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Change History

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<tr>
<td>Various updates for Precision Queue enhancements</td>
<td>Initial release of document for 10.5(1).</td>
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</table>

About This Guide

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

Audience

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

The Schema Help, which you can open from the Administration & Data Server, has the same information as this PDF manual.
You can navigate the PDF file using the Contents, the Index, and the links.

**Organization**

The manual is divided into the following chapters:

<table>
<thead>
<tr>
<th>Part/Chapter</th>
<th>Title</th>
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</thead>
<tbody>
<tr>
<td>Chapter 1</td>
<td>Introduction</td>
<td>Describes the types of data stored in the database and the relationships among those data.</td>
</tr>
<tr>
<td>Chapter 2</td>
<td>All Tables</td>
<td>Fully documents each table. Provides field descriptions and indexes.</td>
</tr>
<tr>
<td>Chapter 3</td>
<td>Tables by Group</td>
<td>Explains major categories (groupings) of tables, arranged logically by their domains and interrelationships.</td>
</tr>
<tr>
<td>Chapter 4</td>
<td>Field Values</td>
<td>Explains the coded values used for specific fields within the database.</td>
</tr>
<tr>
<td>Chapter 5</td>
<td>Database Rules</td>
<td>Explains the dependencies and constraints that govern the relationships among tables.</td>
</tr>
</tbody>
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**Related Documents**

Documentation for Cisco Unified Intelligent Contact Management (Unified ICM), Cisco Unified Contact Center Enterprise (Unified CCE), Cisco Unified Contact Center Hosted (Unified CCH), as well as related documentation, is accessible from Cisco.com at: [http://www.cisco.com/web/psa/products/index.html](http://www.cisco.com/web/psa/products/index.html).

- Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), Cisco Unified Contact Center Management Portal (Unified CCMP), Cisco Unified Customer Voice Portal (Unified CVP), and Cisco Unified IP IVR.

- For documentation for these Cisco Unified Contact Center products, go to [http://www.cisco.com/web/psa/products/index.html](http://www.cisco.com/web/psa/products/index.html), click Voice and Unified Communications, then click **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click the product or option you want.

- For troubleshooting tips for these Cisco Unified Contact Center products, go to [http://docwiki.cisco.com/wiki/Category:Troubleshooting](http://docwiki.cisco.com/wiki/Category:Troubleshooting), then click the product or option you want.


- The Product Alert tool is accessible from (login required) [http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice](http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice).


**Obtaining Documentation and Submitting a Service Request**

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

Subscribe to *What’s New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.

**Field Alerts and Field Notices**

Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in www.cisco.com and then access the tool at https://www.cisco.com/cisco/support/notifications.html.

**Documentation Feedback**

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

We appreciate your comments.

**Conventions**

This document uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
</table>
| **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**. |
<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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.  
  - A syntax value that the user must replace. Example: IF (condition, true-value, false-value)  
  - A book title. Example: See the Cisco Unified Contact Center Enterprise Installation and Upgrade Guide. |
| window font | Window font, such as Courier, is used for the following:  
  - Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>` |
| `< >` | 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. |