100: Ready for email dispatch • 7200: Ready for fax dispatch • 7300: Email dispatch in progress • 7800: Error • 7900: In progress
9000: Completed	<ul style="list-style-type: none"> • 9100: Done • 9200: Abandoned chat

Appendix 4: Object Operations Events

Event ID	Description
1	NEW_INCOMING_MAIL_EVENT
2	SOFT_UNDELIVERABLE_EVENT
3	HARD_UNDELIVERABLE_EVENT
201	KEYWORD_ASSIGN_EVENT
202	ROUND_ROBIN_ASSIGN_EVENT
203	LOAD_BALANCING_ASSIGN_EVENT
205	PUSH_TO_AGENT_EVENT
214	SUPERVISION_ASSIGN_EVENT
114	AUTO_REPLIED_EVENT
30	NEW_AUTO_REPLY_EVENT
101	AUTO_ACKNOWLEDGED_EVENT
29	NEW_AUTO_ACKNOWLEDGE_EVENT
305	MOVED_BY_RULES
310	TRANSFER_ACTIVITY_TO_QUEUE_BY_RULES_EVENT
311	UNASSIGN_ACTIVITY_FROM_USER_BY_RULES_EVENT
312	TRANSFER_ACTIVITY_TO_USER_BY_RULES_EVENT
313	TRANSFER_TO_QUEUE_VIA_TRANSFER_WORKFLOW

Event ID	Description
314	TRANSFER_TO_USER_VIA_TRANSFER_WORKFLOW
320	TRANSFER_TO_QUEUE_BY_SYSTEM
381	TRANSFER_TO_DEPT_BY_RULES
519	SENT_OUT_EVENT
520	E1_UNDISPATCHABLE_EVENT
521	E2_UNDISPATCHABLE_EVENT
544	CLOSE_ACTIVITY_EVENT
41	CREATE_WEB_ACTIVITY_FOR_WEB_TEMPLATES
621	CREATE_CASE_FOR_WEB_TEMPLATES
622	CASE_ACTIVITY_ASSOC_FOR_WEB_TEMPLATES
561	CHANGE_STATUS_FOR_WEB_ACTIVITY
13	CREATE_ACTIVITY_NEW_CASE_EVENT
14	CREATE_ACTIVITY_CURRENT_CASE_EVENT
102	REPLY_ACTIVITY_EVENT
7	CREATE_ACTIVITY_FOR_REPLY_EVENT
112	REPLY_ALL_EVENT
22	CREATE_ACTIVITY_FOR_REPLY_ALL_EVENT
103	FORWARD_ACTIVITY_EVENT
8	CREATE_ACTIVITY_FOR_FORWARD_EVENT
104	REDIRECT_ACTIVITY_EVENT
9	CREATE_ACTIVITY_FOR_REDIRECT_EVENT
107	GROUP_REPLY_EVENT
17	CREATE_ACTIVITY_FOR_GROUP_REPLY_EVENT
108	GROUP_FORWARD_EVENT
18	CREATE_ACTIVITY__GROUP_FORWARD_EVENT
113	GROUP_REPLY_ALL_EVENT
23	CREATE_ACTIVITY_FOR_GROUP_REPLY_ALL_EVENT
105	REPLY_TO_SAVE_DRAFT_EVENT
10	CREATE_ACTIVITY_FOR_REPLY_TO_SAVE_DRAFT_EVENT

Event ID	Description
11	CREATE_ACTIVITY_FOR_COMPOSE_SAVEDRAFT_NEW_CASE_EVENT
15	CREATE_ACTIVITY_FOR_COMPOSE_SAVEDRAFT_CURRENT_CASE_EVENT
110	GROUP_REPLY_SAVEDRAFT_EVENT
20	CREATE_ACTIVITY_FOR_GROUP_REPLY_SAVEDRAFT_EVENT
508	CREATE_ACTIVITY_FOR_REPLY_SAVE_DRAFT_EVENT
509	REPLY_SAVE_DRAFT_EVENT
510	CREATE_ACTIVITY_FOR_SAVE_SAVE_DRAFT_EVENT
516	REATTEMPT_ACTIVITY_EVENT
25	CREATE_ACTIVITY_FOR_REATTEMPT_EVENT
517	ACCEPT_ACTIVITY_EVENT
26	CREATE_ACTIVITY_FOR_ACCEPT_EVENT
518	REJECT_ACTIVITY_EVENT
27	CREATE_ACTIVITY_FOR_REJECT_EVENT
209	TRANSFER_ACTIVITY_TO_USER_EVENT
306	TRANSFER_ACTIVITY_TO_QUEUE_EVENT
307	TRANSFER_ACTIVITY_TO_QUEUE_BY_AUTOPUSHBACK_EVENT
380	TRANSFER_ACTIVITY_TO_DEPARTMENT_EVENT
206	UNASSIGN_ACTIVITY_TO_USER_BECAUSE_OF_TRANSFER_EVENT
309	PULL_ACTIVITY_FROM_QUEUE_EVENT
213	ASSIGN_ACTIVITY_TO_USER_BECAUSE_OF_PULL_EVENT
540	READ_START_ACTIVITY_EVENT
541	READ_READ_ACTIVITY_EVENT
542	READ_WRAP_UP_ACTIVITY_EVENT
543	READ_PENDING_ACTIVITY_EVENT
545	READ_SESSION_TIME_OUT_ACTIVITY_EVENT
546	READ_LOG_OUT_ACTIVITY_EVENT
547	READ_BROWSER_CRASH_ACTIVITY_EVENT
548	READ_REOPEN_ACTIVITY_EVENT
549	READ_INPROGRESS_ACTIVITY_EVENT

Event ID	Description
550	READ_CUSTOM_STATUS_ACTIVITY_EVENT
551	READ_WRAP_EXIT_EVENT
514	PIN_ACTIVITY_EVENT
401	CHANGE_CUSTOMER_EVENT
410	PICK_UP_CHAT_ACTIVITY_EVENT
411	AGENT_LEAVE_CHAT_ACTIVITY_EVENT
412	CUSTOMER_LEAVE_CHAT_ACTIVITY_EVENT
414	CHAT_ACTIVITY_ADDED_EVENT
415	MANAGER_JOIN_CHAT_ACTIVITY_EVENT
416	MANAGER_LEAVE_CHAT_ACTIVITY_EVENT
418	AGENT_MOVED_AWAY_CHAT_ACTIVITY_EVENT
417	AGENT_ADDED_IN_CHAT_SESSION
419	AGENT_INVITATION_OF_TEXT_TO_VCHAT_CONVERSION
420	CUST_INVITATION_OF_TEXT_TO_VCHAT_CONVERSION
421	CUST_REJECT_AGENT_INVITATION_OF_VCHAT
422	AGENT_REJECT_CUST_INVITATION_OF_VCHAT
423	AGENT_INVITED_CONF_CHAT_ACTIVITY_EVENT
424	AGENT_DECLINE_CONF_CHAT_ACTIVITY_EVENT
425	AGENT_JOIN_CONF_CHAT_ACTIVITY_EVENT
426	BACK_STOPPING_TRIGGERED
409	AGENT_IDENTIFIED_FOR_CHAT_ACTIVITY_ASSIGNMENT_EVENT
308	TRANSFER_CHAT_ACTIVITY_TO_QUEUE_BY_PUSHBACK_EVENT
451	CREATE_GENERIC_ACTIVITY_EVENT
452	SAVE_DRAFT_GENERIC_ACTIVITY_EVENT
453	ASSIGN_GENERIC_ACTIVITY_EVENT
210	PUSH_NEW_CASE_ACTIVITY_TO_QUEUE_EVENT
211	PUSH_OLD_CASE_ACTIVITY_TO_QUEUE_EVENT
212	PUSH_NO_CASE_ACTIVITY_TO_QUEUE_EVENT
701	PHONE_INCOMING_CALL_ACD_QUEUE

Event ID	Description
702	PHONE_INCOMING_CALL_ASSIGNED_TO_USER
705	PHONE_CALL_CUSTOMER_ABANDONED
704	PHONE_CALL_ACD_ABANDONED
703	PHONE_INCOMING_CALL_PICK_BY_USER
708	PHONE_CALL_HANGUP
722	PHONE_CALL_WRAPUP
711	PHONE_TRANSFER_INCOMING_CALL
718	PHONE_TRANSFER_CALL_ASSIGNED
712	PHONE_TRANSFER_CALL_PICK_BY_USER
714	PHONE_TRANSFER_CALL_ABANDONED
725	PHONE_TRANSFER_CALL_STARTED
716	PHONE_CONFERENCE_INCOMING_CALL
717	PHONE_CONFERENCE_CALL_PICK_BY_USER
719	PHONE_CONFERENCE_CALL_ABANDONED
726	PHONE_CONFERENCE_CALL_STARTED
721	PHONE_MAKE_CALL_STARTED
723	PHONE_USER_READY
724	PHONE_CALL_ERROR
115	CHANGE_EMAIL_DRAFT_REPLY_TYPE_EVENT
653	OPER_ASSGN_OLD_CASE
659	OPER_OPEN_CASE
660	OPER_CLOSE_CASE
600	NO_CASE_CREATION_EVENT
601	NEW_CASE_CREATE_EVENT
602	NEW_ACTIVITY_TO_NEW_CASE_ASSIGN_EVENT
603	NEW_ACTIVITY_TO_OLD_CASE_ASSIGN_EVENT
609	OPEN_CASE_EVENT
610	CLOSE_CASE_EVENT
611	CLOSE_CASE_VIA_TRANSFER_WORKFLOW

Event ID	Description
654	CREATE_NEW_CASE
661	CHANGE_CASE_OWNER
2210	ACTIVITY_SEND_TO_Unified CCE_FOR_ROUTING
2212	ROUTING_RESPONSE_RETURNED_FROM_Unified CCE

Appendix 5: Language IDs

Language ID	Language Name
4	English
5	Afrikaans
6	Albanian
7	Arabic
8	Bengali
9	Bulgarian
10	Croatian
11	Czech
12	Danish
13	Dutch
14	Estonia
15	Finnish
16	French
17	German
18	Greek
19	Gujarati
20	Hebrew
21	Hindi
22	Hungarian

Language ID	Language Name
23	Indonesian
24	Italian
25	Japanese
26	Kannada
27	Korean
28	Latvian
29	Lithuanian
30	Macedonian
31	Malayalam
32	Marathi
33	Nepali
34	Norwegian
35	Persian
36	Polish
37	Portuguese
38	Punjabi
39	Romanian
40	Russian
41	Simplified-Chinese
42	Slovak
43	Slovene
44	Somali
45	Spanish
46	Swahili
47	Swedish
48	Tagalog
49	Tamil
50	Telugu
51	Thai

Language ID	Language Name
52	Traditional-Chinese
53	Turkish
54	Ukrainian
55	Urdu
56	Vietnamese