



Tables by Group

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Overview

This section explains major areas of the schema. Tables are arranged in logical groups based on their domains and interrelationships.

For each section, you can find:

- an illustration that maps the connections among tables in that group
- links to detailed information on each individual table in the group
- a link to the database rules for the group

For details on the columns in each table, see [All Tables](#).

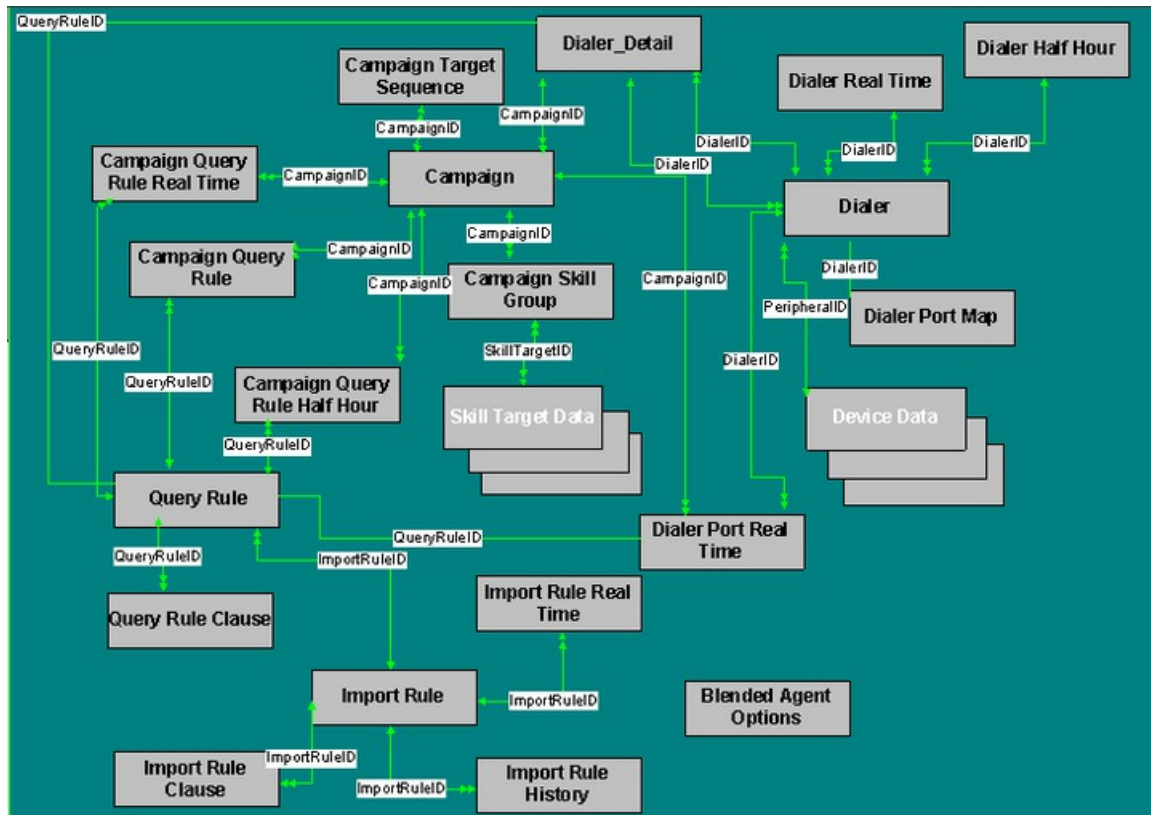
Blended Agent (Outbound Option)

This figure depicts the tables in the Blended Agent (Outbound Option) category and their connections.

In this graphic:

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 1: Blended Agent



To see database rules for tables in the Blended Agent group, see [Blended Agent Tables \(Outbound Option\)](#).

Tables that hold **Blended Agent (Outbound Option)** data are listed below.

- [Blended_Agent_Options](#)
- [Campaign](#)
- [Campaign_Half_Hour](#)
- [Campaign_Query_Rule](#)
- [Campaign_Query_Rule_Half_Hour](#)
- [Campaign_Query_Rule_Real_Time](#)
- [Campaign_Skill_Group](#)
- [Campaign_Target_Sequence](#)

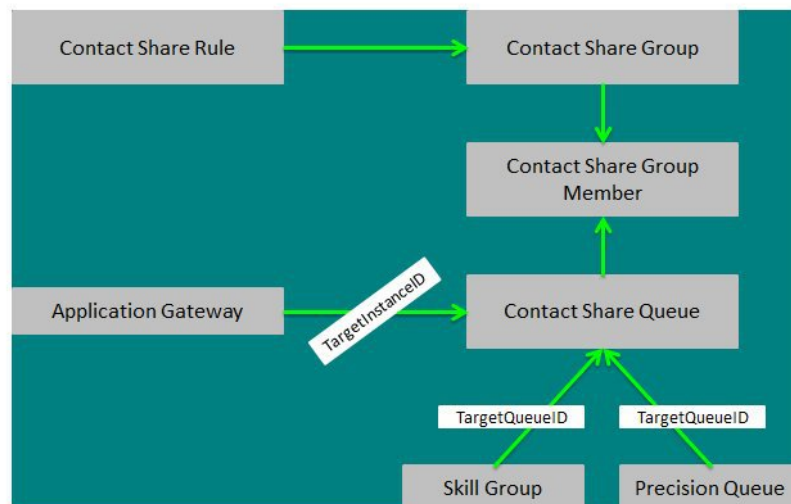
- [Dialer](#)
- [Dialer_Detail](#)
- [Dialer_Half_Hour](#)
- [Dialer_Port_Map](#)
- [Dialer_Port_Real_Time](#)
- [Dialer_Skill_Group_Half_Hour](#)
- [Dialer_Skill_Group_Real_Time](#)
- [Import_Rule](#)
- [Import_Rule_Clause](#)
- [Import_Rule_History](#)
- [Import_Rule_Real_Time](#)
- [Query_Rule](#)
- [Query_Rule_Clause](#)

Contact Sharing

This figure depicts the tables in this category and their connections.

In this graphic:

Figure 2: Contact Sharing



- A single box represents a single table.

- A box with a + plus sign represents a subcategory of table with related detail: Peripheral and Trunk Group.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 3: Contact Sharing

To see **database rules** for these tables, see [Contact Sharing Tables](#).

Tables in the **Contact Sharing** category include the following:

- [Application_Gateway](#)
- [Contact_Share_Group](#)
- [Contact_Share_Group_Member](#)
- [Contact_Share_Queue](#)
- [Contact_Share_Rule](#)
- [Precision_Queue](#)
- [Skill_Group](#)

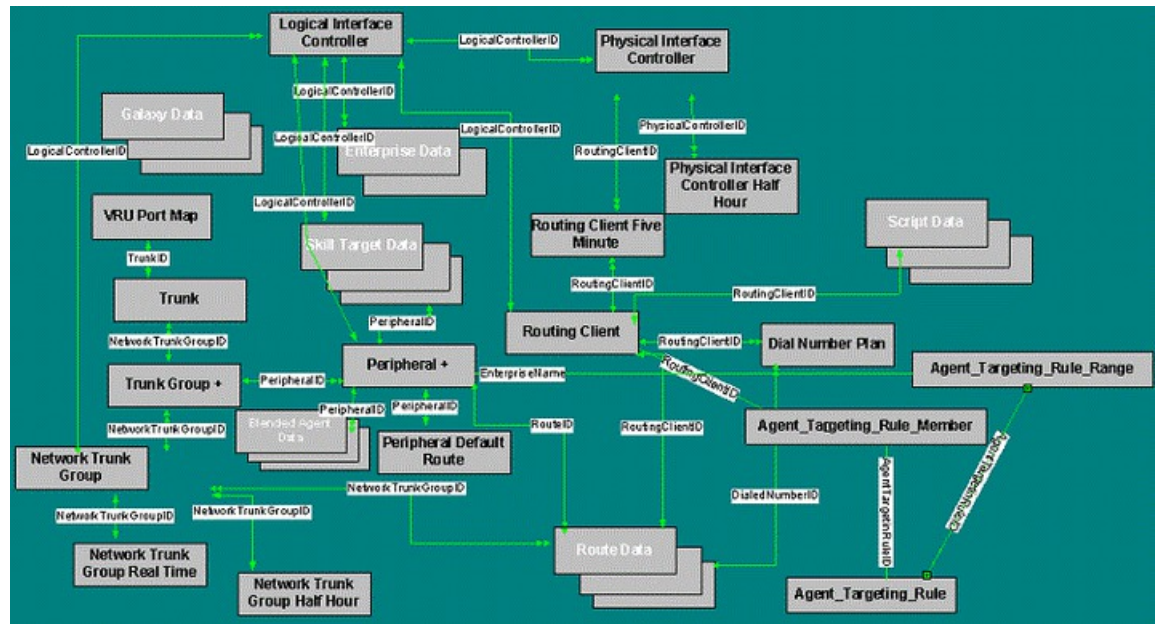
Device

This figure depicts the tables in this category and their connections.

In this graphic:

- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Peripheral and Trunk Group.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 4: Device



To see **database rules** for these tables, see [Device Tables](#).

Tables in the **Device** category include the following:

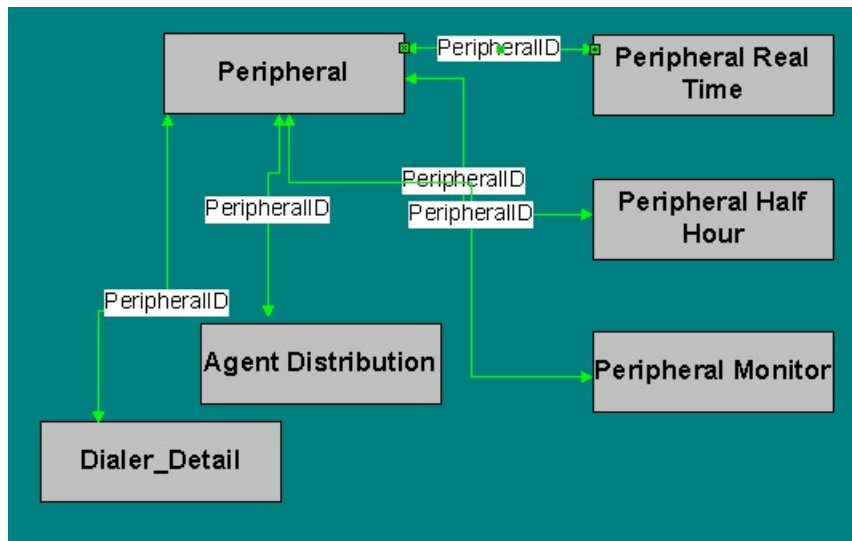
- [Agent_Targeting_Rule](#)
- [Agent_Targeting_Rule_Member](#)
- [Agent_Targeting_Rule_Range](#)
- [Dial_Number_Plan](#)
- [Logical_Interface_Controller](#)
- [Network_Trunk_Group](#)
- [Network_Trunk_Group_Half_Hour](#)
- [Network_Trunk_Group_Real_Time](#)
- [Peripheral](#) See the section below for Peripheral Detail tables.
- [Peripheral_Default_Route](#)
- [Physical_Controller_Half_Hour](#)
- [Physical_Interface_Controller](#)
- [Routing_Client](#)
- [Routing_Client_Five_Minute](#)
- [Trunk](#)
- [Trunk_Group](#) See the section below for Trunk Group Detail tables.

- [Vru_Port_Map](#)

Peripheral Detail

The figure below illustrates the tables in the Peripheral Detail subcategory.

Figure 5: Peripheral Detail

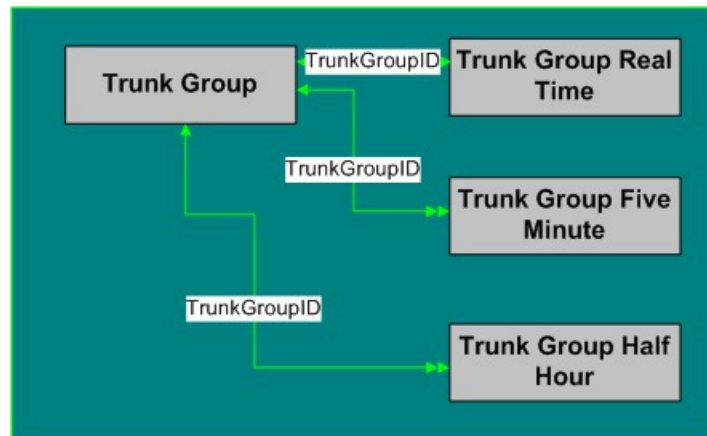


These tables are:

- [Agent_Distribution](#)
- [Dialer_Detail](#)
- [Peripheral](#)
- [Peripheral_Monitor](#)
- [Peripheral_Real_Time](#)

Trunk Group Detail

The figure below illustrates the tables in the Trunk Detail subcategory.

Figure 6: Trunk Details

These tables are:

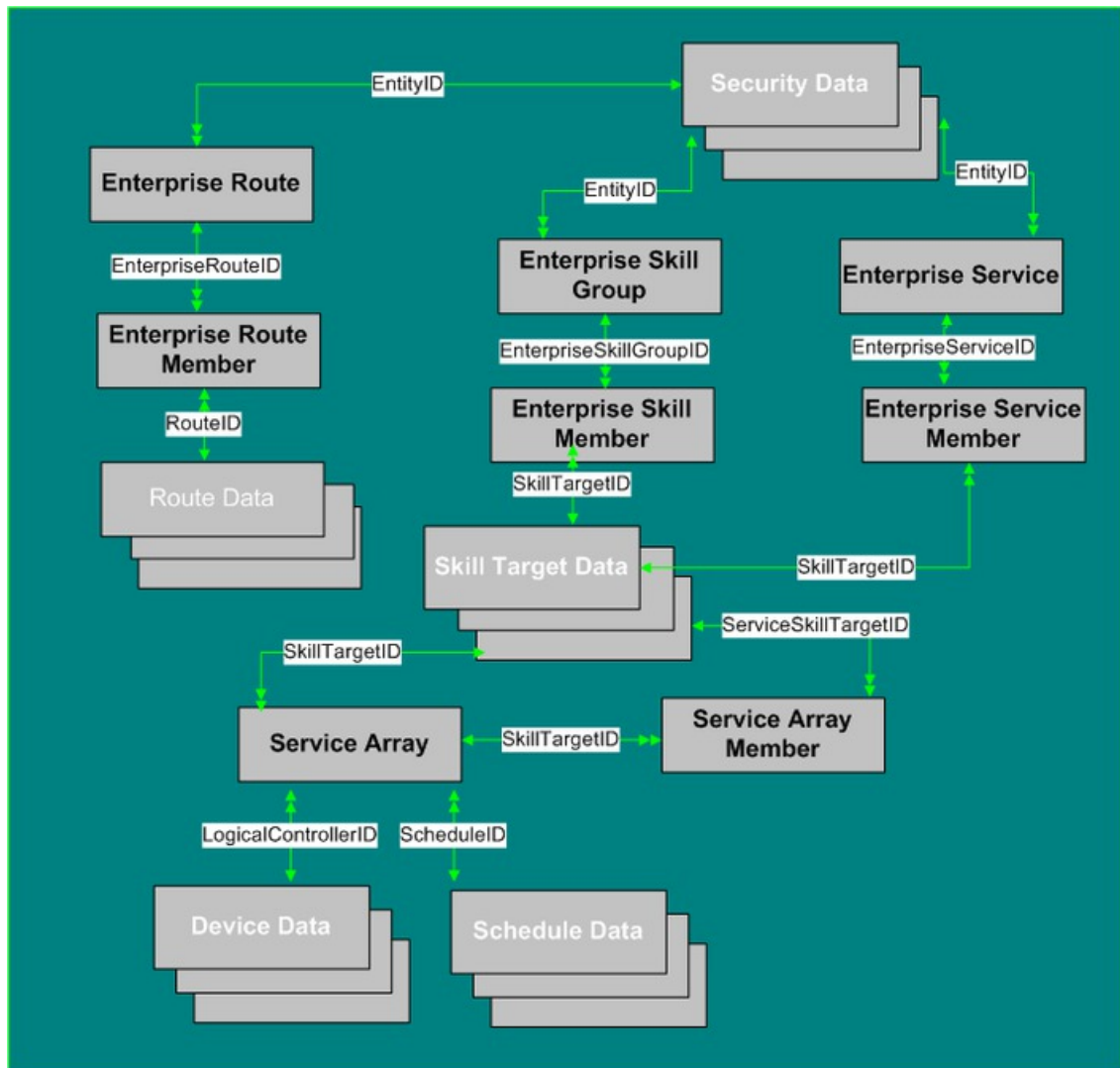
- [Trunk_Group](#)
- [Trunk_Group_Five_Minute](#)
- [Trunk_Group_Half_Hour](#)
- [Trunk_Group_Real_Time](#)

Enterprise

The figure below shows the relationships among tables in the Enterprise category.

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 7: Enterprise



To see **database rules** for these tables, see [Enterprise Tables](#).

Tables that hold **Enterprise** data are listed below.

- [Enterprise_Route](#)
- [Enterprise_Route_Member](#)
- [Enterprise_Skill_Group](#)
- [Enterprise_Skill_Group_Member](#)
- [Enterprise_Service](#)
- [Enterprise_Service_Member](#)
- [Service_Array](#)

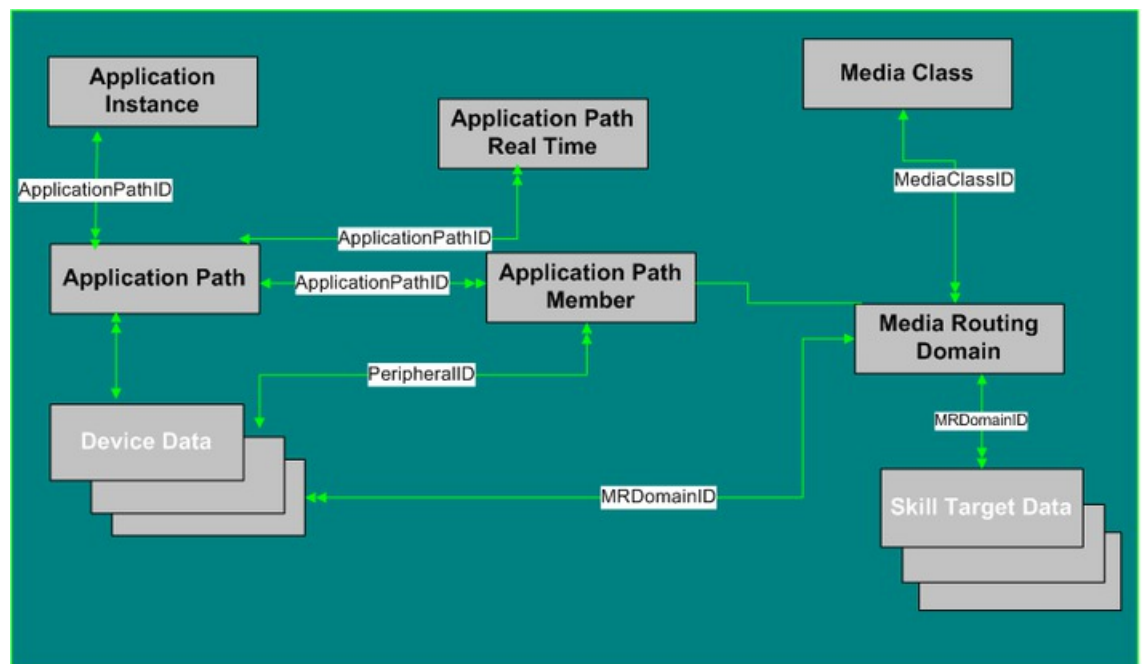
- [Service_Array_Member](#)

Media Routing

The figure below shows the relationships among the tables in the Media Routing category.

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 8: Media Routing Tables



To see **Database rules** for the Media Routing tables, see [Media Routing Tables](#).

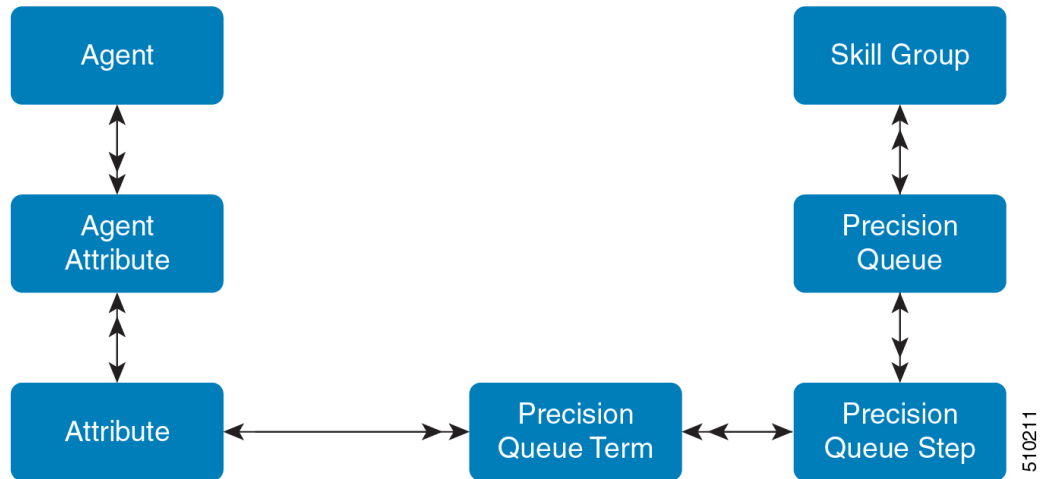
Media Routing Tables are listed below:

- [Application_Instance](#)
- [Application_Path](#)
- [Application_Path_Member](#)
- [Application_Path_Real_Time](#)
- [Media_Class](#)
- [Media_Routing_Domain](#)

Precision Queue

This figure depicts the tables in the Precision Queue category and their connections.

Figure 9: Precision Queue Tables



In this graphic:

- A single box represents a single table.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

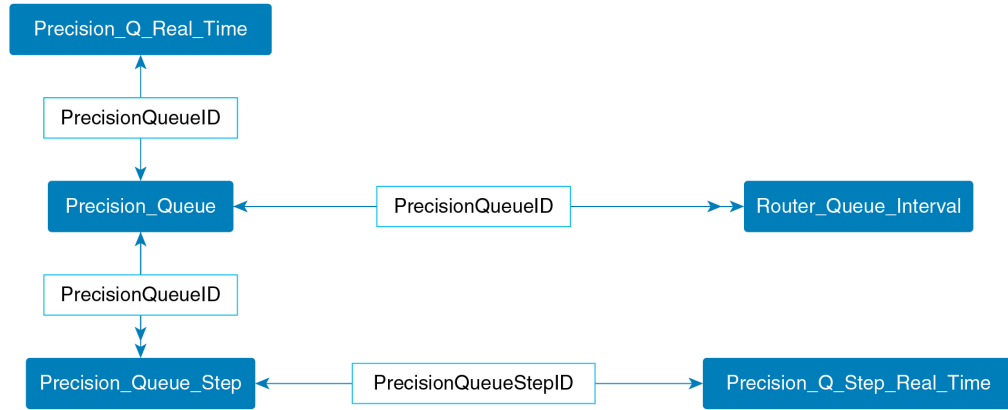
Tables that hold Precision Queue data are listed below:

- Agent_Real_Time
- Agent_Skill_Group_Interval
- Agent_Skill_Group_Real_Time
- Call_Type_SG_Interval
- Precision_Q_Real_Time_Table
- Precision_Queue_Step
- Precision_Queue_Term
- Router_Queue_Interval
- Skill_Group
- Skill_Group_Interval
- Termination_Call_Detail

Precision Queue Detail

The figure below illustrates the tables in the Precision Queue Detail subcategory.

Figure 10: Precision Queue Detail



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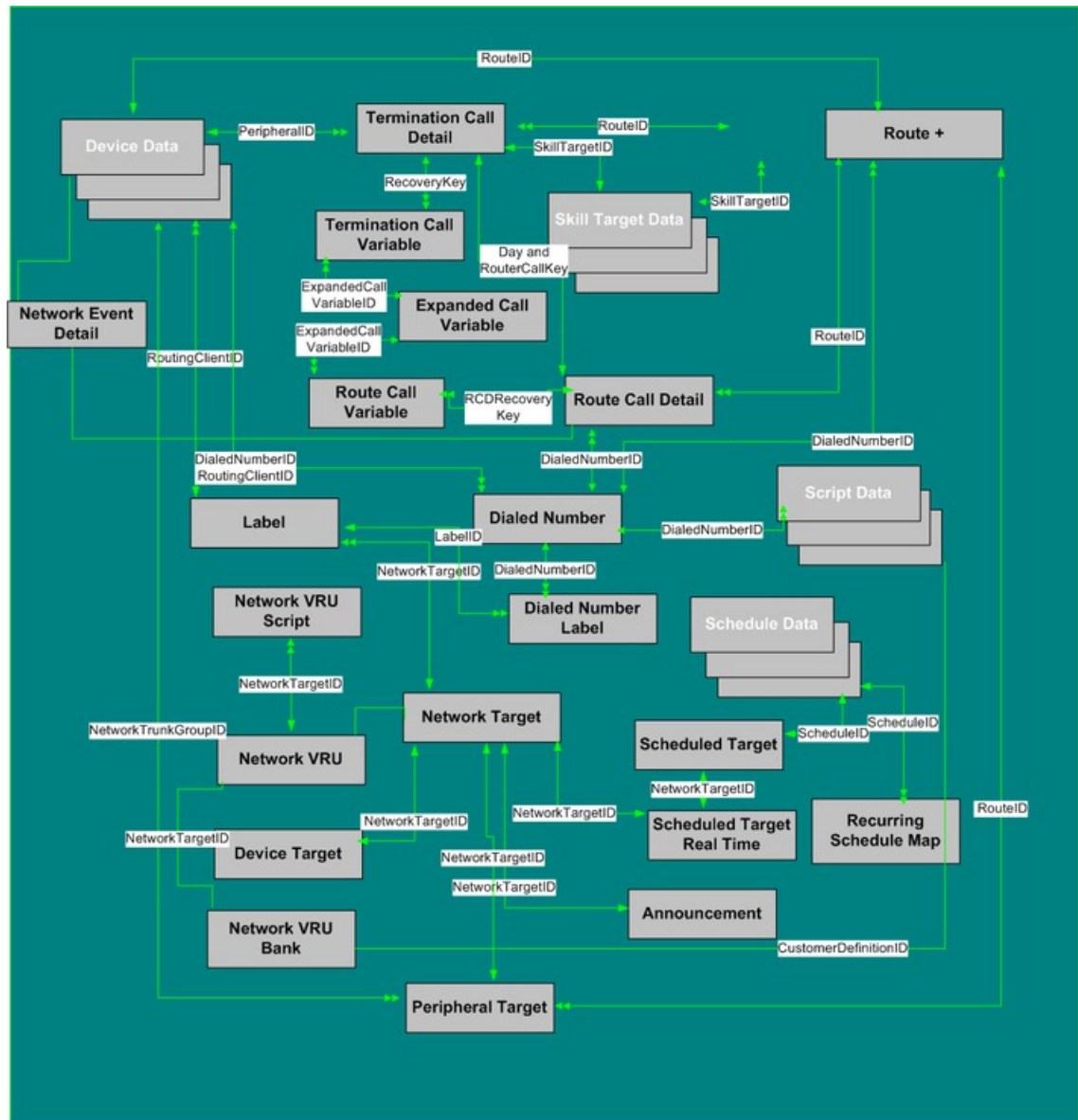
Route

This figure depicts the tables in this category and their connections.

In this graphic:

- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Route Detail.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 11: Route Tables



To see **Database Rules** for Route Tables, see [Route Tables](#).

Tables that hold **Route** data are listed below.

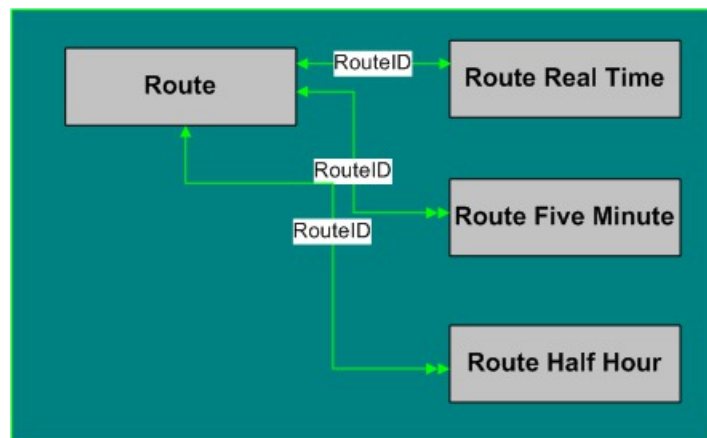
- [Announcement](#)
- [Dialed_Number](#)
- [Dialed_Number_Label](#)
- [Expanded_Call_Variable](#)
- [Label](#)

- Network_Event_Detail
- Network_Target
- Network_Vru
- Network_Vru_Bank
- Network_Vru_Script
- Peripheral_Target
- Recurring_Schedule_Map
- Route
- Route_Call_Detail
- Route_Call_Variable
- Scheduled_Target
- Scheduled_Target_Real_Time
- Termination_Call_Detail
- Termination_Call_Variable

Route Detail Tables

The figure below illustrates the tables in the Route Details subcategory.

Figure 12: Route Details Tables



Route Detail Tables are:

- Route
- Route_Real_Time
- Route_Five_Minute
- Route_Half_Hour

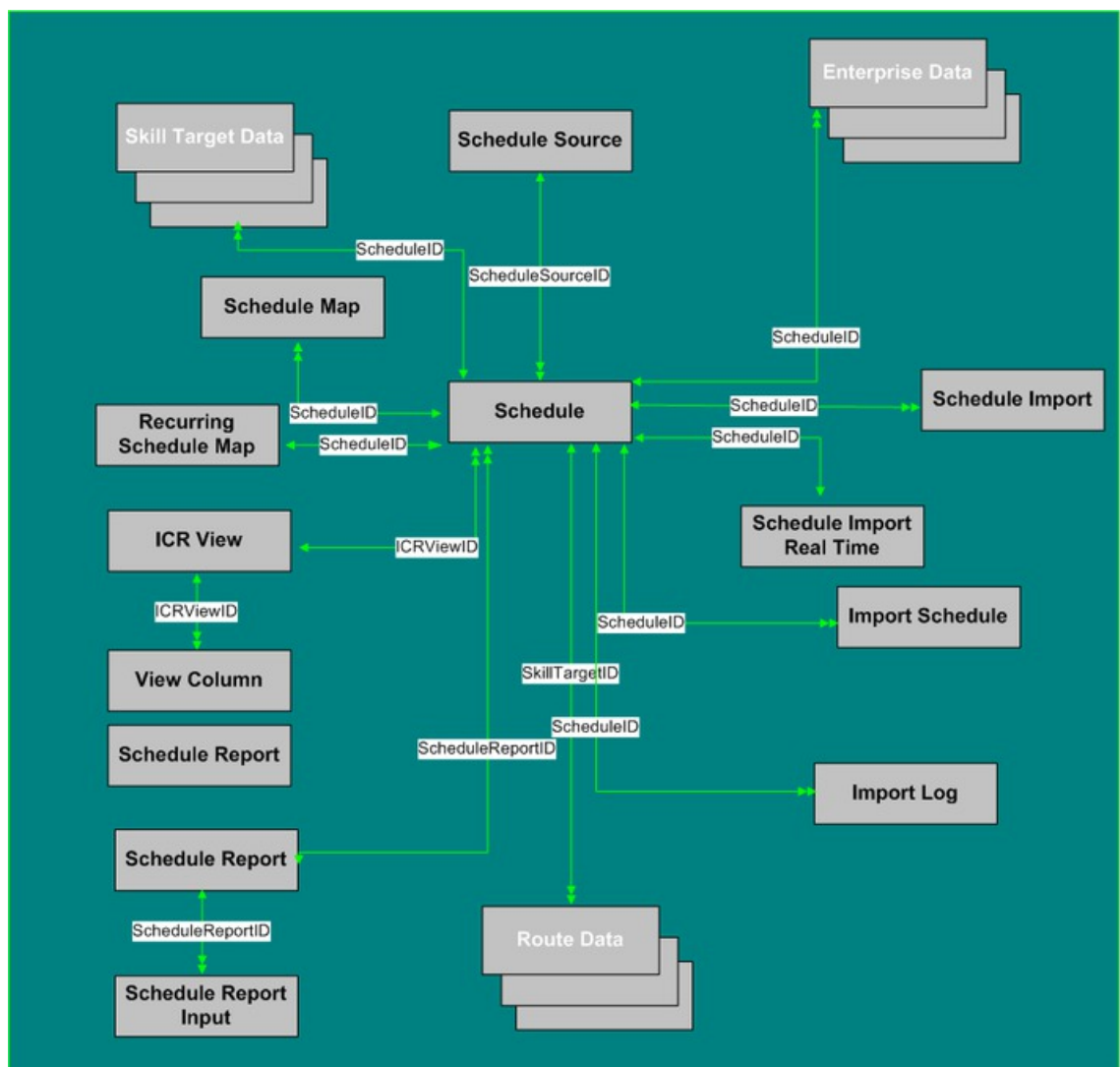
Schedule

This figure depicts the tables in this category.

In this graphic:

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 13: Schedule Tables



To see **Database Rules** for Schedule Tables, see [Schedule Tables](#).

Tables that hold **Schedule** data are listed below.

- [Schedule](#)
- [Schedule_Source](#)
- [Schedule_Map](#)
- [Recurring_Schedule_Map](#)
- [Schedule_Report](#)
- [Schedule_Report_Input](#)
- [Schedule_Import](#)
- [Schedule_Import_Real_Time](#)
- [Schedule_Source](#)
- [Import_Schedule](#)
- [Import_Log](#)
- [ICR_View](#)
- [View_Column](#)

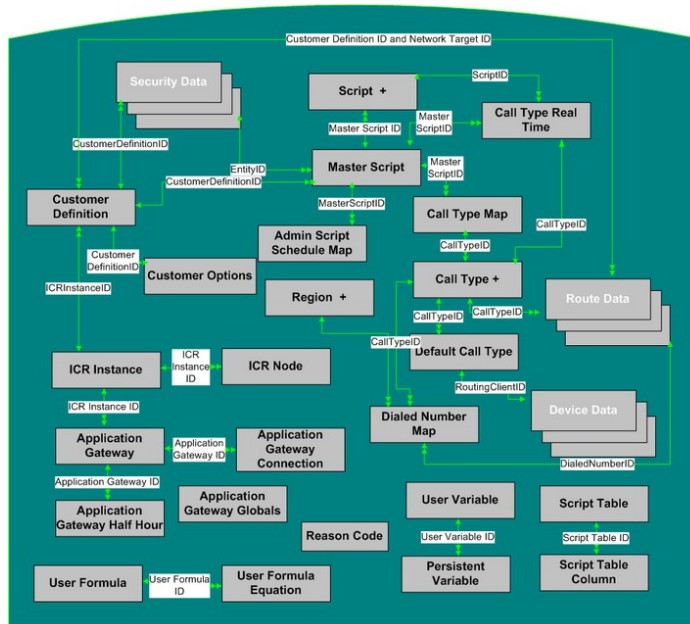
Script

This figure depicts the tables in this category.

In this graphic:

- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Call Type, Region, and Script.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 14: Script Tables



To see **database rules** for these tables, see [Script Tables](#).

Script Tables are listed below

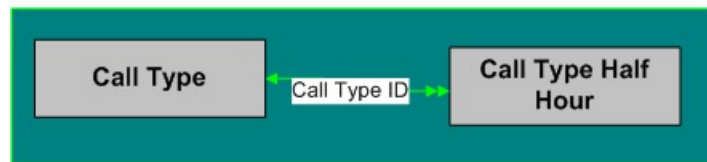
- [Admin_Script_Schedule_Map](#)
- [Application_Gateway](#)
- [Application_Gateway_Connection](#)
- [Application_Gateway_Half_Hour](#)
- [Application_Gateway_Globals](#)
- [Call_Type](#)
- [Call_Type_Map](#)
- [Call_Type_Real_Time](#)
- [Customer_Definition](#)
- [Customer_Options](#)
- [Default_Call_Type](#)
- [Dialed_Number_Map](#)
- [ICR_Instance](#)
- [ICR_Node](#)
- [Master_Script](#)
- [Persistent_Variable](#)

- [Region](#)
- [Script](#)
- [Script](#)
- [Script_Table_Column](#)
- [User_Formula](#)
- [User_Formula_Equation](#)
- [User_Variable](#)

Call Type Detail

The figure below illustrates the tables in the Call Type subcategory.

Figure 15: Call Type Tables



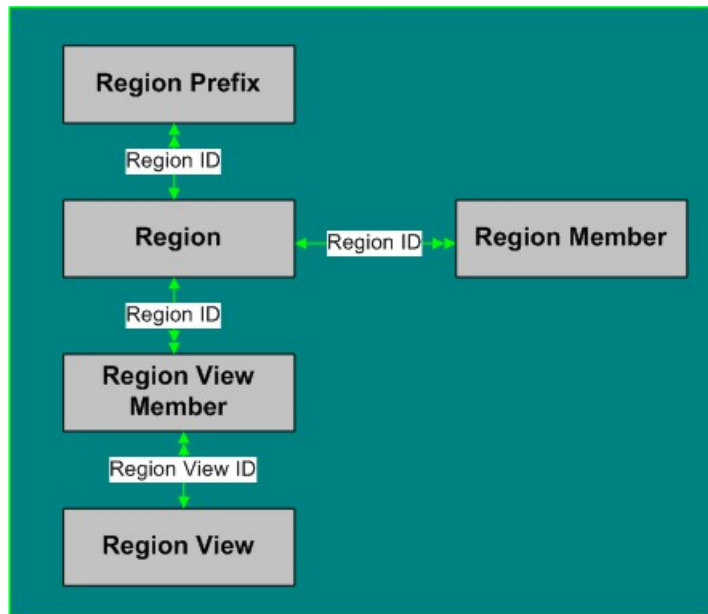
These tables are:

- [Call_Type](#)

Region Detail

The figure below illustrates the tables in the Region Detail subcategory.

Figure 16: Region Detail Tables



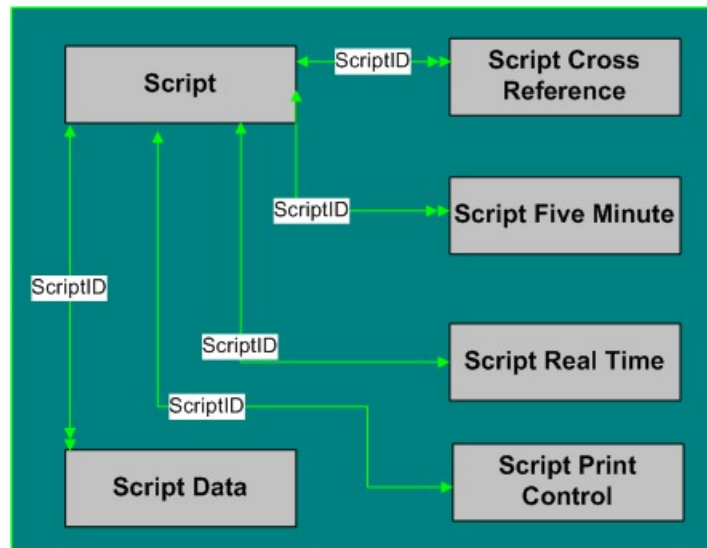
Region Detail Tables are listed below:

- [Region](#)
- [Region_Member](#)
- [Region_Prefix](#)
- [Region_View_Member](#)
- [Region_View](#)

Script Detail

The figure below illustrates the tables in the Script Detail subcategory.

Figure 17: Script Detail



Script Detail Tables are listed below:

- [Script](#)
- [Script_Cross_Reference](#)
- [Script_Data](#)
- [Script_Five_Minute](#)
- [Script_Print_Control](#)
- [Script_Real_Time](#)

Security

The figure below shows the relationships among tables in the Security category.

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

- [Sec_User](#)
- [User_Group](#)
- [User_Group_Member](#)
- [User_Security_Control](#)
- [User_Supervisor_Map](#)

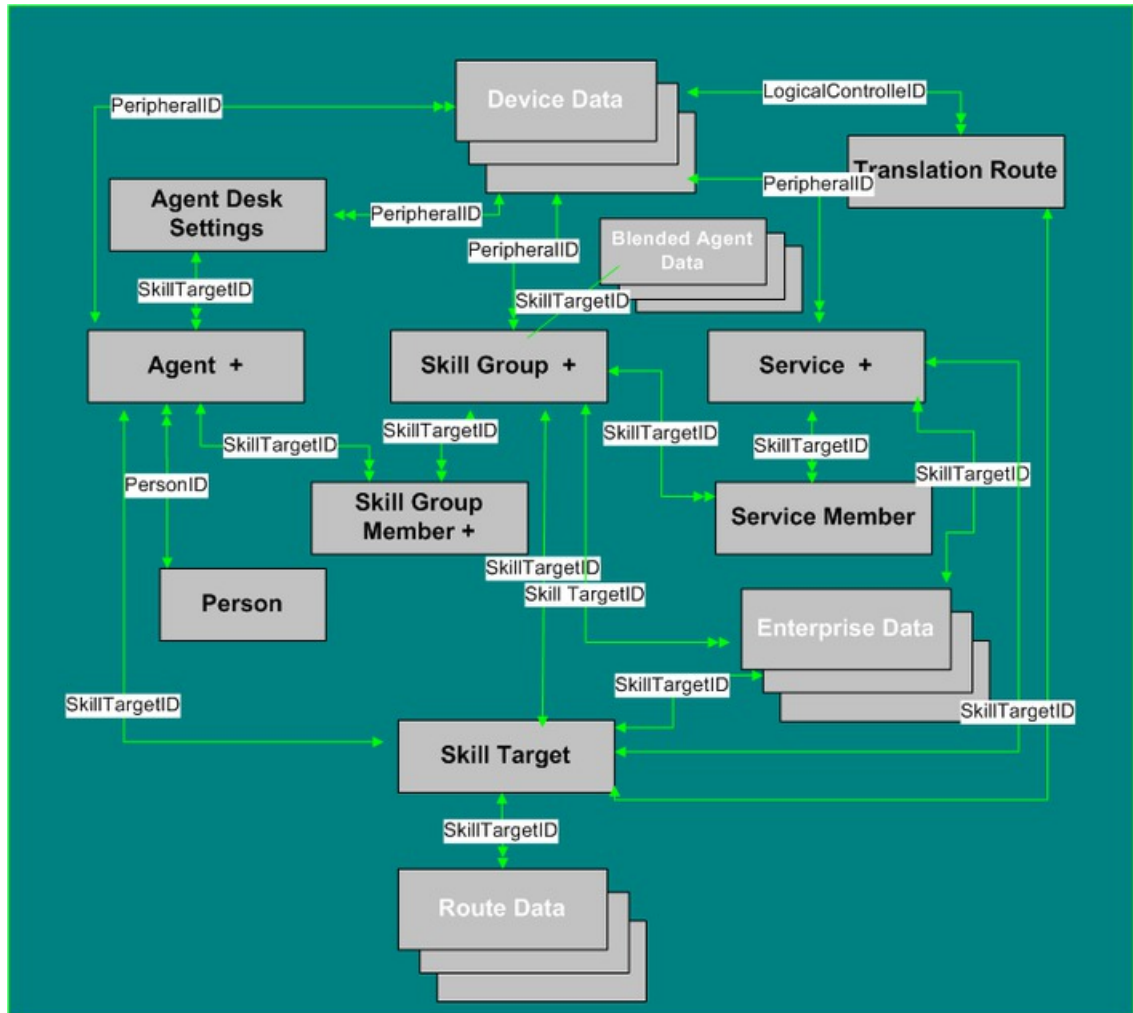
Skill Target

This figure shows the relationships among tables in the Skill Target category. The Agent, Service, Skill Group, and Skill Group Member tables each have related tables, as indicated by the + (plus signs) in the illustration.

In this graphic:

- A single box represents a single table.
- A box with a + plus sign represents a subcategory of table with related detail: Agent, Service, Skill Group, and Skill Group Member.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 19: Skill Target Tables



To see **database rules** for Skill Target tables, see [Skill Target Tables](#).

Skill Target tables include the following:

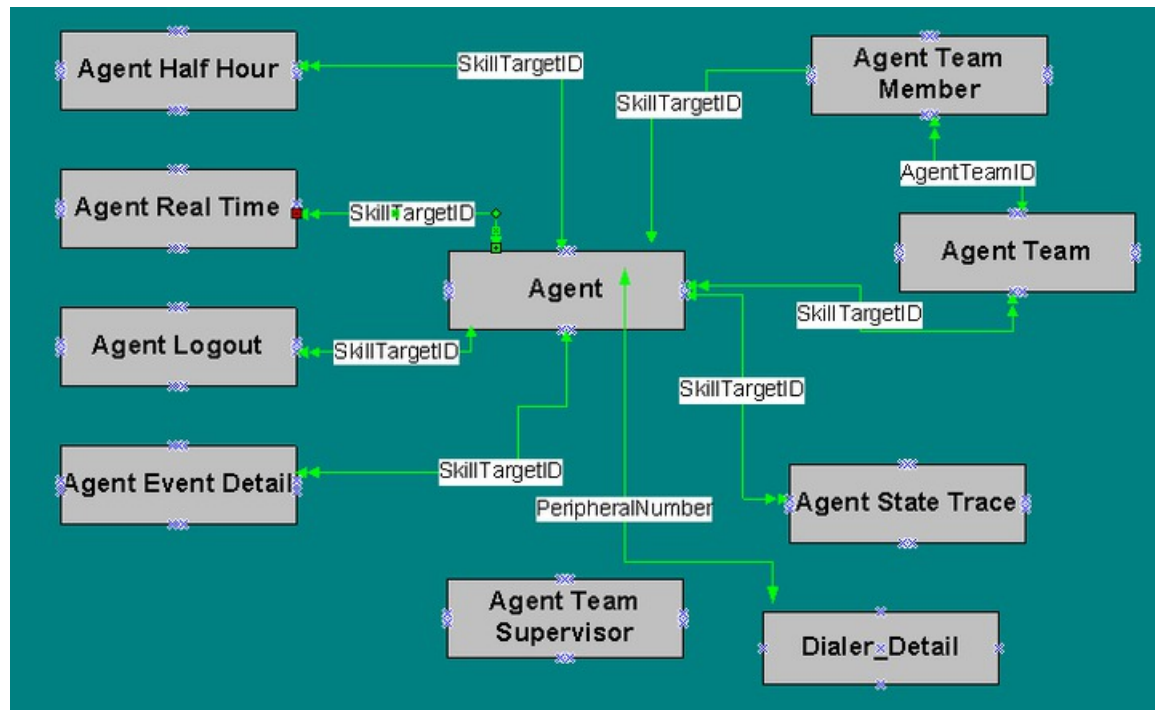
- Agent Table. See the Agent Detail section, below.
- [Agent_Desk_Settings](#)
- [Agent_Interval](#)
- [Person](#)
- Service Tables. See the Service Detail section, below.
- [Service_Member](#)
- Skill Group and Skill Group Member Tables. See the Skill Group Detail Section, below.
- [Skill_Target](#)
- [Translation_Route](#)

- [Translation_Route_Half_Hour](#)

Agent Detail

The figure below illustrates tables in the Agent subcategory.

Figure 20: Agent Tables



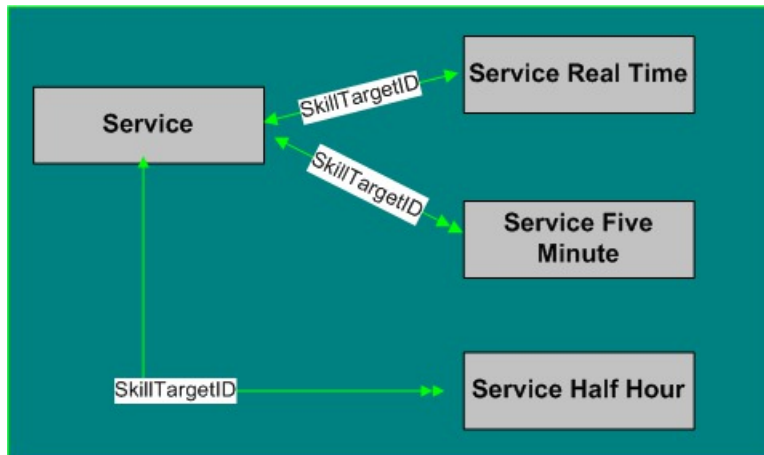
Agent Detail tables are listed below:

- [Agent](#)
- [Agent_Interval](#)
- [Agent_Real_Time](#)
- [Agent_Event_Detail](#)
- [Agent_State_Trace](#)
- [Agent_Team](#)
- [Agent_Team_Member](#)
- [Agent_Team_Supervisor](#)
- [Dialer_Detail](#)

Service Detail

The figure below illustrates tables in the Service subcategory.

Figure 21: Service Tables



Service tables include:

- [Service](#)
- [Service_Five_Minute](#)
- [Service_Real_Time](#)

Skill Group Detail

The figures below illustrate tables in the Skill Group and Skill Group Member subcategories.

Figure 22: Skill Group Tables

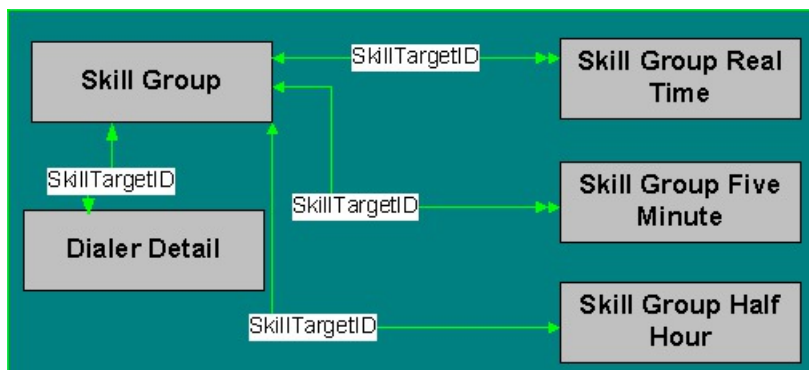
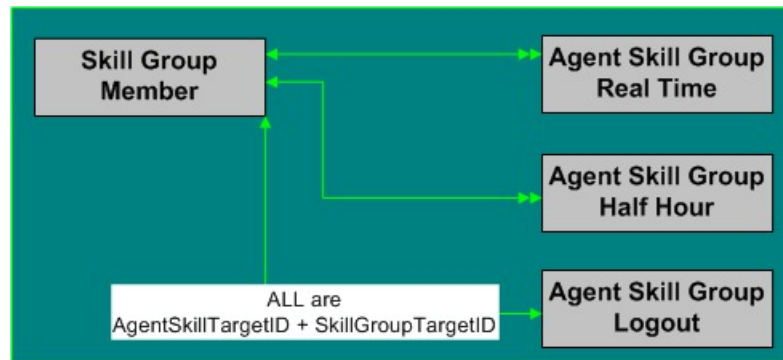


Figure 23: Skill Group Member Tables



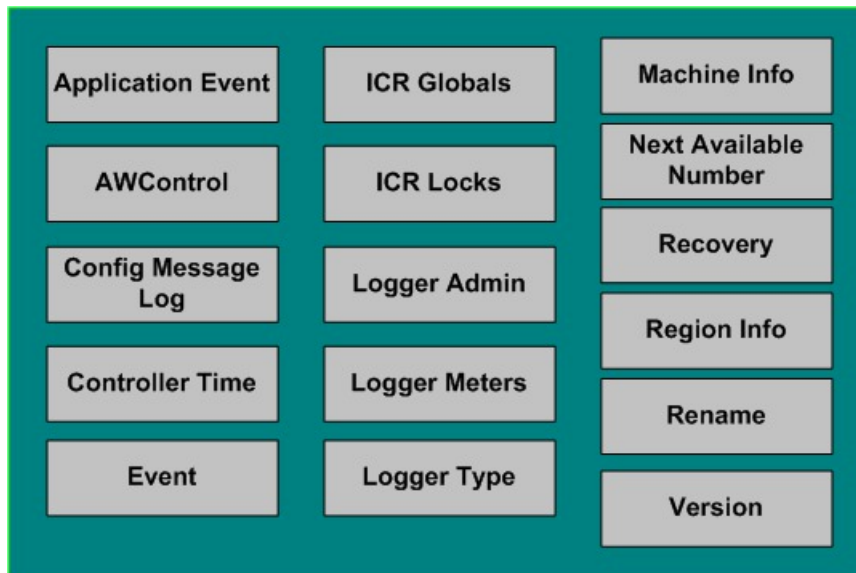
Skill Group and **Skill Group Member** Tables include the following:

- [Skill_Group](#)
- [Skill_Group_Five_Minute](#)
- [Skill_Group_Real_Time](#)
- [Skill_Group_Member](#)
- [Agent_Skill_Group_Logout](#)
- [Agent_Skill_Group_Real_Time](#)

System

The figure below illustrates tables in the System category. To see **database rules** for these tables, see [System Tables](#).

Figure 24: System Tables



To see **database rules** for these tables, see [System Tables](#).

System Tables are listed below

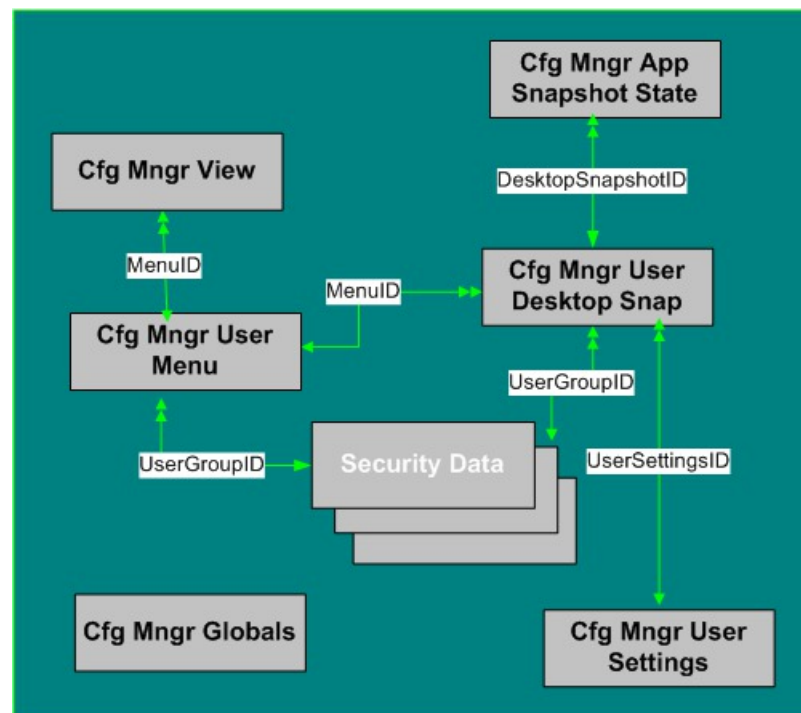
- [Application_Event](#)
- [AWControl](#)
- [Config_Message_Log](#)
- [Controller_Time](#)
- [Event](#)
- [ICR_Globals](#)
- [ICR_Locks](#)
- [Logger_Admin](#)
- [Logger_Meters](#)
- [Logger_Type](#)
- [Next_Available_Number](#)
- [Recovery](#)
- [Region_Info](#)
- [Rename](#)
- [Version](#)

User Preferences

The figure below illustrates the relationships among the User Preferences tables.

- A single box represents a single table.
- A stack of boxes represents several tables in another category of the schema.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 25: User Preferences Tables



To see **database rules** for these tables, see [User Preferences Tables](#).

User Preferences Tables include the following:

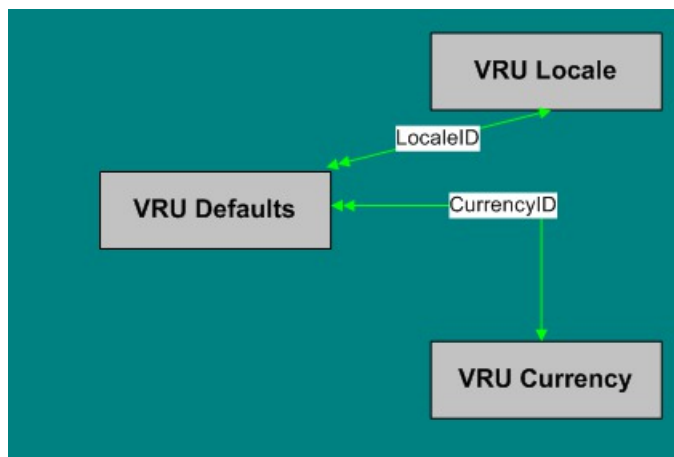
- [Cfg_Mngr_App_Snapshot_State](#)
- [Cfg_Mngr_Globals](#)
- [Cfg_Mngr_User_Desktop_Snap](#)
- [Cfg_Mngr_User_Menu](#)
- [Cfg_Mngr_User_Settings](#)
- [Cfg_Mngr_View](#)

VRU Micro-application

The figure below illustrates the relationships among the VRU Micro-Application tables.

- A single box represents a single table.
- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 26: VRU Micro-application Tables



For **database rules**, see [VRU Micro-applications Tables](#).

VRU MicroApplication Tables are listed below:

- [Vru_Currency](#)
- [Vru_Defaults](#)
- [Vru_Locale](#)

Tables Reserved for Future Use

Although the following tables have been added to the Unified ICM/Unified CCE Schema, they are reserved for future use:

- Application_Gateway_License
- Campaign_Half_Hour
- Campaign_Real_Time
- Dialer Skill Group Half Hour
- Dialer Skill Group Real Time
- License_Definition

- License_Real_Time
- Phone_Strategy
- Phone_Strategy_Node

