Cisco Unified Contact Center Express Database Schema Guide, Release 12.5(1)

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Preface

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Change History

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

Change	See	Date
Modified CrsApplication and ContactCallDetail tables for Experience Mangement post-call survey.	Database Schema >>CrsApplication Database Schema >> ContactCallDetail	**May 2020**
Initial Release of Document for Release 12.5(1)		**January 2020**
Cisco SocialMiner (SM) has been renamed as Customer Collaboration Platform (CCP).	Database Schema >> ContactServiceQueue	
Schedule Reskill table has been added.	Schedule Reskill	
Schedule Reskill Status table has been added.	Schedule Reskill Status	
Consult Leg Detail table has been added.	Consult Leg Detail	
Assigned Prompts table is included.	Assigned Prompts	

Change	See	Date
Updated the description of qIndex.	ContactQueueDetail ContactRoutingDetail AgentConnectionDetail	
Updated the description of contactType and dispositionReason.	ContactCallDetail	
Added surveyname field.	CrsApplication	
Added resourceEmailId field.	Resource	
Added loginsessionid, mediasessionid, and csqrecordid fields.	TextAgentConnectionDetail	
Added loginsessionid, contactid, csqrecordid, and consultsessionid fields.	AgentConnectionDetail	
Added contactid and lastleg fields.	ContactCallDetail	
ContactHoldDetail table has been added.	ContactHoldDetail	
AuditResidualSkills table has been added.	AuditResidualSkills	

About This Guide

The *Cisco Unified CCX Database Schema Guide* for Cisco Unified Contact Center Express (Unified CCX) describes how data is organized in the Unified CCX Databases. This document provides detailed description of the records and fields in each database table and enables you to create your own reports.

Audience

This manual is intended for system managers, administrators, and developers who want to create custom reports using the generally available third-party programs that create reports from databases.

Organization

The Database Table Details, on page 2describes each table in the Cisco Unified CCX database. The descriptions are arranged in the alphabetical order by table name. Each description includes a detailed explanation of each record in the table. The Index helps you find information in this book.

Conventions

This manual uses the following conventions.

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find** • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • An argument for which you must supply values. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Express Installation Guide*.

`window` font	Window font, such as Courier, is used for the following:
	• Text as it appears in code or information that the system displays. Example:
	`<html><title> Cisco Systems,Inc. </title></html>`
	• File names. Example: `tserver.properties`.
	• Directory paths. Example:
	`C:\Program Files\Adobe`

string	Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.
[ ]	Optional elements appear in square brackets.

Convention	Description
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
< >	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
Cisco Unified CCX documentation	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Cisco Unified Intelligence Center documentation	https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
Cisco Finesse documentation	https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
Cisco Customer Collaboration Platform documentation **Note** From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Cisco Unified CCX Virtualization Information	https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html

Document or Resource	Link
Cisco Unified CCX Compatibility Information	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Documentation Feedback

To provide your feedback for this document, send an email to:

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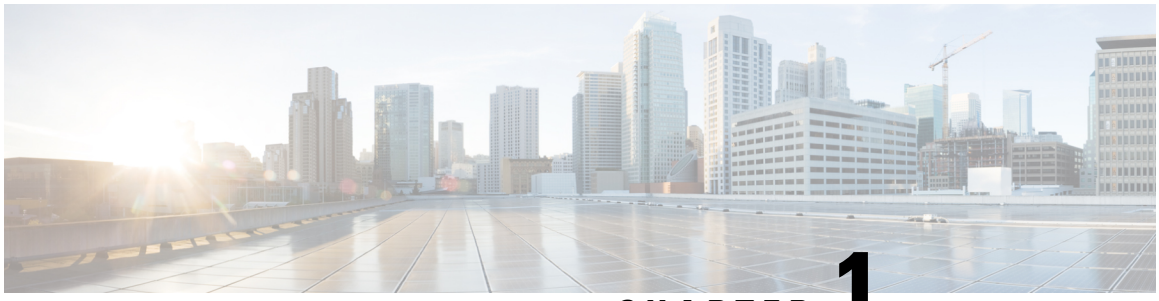

CHAPTER 1

Database Schema

This manual describes how data is organized in the Cisco Unified CCX database. The Unified CCX database stores the data in the following two types of databases:

- db_cra – Used to store information for historical and real-time reports, including Unified CCX configuration information, stored procedures, and call statistics.
- db_cra_repository - Used to store information related to prompts, grammars, scripts, and documents.

All the tables described in this document are in the above two databases.

Note SQL is case-insensitive and the queries written against the database can be in any case. However, you might have to change the case for the column names depending on the third-party tool that you use for querying the database. Refer to the documentation for these third-party tools for more information.

The following sections include these topics:

- General Database Concepts , on page 1
- Database Table Details, on page 2

General Database Concepts

This section provides an overview of some basic database concepts.

Tables, Columns, and Rows

A database contains one or more tables of data. Each table in a database defines a set of columns, which are called *fields*. Within each table, the database stores data in rows, which are called *records*. Each record (row) contains one value for each field (column) of the table.

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

Table Relationships

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

Relationships between tables can be one-to-one or one-to-many. For example, because one skill can be associated with many skill groups, the relationship between the Skill and SkillGroup tables is one-to-many. On the other hand, each call or call leg has its own set of data about the agent who handled the call and other information. Therefore, the relationship between the AgentConnectionDetail and ContactCallDetail table is one-to-one.

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

Database Table Details

Each description provides the following information:

- Database Table Name—Name of the Unified CCX database table.
- Field Name—Name of a field as it appears in the database table.
- Description—Description of the field, including valid values where appropriate.
- Storage—Information about the data in each field as follows:
  - Data type used for the field in the database.

    Note For storage characteristics and limitations of the data types used for the fields in the databases refer to "IBM Informix SQL Reference Guide". The date and time in the database fields are stored in Coordinated Universal Time (UTC).

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

    Note If the NULL value is valid, the database will record a value of -1 for a numeric field and an empty string for other fields.

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

Overview of Tables

The following tables are described in this guide:

- AgentConnectionDetail, on page 5, contains records written for calls that are connected to an agent.

- AgentStateDetail, on page 8, contains records written when an agent changes state.
- AgentCallDetailSnapshot, on page 9, contains records of agent call details in a day.
- AgentStateDetailSnapshot, on page 10, contains records of agent state change details in a day.
- AuditReskill, on page 15, contains records written when the resource is added or removed from the CSQ because of the changes that are made to the resource or CSQ skills.
- AuditSkillGroup, on page 17, contains records written when the resource skills or competency level changes are made to the resource or CSQ.
- AreaCode, on page 12, contains the area code and time zone information used for outbound calls.
- Campaign, on page 19, contains records with campaign configuration information.
- CampaignCSQMap, on page 22, provides a relationship between campaigns and Contact Service Queues (CSQs).
- CampaignSupervisorMap, on page 22, provides a relationship between campaigns and supervisors.
- CampaignData , on page 23, contains records with the campaign data information.
- ChatProblemStatement, on page 27, contains the associated problem statements and tag ids for each chat widget.
- ChatTriggerPoint, on page 30, contains the chat CSQ tag information.
- ChatUserForm, on page 30, contains the user form fields included in each chat widget along with the order of the fields in the widget.
- ChatWidget, on page 31, contains the chat widget information.
- ChatBubble, on page 32, contains the chat bubble information.
- ContactCallDetail, on page 35, contains records written for every incoming, outgoing, or internal call.
- ContactQueueDetail, on page 43, contains records written for calls that are queued for CSQs; one record for each CSQ is queued.
- ContactRoutingDetail , on page 45, contains records written for calls that are queued for CSQs; one record for each call.
- ContactServiceQueue , on page 47, contains records written for CSQs configured on the Unified CCX Administration user interface.
- CrsApplication , on page 51, contains records about applications that are uniquely identified by application name.
- CrsGroup , on page 53, contains records about groups that are identified by a combination of group class name and group ID.
- CrsTrigger, on page 55, contains records about triggers that are uniquely identified by trigger name.
- DialingList , on page 59, contains records with outbound contacts that need to be dialed for a particular campaign.
- MonitoredResourceDetail, on page 69, contains records written for agents who are monitored by a Supervisor.

- ProfileIDMapping, on page 71, contains records written for profiles defined on the Unified CCX Administration user interface.
- PurgeHistory, on page 72, contains records written for tracking of the history of purge information for both Manual and Scheduled purge.
- RemoteMonitoringDetail , on page 74, contains records written for remote monitoring calls made by a Supervisor.
- Resource, on page 76, contains records written for resources (agents) that are configured on the Cisco Unified Communications Manager (Unified CM) Administration user interface.
- ResourceGroup , on page 79, contains records written for resource groups configured on the Unified CCX Administration user interface.
- ResourceSkillMapping, on page 79, is a relationship table between resources and skills.
- RmonCSQConfig , on page 80, contains records written for CSQs configured for a Supervisor's remote monitoring allowed list on the Unified CCX Administration user interface.
- RmonResConfig, on page 81, contains records written for resources configured for a Supervisor's remote monitoring allowed list on the Unified CCX Administration user interface.
- RmonUser , on page 82, contains records written for remote monitoring Supervisors configured on the Unified CCX Administration user interface.
- RtCSQsSummary , on page 82, contains real-time statistics for configured CSQs.
- RtICDStatistics , on page 84, contains Unified CCX summary statistics.
- Skill , on page 88, contains records written for skills configured on the Unified CCX Administration user interface.
- SkillGroup , on page 89, is a relationship table between skills and CSQs.
- Supervisor , on page 90, contains records written for Supervisors configured on the Unified CCX Administration user interface.
- SupervisorCampaignMap, on page 91, contains records for the list of campaigns that can be associated with no or more campaigns to a Supervisor and managed by the Supervisor.
- SupervisorApplicationMap, on page 92, contains records for the list of applications that can be associated to a Supervisor and managed by the Supervisor.
- Team, on page 93, contains records written for teams configured on the Unified CCX Administration user interface.
- TeamCSQMapping , on page 94, is a relationship table between teams and CSQs.
- TextAgentConnectionDetail , on page 95, contains information relating to the agent who handled the contact or leg.
- TextAgentStateDetails, on page 96, contains information about the chat agent and about the event that caused the chat agent state change.
- TextContactDetail , on page 98, contains detailed information about the contact or leg.
- TextContactQueueDetail, on page 101, is a relationship table between teams and CSQs.

- TextCustomerDetails, on page 102, contains customer-related information corresponding to the chat contact.
- WorkflowTask , on page 104, contains records written for workflow tasks that are executed.
- ConsultLegDetail, on page 34, contains records of agents corresponding to the consult call details.

AgentConnectionDetail

Database table name: AgentConnectionDetail

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

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

Table 1: AgentConnectionDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigns to the call. This identifier remains the same for all legs of the call.	decimal(18, 0) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each Unified CCX server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
resourceID	Identifier of the agent who handled the call.	int NOT NULL Primary Key
startDateTime	Date and time that the call or the leg started ringing at the device of an agent.	datetime year to fraction (3) NOT NULL Primary Key
endDateTime	Date and time that the call or the leg was transferred or disconnected.	datetime year to fraction (3) NOT NULL

Field Name	Description	Storage
qIndex	For all the new calls that are coming to an agent's extension through a route point, the value of qIndex is 1. Thereafter, the value of qIndex is incremented by 1, whenever there is a conference through the route point. **Note** The value of qIndex of an agent is 0, whenever an agent receives a call to the extension directly (by conference and transfer legs) instead of a route point. This is applicable only for the AgentConnectionDetail table.	smallint NOT NULL Primary Key
gmtOffset	Offset, in minutes, between the local time of the Unified CCX server and Greenwich Mean Time. As the time information is stored in GMT, this field will always be zero.	smallint NOT NULL
ringTime	Amount of time, in seconds, between the time the call or the leg first rang at the extension of an agent and one of the following events: • The agent answered the call or the leg • The caller hung up before the call or the leg was answered • The system retrieved the call or the leg before the call or the leg was answered	smallint NULL
talkTime	Amount of time, in seconds, that passed from the time an agent answered the call or the leg to the time the call or the leg was disconnected or transferred, not including hold time.	int NULL
holdTime	Amount of time, in seconds, that the call or the leg spent on hold.	smallint NULL
workTime	Amount of time, in seconds, that an agent spent in Work State after the call or the leg.	smallint NULL
callWrapupData	After-call information that the agent enters through the Agent Desktop user interface while the agent is in the work state.	varchar(40) NULL

Field Name	Description	Storage
callResult	Outcome of the outbound dialer call. 1 = Voice (Customer answered and was connected to agent) 2 = Fax/Modem (Fax machine detected) 3 = Answering Machine (answering machine detected) 4 = Invalid (Number reported as invalid by the network) 5 = Do Not Call (customer does not want to be called again) 6 = Wrong Number (number successfully contacted but wrong number) 7 = Customer Not Home (number successfully contacted but reached the wrong person) 8 = Callback (customer requested regular callback) 9 = Agent Rejected (Agent has skipped or rejected a preview call) 10 = Agent Closed (Agent has skipped or rejected a preview call with the close option) 11 = Busy (busy signal detected) 12 = RNA (the agent lets the call go ring-no-answer) 20 = OB_XFER is default (the agent transfers or conferences the outbound call to another agent.	smallint NULL
dialinglistid	Unique identifier of a contact that is dialed for an outbound campaign. Links with DialingList.dialingListID	int NULL
rna	Specifies if the call or the leg hasn't been answered by an agent within the configured ring time. This equates to 't' if the call hasn't been answered.	Boolean
loginsessionid	Unique identifier of an agent login session. This identifier remains the same until the session ends.	varchar(18)
contactid	Unique identifier for all records related to a single call across various tables in Unified CCX.	varchar(40)
csqrecordid	Numeric identifier of CSQ for CSQ-based calls, else -1 is stored.	int
consultsessionid	This field is NOT NULL for conferenced or transferred agents through consult call. The value will be the sessionID of the consult call.	decimal (18, 0)

Related Topics

ContactCallDetail, on page 35
ContactRoutingDetail , on page 45
DialingList , on page 59
MonitoredResourceDetail, on page 69
ProfileIDMapping, on page 71
PurgeHistory, on page 72
Resource, on page 76

AgentStateDetail

Database table name: AgentStateDetail

The Unified CCX system creates a new record in the AgentStateDetail table each time the state of an agent changes. An AgentStateDetail record contains information about the agent and about the event that caused the agent state change.

Table 2: AgentStateDetail Table Fields

Field Name	Description	Storage
agentID	Identifier of the agent whose state has changed.	int NOT NULL Primary Key
eventDateTime	Date and time that the agent state changed.	datetime year to fraction (3) NOT NULL Primary Key
gmtOffset	Offset, in minutes, between the local time of the Unified CCX server and Greenwich Mean Time. As the time information is stored in GMT, this field will always be zero.	smallint NOT NULL
eventType	Event that triggered the agent state change: 1—Log In 2—Not Ready 3—Ready 4—Reserved 5—Talking 6—Work 7—Log Out	smallint NOT NULL Primary Key

Field Name	Description	Storage
reasonCode	Code, as set up in the Cisco Desktop Administrator, for the reason that the agent changed to Not Ready State or to Log Out State. Null if a reason code is not configured.	smallint NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
loginsessionid	Unique identifier of an agent login session. This identifier remains the same until the session ends.	varchar(18)
contactid	Unique identifier for all records related to a single call across various tables in Unified CCX.	varchar(40)

Related Topics

ProfileIDMapping, on page 71
Resource, on page 76

AgentCallDetailSnapshot

Database table name: AgentCallDetailSnapshot

The Unified CCX system stores the records of agent call details in a day in the AgentCallDetailSnapshot table. All previous day records will be purged as part of the scheduled purge at mid-night.

Table 3: AgentCallDetailSnapshot Table Fields

Field Name	Description	Storage
contactid	Alphanumeric identifier for the contact.	int NOT NULL Primary Key
sessionseqnum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
agentID	Identifier of the agent whose ACD call details are stored.	int NOT NULL Primary Key
calltype	Identifier of the type of all incoming and outgoing calls of agents' ACD line extension.	int NOT NULL

Field Name	Description	Storage
startdatetime	Start date and time of the agent call details that are to be stored.	BIG INT NOT NULL Primary Key
phonenumber	Identifier of the phone number of the calls that were handled by the agent.	varchar (30) NOT NULL
disposition	Identifier of the contact disposition.	int NULL
wrapupdata	Information that the agents enter in the desktop user interface after a call, while the agents are still in the work state.	lvarchar (804) NULL
csqname	Identifier of the CSQ name that the agent was assigned to.	nvarchar (50) NULL
enddatetime	End date and time of the agent call details that are to be stored.	BIG INT NOT NULL

Related Topics

Resource, on page 76

AgentStateDetailSnapshot

Database table name: AgentStateDetailSnapshot

The Unified CCX system stores the records of agent state change details in a day in the AgentStateDetailSnapshot table. All previous day records will be purged as part of the scheduled purge at mid-night.

Table 4: AgentStateDetailSnapshot Table Fields

Field Name	Description	Storage
agentID	Identifier of the agent whose state has changed.	int NOT NULL Primary Key
eventDateTime	Date and time that the agent state changed.	BIG INT NOT NULL Primary Key

Field Name	Description	Storage
eventType	Event that triggered the agent state change: 1—Log In 2—Not Ready 3—Ready 4—Reserved 5—Talking 6—Work 7—Log Out	smallint NOT NULL Primary Key
reasonCode	Code, as set up in the Cisco Desktop Administrator, for the reason that the agent changed to Not Ready State or to Log Out State. Null if a reason code is not configured.	smallint NOT NULL Primary Key
wrapupData	After-call information that the agent enters through the Agent Desktop user interface while the agent is in the work state.	lvarchar (804) NULL

Related Tables

- Resource, on page 76 (agentID maps to resourceID and via profileID)

Related Topics

Resource, on page 76

Application Prompt Map

Database table name: ApplicationPromptMap

The Unified CCX system creates a new record in the `applicationpromptmap` table when an administrator is associating prompt files, a folder of prompts, or a combination of prompt files and folders to an application.

Table 5: ApplicationPromptMap Table Fields

Field Name	Description	Storage
recordid	Unique identifier of the record.	int NOT NULL Primary Key
profileid	Profile ID of the node.	int NOT NULL Primary Key

Field Name	Description	Storage
applicationname	Name of the application.	nvarchar (50) NOT NULL
promptid	Unique identifier for the prompt file or folder assigned to the application. This is retrieved from `assignedprompts` table.	int NOT NULL
active	Indicates whether the record is active or not. By default, it is **True**. It is marked as **False** when either the application or the assigned prompt (file or folder) is deleted.	boolean
dateinactive	Date and Time at which, the record is marked as inactive. Default value: NULL	date time year to second

AreaCode

Database table name: AreaCode

The AreaCode table contains a mapping of area codes and their time zones. This table is used as a reference for populating the gmtPhone and dstPhone columns of the DialingList table. This table is pre-populated by the Unified CCX system with the data for North America during the installation process, using a SQL script that the installer invokes. If the Unified CCX is installed in a different location, administrators can enter the area code and time zone information for that region using Unified CCX Administration, and the data is stored in this table.

Table 6: AreaCode Table Fields

Field Name	Description	Storage
profileid	Identifier of the profile.	int NOT NULL Primary Key
createdatetime	Default -CURRENT_TIMESTAMP	datetime year to second NOT NULL
recordid	Unique identifier for the record	int NOT NULL Primary Key
areacode	The area code of the call.	nvarchar(10) NOT NULL Primary Key

Field Name	Description	Storage
regioncode	Uses the same data as that of gmtzone.	nvarchar(10) NULL
daylightsavingsenabled	Indicates whether daylight savings time is observed. • N = Daylight savings time is not observed. • Y = Daylight savings time is observed.	char(1) NOT NULL
gmtzone	Stores identifiers that internally maps to the GMT offset corresponding to the area code.	int NULL
privatedata	Any fields which are to be used internally only.	BLOB NULL
active	Whether the record is active in the system. A record becomes inactive if the team is deleted from the system. f = Inactive t = Active	boolean NOT NULL
dateinactive	Date this record was deleted.	datetime year to second NULL

Related Topics

ProfileIDMapping, on page 71
DialingList , on page 59

Assigned Prompts

Database table name: AssignedPrompts

This table stores the details of prompt files and folders that are assigned to applications. Before updating the `applicationpromptmap` table, the system verifies if the selected prompt file or prompt folder is available in this table. If it is not available, a new record is created.

Table 7: AssignedPrompts Table Fields

Field Name	Description	Storage
recordid	Unique identifier of the record.	int NOT NULL Primary Key

Field Name	Description	Storage
profileid	Profile ID of the node.	int NOT NULL Primary Key
promptid	Unique identifier for the prompt file or folder assigned to the application.	int NOT NULL
type	To identify if the selection is a prompt file or folder. 0 = File 1 = Folder Default value: 0	small int NOT NULL
parentfolderid	The ID of parent folder of this prompt, which is stored in the `assignedFolder` table.	int NOT NULL
name	Name of the prompt file or folder.	lvarchar (255) NOT NULL
active	Indicates whether the record is active in the Unified CCX system. A record becomes inactive if a prompt file or folder is renamed or deleted (`name`). f = Inactive t - Active	boolean
dateinactive	Date and Time at which, the record is marked as inactive. Default value: NULL	date time year to second

AuditResidualSkills

Database table name: audit_residualskills

The Unified CCX system stores the skills or competencies that could not be removed due to overlapping skills across queues in the AuditResidualSkills table.

Table 8: audit_residualskills Fields

Field Name	Description	Storage
recordid	Unique identifier for the record. Default value = 0	int NOT NULL Primary Key

Field Name	Description	Storage
resourceloginid	The resource login ID.	nvarchar(50) NOT NULL
skillid	Numeric identifier of the skill that was not removed from the audit_skillgroup table.	int NOT NULL
fromcompetency	Agent's existing skill level that was not removed from the audit_skillgroup table.	int NOT NULL
tocompetency	Agent's modified skill level that was not removed from the audit_skillgroup table.	int NOT NULL
operation	The type of operation performed on the skill that was not removed from the audit_skillgroup table.	smallint NOT NULL
residualparentid	Record ID of the audit_reskill table, which is the parent of the residual entity. Default value = 0	int NOT NULL
active	Indicates if the record is active or not. Default value = f, which indicates that the record is inactive. The record is inactive when you remove the residual skill or modify the competency. t = Indicates that the record is active. The record is active when the residual skill exists in the resource.	boolean NOT NULL
dateinactive	Date and Time at which, the record is made inactive.	datetime year to second

Note The values in the skillid, fromcompetency, tocompetency, and operation fields are the same as that of the corresponding record in the audit_skillgroup table.

AuditReskill

Database table name: audit_reskill

The Unified CCX system creates a new record in the audit_reskill table for addition, deletion, and increase or decrease in the competency level of resources or CSQ skills.

Supervisors can revert the changes that are made to the resource skills either manually or through the Auto-Removal option from the Supervisor desktop.

Table 9: audit_reskill Table Fields

Field Name	Description	Storage
recordID	Numeric identifier of the record.	int NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
resourceLoginID	User ID in the Unified CM configuration.	nvarchar(50,0) NOT NULL
csqID	Numeric identifier for the CSQ.	int NOT NULL
operation	The type of operation performed on the resource or CSQ: • Resource_Modified(1) • Csq_Modified(2) • Csq_Added(3) • Csq_Deleted(4) • Skill_Deleted(5)	smallint NOT NULL
result	The resultant action because of type of operation performed on the resource: • Added_to_csq(1) • Removed_from_csq(2)	smallint NOT NULL
skillgrouprecordid	The record ID corresponding to the skill group from the audit_skillgroup table for a CSQ.	int NOT NULL
reskiller	Login ID of the user.	nvarchar(100,0) NOT NULL

Field Name	Description	Storage
reskiller_type	Resource is reskilled by: • Supervisor(1) • Admin(2) • System(3) **Note** If the resource is reskilled by the Auto-Removal option, the reskiller_type is System.	smallint NOT NULL
reskilledtimestamp	Date and Time this record was changed.	datetime year to fraction(3) NOT NULL
active	Indicates whether the record is active based on the values in the "result" field in the audit_reskill table. • True=The record is active when a resource is added to a CSQ and the value of the "result" field is "Added_to_csq". • False =The record is inactive when the resource is removed from the CSQ and the value of the "result" field is "Removed_from_csq". If an active record exists for the same resource and the same CSQ, then this record is alo marked inactive.	boolean NOT NULL

Related Topics

AuditSkillGroup, on page 17

AuditSkillGroup

Database table name: audit_skillgroup

The Unified CCX system creates a new record in the audit_skillgroup table when resources are added or removed from a CSQ. This record is created when addition, deletion, or increase or decrease in the competency level of a resource skill.

Table 10: audit_skillgroup Table Fields

Field Name	Description	Storage
recordID	Numeric identifier of the record.	int NOT NULL Primary Key

Field Name	Description	Storage
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
skillID	Numeric identifier of the skill.	int NOT NULL Primary Key
fromcompetency	Existing skill level of the agents. Values range from 1 (lowest) to 10 (highest).	int NOT NULL
tocompetency	Modified skill level of the agents. Values range from 1 (lowest) to 10 (highest).	int NOT NULL
operation	The type of operation performed on the skill: • Skill Add(1) • Skill Removed(2) • Competency Increased(3) • Competency Decreased(4)	smallint NOT NULL

Related Topics

AuditReskill, on page 15

CalendarAssociation

Database table name: CalendarAssociation

The calendar and application association is persisted in the CalendarAssociation table.

Table 11: CalendarAssociation Table Fields

Field Name	Description	Storage
recordid	Unique identifier of the record.	serial NOT NULL Primary Key
calendarid	A unique identifier for the calendar.	int NOT NULL
entity	Application name or the chat widget ID associated with the calendar.	nvarchar(50) NOT NULL

Field Name	Description	Storage
entitytype	Indicates whether the calendar is associated with an application or a chat widget.	smallint NOT NULL
active	Indicates wheather the record is deleted.	boolean NOT NULL
dateinactive	Date and time when the record was deleted.	datetime year to second

Campaign

Database table name: Campaign

The campaign configuration information is stored in this table. A campaign is associated with one or more CSQs. This mapping of Campaigns and CSQs is stored separately in CampaignCSQMap table.

Table 12: Campaign Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	int NOT NULL Primary Key
campaignid	A unique identifier for the campaign.	int NOT NULL Primary Key
profileid	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
createdatetime	Default -CURRENT_TIMESTAMP	datetime year to second NOT NULL
campaignname	Name of the campaign. Must be unique.	nvarchar(10) NULL
enabled	• 0 = campaign is enabled • 1 = campaign is disabled	smallint NOT NULL
description	A description of the campaign.	varchar(50) NULL

Field Name	Description	Storage
starttime	When the campaign starts (based on server time). This is stored in minutes.	int NOT NULL
endtime	When the campaign ends (based on server time). This is stored in minutes.	int NOT NULL
cachesize	Number of contacts to be retrieved in a batch for dialing for this campaign.	int NOT NULL
maxattempts	Maximum number of attempts made to dial a contact for this campaign.	int NOT NULL
ansmachineretry	0 = Dialer should try dialing a contact again if it reached an answering machine 1 = Dialer should not try dialing a contact again if it reached an answering machine	smallint NOT NULL
callbacktimelimit	The amount of time in minutes before and after the scheduled callback time, during which the Dialer attempts a callback.	int NULL
missedcallbackaction	Indicates what the Dialer should do if a callback could not be placed at the scheduled time: 0 = reschedule callback to same time the next business day 1 = make an ordinary retry 2 = close record	int NULL
privatedata	Any fields which are used internally only can be stored in this column in a blob.	BLOB NULL
active	Indicates whether the record is active in the system. A record becomes inactive if the campaign is deleted from the system. f = Inactive t = Active	boolean NOT NULL
dateinactive	Date this record was deleted.	datetime year to second NULL

Field Name	Description	Storage
dialertype	The type of the dialer used for the campaign. The dialer can be any one of the following three types - Predictive, Progressive or Preview Outbound. 0 - Direct Preview Dialer 1 - IVR based Predictive Dialer 2 - IVR based Progressive Dialer Default value = 0	smallint NOT NULL
campaignType	The campaign type can be IVR-based or ICD-based. 0 - IVR based campaign 1 - Agent based campaign Default value = 1	smallint NOT NULL
campaignCallingNum	The campaign calling number that is displayed to the contact. This number is used by the outbound IVR dialer. **Note** This field will have value only if you have an Outbound IVR license on top of Unified CCX premium license in your Unified CCX and the dialer type is progressive or predictive.	BLOB NULL
applicationTrigger	This is the JTAPI trigger associated with this campaign. **Note** This field will have value only if you have an Outbound IVR license on top of Unified CCX premium license in your Unified CCX and the dialer type is progressive or predictive.	BLOB NULL
applicationName	The name of the application associated with the above-mentioned JTAPI trigger. **Note** This field will have value only if you have an Outbound IVR license on top of Unified CCX premium license in your Unified CCX and the dialer type is progressive or predictive.	BLOB NULL

Related Topics

CampaignCSQMap, on page 22
ContactCallDetail, on page 35
ProfileIDMapping, on page 71

DialingList , on page 59

CampaignCSQMap

Database table name: CampaignCSQMap

The CampaignCSQMap table shows the relationship between campaigns and contact service queues (CSQs). A new record is created in the CampaignCSQMap table when a campaign is associated with a CSQ in Unified CCX Administration.

Table 13: CampaignCSQMap Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record	int NOT NULL Primary Key
campaignid	A unique identifier for the campaign, from the Campaign table.	int NOT NULL Primary Key
csqid	A unique identifier for the CSQ, from the ContactServiceQueue table.	int NOT NULL Primary Key
active	Indicates whether the record is active in the system. A record becomes inactive if the campaign is deleted from the system. f = Inactive t = Active	smallint NULL
createdatetime	Default, CURRENT_TIME_STAMP	datetime year to second NULL
dateinactive	Date this record was deleted.	datetime year to second NULL

Related Topics

Campaign, on page 19
ContactServiceQueue , on page 47

CampaignSupervisorMap

Database table name: CampaignSupervisorMap

The CampaignSupervisorMap table shows the relationship between campaign and supervisor associated with that campaign. A new record is created in the CampaignSupervisorMap table when a campaign is associated with a supervisor in Unified CCX Administration.

Table 14: CampaignSupervisorMap Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record	int NOT NULL Primary Key
campaignid	A unique identifier for the campaign, from the Campaign table.	int NOT NULL Primary Key
supervisorid	A unique identifier for the supervisor, based on the supervisor's resourceloginid.	nvarchar(50,0) NOT NULL Primary Key
active	Indicates whether the record is active in the system. A record becomes inactive if the campaign is deleted from the system. f = Inactive t = Active	boolean NOT NULL
createdatetime	Default, CURRENT_TIME_STAMP	datetime year to second NOT NULL
dateinactive	Date this record was deleted.	datetime year to second NULL

Related Topics

Campaign, on page 19
Supervisor , on page 90

CampaignData

Database table name: CampaignData

If you have configured a campaign as an outbound IVR campaign and have chosen Predictive dialer type, the number of lines per port along with the other parameters are stored in the CampaignData table every half hour.

Table 15: CampaignCSQMap Table Fields

Field Name	Description	Storage
recordId	A unique identifier for the record	int NOT NULL Primary Key
campaignId	The campaign for which the data is recorded	int NOT NULL Primary Key
startDate	Start date and time of the interval	datetime year to fraction NOT NULL
endDate	End date and time of the interval	datetime year to fraction NOT NULL
attemptedCalls	The number of attempted calls in the interval	int NOT NULL
abandonedCalls	The number of abandoned calls in the interval	int NOT NULL
voiceCalls	The number of voice calls in the interval	int NOT NULL
linesPerPort	Lines Per Port value computed depending on the abandoned calls/voice calls	decimal(8, 3) NOT NULL
active	Indicates whether the data stored is for an active campaign or not. f = Inactive t = Active	boolean NOT NULL
dateinactive	The date on which this campaign was deleted	datetime year to fraction

Related Topics

Campaign, on page 19

CCCalendar

Database table name: CCCalendar

This table stores the calendar information.

Table 16: CCCalender Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	serial NOT NULL Primary Key
calid	A unique identifier for the calendar.	int NOT NULL
name	Name of the calendar.	lvarchar (30) NOT NULL
description	The description of the calendar that is configured in the Unified CCX Administration Calendar Management.	lvarchar (70) NULL
timezone	The time zone of the calendar.	nvarchar (50) NOT NULL
caltype	Indicates the type of calendar. • 1—Full time • 2—Flexible	smallint NOT NULL
hasspecialdays	Indicates the availability of the special days.	boolean NOT NULL
hasholidays	Indicates the availability of the holidays.	boolean NOT NULL
active	Indicates whether the record is currently active or not. f = Inactive t = Active	boolean NOT NULL
dateinactive	Date and time of the record when it is marked as inactive.	DATETIME year to second NULL

CCHolidays

Database table name: CCHolidays

This table stores the configured business holidays of a calendar.

Table 17: CCHolidays Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	serial NOT NULL Primary Key
calid	A unique identifier for the calendar.	int NOT NULL
name	Name of the calendar.	nvarchar (50) NOT NULL
caldate	Date of the special day.	DATETIME YEAR TO DAY NOT NULL
active	Indicates whether the record is currently active or not. f = Inactive t = Active	boolean NOT NULL
dateinactive	Date and time of the record when it is marked as inactive.	DATETIME year to second NULL

ChannelProvider

Database table name: ChannelProvider

This table contains the channel provider configurations, including the type of channel, and server details with fully qualified domain name (FQDN), protocol, and port. Channel providers enable the use of non-interactive media channels such as email with Unified CCX.

Table 18: ChannelProvider Table Fields

Field Name	Description	Storage
Id	Unique identifier of the channel provider. Server ID is the foreign key that associates this table with the ContactServiceQueue table.	int NOT NULL Primary Key
channelType	Type of contact channel.	varchar (20, 0) NOT NULL

Field Name	Description	Storage
sendserverfqdn	FQDN of the channel provider for sending the channel type.	Varchar(255, 0) NOT NULL
sendprotocol	Sending protocol that is used to communicate with the channel provider.	Varchar(20, 0) NOT NULL
sendserverport	16-bit port number that is used to communicate with the channel provider for sending the channel type.	int NOT NULL
receiveserverfqdn	FQDN of the channel provider for receiving the channel type.	Varchar(255, 0) NOT NULL
receiveprotocol	Receiving protocol that is used to communicate with the channel provider.	Varchar(20, 0) NOT NULL
receiveserverport	16-bit port number that is used to communicate with the channel provider for receiving the channel type.	int NOT NULL
description	Description of the channel provider.	Lvarchar(400)
active	Indicates whether the record is currently active or not. A record becomes inactive if the record is deleted or updated from the system. f = Inactive t = Active	Boolean NOT NULL
dateinactive	If the active field is “f”, this field indicates the date and time that the record became inactive.	datetime year to second
proxytype	Indicates whether Enable/Disable option is selected for SOCKS Proxy in Mail server configuration page.	Lvarchar(25)
mailservertype	Indicates the mail server type. The default is microsoft.	Lvarchar(50)

Related Topics

ContactServiceQueue , on page 47

ChatProblemStatement

Database table name: ChatProblemStatement

This table contains the associated problem statements and tag ids for each chat widget. Chat widget is the widget that enables the Unified CCX Administrator to create a chat interface for the end user.

Table 19: ChatProblemStatement Table Fields

Field Name	Description	Storage
wdID	Unique ID for each chat widget. It is the foreign key which associates this table with the chatwidget table.	int NOT NULL Primary Key
tagID	The tagID for the csq associated with the problem statement.	nvarchar(50) NOT NULL
problemStmt	The definition of the problem.	lvarchar (256) NOT NULL
psOrder	Order of the problem statement in the chat widget.	int NOT NULL Primary Key

Related Topics

ChatWidget, on page 31

ChatScheduledHours

Database table name: ChatScheduledHours

This table stores the custom weekly business hours configured by administrator.

Table 20: ChatScheduledHours Table Fields

Field Name	Description	Storage
profileId	A unique identifier for the record.	int NOT NULL Primary Key
wdID	A unique ID for each widget.	int NOT NULL Primary Key
scheduledDay	Scheduled working days in a week.	LVARCHAR(3) NOT NULL
fromTime	Start time of business hours.	int NOT NULL
toTime	End time of business hours.	int NOT NULL

Field Name	Description	Storage
active	Indicates whether the widget is currently active or not. f = Inactive t = Active	boolean NOT NULL
dateinactive	The date and time when the record became inactive.	datetime year to second

ChatScheduledSpecialDays

Database table name: ChatScheduledSpecialDays

This table stores the business holidays and specially extended hours for specific days.

Table 21: ChatScheduledSpecialDays Table Fields

Field Name	Description	Storage
profileId	A unique identifier for the record.	int NOT NULL Primary Key
wdID	A unique ID for each widget.	int NOT NULL Primary Key
customType	Scheduled business holiday or the special day.	small int NOT NULL
name	Name of the business holiday or the special day.	LVARCHAR(256) NOT NULL
dateConfigured	Date of the business holiday or the special day.	datetime year to second NOT NULL
fromTime	Start time of business hours.	int
toTime	End time of business hours.	int
active	Indicates whether the widget is currently active or not. f = Inactive t = Active	boolean NOT NULL

Field Name	Description	Storage
dateinactive	The date and time when the record became inactive.	datetime year to second

ChatTriggerPoint

Database table name: ChatTriggerPoint

This table describes chat CSQ tag information. A ChatTriggerPoint is uniquely identified by a csqID and a chattriggerpointname. Chat contacts inserted into Unified CCX are queued to respective CSQs based on the chattriggerpointname present in the contact. When a chat CSQ is created, a new record is inserted into this table. When a CSQ is modified, the old record is marked as inactive, and a new record is inserted into the table with a the new csqID. When a CSQ is deleted, the corresponding record is marked as inactive.

Table 22: ChatTriggerPoint Table Fields

Field Name	Description	Storage
csqID	Numeric identifier for the CSQ.	int NOT NULL
chattriggerpointname	Name of fields present in the chat trigger point.	Ivarchar(256) NOT NULL
active	Indicates whether the record is currently active. f = Inactive t = Active	boolean NOT NULL
dateinactive	If the active field is “f”, date and time that the record became inactive.	Datetime year to fraction(3) NULL

Related Topics

ChatUserForm, on page 30

ChatUserForm

Database table name: ChatUserForm

This table contains the user form fields included in each chat widget along with the order of the fields in the widget.

Table 23: ChatUserForm Table Fields

Field Name	Description	Storage
wdID	Unique ID for each chat widget. It is the foreign key which associates this table with the chatwidget table.	int NOT NULL Primary Key
fieldName	Name of fields present in the user form.	lvarchar (200) NOT NULL
fieldID	ID of fields present in the user form.	int NOT NULL Primary Key
fieldOrder	Order of the field in the widget.	smallint NOT NULL
active	Indicates whether the record is currently active or not. f = Inactive t = Active	Boolean NOT NULL
lastmodifieddate	The date and time when the user form details were last modified.	datetime year to fraction (3)

Related Topics

ChatWidget, on page 31

ChatWidget

Database table name: ChatWidget

This table stores the chat widget information.

Table 24: ChatWidget Table Fields

Field Name	Description	Storage
wdID	A unique ID for each widget.	int NOT NULL Primary Key
wdName	Name of the widget.	lvarchar (50) NOT NULL

Field Name	Description	Storage
wdDescription	The description of the widget that is configured in the Unified CCX Administration.	lvarchar (256) NULL
wdWelcome	The welcome message that is displayed when the customer joins the chat sessions.	lvarchar (256) NULL
wdLogo	The Location of the logo file that is displayed in the customer facing chat widget.	lvarchar (256) NULL
wdError	The message that is displayed to the customer when the chat is unavailable.	lvarchar (360)
wdJoinTimeout	The message that is displayed to the customer when a chat request is not handled within the set time.	lvarchar (256) NULL
wdCode	Blob data to store the HTML code generated for the widget.	BLOB NULL
active	Indicates whether the widget is currently active or not. f = Inactive t = Active	boolean NOT NULL
lastModifiedDate	The date and time on which the widget details were last modified.	datetime year to fraction (3) NULL
offHoursMessage	A message to be displayed off the scheduled business hours.	lvarchar (256) NULL
wdType	Indicates the type of widget: • 0- Chat Bubble	small int NOT NULL Default 0

Related Topics

ChatProblemStatement, on page 27
ChatUserForm, on page 30
ChatBubble, on page 32

ChatBubble

Database table name: ChatBubble

This table stores the chat bubble information.

Table 25: ChatBubble Table Fields

Field Name	Description	Storage
recordId	A unique ID for a set of chat bubble properties.	int NOT NULL Primary Key
wdId	The ID of the chat widget record that contains the chat bubble record. It is the foreign key which associates this table with the chatwidget table.	int NOT NULL Primary Key
titleText	Title text of the chat bubble.	lvarchar (96) NOT NULL
titleTextColor	Text color of the chat bubble title in hex code.	lvarchar (7) NOT NULL
titleBackgroundColor	Background color of the chat bubble title text in hex code.	lvarchar (7) NOT NULL Default #EBEBEC
buttonText	The text of the chat button.	lvarchar (60) NOT NULL
buttonTextColor	Color of the chat button text in hex code.	lvarchar (7) NOT NULL
buttonBackgroundColor	Background color of the chat button in hex code.	lvarchar (7) NOT NULL
afterResumeNewChatMsg	Text on the chat window that demarks new chat messages from old ones.	lvarchar (60) NOT NULL
agentMessageTextColor	Color of the agent message text in hex code.	lvarchar (7) NOT NULL
agentMessageBackgroundColor	Background color of the agent message in hex code.	lvarchar(7) NOT NULL
fontTypeFace	Font family used for the text in the chat web form and chat window.	lvarchar (120) NOT NULL
problemStmtCaption	Label that asks the user to choose a problem statement.	lvarchar (120) NOT NULL

Field Name	Description	Storage
ratingEnabled	Whether post-chat rating is available for the chat.	boolean NOT NULL
active	Indicates whether the entry is active or inactive. f= Inactive t= Active	boolean NOT NULL
dateInactive	Date when the record became inactive.	datetime year to second

ConsultLegDetail

Database table name: ConsultLegDetail

The Unified CCX system creates a new record in the ConsultLegDetail table when agents are in a consult call.

Table 26: ConsultLegDetail Table Fields

Field Name	Description	Storage
sessionid	Identifier that the system assigns to the call.	decimal (18, 0) NOT NULL Primary Key
sessionseqnum	Session sequence number that the system assigns to the call.	smallint NOT NULL
nodeid	Unique identifier assigned to each server in the cluster.	smallint NOT NULL
sourceresourceid	Identifier of the agent who initiated the consult call.	int NOT NULL
destinationresourceid	Identifier of the agent who answered the call.	int NOT NULL
startdatetime	Date and time when agents are connected and start conversation.	datetime year to fraction (3) NOT NULL
enddatetime	Date and time when the call is disconnected.	datetime year to fraction (3) NOT NULL

Field Name	Description	Storage
contactid	Unique Identifier for the contact.	varchar (40) NOT NULL
csqrecordid	Numeric identifier of the selected CSQ for CSQ-based calls, else -1 is stored.	int NOT NULL

ContactCallDetail

Database table name: ContactCallDetail

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

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

Table 27: ContactCallDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18,0) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier that is assigned to each server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key

Field Name	Description	Storage
contactType	Contact type of the call or the leg: • 1—Incoming. Outside call received by the Unified CCX system. • 2—Outgoing. Call originated by the Unified CCX system, other than a call made within the system. • 3—Internal. Call transferred or conferenced between agents, or a call made within the system. • 4—Redirect in • 5—Transfer in • 6—Preview Outbound • 7—IVR Outbound • 8—Agent Outbound • 9—Agent Outbound call that is transferred to IVR	smallint NOT NULL
contactDisposition	Disposition of the call or the leg. • 1—Abandoned • 2—Handled • 3—Do not care • 4—Aborted[1] • 5-22—Rejected • 99—Cleared	smallint NOT NULL

Field Name	Description	Storage
dispositionReason	Reason for disposition. • 1—System Error • 2—Consult Transfer • 3—Blind Transfer • 5—Blind Transfer to Experience Management for IVR Survey • 6—SIPURI Retrieval Failure for Experience Management Survey • 7—JTAPI Transfer Failure for Experience Management Survey • 8—Notified Experience Management for SMS/Email Survey	varchar(100,0) NULL
originatorType	Originator of the call or the leg: • 1—Agent. Call originated by an agent. • 2—Device. Call originated by a simulated caller (used for testing) and an agent phone where the agent is not currently logged in. • 3—Unknown. Call originated by an outside caller through a gateway or by an unknown device.	smallint NOT NULL
originatorID	Numeric identifier of the agent who originated the call or the leg. Used only if originatorType is 1.	int NULL
originatorDN	If originatorType is 1 and the call was placed by the agent using the non-IPCC extension then this field contains the non-IPCC extension, else it contains an empty character ("). If originatorType is 2, this field shows the CTI port number. If originatorType is 3, this field shows the telephone number of the caller as received by the Unified CM, if available. An empty character (") if originatorType is 1. This is not applicable for agent based progressive and predictive outbound calls.	nvarchar(30,0) NULL

Field Name	Description	Storage
destinationType	Destination of the call or the leg: • 1—Agent. Call presented to an agent. • 2—Device. Call presented to a route point. • 3—Unknown. Call presented to an outside destination through a gateway or to an unknown device. • Null if no destination.	smallint NULL
destinationID	Numeric identifier of the agent who received the call or the leg. Used only if destinationType is 1.	int NULL
destinationDN	If the destinationType is 1 and the call was received by an agent using the non-IPCC extension, then this field contains the non-IPCC extension, else it contains an empty character (''). If destinationType is 2, this field shows the CTI port number. If destinationType is 3, this field shows the telephone number called, if available. An empty character ('') if destinationType is 1.	nvarchar(30) NULL
startDateTime	For an incoming call or a leg, date and time that the call or the leg started to ring in the system. For an internal call or for an outgoing call, date and time that the call originated. For a transferred call or a leg, endDateTime of the transferring call or leg.	datetime year to fraction (3) NOT NULL
endDateTime	Date and time that this call or the leg was transferred or was disconnected.	datetime year to fraction (3) NOT NULL
gmtOffset	Offset, in minutes, between the local time of the Unified CCX server and Greenwich Mean Time. As the time information is stored in GMT, this field will always be zero.	smallint NOT NULL

Field Name	Description	Storage
calledNumber	Telephone number of the device to which the call or leg was presented. If the call or leg was placed to a Unified CCX Route Point, this field shows the directory number configured in the Unified CM for that Route Point. If the call was placed to an external party, this field shows the telephone number dialed by the caller.	nvarchar(30) NULL
origCalledNumber	Telephone number dialed by the caller if the call was placed from an IP phone. The Unified CM directory number to which the VoIP gateway routed the call if the call was placed from outside the VoIP[2] network (for example, from the PSTN[3] or a TDM[4] PBX[5]). Null if the caller picked up the phone but did not dial any digits.	nvarchar(30) NULL
applicationTaskID	Identifier of the Unified CCX or Cisco Unified IP IVR[6](Unified IP IVR) application task that is associated with the call or the leg. Null for a call that does not have an application associated with it.	decimal(18,0) NULL
applicationID	Identifier of the Unified CCX or Unified IP IVR application that processed the call or the leg. Null for a call or a leg that does not have an application associated with it.	int NULL
applicationName	Name of the Unified CCX or Unified IP IVR application associated with the call. Null for a call or a leg that does not have an application associated with it.	nvarchar(30) NULL
connectTime	Duration of the call in seconds.	int NULL
customVariable1	Contents of the variable _ccdrVar1, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL

Field Name	Description	Storage
customVariable2	Contents of the variable _ccdrVar2, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable3	Contents of the variable _ccdrVar3, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable4	Contents of the variable _ccdrVar4, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable5	Contents of the variable _ccdrVar5, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable6	Contents of the variable _ccdrVar6, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable7	Contents of the variable _ccdrVar7, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL

Field Name	Description	Storage
customVariable8	Contents of the variable _ccdrVar8, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable9	Contents of the variable _ccdrVar9, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable10	Contents of the variable _ccdrVar10, if this variable is set by the Set Enterprise Call step in the script that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
accountNumber	Account number entered by the caller.	varchar(40) NULL
callerEnteredDigits	Phone number entered by the caller.	varchar(40) NULL
badCallTag	Tag for a bad call. Default = N	char(1) NULL
transfer	Was this call leg transferring the call: t = transfer f = no	boolean NULL
redirect	Was this call leg redirecting the call: t = redirect f = no	boolean NULL
conference	Was this call leg conferencing the call: t = conference f = no	boolean NULL
flowout	When this flag is set, it means this call leg is sent to another application or destination outside the system.	boolean NULL

Field Name	Description	Storage
metServiceLevel	Did the call meet the service level: t = met service level f = no Note: Reserved for future use.	boolean NULL
campaignID	Unique identifier of the campaign that generated this call.	int NULL
OrigProtocolCallRef	Unique identifier to identify a call leg that enters the Unified CCX system. This is used to trace a call which has traversed from some product to the Unified CCX.	Varchar(32) NULL
DestProtocolCallRef	Unique Identifier to identify a call leg that exits the Unified CCX system. This is used to trace a call which has traversed from Unified CCX to some other product.	Varchar(32) NULL
CallResult	The result of an IVR based or agent based progressive or predictive outbound call.	smallint NULL
dialingListID	Unique identifier of a contact that is dialed for an outbound campaign. Links with DialingList.dialingListID.	int NULL
contactid	A unique identifier for all the records related to a single call across various tables in Unified CCX.	varchar(40)
lastleg	Indicates whether this is the last leg corresponding to the original call.	boolean

[1] For aborted calls, the corresponding value in ContactQueueDetail.disposition = 1 (abandoned)
[2] VoIP = Voice over Internet Protocol
[3] PSTN = Public Switched Telephone Network
[4] TDM = Time-Division Multiplexing
[5] Private Branch Exchange
[6] Interactive Voice Response

Related Topics

AgentConnectionDetail, on page 5
Campaign, on page 19
ContactQueueDetail, on page 43
ContactRoutingDetail , on page 45
MonitoredResourceDetail, on page 69
ProfileIDMapping, on page 71
PurgeHistory, on page 72
Resource, on page 76

ContactHoldDetail

Database table name: ContactHoldDetail

The Unified CCX system creates a new record in the ContactHoldDetail table each time a contact is put on hold.

Table 28: ContactHoldDetail

Field Name	Description	Storage
contact id	A unique identifier for the contact. This is used to identify all call records pertaining to a single customer whose call details are stored across various tables within Unified CCX.	varchar(40) NOT NULL
sessionID	An identifier that the system assigns to the call. This identifier remains the same for all legs of the call.	decimal(18,0) NOT NULL
sessionSeqNum	A session sequence number that the system assigns to the call or the call leg. Each leg of the call is assigned a new sequence number.	smallint NOT NULL
startDateTime	Date and time the call was put on hold.	datetime year to fraction(3) NOT NULL
endDateTime	Date and time the call changed from hold state to retrieved or disconnected state.	datetime year to fraction(3) NOT NULL
type	Indicates the hold initiation type. • 1 - Agent Initiated • 2 - System Initiated	smallint NOT NULL
resourceid	Identifier of the agent who has put the call on hold.	int NOT NULL

ContactQueueDetail

Database table name: ContactQueueDetail

The Unified CCX system writes the record when the call is queued for CSQs. Then, one of the following happens:

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

Table 29: ContactQueueDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18,0) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key
targetID	Numeric ID of the CSQ or the agent depending upon the targetType.Numeric ID of the CSQ or the agent depending upon the targetType. • 0—Numeric record ID of the CSQ. (See record ID description in the Contact Service Queue Table) • 1—Numeric agent ID (see resourceID description in the Resource Table)	int NOT NULL Primary Key
targetType	Indicates whether the call was queued for a CSQ or for an agent. • 0 = CSQ • 1 = Agent	smallint NOT NULL Primary Key
qIndex	For all the new calls that are coming to an agent's extension through a route point, the value of qIndex is 1. Thereafter, the value of qIndex is incremented by 1, whenever there is a conference through the route point.	smallint NOT NULL Primary Key
queueOrder	The order of the call in the queue.	smallint NOT NULL

Field Name	Description	Storage
disposition	Disposition for this leg of the call for this CSQ. • Abandoned = 1[7] • Handled by CSQ = 2 • Dequeued from CSQ = 3 • Handled by script = 4 • Handled by another CSQ = 5	smallint NULL
metServiceLevel	Call answered within the configured number of seconds of queue time for this CSQ. • Yes = t • No = f	boolean NULL
queueTime	Number of seconds that the caller spent in this CSQ.	int NULL
startDateTime	Date and time of an incoming call that is queued to a particular CSQ.	datetime year to fraction (3)
endDateTime	Date and time of an incoming call that is dequeued from a particular CSQ.	datetime year to fraction (3)
contactid	A unique identifier for all the records related to a single call across various tables in Unified CCX.	varchar(40)

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

Related Topics

AgentConnectionDetail, on page 5
ContactCallDetail, on page 35
ContactRoutingDetail , on page 45
MonitoredResourceDetail, on page 69
ProfileIDMapping, on page 71
RemoteMonitoringDetail , on page 74
Resource, on page 76

ContactRoutingDetail

Database table name: ContactRoutingDetail

The Unified CCX system creates a new record in the ContactRoutingDetail table for each Unified CCX call or call leg that is queued for one or more CSQs. A new call leg starts each time that a call is transferred or redirected, except when a call is transferred from a Cisco CTI port to an agent. The system also creates a new record in the ContactRoutingDetail table if a call is conferenced to a Unified CCX script.

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

Table 30: ContactRoutingDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18, 0) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
qIndex	For all the new calls that are coming to an agent's extension through a route point, the value of qIndex is 1. Thereafter, the value of qIndex is incremented by 1, whenever there is a conference through the route point.	smallint NOT NULL Primary Key
origPriority	Priority level assigned to the call or the leg when it was first queued. Null if a priority was not assigned.	smallint NULL
finalPriority	Priority level of the call or the leg when it ended. Null if a priority was not assigned.	smallint NULL
queueTime	Time (in seconds) that the call was in queue before an agent picked up the call. If the call was in multiple CSQs, then it is the total time that the call has spent in multiple CSQs.	int NULL
startDateTime	For an incoming call or a leg, date and time that the call or the leg was queued for the first CSQ.	datetime year to fraction (3) NOT NULL
contactid	A unique identifier for all the records related to a single call across various tables in Unified CCX.	varchar(40)

Related Topics

AgentConnectionDetail, on page 5
ContactCallDetail, on page 35
ContactQueueDetail, on page 43
MonitoredResourceDetail, on page 69
ProfileIDMapping, on page 71
PurgeHistory, on page 72

ContactServiceQueue

Database table name: ContactServiceQueue

The Unified CCX system creates a new record in the ContactServiceQueue table when a CSQ is set up in Unified CCX Administration.

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

Table 31: ContactServiceQueue Table Fields

Field Name	Description	Storage
contactServiceQueueID	Numeric identifier of the CSQ. This ID does not change when CSQ attributes are changed through the Unified CCX Administration user interface.	int NOT NULL
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL
CSQName	Name of the CSQ as set up in Unified CCX Administration.	nvarchar(50,0) NOT NULL
resourcePoolType	Type of resource pool that is set up in Unified CCX Administration: 1—Resource groups 2—Resource skills	smallint NOT NULL
resourceGroupID	If resourcePoolType is 1, unique identifier used to locate the associated resource group in the Resource Group table. Not used if resourcePoolType is 2.	int NULL
selectionCriteria	Resource pool selection model that is set up in the Unified CCX Administration.	nvarchar(30,0) NOT NULL

Field Name	Description	Storage
skillGroupID	If resourcePoolType is 2, unique identifier used to locate the associated skill group in the SkillGroup table. Not used if resourcePoolType is 1.	int NULL
serviceLevel	Goal, in seconds, for the maximum time that a caller spends in the queue before the call is answered by an agent, as set up in Unified CCX Administration.	int NOT NULL
serviceLevelPercentage	Goal for the percentage of calls that meet the service level that is shown in the serviceLevel field, as set up in Unified CCX Administration.	smallint NOT NULL
active	Indicates whether the record is active: f = Inactive t = Active A record becomes inactive if the CSQ is deleted from the system or if the attributes are changed through the Unified CCX Administration user interface. When an attribute is changed, the record is marked inactive; that is, the active field is changed to “f”, and a new record is created.	boolean NOT NULL
autoWork	Whether an agent goes to Work State after handling a call from this CSQ: f —No t —Yes	boolean NOT NULL
dateInactive	If the active field is “f”, date and time that the record became inactive.	datetime year to fraction (3) NULL
queueAlgorithm	Criterion that specifies how contacts are queued, as set up in Unified CCX Administration.	nvarchar(30,0) NOT NULL
recordID	Identifier of this record. When any CSQ attribute, such as service level, is changed through the Unified CCX Administration user interface, the record is marked inactive; that is, the value of the active field changes to “f”, and a new record is created with a new record ID; the contactServiceQueueID stays the same for that CSQ.	int NOT NULL Primary Key

Field Name	Description	Storage
orderList	Reserved for future use.	int NULL
wrapupTime	Time in seconds that agent is placed in Work state. Possible values: 1 – 7200 0 – disabled	smallint NULL
prompt	The prompt value is used for remote monitoring. The customer can record the name of the CSQ and store it in a WAV file. This field contains the name of the WAV file.	nvarchar (256) NOT NULL
privateData	Any fields which are used internally only can be stored in this column in a blob.	BLOB NULL
queueType	A type of the CSQ. Possible values: 0 – voice CSQ 1 – email CSQ 2 – chat CSQ	smallint NOT NULL
queueTypeName	The name displayed for the CSQ type. Possible values: • Voice • Chat • Email	nvarchar(30,0) NULL
accountuserId	The userid of the email account mapped to an email CSQ.	nvarchar(255,0) NULL
channelproviderId	The unique identifier for the channel provider.	int NULL
reviewQueueId	Reserved.	int NULL
routingType	The type of routing: • Interactive • Noninteractive	nvarchar(30,0) NULL

Field Name	Description	Storage
foldeerName	The name of the email folder that needs to be polled for mails on the mail server.	nvarchar(255,0) NULL
pollingInterval	The time (in seconds) on how frequently the email server is polled for any new emails.	int NULL
snapshotAge	The time (in minutes) to indicate how far to go back to fetch emails on startup.	int NULL
feedId	The unique identifier for the feeds from Customer Collaboration Platform.	nvarchar(30,0) NULL

Related Topics

ContactQueueDetail, on page 43
ProfileIDMapping, on page 71
RemoteMonitoringDetail , on page 74
ResourceGroup , on page 79
SkillGroup , on page 89
TeamCSQMapping , on page 94

ContactWrapupData

Database table name: ContactWrapupData

The Unified CCX system creates a new record in the contactwrapupdata table each time the agent selects a Wrap-Up reason.

Table 32: ContactWrapupData Table Fields

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

Field Name	Description	Storage
wrapupData	Call related information that the agent enters through the Agent Desktop user interface while the agent is in the talking/work state.	varchar (160) NOT NULL Primary Key
nodeid	Unique identifier assigned to each Unified CCX server in the cluster.	smallint Primary Key
qindex	A new qIndex is created whenever a Unified CCX call is conferenced to a Unified CCX route point.	smallint Primary Key
startDateTime	Date and time that the call or the leg started ringing at the device of an agent.	datetime year to fraction Primary Key
wrapupindex	Unique number of wrapup reasons for a particular call. A call can have maximum of five wrapup reasons.	smallint
contactid	A unique identifier for all the records related to a single call across various tables in Unified CCX.	varchar(40)

CrsApplication

Database table name: CrsApplication

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

Table 33: CrsApplication Table Fields

Field Name	Description	Storage
record ID	Unique numeric ID for each record. Introduced for historical reporting purposes. Possible values: 1, 2, 3....	int NOT NULL Primary Key
profileID	The indentifier of the profile	int NOT NULL Primary Key

Field Name	Description	Storage
applicationID	Configurable application identifier. Not unique for an application. Exposed for Cisco Unified Intelligent Contact Management Enterprise (Unified ICME) integration. Configured on Unified CCX Administration, modifiable. Possible values: -1, 1, 2, 3...	int NOT NULL
configClass	Represents application configuration class. Possible values: • com.cisco.app.ApplicationConfig • ApplicationConfig.class	lvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 1	int NOT NULL
configImplClass	Represents application configuration implementation class. Possible value: com.cisco.crs.app.ScriptApplicationConfig	lvarchar(512) NOT NULL
applicationName	Name that uniquely identifies the application	nvarchar(50,0) NOT NULL
applicationType	The type of application. Possible values: • Busy • Ring-No-Answer • Cisco Script Application • Simulation Script • Unified ICME Post-Routing • Unified ICME Translation Routing	nvarchar(128,0) NOT NULL
applicationEnabled	Whether or not the application is enabled. Possible values: • f = disabled • t = enabled	boolean NOT NULL
numOfSessions	Maximum number of sessions	int NOT NULL

Field Name	Description	Storage
description	The description of the application that is configured in the Unified CCX Administration.	nvarchar(128,0) NULL
privateData	Internal data not exposed to customers.	BLOB NULL
createDateTime	The time when the record is created or updated. Default value: Current year to second	datetime year to second NOT NULL
active	Whether this record is active. Possible values: • f = inactive • t = active	boolean NOT NULL
dateInactive	If active = f, the time when this record became inactive.	datetime year to second NULL
surveyname	Name of the IVR survey that is associated with the application for post-call survey.	lvarchar(512)
dispatchid	The ID of the SMS/Email dispatch that is associated with the application for post-call survey.	varchar(24)

Related Topics

ProfileIDMapping, on page 71

CrsGroup

Database table name: CrsGroup table

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

Table 34: CrsGroup Table Fields

Field Name	Description	Storage
recordID	A unique numeric ID for each record. Introduced for historical reporting purposes.	int NOT NULL Primary Key

Field Name	Description	Storage
profileID	Indentifier of the profile Possible values: 1, 2, 3....	int NOT NULL Primary Key
configClass	Represents Group configuration class. Possible values: GroupConfig.class	lvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 2	int NOT NULL
configImplClass	Represents group configuration implementation class. Possible values: • com.cisco.crs.email. • CiscoEmailControlGroupConfig.	lvarchar(512) NOT NULL
groupClass	Uniquely identifies a group together with the groupID. The class of channels being managed by the group.	lvarchar(400) NOT NULL
groupID	Uniquely identifies a group together with groupClassName. Group identifier unique for a give class of channels.	int NOT NULL
groupType	Type of the group, corresponding to type of the channels managed by the group as defined since CRS 3.0.	nvarchar(128,0) NOT NULL
groupEnabled	Whether the group is enabled. Possible values: f = disabled t = enabled	boolean NOT NULL
numOfChannels	Number of channels defined in the group.	int NOT NULL
description	Description of the group.	nvarchar(128,0) NULL
privateData	Internal data not exposed to customers.	BLOB NULL

Field Name	Description	Storage
createDateTime	When the group was created. Default value: Current year to second	datetime year to second NOT NULL
active	Whether this record is active. Possible values: f = inactive t = active	boolean NOT NULL
dateInactive	If active = f, the time when the record became inactive.	datetime year to second NULL

CrsTrigger

Database table name: CrsTrigger

The CrsTrigger table describes trigger information. A trigger is uniquely identified by a trigger name (triggerName). When a trigger is created, a new record is inserted into this table. When a trigger is modified, the old record is marked as inactive, and a new record is inserted into the table with a new recordID. When a trigger is deleted, the corresponding record will be marked as inactive.

Table 35: CrsTrigger Table Fields

Field Name	Description	Storage
recordID	Unique numeric ID for each record. Introduced for historical reporting purposes.	int NOT NULL Primary Key
profileID	Indentifier of the profile Possible values: 1, 2, 3....	int NOT NULL Primary Key
configClass	Represents trigger configuration class. Possible values: ApplicationTriggerConfig.class	lvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 3	int NOT NULL

Field Name	Description	Storage
configImplClass	Represents trigger configuration implementation class. Possible values: • com.cisco.crs.email. • CiscoEmailControlGroupConfig.	lvarchar(512) NOT NULL
triggerName	Uniquely identifies a trigger. Available from CRS 4.5 onwards. The API does limit the string length. Go back and revisit the length.	nvarchar(50,0) NOT NULL
triggerType	Hard coded. Possible values: • Cisco Http Trigger • Cisco JTAPI Trigger	nvarchar(128,0) NOT NULL
applicationName	Application name being triggered by the trigger.	nvarchar(50,0) NOT NULL
triggerEnabled	Whether the trigger is enabled Possible values: • f = disabled • t = enabled	boolean NOT NULL
numOfSessions	Maximum number of sessions Possible values: 0, 1, 2...	int NOT NULL
idleTimeout	Idle time out in milliseconds	int NOT NULL
triggerLocale	Default locale for the trigger. Possible values: • system.default (the currently configured system default locale) • accept.trigger (the locale provided by the incoming event)	nvarchar(50,0) NOT NULL
description	Description of the trigger	nvarchar(128,0) NULL

Field Name	Description	Storage
misc1	For HTTP trigger, this field contains the URL. For JTAPI and call triggers, this is the dialed number (DN).	lvarchar(256) NULL
misc2	For JTAPI trigger, this is the partition.	lvarchar(256) NULL
privateData	Internal data not exposed to customers, such as parameters or groups associated with a trigger.	BLOB NULL
createDateTime	When the trigger was created. Default value: Current year to second	datetime year to second Not NULL
active	Whether this record is active. Possible values: f = inactive t = active	boolean NOT NULL
dateInactive	If active = f, the time when the record became inactive.	datetime year to second NULL

Related Topics

ProfileIDMapping, on page 71

DateShiftMap

Database table name: DateShiftMap

This table stores the special business days configured for calendars.

Table 36: DateShiftMap Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	serial NOT NULL Primary Key
calid	A unique identifier for the calendar.	int NOT NULL
name	Name of the calendar.	nvarchar (50) NOT NULL

Field Name	Description	Storage
caldate	Date of the special day.	DATETIME YEAR TO DAY NOT NULL
shiftname	The shift name configured for the specific day of the week.	nvarchar (25) NOT NULL
shifttype	Type of the shift.	smallint NOT NULL
fromtime	Shift start time.	int NOT NULL
totime	Shift end time.	int NOT NULL
active	Indicates whether the record is currently active or not. f = Inactive t = Active	boolean NOT NULL
dateinactive	Date and time of the record when it is marked as inactive.	DATETIME year to second NULL

DayShiftMap

Database Table Name: DayShiftMap

This table stores the custom weekly business days configured for calendars.

Table 37: DayShiftMap Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	serial NOT NULL Primary Key
calid	A unique identifier for the calendar.	int NOT NULL
dow	Day of the week.	nvarchar (3) NOT NULL

Field Name	Description	Storage
shiftname	The shift name configured for the specific day of the week.	nvarchar (25) NOT NULL
shifttype	Type of the shift.	NOT NULL smallint
fromtime	Shift start time in 24 hour format.	int NOT NULL
totime	Shift end time in 24 hour format.	int NOT NULL
active	Indicates whether the record is currently active or not. f = Inactive t = Active	boolean NOT NULL
dateinactive	Date and time of the record when it is marked as inactive.	DATETIME year to second NULL

DialingList

Database table name: DialingList

The DialingList table contains the outbound contacts that need to be dialed for a particular campaign. This table is populated when a text file containing the outbound contacts is imported from the Campaigns configuration page in the Unified CCX Administration.

When the outbound contacts are imported into the database from the Unified CCX Administration, the callStatus field has the default value of 1 (Pending); that is, the contacts are yet to be dialed.

Table 38: DialingList Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	int NOT NULL Primary Key
dialinglistid	A unique identifier for a contact.	int NOT NULL Primary Key

Field Name	Description	Storage
profileid	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
campaignid	Campaign identifier	int NULL
createdatetime	Default -CURRENT_TIMESTAMP	datetime year to second NULL
accountnumber	The account number of the contact (from the imported file). This field is sent to the agent desktop.	nvarchar(25, 0) NULL
firstname	The first name of the contact (from the imported file).	nvarchar(50, 0) NULL
lastname	The last name of the contact (from the imported file).	nvarchar(50,0) NULL
phone01	Primary phone number of the contact (from the imported file).	varchar(28,0) NOT NULL
phone02	Additional number of the contact (from the imported file). The number is dialed when the agent selects Skip-Next for the preview call.	varchar(28,0) NULL
phone03	Additional number of the contact (from the imported file). This number is dialed if attempts to dial the first two numbers are unsuccessful.	varchar(28,0) NULL
gmtzonephone01	The time zone for the first phone number of the contact.	smallint NOT NULL
dstphone01	0 = Daylight Savings Time (DST) is observed at this phone number. 1 = DST is not observed at this phone number	smallint NOT NULL
gmtzonephone02	The time zone for the second phone number of the contact.	smallint NOT NULL
dstphone02	0 = DST is observed at this phone number. 1 = DST is not observed at this phone number.	smallint NOT NULL

Field Name	Description	Storage
gmtzonephone03	The time zone for the third phone number of the contact.	smallint NOT NULL
dstphone03	0 = DST is observed at this phone number. 1 = DST is not observed at this phone number.	smallint NOT NULL
callbacknumber	Phone number to be used for callback (can be supplied by the agent).	varchar(28,0) NULL
callbackdatetime	Customer requested callback time.	datetime year to second NULL
callstatus	The status of the contact record: 1 = Pending. The call is pending. 2 = Active. The record is sent (active) to the Outbound subsystem for dialing. 3 = Closed. The record is closed. 4 = Callback. The record is marked for a callback. 5 = Max Calls. Maximum attempts have been reached for this record (considered closed). 6 = Retry. The call is redialed immediately whenever there is any miss. 7 = Unknown. If the Outbound subsystem was restarted with records in the Active (2) state, the records are moved to this state. 8 = Retries with delay. The call is redialed as it was either busy, no answer, customer abandoned or system abandoned. Retry time is set as per the corresponding configuration in the Unified CCX Application Administration web interface.	smallint NOT NULL

Field Name	Description	Storage
callresult	The call result from the last call placed for this record. 1 = Voice. Customer answered and was connected to agent. 2 = Fax. Fax machine reached. 3 = Answering machine. Answering machine reached. 4 = Invalid. Number reported as invalid by the network or by the agent. 5 = Do Not Call. Customer does not want to be called again. 6 = Wrong Number. Number successfully contacted but wrong number. 7 = Wrong Person. Number successfully contacted but reached the wrong person. 8 = Callback. Customer requested regular callback. 9 = Skip/Reject. Agent skipped or rejected a preview call. 10 = Skip-Close/Reject-Close. Agent skipped or rejected a preview call with the close option. 11 = Busy. Busy signal detected or marked busy by agent. 12 = Agent did not respond to the preview call within the timeout duration. 13 = Callback Failed - this value is not written to the database; this is for internal use only. 14 = Callback missed and marked for Retry. 15 = Customer's phone timed out either due to Ring No Answer (RNA) or Gateway failure. 16 = Call was abandoned because IVR port was unavailable or Unified CCX failed to transfer the call to the IVR port. 17 = Call failed due any one of the reasons. 18 = Customer abandoned as customer or agent disconnected the call within the time limit as configured in “Abandoned Call Wait Time” in Unified CCX Application Administration web interface.	smallint NOT NULL

Field Name	Description	Storage
callresult01	The call result from the last time phone01 was called. Values are the same as for callResult.	smallint NULL
callresult02	The call result from the last time phone02 was called. Values are the same as for callResult.	smallint NULL
callresult03	The call result from the last time phone03 was called. Values are the same as for callResult.	smallint NULL
lastnumberdialed	The last number dialed. 1 = phone01 2 = phone02 3 = phone03	smallint NULL
callsmadetophone01	The number of call attempts made to phone01. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
callsmadetophone02	The number of call attempts made to phone02. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
callsmadetophone03	The number of call attempts made to phone03. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
retry	Indicates whether the contact has to be retried.	boolean NULL
active	Contacts becomes inactive for a campaign in the following scenarios: 1 = delete a campaign 2 = delete all the contacts for a campaign f = Inactive t = Active	boolean NOT NULL
dateinactive	The date when record became inactive.	datetime year to second NULL
numMissedCallback	Number of missed callbacks.	smallint NULL

Related Topics

AgentConnectionDetail, on page 5
AreaCode, on page 12
Campaign, on page 19
ContactCallDetail, on page 35
DialingList , on page 59
ProfileIDMapping, on page 71

DialingListHistory

Database table name: DialingList

The DialingList table contains the outbound contacts that need to be dialed for a particular campaign. This table is populated when a text file containing the outbound contacts is imported from the Campaigns configuration page in the Unified CCX Administration.

When the outbound contacts are imported into the database from the Unified CCX Administration, the callStatus field has the default value of 1 (Pending); that is, the contacts are yet to be dialed.

Table 39: DialingList Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	int NOT NULL Primary Key
dialinglistid	A unique identifier for a contact.	int NOT NULL Primary Key
profileid	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
campaignid	Campaign identifier	int NULL
createdatetime	Default -CURRENT_TIMESTAMP	datetime year to second NULL
accountnumber	The account number of the contact (from the imported file). This field is sent to the agent desktop.	nvarchar(25,0) NULL
firstname	The first name of the contact (from the imported file).	nvarchar(50,0) NULL

Field Name	Description	Storage
lastname	The last name of the contact (from the imported file).	nvarchar(50,0) NULL
phone01	Primary phone number of the contact (from the imported file).	varchar(28,0) NULL
phone02	Additional number of the contact (from the imported file). The number is dialed when the agent selects Skip-Next for the preview call.	varchar(28,0) NULL
phone03	Additional number of the contact (from the imported file). This number is dialed if attempts to dial the first two numbers are unsuccessful.	varchar(28,0) NULL
gmtzonephone01	The time zone for the first phone number of the contact.	smallint NULL
dstphone01	0 = Daylight Savings Time (DST) is observed at this phone number. 1 = DST is not observed at this phone number	smallint NULL
gmtzonephone02	The time zone for the second phone number of the contact.	smallint NULL
dstphone02	0 = DST is observed at this phone number. 1 = DST is not observed at this phone number.	smallint NULL
gmtzonephone03	The time zone for the third phone number of the contact.	smallint NULL
dstphone03	0 = DST is observed at this phone number. 1 = DST is not observed at this phone number.	smallint NULL
callbacknumber	Phone number to be used for callback (can be supplied by the agent).	varchar(28) NULL
callbackdatetime	Customer requested callback time.	datetime year to second NULL

Field Name	Description	Storage
callstatus	The status of the contact record: 1 = Pending. The call is pending. 2 = Active. The record is sent (active) to the Outbound subsystem for dialing. 3 = Closed. The record is closed. 4 = Callback. The record is marked for a callback. 5 = Max Calls. Maximum attempts have been reached for this record (considered closed). 6 = Retry. The call is redialed immediately whenever there is any miss. 7 = Unknown. If the Outbound subsystem was restarted with records in the Active (2) state, the records are moved to this state. 8 = Retries with delay. The call is redialed as it was either busy, no answer, customer abandoned or system abandoned. Retry time is set as per the corresponding configuration in the Unified CCX Application Administration web interface.	smallint NULL

Field Name	Description	Storage
callresult	The call result from the last call placed for this record. 1 = Voice. Customer answered and was connected to agent. 2 = Fax. Fax machine reached. 3 = Answering machine. Answering machine reached. 4 = Invalid. Number reported as invalid by the network or by the agent. 5 = Do Not Call. Customer does not want to be called again. 6 = Wrong Number. Number successfully contacted but wrong number. 7 = Wrong Person. Number successfully contacted but reached the wrong person. 8 = Callback. Customer requested regular callback. 9 = Skip/Reject. Agent skipped or rejected a preview call. 10 = Skip-Close/Reject-Close. Agent skipped or rejected a preview call with the close option. 11 = Busy. Busy signal detected or marked busy by agent. 12 = Agent did not respond to the preview call within the timeout duration. 13 = Callback Failed - this value is not written to the database; this is for internal use only. 14 = Callback missed and marked for Retry. 15 = Customer's phone timed out either due to Ring No Answer (RNA) or Gateway failure. 16 = Call was abandoned because IVR port was unavailable or Unified CCX failed to transfer the call to the IVR port. 17 = Call failed due any one of the reasons. 18 = Customer abandoned as customer or agent disconnected the call within the time limit as configured in “Abandoned Call Wait Time” in Unified CCX Application Administration web interface.	smallint NULL

Field Name	Description	Storage
callresult01	The call result from the last time phone01 was called. Values are the same as for callResult.	smallint NULL
callresult02	The call result from the last time phone02 was called. Values are the same as for callResult.	smallint NULL
callresult03	The call result from the last time phone03 was called. Values are the same as for callResult.	smallint NULL
lastnumberdialed	The last number dialed. 1 = phone01 2 = phone02 3 = phone03	smallint NULL
callsmadetophone01	The number of call attempts made to phone01. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
callsmadetophone02	The number of call attempts made to phone02. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
callsmadetophone03	The number of call attempts made to phone03. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
retry	Indicates whether the contact has to be retried.	boolean NULL
active	Contacts becomes inactive for a campaign in the following scenarios: 1 = delete a campaign 2 = delete all the contacts for a campaign 3 = when callStatus becomes 3 (closed) or 5 (max calls) f = Inactive t = Active	boolean NULL
dateinactive	The date when record became inactive.	datetime year to second NULL

Field Name	Description	Storage
numMissedCallback	Number of missed callbacks.	smallint NULL

Related Topics

AgentConnectionDetail, on page 5
AreaCode, on page 12
Campaign, on page 19
ContactCallDetail, on page 35
DialingList , on page 59
ProfileIDMapping, on page 71

MonitoredResourceDetail

Database table name: MonitoredResourceDetail

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

Table 40: MonitoredResourceDetail Table Fields

Field Name	Description	Storage
sessionid	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call. It is the sessionID of the IVR call; that is, when the supervisor starts monitoring, the monitoring call itself is an IVR call. The supervisor monitors one or more Unified CCX calls.	decimal(18) NOT NULL Primary Key
startmonitoringreqtime	The time and date that the remote supervisor attempted to monitor the agent.	datetime year to fraction (3) NOT NULL
startmonitoringcalltime	The time and date that the supervisor began monitoring the call.	datetime year to fraction (3) NOT NULL Primary Key
monitoredrsrcid	Identifier of the resource being monitored.	int NOT NULL
monitoredsessionseqnum	The session sequence number of the Unified CCX call that is being monitored.	smallint NOT NULL

Field Name	Description	Storage
profileid	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
gmtoffset	Offset, in minutes, between the local time of the Unified CCX server and Greenwich Mean Time. As the time information is stored in GMT, this field will always be zero.	int NOT NULL
nodeid	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key

Related Topics

AgentConnectionDetail, on page 5
ContactCallDetail, on page 35
ContactQueueDetail, on page 43
ContactRoutingDetail , on page 45
RemoteMonitoringDetail , on page 74
Resource, on page 76

MediaCustomerDataMapping

Database table name: MediaCustomerDataMapping

The MediaCustomerDataMapping table contains mapping between the customer data fields for a specific media (such as email and other media types) and the order of fields stored in the TextCustomerDetail table.

Note Do not edit this table directly. It is for internal use only

Table 41: MediaCustomerDataMapping Table Fields

Field Name	Description	Storage
recordId	Unique identifier for the record.	int NOT NULL Primary Key
mediaType	Type of the media such as email and other media types.	varchar(30,0) NOT NULL Primary Key

Field Name	Description	Storage
fieldName	Name of the field in the customer data.	varchar(50,0) NOT NULL
columnId	Field ID in the TextCustomerDetail where this field is stored.	int NOT NULL

Related Topics

AgentConnectionDetail, on page 5
AgentStateDetail, on page 8
AreaCode, on page 12
Campaign, on page 19
ContactCallDetail, on page 35
ContactQueueDetail, on page 43
ContactRoutingDetail , on page 45
ContactServiceQueue , on page 47
DialingList , on page 59
MonitoredResourceDetail, on page 69
RemoteMonitoringDetail , on page 74
Resource, on page 76
ResourceGroup , on page 79
ResourceSkillMapping, on page 79
RmonCSQConfig , on page 80
RmonResConfig, on page 81
RmonUser , on page 82
Skill , on page 88
SkillGroup , on page 89
Supervisor , on page 90
Team, on page 93
TeamCSQMapping , on page 94

ProfileIDMapping

Database table name: ProfileIDMapping

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

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

Table 42: ProfileIDMapping Table Fields

Field Name	Description	Storage
profileName	Name of the profile, as set up in the Unified CCX Administration.	nvarchar(50,0) NOT NULL Primary Key
profileID	Identifier of the profile.	int NOT NULL

PurgeHistory

Database table name: PurgeHistory

PurgeHistory is mainly to keep track of the history of purge information for both Manual and Scheduled purge.

Table 43: PurgeHistory Table Fields

Field Name	Description	Storage
nodeId	Unique identifier assigned to each server in the cluster.	int NOT NULL Primary Key
purgeHistoryId	Sequence numbers.	int NOT NULL Primary Key
purgeType	PurgeType MANUAL or SCHEDULED.	nvarchar(10,0) NOT NULL
purgeState	PurgeState can be any one of, RUNNING, COMPLETED_SUCCESSFULLY, COMPLETED_WITH_ERRORS, UNKNOWN.	nvarchar(30,0) NOT NULL
purgeStartedDateTime	Purge start time.	datetime year to fraction(3) NOT NULL
hrDbSizeBeforePurge	Historical db size before purge which will have the value using store procedure getDbSize with column name as "used”.	int NULL
configDbSizeBeforePurge	Config db size before purge which will have the value using store procedure getDBspaceUsage('db_cra') with column name as "used".	int NULL

Field Name	Description	Storage
oldestRecDateTimeBeforePurge	Oldest record date and time before purge.	datetime year to fraction(3) NULL
purgeCompletedDateTime	Purge completion time.	datetime year to fraction(3) NULL
hrDbSizeAfterPurge	Historical db size after purge which will have the value using store procedure getDbSize with column name as "used".	int NULL
configDbSizeAfterPurge	Config db size after purge which will have the value using store procedure getDBspaceUsage('db_cra') with column name as "used".	int NULL
oldestRecDateTimeAfterPurge	Oldest record date time after purge.	datetime year to fraction(3) NULL
purgetRunTime	Purge run time in minutes which is the difference between purgeCompletedDataTime and purgeStartedDateTime.	int NULL

ReasoncodeLabelMap

Database table name: ReasoncodeLabelMap

Unified CCX System maintains a reason code and label for Logout and Not Ready states, that are available in Cisco Finesse Administration.

This table holds the mapping between reason code and label.

Table 44: ReasoncodeLabelMap

Field Name	Description	Storage
code	Reason code, as configured in Finesse Administration.	Smallint NOT NULL Primary Key
label	Reason label, as configured in Finesse Administration.	NVARCHAR(40,0) NOT NULL

Field Name	Description	Storage
category	Type of reason code, label: NOT_READY LOGOUT	NVARCHAR(15,0) NOT NULL Primary Key
active	Whether the record is active in the system. A record becomes Inactive if reason code label is deleted from Finesse Administration and this field will be marked "FALSE".	boolean NULL
dateinactive	Date and time this record was added, modified, or deleted from Cisco Finesse Administration.	Date time year to second NULL

RemoteMonitoringDetail

Database table name: RemoteMonitoringDetail

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

Table 45: RemoteMonitoringDetail Table Fields

Field Name	Description	Storage
sessionid	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call. This is the sessionID of the IVR call; that is, the call that the supervisor makes to monitor other Unified CCX calls.	decimal(18) NOT NULL Primary Key
startmonitoringreqtime	The time and date that the remote supervisor attempted to monitor the agent.	datetime year to fraction (3) NOT NULL Primary Key
remoteloginid	The numeric ID the supervisor enters before starting to monitor a call	varchar(50,0) NULL
rmonid	Numeric ID of the supervisor who does the monitoring.	int NOT NULL
endmonitoringtime	The date and time the monitoring ended.	datetime year to fraction (3) NOT NULL

Field Name	Description	Storage
origmonitoredid	If origMonitoredIDType is: • 1 (agent), this field contains the extension of the agent being monitored. • 2 (CSQ), this field contains the CSQ ID of the CSQ being monitored.	int NOT NULL
origmonitorediditype	Indicates an agent or a CSQ. • 1 = agent • 2 = CSQ	smallint NOT NULL
cause	The termination cause of a monitoring session: • 3 = Normal (Monitored) • 100 = Normal (Agent RNA) • 0 = Error (Other) • –9 = Error (Unable to Stop Monitoring) • –8 = Error (Unable to Monitor New Call) • –7 = Error (Agent Logged Off) • –6 = Error (Network Problem) • –5 = Error (VoIP Server unable to communicate) • –4 = Error (Monitoring not allowed) • –3 = Error (Agent not logged in) • –2 = Error (Invalid input) • –1 = Error (Other)	smallint NULL
sessionSeqNum	The sequence number for the IVR call; that is, the call the supervisor makes to monitor other Unified CCX calls.	smallint NOT NULL
monitoredSessionID	The sessionID of the monitored Unified CCX call.	decimal(18) NOT NULL
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key

Field Name	Description	Storage
gmtOffset	Offset, in minutes, between the local time of the Unified CCX server and Greenwich Mean Time. As the time information is stored in GMT, this field will always be zero.	int NULL
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key

Related Topics

AgentConnectionDetail, on page 5
ContactCallDetail, on page 35
ContactQueueDetail, on page 43
ContactRoutingDetail , on page 45
ContactServiceQueue , on page 47
MonitoredResourceDetail, on page 69
RmonUser , on page 82

Resource

Database table name: Resource

The Unified CCX system creates a new record in the Resource table when the Unified CCX system retrieves agent information from the Unified CM.

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

Table 46: Resource Table Fields

Field Name	Description	Storage
resourceID	Numeric identifier of the resource.	int NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
resourceLoginID	The login name assigned to the resource in the Unified CM.	nvarchar(50,0) NOT NULL
resourceName	The first name and the last name of the resource.	nvarchar(50,0) NOT NULL

Field Name	Description	Storage
resourceGroupID	Resource group to which the resource belongs. Null if no resource group is assigned to the resource.	int NULL
resourceType	Type of the resource: 1—Agent 2—Supervisor 3—Administrator	smallint NOT NULL
active	Whether this record is active: f —Inactive t —Active A record becomes inactive if the resource is deleted or updated.	boolean NOT NULL
autoAvail	Determines whether the resource goes to Ready State after handling a Unified CCX call: f —No t —Yes	boolean NOT NULL
extension	The Unified CCX extension of the resource.	nvarchar(50,0) NOT NULL
orderInRG	Order in which the resource resides within the resource group. Null if no resource group is assigned to the resource.	int NULL
dateInactive	Date and time that the record became inactive when the active field is "f".	datetime year to fraction(3) NULL
resourceSkillMapID	Identifier used to locate the associated skill set of the resource in the ResourceSkillMapping table. The ResourceSkillMapping table can contain multiple records for one resource.	int NOT NULL
assignedTeamID	Team ID of the resource.	int NOT NULL
resourceFirstName	First name of the resource.	nvarchar(50,0) NOT NULL

Field Name	Description	Storage
resourceLastName	Last name of the resource.	nvarchar(50,0) NOT NULL
resourceAlias	Alias name of the resource.	nvarchar(50,0) NULL
capabilities	Advanced Supervisor Capabilities for the resource.	smallint NOT NULL
resourceEmailId	Email ID of the resource.	nvarchar(255) NULL

Related Tables

- AgentConnectionDetail, on page 5 (via resourceID, profileID)
- AgentStateDetail, on page 8 (resourceID maps to agentID, via profileID)
- ContactCallDetail, on page 35 (resourceID maps originatorID/destinationID when originatorType/destinageType is 1, via profileID)
- ContactQueueDetail, on page 43 (resourceID maps to targetID when targetType is 1, via profileID)
- MonitoredResourceDetail, on page 69 (resourceID maps to monitoredRsrcID, via profileID)
- ProfileIDMapping, on page 71 (via profileID)
- RemoteMonitoringDetail , on page 74 (resourceID maps to origMonitoredID when origMonitoredIDType is 1, via profileID)
- ResourceGroup , on page 79 (via resourceGroupID, profileID)
- ResourceSkillMapping, on page 79 (via resourceSkillMapID, profileID)
- Supervisor , on page 90 (via resourceLoginID, profileID)
- Team, on page 93 (assignedTeamID maps to teamID, via profileID)

Related Topics

AgentConnectionDetail, on page 5
AgentStateDetail, on page 8
ContactCallDetail, on page 35
ContactQueueDetail, on page 43
MonitoredResourceDetail, on page 69
ProfileIDMapping, on page 71
RemoteMonitoringDetail , on page 74
ResourceGroup , on page 79
ResourceSkillMapping, on page 79
Supervisor , on page 90
Team, on page 93

ResourceGroup

Database table name: ResourceGroup

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

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

Table 47: Resource Group Table Fields

Field Name	Description	Storage
resourceGroupID	Numeric identifier of the resource group.	int NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
resourceGroupName	Name of the resource group, as set up in the Unified CCX Administration.	nvarchar(50,0) NULL
active	Whether the record is active in the Unified CCX system: f —Inactive t —Active A record becomes inactive if the resource group is deleted or updated.	boolean NOT NULL
dateInactive	If the active field is “f”, date and time that the record became inactive.	datetime year to fraction(3) NULL

Related Topics

ContactServiceQueue , on page 47
ProfileIDMapping, on page 71
Resource, on page 76

ResourceSkillMapping

Database table name: ResourceSkillMapping

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

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

Table 48: ResourceSkillMapping Table Fields

Field Name	Description	Storage
resourceSkillMapID	Identifier of the skill set that is associated with a resource.	int NOT NULL Primary Key
skillID	Identifier of the skill that is associated with a resource.	int NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
competenceLevel	Competence level associated with the skill, as set up in the Unified CCX Administration. Values range from 1 (lowest) to 10 (highest).	smallint NOT NULL
active	Whether the record is active in the Unified CCX system: f —Inactive t —Active A record becomes inactive if the resource group is deleted or updated.	boolean NOT NULL

Related Topics

ProfileIDMapping, on page 71
Resource, on page 76
Skill , on page 88

RmonCSQConfig

Database table name: RmonCSQConfig

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

Table 49: RmonCSQConfig Table Fields

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key

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

Related Topics

ContactServiceQueue , on page 47
RmonResConfig, on page 81
RmonUser , on page 82

RmonResConfig

Database table name: RmonResConfig

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

Table 50: RmonResConfig Table Fields

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key
resourceLoginID	The login ID of the resource that the remote supervisor is allowed to monitor.	nvarchar(50,0) NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key

Related Topics

ProfileIDMapping, on page 71
Resource, on page 76
RmonCSQConfig , on page 80
RmonUser , on page 82

RmonUser

Database table name: RmonUser

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

Table 51: RmonUser Table Fields

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key
LoginID	User login name of the remote supervisor.	nvarchar(50,0) NOT NULL
name	Name of the supervisor.	nvarchar(50,0) NOT NULL
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
type	The type of supervisor: 0 = regular supervisor 1 = remote monitoring supervisor	int NOT NULL
active	Determines whether the remote supervisor is active. f = inactive t = active	boolean NOT NULL
dateInactive	Date and time the remote supervisor became inactive.	datetime year to second NULL

Related Topics

RmonResConfig, on page 81
RemoteMonitoringDetail , on page 74
RmonCSQConfig , on page 80

RtCSQsSummary

Database table name: RtCSQsSummary

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

Table 52: RtCSQsSummary Table Fields

Field Name	Description	Storage
csqname	Name of the contact service queue.	nvarchar(50,0) NOT NULL Primary Key
loggedinagents	Number agents who are logged in.	int NULL
availableagents	Number of available (idle) agents.	int NULL
unavailableagents	Number of unavailable agents.	int NULL
totalcalls	Total number of calls.	int NULL
oldestcontact	Oldest contact in the queue.	int NULL
callshandled	Number of calls handled.	int NULL
callsabandoned	Number of calls abandoned.	int NULL
callsdequeued	Number of calls dequeued.	int NULL
avgtalkduration	Average talk duration.	int NULL
avgwaitduration	Average wait duration.	int NULL
longesttalkduration	Longest talk duration.	int NULL

Field Name	Description	Storage
longestwaitduration	Longest wait duration.	int NULL
callswaiting	Number of calls waiting.	int NULL
enddatetime	The date and time that this table data was last updated.	datetime year to second NULL
workingagents	Number of agents who are in the working state.	int NULL
talkingagents	Number of agents who are in the talking state.	int NULL
reservedagents	Number of agents who are in the reserved state.	int NULL
startdatetime	The date and time that this table's statistics get collected.	datetime year to second NULL
convavgtalkduration	Average talk duration in HH:MM:SS format.	varchar(25,0) NULL
convavgwaitduration	Average wait duration in HH:MM:SS format.	varchar(25,0) NULL
convlongesttalkduration	Longest talk duration in HH:MM:SS format.	varchar(25,0) NULL
convlongestwaitduration	Longest wait duration in HH:MM:SS format.	varchar(25,0) NULL
convoldestcontact	Oldest call in the queue in HH:MM:SS format.	varchar(25,0) NULL

RtICDStatistics

Database table name: RtICDStatistics

The RtICDStatistics table contains real-time summary statistics about Unified CCX. This table gets updated automatically when real-time snapshot data writing for this table is enabled through the Unified CCX

Administration pages (**Tools** > **Real-time snapshot configuration** menu option). The updating frequency is based on the configured data writing interval.

Table 53: RtlCDStatistics Table Fields

Field Name	Description	Storage
type	Contact Service Queue type that identifies the contact type it services. It can be either voice or e-mail.	nvarchar(50,0) NOT NULL Primary Key
totalcsqs	Number of CSQs configured.	int NULL
loggedinagents	Number of agents who are logged in.	int NULL
workingagents	Number of agents who are in the working state.	int NULL
reservedagents	Number of agents who are in the reserved state.	int NULL
talkingagents	Number of agents who are in the talking state.	int NULL
availableagents	Number of available (idle) agents.	int NULL
unavailableagents	Number of unavailable agents.	int NULL
totalcalls	Total number of calls.	int NULL
callswaiting	Number of calls waiting.	int NULL
callshandled	Number of calls handled.	int NULL
callsabandoned	Number of calls abandoned.	int NULL
avgtalkduration	Average talk duration.	int NULL

Field Name	Description	Storage
avgwaitduration	Average wait duration.	int NULL
longesttalkduration	Longest talk duration.	int NULL
longestwaitduration	Longest wait duration.	int NULL
oldestcontact	Oldest contact in the queue.	int NULL
startdatetime	Data collection starting time.	datetime year to second NULL
enddatetime	Date and time this table was last updated.	datetime year to second NULL
convavgtalkduration	Average talk duration in HH:MM:SS format.	varchar(25,0) NULL
convavgwaitduration	Average wait duration in HH:MM:SS format.	varchar(25,0) NULL
convlongesttalkduration	Longest talk duration in HH:MM:SS format.	varchar(25,0) NULL
convlongestwaitduration	Longest wait duration in HH:MM:SS format.	varchar(25,0) NULL
convoldestcontact	Oldest call in the queue in HH:MM:SS format.	varchar(25,0) NULL

Schedule Reskill

Database table name: schedule_reskill

The Unified CCX system creates a new record in the Schedule Reskill table when an agent is scheduled to be added or removed from a queue. It also indicates whether the agent was scheduled by a supervisor or administrator.

Table 54: Skill Table Fields

Field Name	Description	Storage
recordid	Unique identifier of the record.	int NOT NULL Primary Key
resourceloginid	The login ID of the resource being rekilled for a CSQ.	nvarchar(50) NOT NULL
csqid	Unique identifier of the CSQ for which the resource is being reskilled.	int NOT NULL
operation	Indicates the type of operation to be performed - either addition/removal of a resource for a CSQ. Scheduled Addition(1) Scheduled Removal(2)	smallint NOT NULL
reskiller	Login ID of the resource who has scheduled addition/removal of a resource for a CSQ.	nvarchar(50) NOT NULL
reskiller_type	Indicates whether supervisor/admin has scheduled addition/removal of a resource for a CSQ. Supervisor(1) Administrator(2)	smallint NOT NULL
scheduletime	Epoch time in seconds, indicating when the resource will be added/removed for a CSQ.	bigint NOT NULL
active	Indicates whether the record is active or not. When a resource is successfully added/removed for a CSQ, this field is set to false.	boolean NOT NULL
dateinactive	Date and time of the record when it is marked as inactive.	datetime year to second

Schedule Reskill Status

Database table name: schedule_reskill_status

The Unified CCX system stores the results of schedule operation in the Schedule Reskill Status table.

Table 55: Skill Table Fields

Field Name	Description	Storage
nodeid	Identifier used for conflict resolution in an island mode.	int NOT NULL
scheduledid	Foreign key to the schedule_reskill table.	int NOT NULL
timestamp	Schedule execution time.	datetime year to second NOT NULL
status	The status of the schedule while adding or removing the agents for the CSQ. 0 = Agent is successfully added or removed for the CSQ. 1 = Agent is already part of the CSQ or is removed from the CSQ. 2 = Operation failed due to connectivity issues. 3 = Agent is not available in the Unified CCX system. 4 = CSQ is not available in the Unified CCX system. 5 = Failed to complete the operation due to internal errors.	smallint NOT NULL

Skill

Database table name: Skill

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

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

Table 56: Skill Table Fields

Field Name	Description	Storage
skillID	Numeric identifier of the skill.	int NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key

Field Name	Description	Storage
skillName	Name of the skill, as set up in the Unified CCX Administration.	nvarchar(50,0) NOT NULL
active	Determines whether the record is active in the Unified CCX system: f —Inactive t —Active A record becomes inactive if the skill is deleted or updated.	boolean NOT NULL
dateInactive	If the active field is “f”, date and time that the record became inactive.	datetime year to fraction(3) NULL

Related Topics

ProfileIDMapping, on page 71
ResourceSkillMapping, on page 79
SkillGroup , on page 89

SkillGroup

Database table name: SkillGroup

The Unified CCX system creates a new record in the SkillGroup table when skills are associated with a CSQ in the Unified CCX Administration.

A SkillGroup record describes each skill that is associated with the CSQ.

Table 57: Skill Group Table Fields

Field Name	Description	Storage
skillGroupID	Numeric identifier of the skill group.	int NOT NULL Primary Key
skillID	Numeric identifier of the skill.	int NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key

Field Name	Description	Storage
competenceLevel	Minimum acceptable skill level for agents with this skill, as set up in the Unified CCX Administration. Values range from 1 (lowest) to 10 (highest).	smallint NOT NULL
active	Determines whether the record is active in the CSQ: f —Inactive t —Active A record becomes inactive if the new skill group is deleted or updated.	boolean NOT NULL
skillWeight	Skills within a CSQ can be assigned weights. This field is used in the weighted skill calculation of the skill-based resource selection algorithm. Default value is 1.	int NOT NULL
skillOrder	Skills within a CSQ can be ordered. This field is used in the order skill calculation of the skill-based resource selection algorithm. Default value is 1.	int NOT NULL

Related Topics

ContactServiceQueue , on page 47
ProfileIDMapping, on page 71
Skill , on page 88

Supervisor

Database table name: Supervisor

The Supervisor table contains the information about supervisors.

Table 58: Supervisor Table Fields

Field Name	Description	Storage
recordID	Numeric identifier of this supervisor.	int NOT NULL Primary Key
resourceLoginID	User ID in the Unified CM configuration.	nvarchar(50,0) NOT NULL
managedTeamID	Team identifier of the managed team.	int NOT NULL

Field Name	Description	Storage
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
supervisorType	Type of supervisor for this team 0 = Primary 1 = Secondary	smallint NOT NULL
active	Indicates whether the record is active in the Unified CCX system. A record becomes inactive if a team is deleted or updated. f = Inactive t = Active	boolean NOT NULL
dateInactive	Date this record was deleted.	datetime year to second NULL

Related Topics

Resource, on page 76
ProfileIDMapping, on page 71
Team, on page 93

SupervisorCampaignMap

Database table name: SupervisorCampaignMap

This table provides the list of campaigns that are managed by Supervisors. A Supervisor can be associated with one or more campaigns to manage.

Table 59: SupervisorCampaignMap Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	int NOT NULL Primary Key
profileid	An identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
resourceloginid	The login name assigned to the resource in the Unified CM.	nvarchar(50,0) NOT NULL

Field Name	Description	Storage
campaignid	A unique identifier for the campaign.	int NOT NULL
active	Indicates whether the record is active.	boolean NOT NULL
dateinactive	Date this record is deleted.	datetime year to second NULL

Related Topics

ProfileIDMapping, on page 71
Campaign, on page 19
Resource, on page 76

SupervisorApplicationMap

Database table name: SupervisorApplicationMap

This table provides the list of applications that are managed by Supervisors. A Supervisor can be associated with one or more applications to manage.

Table 60: SupervisorApplicationMap Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	int NOT NULL Primary Key
profileid	An identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
resourceloginid	The login name assigned to the resource in the Unified CM.	nvarchar(50,0) NOT NULL
applicationid	A unique identifier for the application.	int NOT NULL
active	Indicates whether the record is active.	boolean NOT NULL

Field Name	Description	Storage
dateinactive	Date this record is deleted.	datetime year to second NULL

Related Topics

ProfileIDMapping, on page 71
CrsApplication , on page 51
Resource, on page 76

Team

Database table name: Team

The Team table contains information about specific teams.

Table 61: Team Table Fields

Field Name	Description	Storage
teamID	Numeric identifier for this team.	int NOT NULL Primary Key
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
teamName	Name of this team.	nvarchar(50,0) NOT NULL
active	Indicates whether the record is active in the Unified CCX system. A record becomes inactive if a team is deleted or updated. f = Inactive t = Active	boolean NOT NULL
dateInactive	Date this record was deleted.	datetime year to fraction(3) NULL

Related Topics

ProfileIDMapping, on page 71
Resource, on page 76
Supervisor , on page 90
TeamCSQMapping , on page 94

TeamCSQMapping

Database table name: TeamCSQMapping

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

Table 62: TeamCSQMapping Table Fields

Field Name	Description	Storage
recordID	Numeric identifier for this record.	int NOT NULL Primary Key
csqID	Numeric identifier for the CSQ.	int NOT NULL
teamID	Numeric identifier for the team.	int NOT NULL
profileID	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
active	Indicates whether the record is active in the Unified CCX system. A record becomes inactive if a team is deleted or updated. f = Inactive t = Active	boolean NOT NULL
dateInactive	Date this record was deleted.	datetime year to second NULL

Related Tables

- ContactServiceQueue , on page 47 (csqID maps to contactServiceQueueID, and via profileID)
- ProfileIDMapping, on page 71 (via ProfileID)
- Team, on page 93 (via teamID and profileID)

Related Topics

ContactServiceQueue , on page 47
ProfileIDMapping, on page 71
Team, on page 93

TextAgentConnectionDetail

Database table name: TextAgentConnectionDetail

The Unified CCX system creates a new record in the TextAgentConnectionDetail table when an agent receives an email or chat.

Table 63: TextAgentConnectionDetail Table Fields

Field Name	Description	Storage
ContactID	Alphanumeric identifier for the contact.	varchar (64,0) NOT NULL Primary Key
ContactSeqNum	Contact sequence number that the system assigned to the contact or the leg. Each leg of a contact is assigned a new contact sequence number. To be used later.	smallint NOT NULL Primary Key
nodeID	Numeric identifier for the node.	smallint NOT NULL
resourceID	Numeric identifier for the resource.	int NOT NULL Primary Key
startDateTime	Date and time that the contact or leg entered the system.	datetime year to fraction (3) NOT NULL Primary Key
endDateTime	Date and time that the contact or the leg was transferred or disconnected.	datetime year to fraction (3) NOT NULL
qIndex	A new qIndex is created whenever a Unified CCX contact is conferenced to a Unified CCX route point. To be used later.	smallint NOT NULL
acceptTime	Amount of time, in seconds, that passed from the time a contact or leg was presented to an agent and the agent answered the contact.	smallint NULL
talkTime	Amount of time, in seconds, that passed from the time an agent answered the contact or the leg to the time the contact or the leg was disconnected or transferred, not including hold time.	smallint NULL

Field Name	Description	Storage
workTime	Amount of time, in seconds, that an agent spent in Work State after the contact or the leg. To be used later.	smallint NULL
WrapupData	The contact information that the agent enters after the contact is handled through the Agent Desktop user interface.	varchar(40,0) NULL
contactdisposition	Disposition of the contact.	smallint NOT NULL Default: 0
loginsessionid	Unique identifier of an agent login session. This identifier remains the same until the session ends.	varchar(18)
mediasessionid	Indicates the media session identifier assigned while assigning the contact. It can be 1 to 5 for 'Chat' media and 26 to 30 for 'Email' media, depending on the maximum sessions configured by the administrator in 'Channel Parameter' configuration page of AppAdmin.	smallint
csqrecordid	Numeric identifier of the CSQ in which the agent received an email or chat contact.	int

Related Topics

TextContactDetail , on page 98
TextContactQueueDetail, on page 101

TextAgentStateDetails

Database table name: TextAgentStateDetail

The Unified CCX system creates a new record in the TextAgentStateDetail table each time the state of the agent changes while the agent is handling chat and email. The TextAgentStateDetail record contains information about the agent and about the event that caused the agent state to change.

Table 64: TextCustomerDetail Table Fields

Field Name	Description	Storage
agentID	Identifier of the agent whose state has changed.	int NOT NULL Primary Key

Field Name	Description	Storage
stateChangeDatetime	Date and time that the chat agent state changed.	datetime year to fraction (3) NOT NULL Primary Key
agentStateID	Event that triggered the chat agent state change: 0—Logon 1—Log off 2—Not available 3—Available 4—Busy 5—Unknown 6—Partial busy 7—Reserved	smallint NOT NULL Primary Key
reasonCode	Code, as written to the database, for the reason that the chat agent changed to Not Ready state or to Log Out state. 32750—Non chat agent 32755—Contact ended 32757—Media handler failure 32760—Login 32763—Contact not accepted 32764—CCX failure 32765—Connection down	smallint NOT NULL Primary Key
routingType	Routing type of the contact or leg: 1—Interactive 2—Non Interactive	smallint NOT NULL Primary Key
loginsessionid	Unique identifier of an agent login session. This identifier remains the same until the session ends.	varchar(18)

Field Name	Description	Storage
contactid	Alphanumeric identifier for the contact. This field will have an identifier only if the agent state changes due to allocating or handling a contact. Else, it will be NULL.	varchar(64)

TextAgentWrapupDetail

Database table name: TextAgentWrapupDetail

The Unified CCX system creates a new record in the TextAgentWrapupDetail table each time the agent enters a Wrap-Up detail.

Table 65: TextAgentWrapupDetail Table Fields

Field Name	Description	Storage
ContactID	Alphanumeric identifier for the contact.	varchar (64,0) NOT NULL Primary Key
resourceID	Numeric identifier for the resource.	int NOT NULL Primary Key
reasonID	Numeric identifier for the reason.	int NOT NULL
wrapupTime	Date and time that the Wrap-Up is applied.	datetime year to fraction (3) NOT NULL Primary Key
MediaType	Type of the media such as email and other media types. 1—Chat 3—Email	smallint NULL

TextContactDetail

Database table name: TextContactDetail

The Unified CCX system creates a new record in the TextContactDetail table for each chat and email contact or leg processed by the system. A new contact or leg starts each time a contact is transferred or redirected.

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

Table 66: TextContactDetail Table Fields

Field Name	Description	Storage
ContactID	Alphanumeric identifier for this record.	varchar (64,0) NOT NULL Primary Key
ContactSeqNum	Contact sequence number that the system assigned to the contact or the leg. Each leg of a contact is assigned a new contact sequence number. To be used later.	smallint NOT NULL Primary Key
nodeID	Numeric identifier for the node.	smallint NOT NULL
contactType	Type of contact or leg: 1—Incoming. Outside contact received by the Unified CCX system.	smallint NOT NULL
mediaType	Type of the media such as email and other media types. 1—Chat 3—Email	smallint NOT NULL
contactDisposition	Disposition of the contact or the leg. 1—Abandoned 2—Handled 3—Do not care 4—Aborted [8] 5—Rejected 6—Cleared 7—Unknown	smallint NOT NULL

Field Name	Description	Storage
dispositionReason	Reason why the contact is aborted or rejected by the system. • Unknown • Chat_agent_ended • Chat_customer_ended • Chat_agent_aborted • Chat_agent_abandoned • Chat_customer_abandoned • Chat_abandoned_timeout • Chat_customer_abandoned • Chat _customer_waited • Chat_system_failure • Chat_system_failure_before_agent_joined • Chat_agent_connection_failure • Chat_agent_end_before_in _chatroom	varchar(100,0) NULL
originatorType	Originator of the contact or the leg: 1—Agent. Contact originated by an agent. 2—Unknown. Contact originated from outside.	smallint NOT NULL
originator	Numeric identifier of the agent who originated the contact or the leg. Used only if originatorType is 1.	nvarchar(50,0) int NULL
destinationType	Destination of the contact or the leg: 1—Agent. Contact presented to an agent. Null if no destination.	smallint NOT NULL
destination	Numeric identifier of the agent who received the contact or the leg. Used only if destinationType is 1.	nvarchar(50,0) int NULL
startDateTime	Date and the time that the contact or the leg is presented to the agent.	datetime year to fraction (3) NOT NULL

Field Name	Description	Storage
endDateTime	Date and time that the contact or the leg is transferred or disconnected.	datetime year to fraction (3) NOT NULL
tagID	The string with which the contact or the leg is tagged.	nvarchar(50,0) NULL
source	Source from which the contact originated. 1—Bubble Chat 2—Fb Messenger -1—Others	smallint

[8] For aborted calls, the corresponding value in ContactQueueDetail.disposition = 1 (abandoned).

Related Topics

TextAgentConnectionDetail , on page 95
TextContactQueueDetail, on page 101

TextContactQueueDetail

Database table name: TextContactQueueDetail

The Unified CCX system writes the record when the contact is queued for chat and email CSQs; then one of the following happens:

- Contact or leg is abandoned while queued for chat and email CSQs
- Contact or leg is being dequeued
- Contact or leg is connected to an agent

Table 67: TextContactQueueDetail Table Fields

Field Name	Description	Storage
ContactID	Alphanumeric identifier for the contact.	varchar (64,0) NOT NULL Primary Key
ContactSeqNum	Contact sequence number that the system assigned to the contact or the leg. Each leg of a call is assigned a new contact sequence number. To be used later.	smallint NOT NULL Primary Key
nodeID	Numeric identifier for the node.	smallint NOT NULL

Field Name	Description	Storage
csqRecordID	Numeric identifier for the chat and email CSQ.	int NOT NULL Primary Key
qIndex	A new qIndex is created whenever a Unified CCX contact is conferenced to a Unified CCX route point. To be used later.	smallint NOT NULL Primary Key
disposition	Disposition for this leg of the contact for this CSQ. • Abandoned = 1[9] • Handled by CSQ = 2 • Dequeued from CSQ = 3 • Handled by another CSQ = 4	smallint NULL
metServiceLevel	Contact answered within the configured number of seconds of queue time for this CSQ. • Yes = t • No = f To be used later.	boolean NULL
queueTime	Number of seconds the contact spent in queue for this CSQ and this leg of the contact.	int NULL

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

Related Topics

TextAgentConnectionDetail , on page 95
TextContactDetail , on page 98
ContactServiceQueue , on page 47

TextCustomerDetails

Database table name: TextCustomerDetail

The Unified CCX system creates a new record in the TextCustomerDetails table when a chat and email agent receives the contact.

The TextCustomerDetail table captures customer related information corresponding to the chat and email contact. Maximum 10 customer fields can be persisted in the table. The chat and email customer is advised to limit each field value as per the details mentioned in the below table so that the data truncation will not

happen while storing the customer data into the database. Customer can write custom reports on top of this historical reporting table and use the persisted data.

Table 68: TextCustomerDetail Table Fields

Field Name	Description	Storage
ContactID	Alphanumeric identifier for this record.	nvarchar (64,0) NOT NULL Primary Key
FieldID1 to FieldID10	The unique field IDs corresponding to the field names in the non-voice contact or MediaCustomerDataMapping table. In actual table schema there are 10 individual columns named FieldID1 through FieldID10.	int NOT NULL
FieldValue1 to FieldValue5 FieldValue9 to FieldValue10	Indicates the field values provided for the corresponding field names in the non-voice contact or MediaCustomerDataMapping table. In actual table schema there are 10 individual columns named FieldValue1 through FieldValue10.	lvarchar (600) NOT NULL
FieldValue6 to FieldValue8	Indicates the field values provided for the corresponding field names in the non-voice contact or MediaCustomerDataMapping table. In case of email contact the field values 6 to 8 are used for the Agent added email addresses in the CC, BCC and To fields respectively.	lvarchar (5080) NULL
InsertionDate	Indicates the date and time of insertion.	datetime year to fraction(3) NOT NULL

Related Topics

ChatUserForm, on page 30
TextContactDetail , on page 98
MediaCustomerDataMapping, on page 70

TextRatingDetail

Database table name: TextRatingDetail

The Unified CCX system creates a new record in the TextRatingDetail table each time the customer rates a chat experience.

Table 69: TextRatingDetail Table Fields

Field Name	Description	Storage
ContactID	Alphanumeric identifier for this record.	varchar (64) NOT NULL Primary Key
Rating	The rating given by the customer.	smallint NOT NULL
RatingTime	Date and time the customer assigned the rating.	datetime year to fraction (3) NOT NULL

Related Topics

TextAgentStateDetails, on page 96
TextCustomerDetails, on page 102
TextContactQueueDetail, on page 101
TextAgentWrapupDetail, on page 98
TextContactDetail , on page 98
TextAgentConnectionDetail , on page 95

WorkflowTask

Database table name: WorkflowTask

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

Table 70: WorkflowTask Table Fields

Field Name	Description	Storage
taskID	Identifier of the task.	decimal(18,0) NOT NULL Primary Key
parentTaskID	Identifier of the parent task, if the task is a subtask.	decimal(18,0) NULL
startDateTime	Date and the time that the task started executing.	datetime year to second NULL
endDateTime	Date and the time that the task completed executing.	datetime year to second NULL

Field Name	Description	Storage
applicationServerID	Unique identifier assigned to each Unified CCX server in the cluster.	smallint NOT NULL Primary Key

Related Topics

AgentConnectionDetail, on page 5
ContactCallDetail, on page 35
ContactQueueDetail, on page 43
ContactRoutingDetail , on page 45
MonitoredResourceDetail, on page 69
RemoteMonitoringDetail , on page 74

WrapupCategory

Database table name: WrapupCategory

Wrap-Up reason category information is stored in this table. A Wrap-Up Reason is associated with one or more CSQs. This mapping of Wrap-Up Reasons and CSQs is stored separately in wrapupCsqMap table.

Table 71: WrapupCategory Table Fields

Field Name	Description	Storage
categoryid	A unique identifier for the Wrap-Up category.	int NOT NULL Primary Key
profileid	Identifier of the Unified CCX profile that is associated with this record.	int NOT NULL Primary Key
recordid	A unique identifier for the record.	int NOT NULL Primary Key
name	The name of the Wrap-Up category.	nvarchar(160,0) NOT NULL
type	The type of interaction for which the Wrap-Up reason is applied. For example, Non-Voice.	lvarchar(40) NOT NULL
global	Indicates whether the Wrap-Up category is tagged at global or CSQ level.	boolean NOT NULL

Field Name	Description	Storage
active	Indicates whether the record is currently active.	boolean NOT NULL
dateinactive	The date and time when the record became inactive.	datetime year to second NULL
createdatetime	The date and time that the record is created. Default value: Current year to second.	bigint NULL

WrapupReasons

Database table name: WrapupReasons

This table stores the details about the Wrap-Up reasons that are configured by the administrator.

Table 72: WrapupReasons Table Fields

Field Name	Description	Storage
reasonid	A unique identifier for the Wrap-Up reason.	int NOT NULL Primary Key
categoryid	A unique identifier for the Wrap-Up category.	int NOT NULL
reason	The name of the Wrap-Up reason.	nvarchar(160,0) NOT NULL
active	Indicates whether the record is currently active.	boolean NOT NULL
dateinactive	The date and time when the record became inactive.	datetime year to second NULL
createdatetime	The date and time that the record is created. Default value: Current year to second.	bigint NULL

WrapupCsqMap

Database table name: WrapupCsqMap

The mapping of Wrap-Up Reasons and CSQs is stored in this table.

Table 73: WrapupCsqMap Table Fields

Field Name	Description	Storage
recordid	A unique identifier for the record.	int NOT NULL Primary Key
categoryid	A unique identifier for the Wrap-up Category.	int NOT NULL
csqid	A unique identifier for the CSQ from the ContactServiceQueue table.	int NOT NULL
active	Indicates whether the record is currently active.	boolean NOT NULL
dateinactive	The date and time when the record became inactive.	datetime year to second NULL
createdatetime	The date and time that the record is created. Default value: Current year to second.	bigint NULL