



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 Management 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](#) describes 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	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find • Click Finish.
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • For emphasis. Example: <i>Do not</i> use the numerical naming convention. • An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Express Installation Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or information that the system displays. Example: <code><html><title> Cisco Systems, Inc. </title></html></code> • File names. Example: <code>tserver.properties.</code> • Directory paths. Example: <code>C:\Program Files\Adobe</code>
string	<p>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.</p>
[]	<p>Optional elements appear in square brackets.</p>

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: <ul style="list-style-type: none"> • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.
^	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

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