



## 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](#).



- 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

## Business Hours

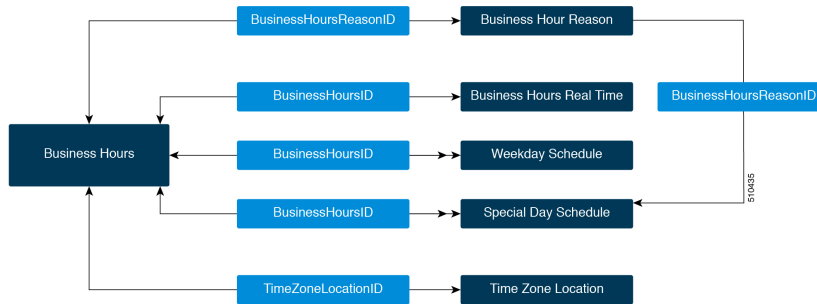
This figure depicts the tables in this category and their connections.

In this graphic:

**Figure 2: Business Hours**

- 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.
- A stack of boxes represents several tables in another category of the schema.

Figure 3: Business Hours Category



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

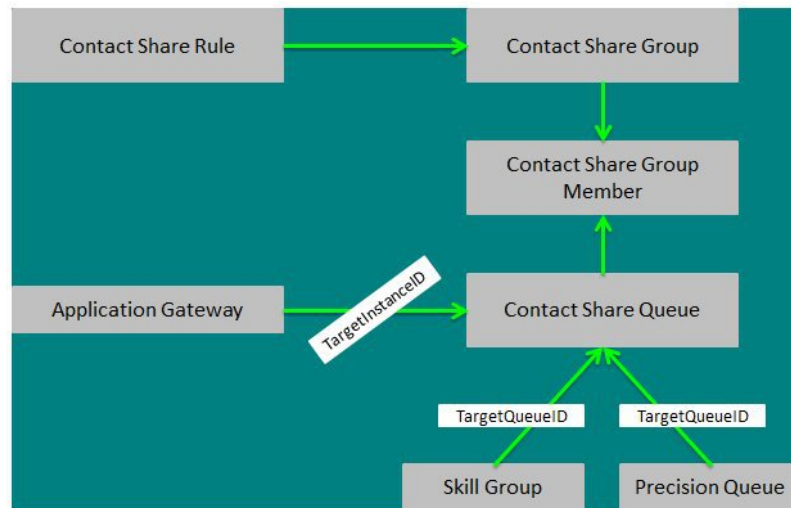
Tables in the **Business Hours** category include the following:

- [Business\\_Hours](#)
- [Business\\_Hours\\_Real\\_Time](#)
- [Business\\_Hours\\_Reason](#)
- [Special\\_Day\\_Schedule](#)
- [Time\\_Zone\\_Location](#)
- [Week\\_Day\\_Schedule](#)

## Contact Sharing

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

In this graphic:

**Figure 4: 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 5: 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](#)

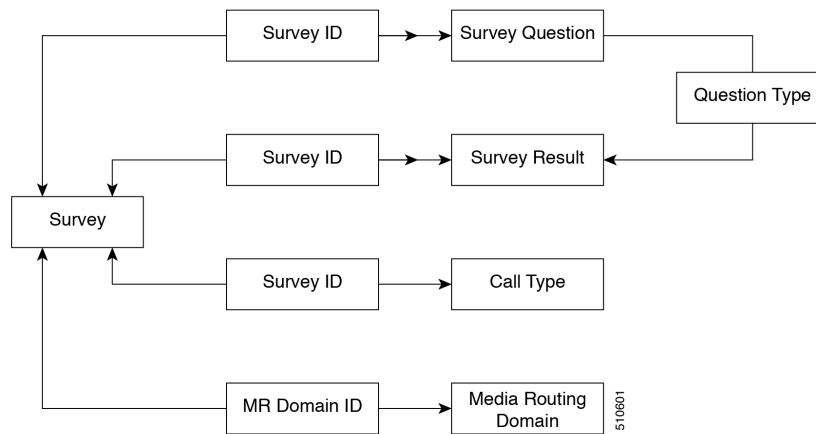
## Survey (For Future Use)

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

In the following 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.
- A stack of boxes represents several tables in another category of the schema.

**Figure 6: Survey**



To see the **database rules** for these tables, see [CX Survey\\_Table \(For Future Use\)](#).

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

- [Survey \(For Future Use\)](#)
- [Survey\\_Question \(For Future Use\)](#)
- [Survey\\_Result \(For Future Use\)](#)

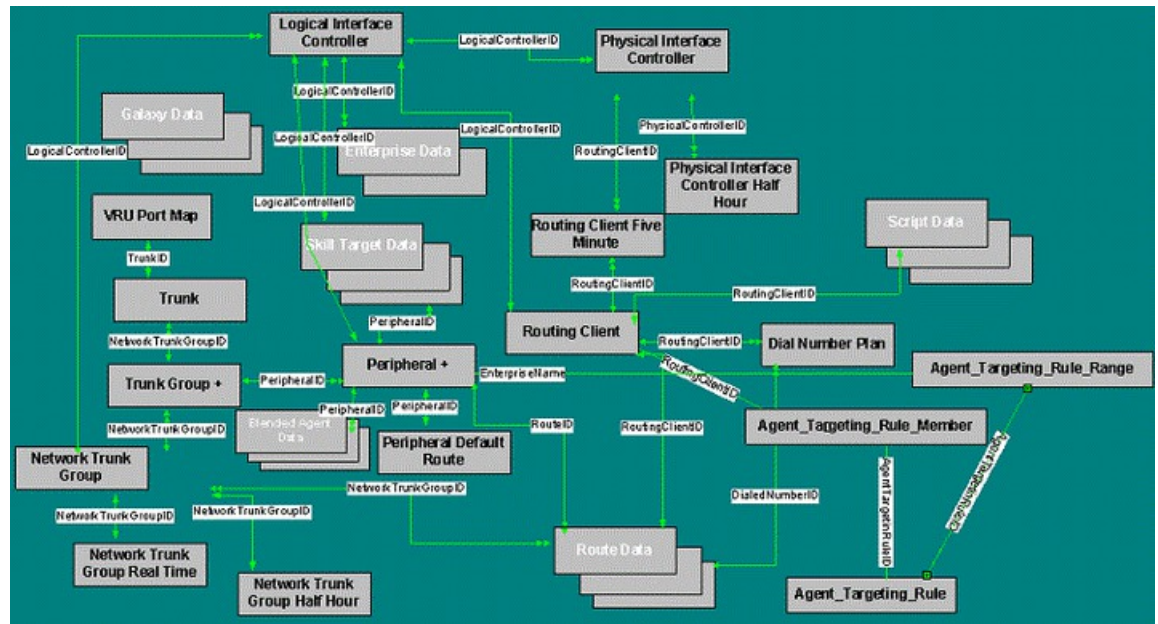
## Device

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 7: Device



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

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

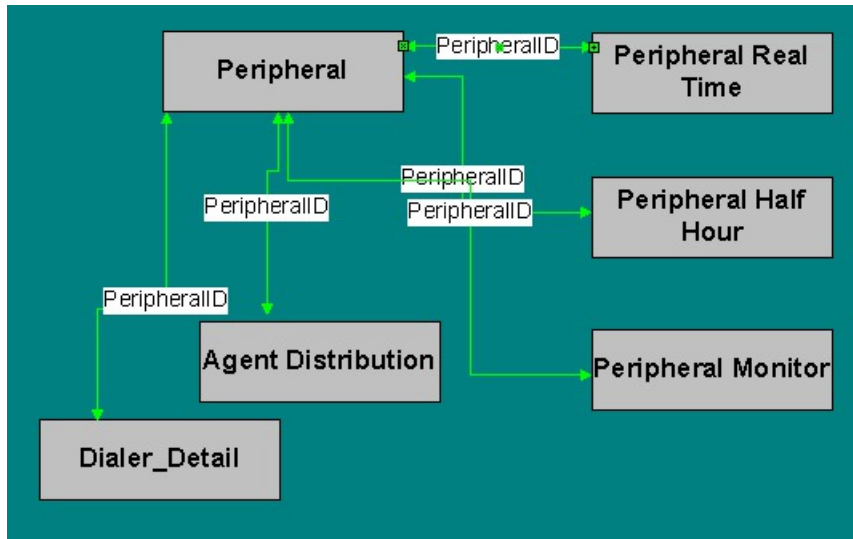
- [Agent\\_Targeting\\_Rule](#)
- [Agent\\_Targeting\\_Rule\\_Member](#)
- [Agent\\_Targeting\\_Rule\\_Range](#)
- [Dial\\_Number\\_Plan](#)
- [Logical\\_Interface\\_Controller](#)
- [Network\\_Trunk\\_Group](#)
- [Network\\_Trunk\\_Group\\_Half\\_Hour](#)
- [Network\\_Trunk\\_Group\\_Real\\_Time](#)
- [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 8: Peripheral Detail**



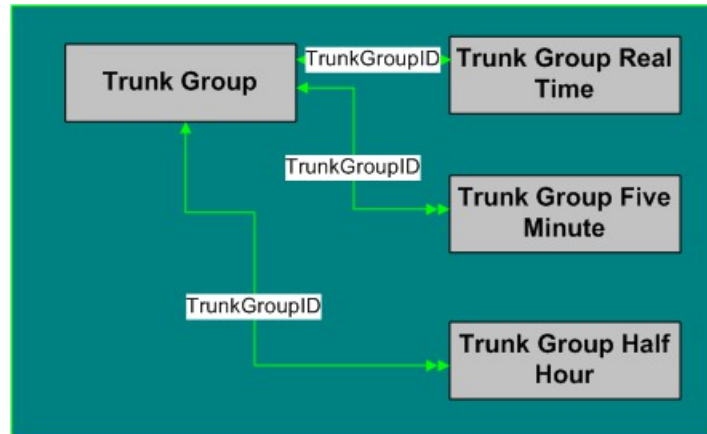
These tables are:

- [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 9: Trunk Details*

These tables are:

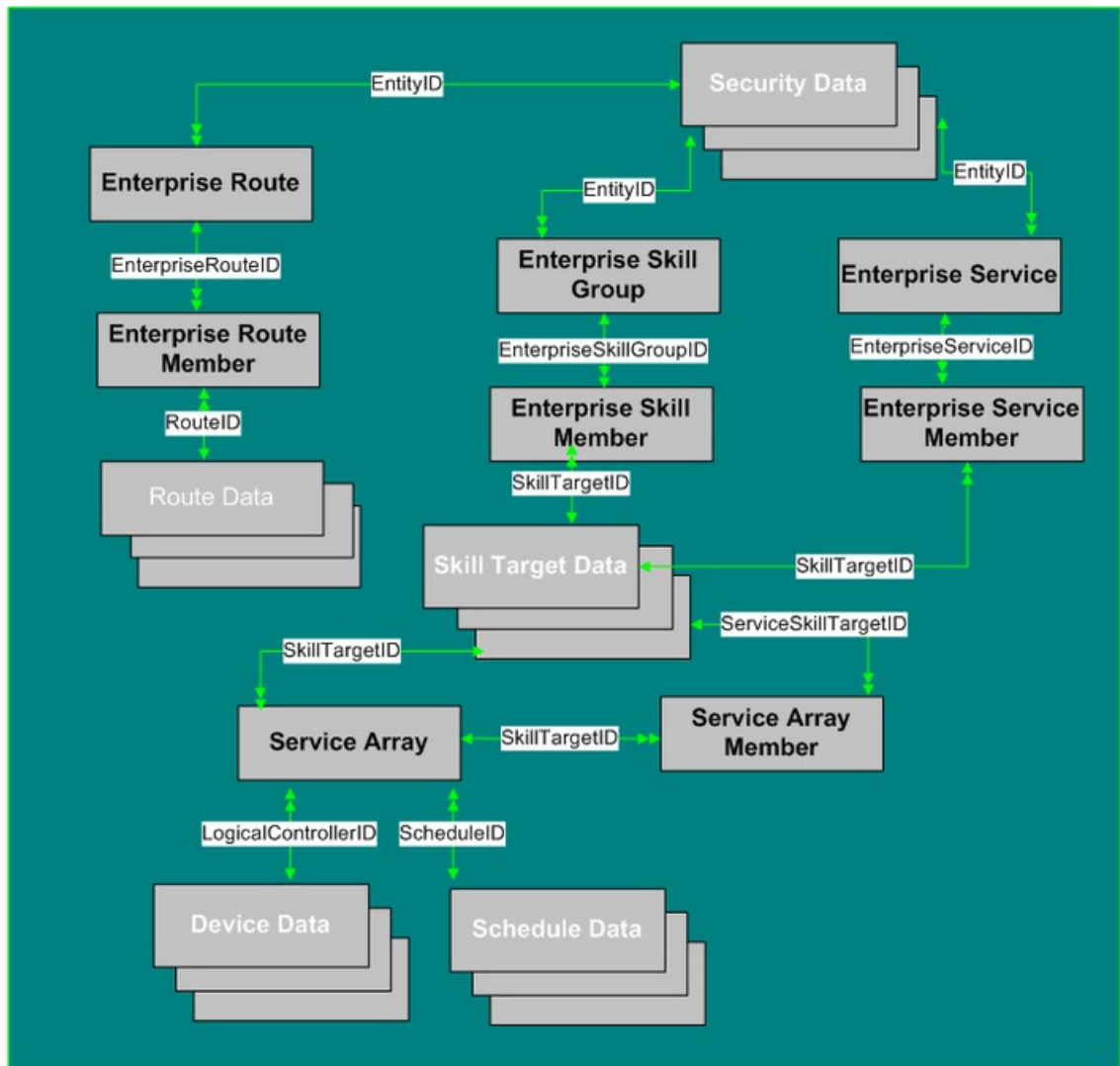
- [Trunk\\_Group](#)
- [Trunk\\_Group\\_Five\\_Minute](#)
- [Trunk\\_Group\\_Half\\_Hour](#)
- [Trunk\\_Group\\_Real\\_Time](#)

## 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 10: 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](#)

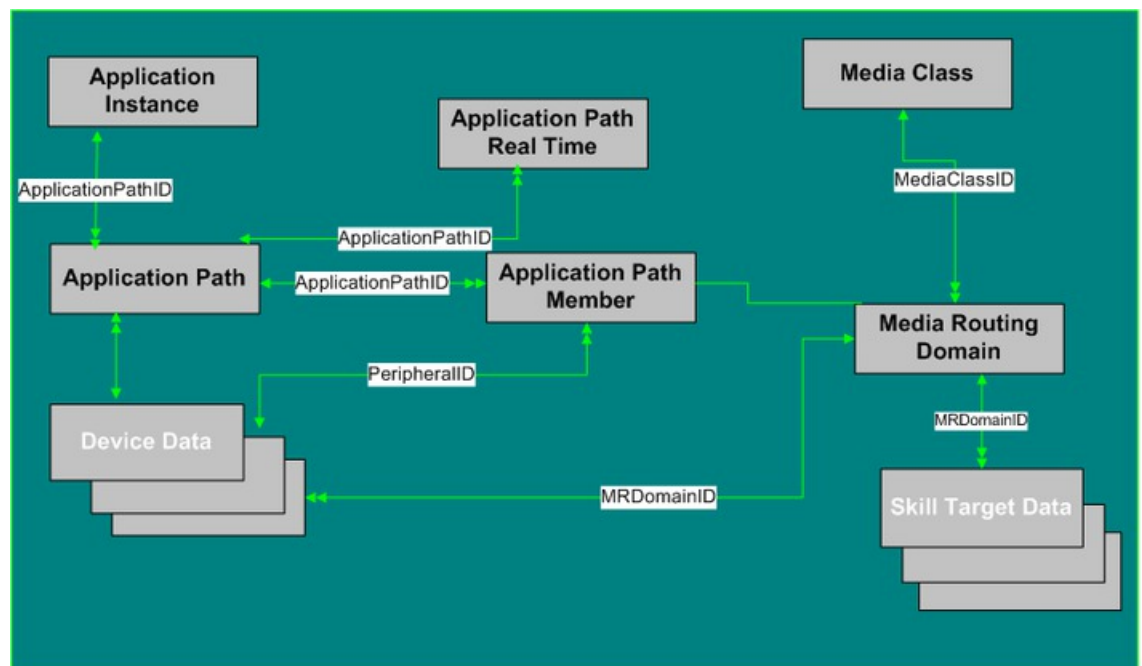
- [Service\\_Array\\_Member](#)

## 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 11: Media Routing Tables**



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

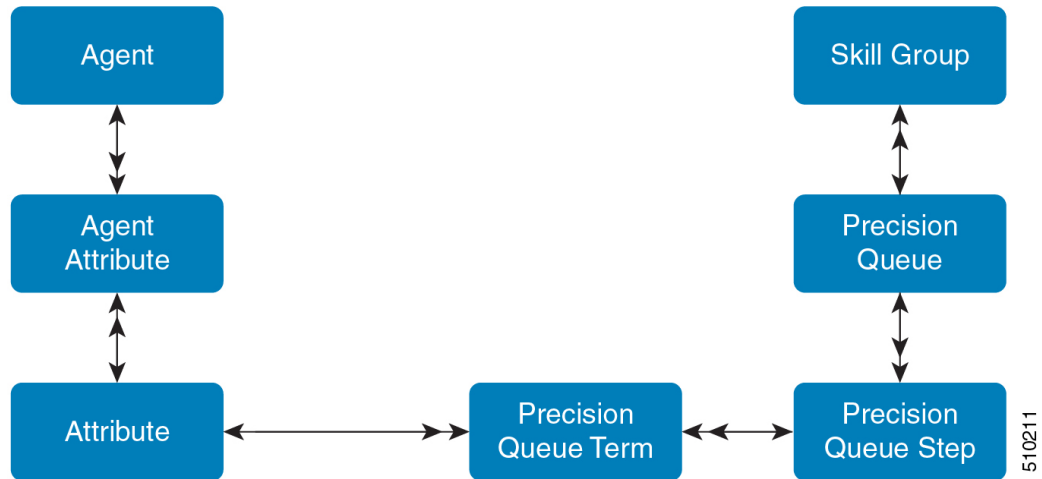
**Media Routing Tables** are listed below:

- [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 12: Precision Queue Tables**



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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.

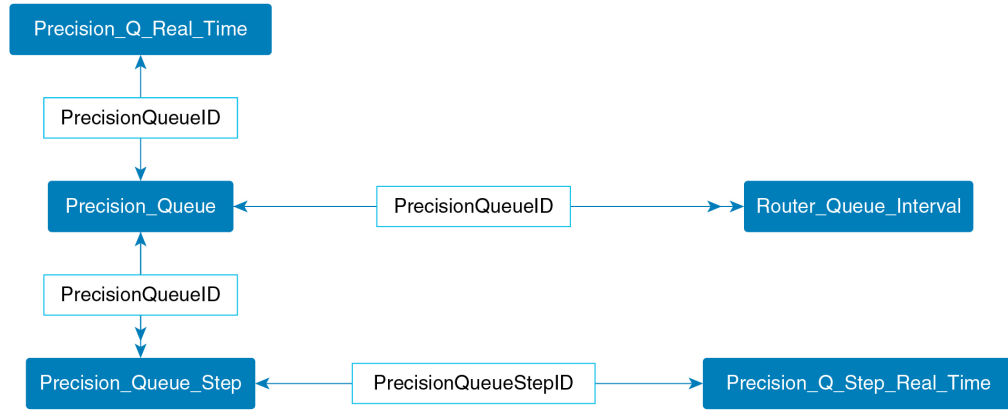
Tables that hold Precision Queue data are listed below:

- 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 13: Precision Queue Detail**



8/12/2015

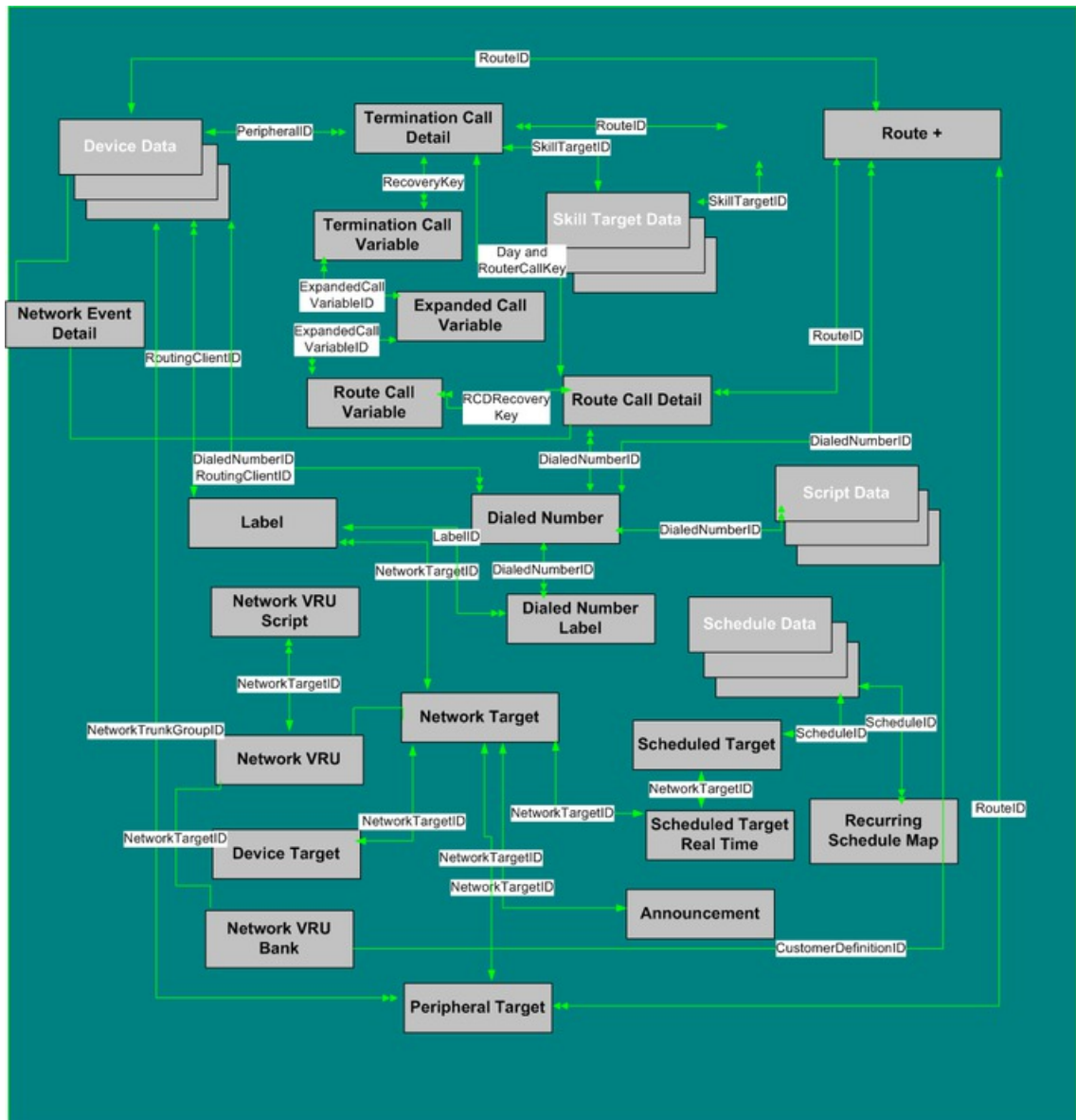
# Route

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 14: Route Tables



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

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

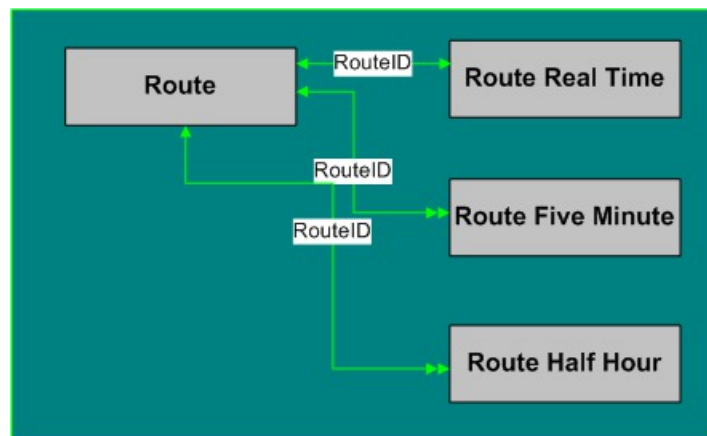
- [Announcement](#)
- [Dialed\\_Number](#)
- [Dialed\\_Number\\_Label](#)
- [Expanded\\_Call\\_Variable](#)
- [Label](#)

- 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 15: Route Details Tables**



Route Detail Tables are:

- Route
- Route\_Real\_Time
- Route\_Five\_Minute
- Route\_Half\_Hour

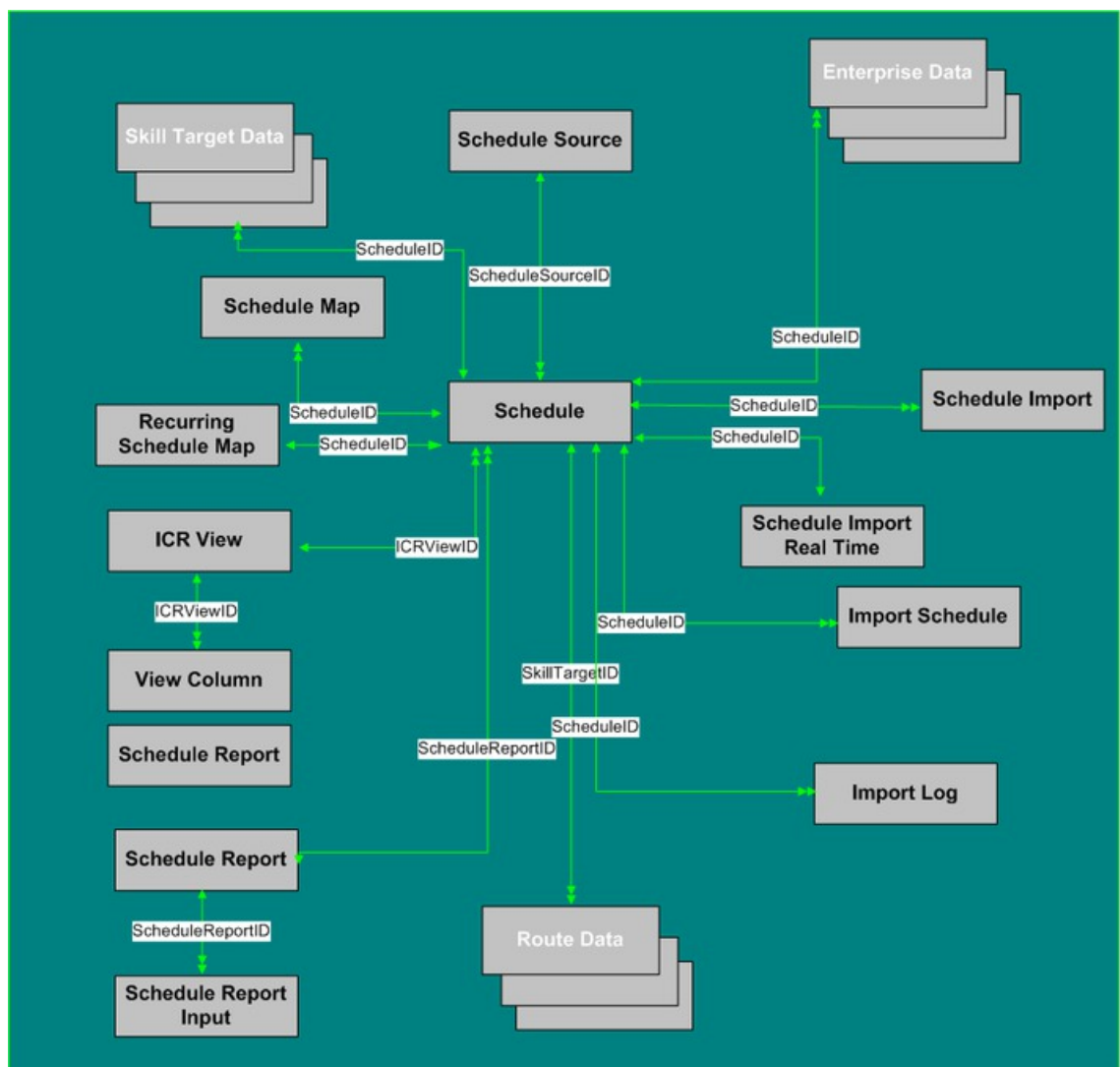
# Schedule

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 16: 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](#)

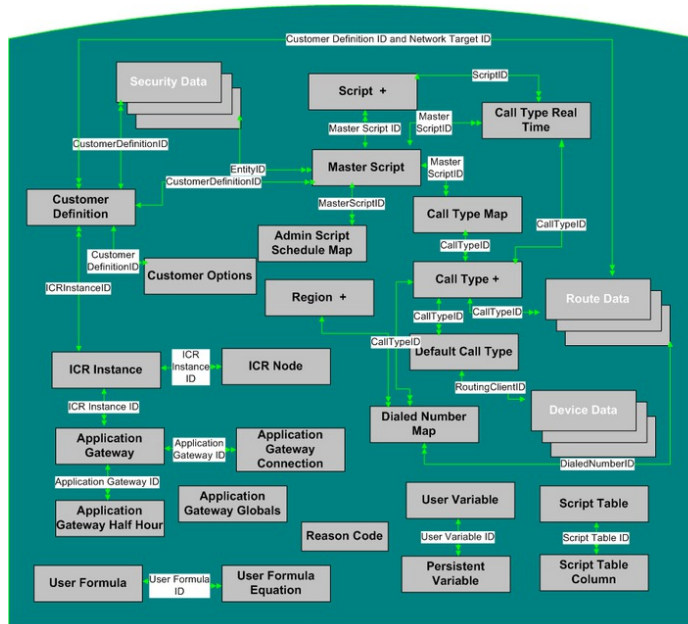
## Script

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 17: Script Tables



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

**Script Tables** are listed below

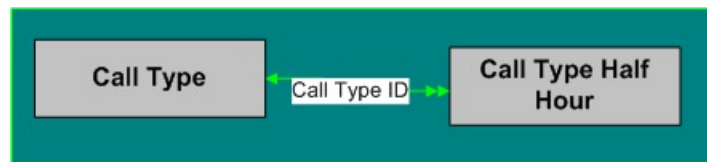
- [Admin\\_Script\\_Schedule\\_Map](#)
- [Application\\_Gateway](#)
- [Application\\_Gateway\\_Connection](#)
- [Application\\_Gateway\\_Half\\_Hour](#)
- [Application\\_Gateway\\_Globals](#)
- [Call\\_Type](#)
- [Call\\_Type\\_Map](#)
- [Call\\_Type\\_Real\\_Time](#)
- [Customer\\_Definition](#)
- [Customer\\_Options](#)
- [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 18: Call Type Tables*



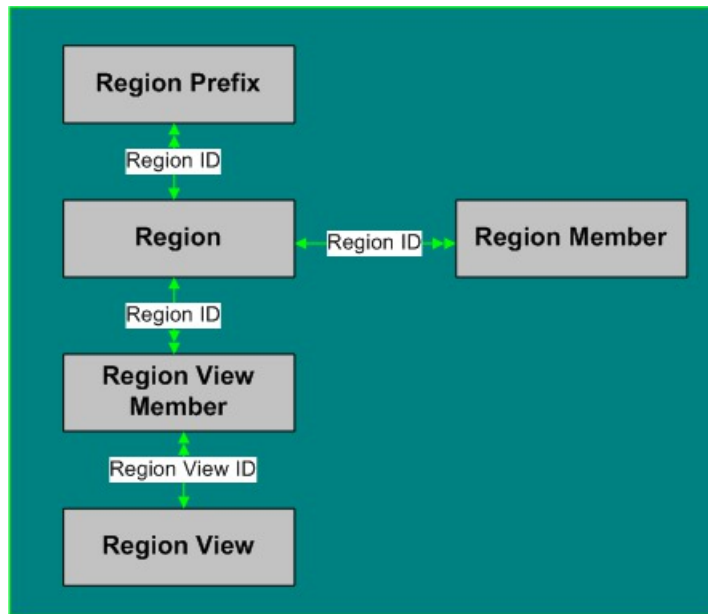
These tables are:

- [Call\\_Type](#)

## Region Detail

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

Figure 19: Region Detail Tables



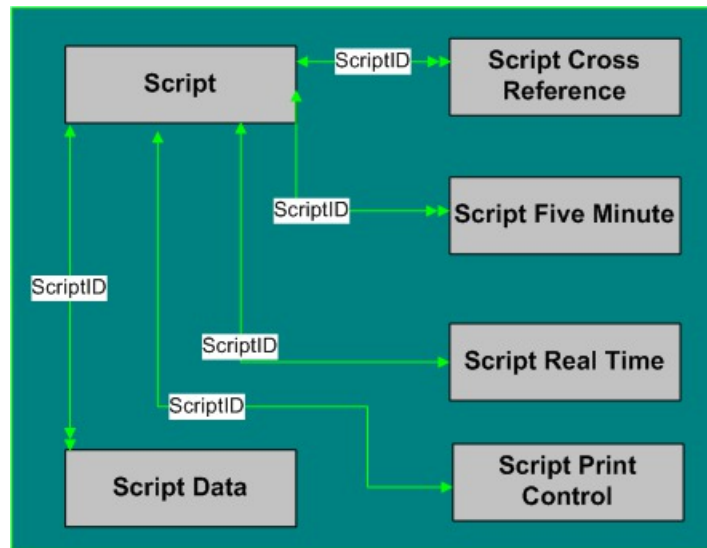
**Region Detail Tables** are listed below:

- [Region](#)
- [Region\\_Member](#)
- [Region\\_Prefix](#)
- [Region\\_View\\_Member](#)
- [Region\\_View](#)

## Script Detail

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

Figure 20: Script Detail



**Script Detail Tables** are listed below:

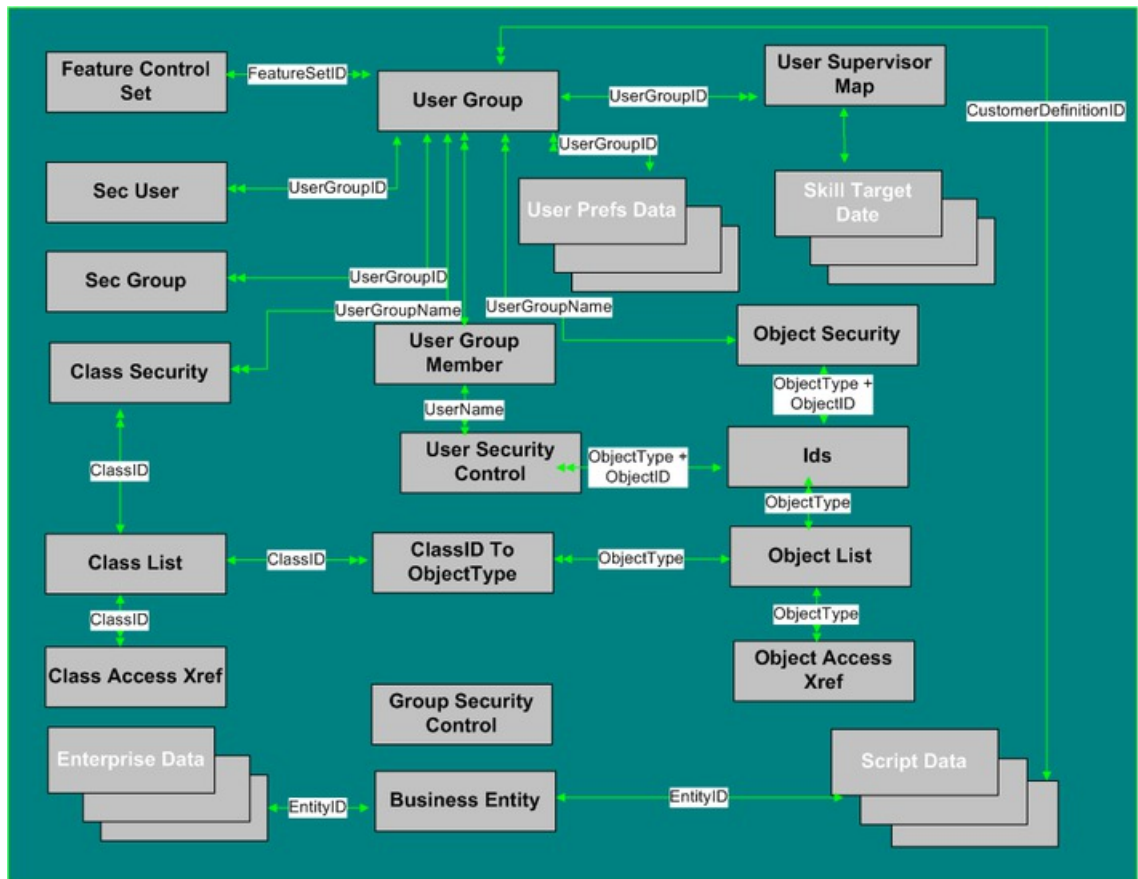
- [Script](#)
- [Script\\_Cross\\_Reference](#)
- [Script\\_Data](#)
- [Script\\_Five\\_Minute](#)
- [Script\\_Print\\_Control](#)
- [Script\\_Real\\_Time](#)

## 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.

Figure 21: Security Tables



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

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

- [Business\\_Entity](#)
- [Class\\_Access\\_Xref](#)
- [ClassID\\_To\\_ObjectType](#)
- [Class\\_List](#)
- [Class\\_Security](#)
- [Feature\\_Control\\_Set](#)
- [Ids](#)
- [Object\\_Access\\_Xref](#)
- [Object\\_List](#)
- [Object\\_Security](#)
- [Sec\\_Group](#)

- [Sec\\_User](#)
- [User\\_Group](#)
- [User\\_Group\\_Member](#)
- [User\\_Security\\_Control](#)
- [User\\_Supervisor\\_Map](#)

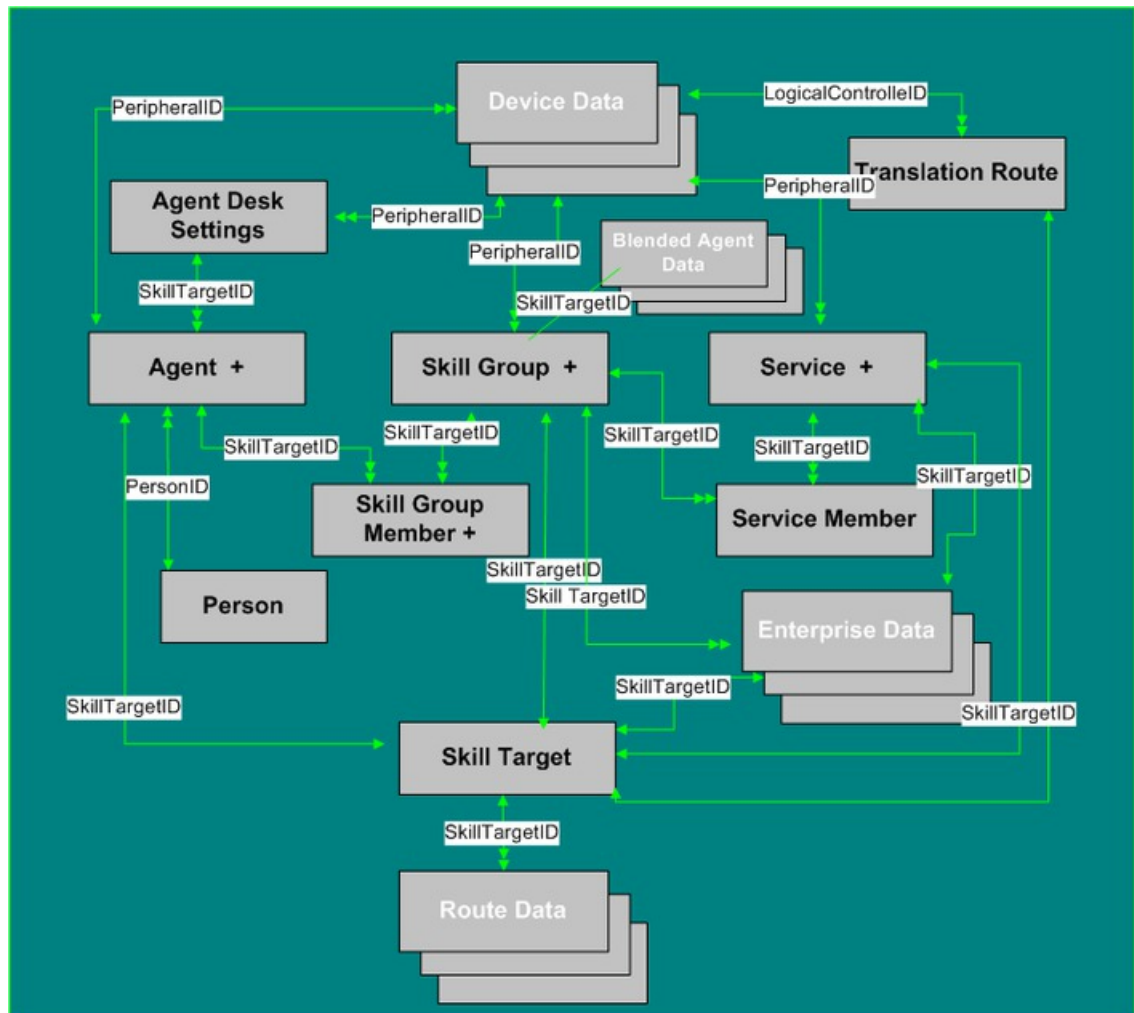
## Skill Target

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 22: 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](#)

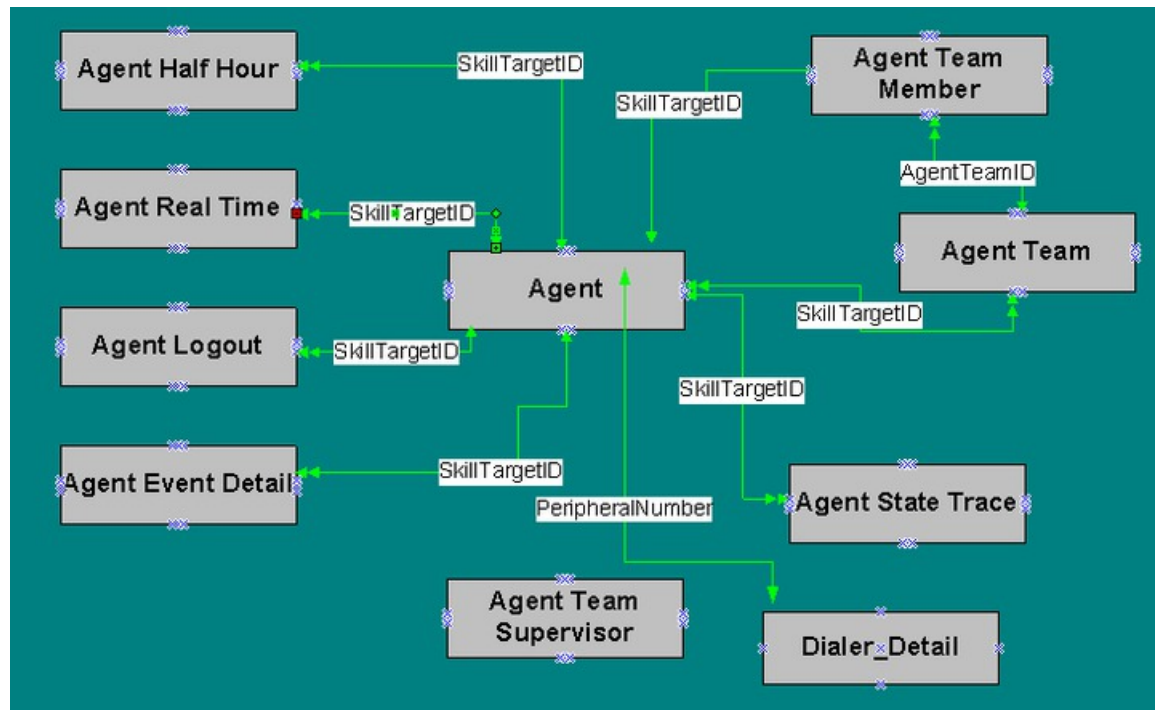


- [Translation\\_Route\\_Half\\_Hour](#)

## Agent Detail

The figure below illustrates tables in the Agent subcategory.

**Figure 23: Agent Tables**



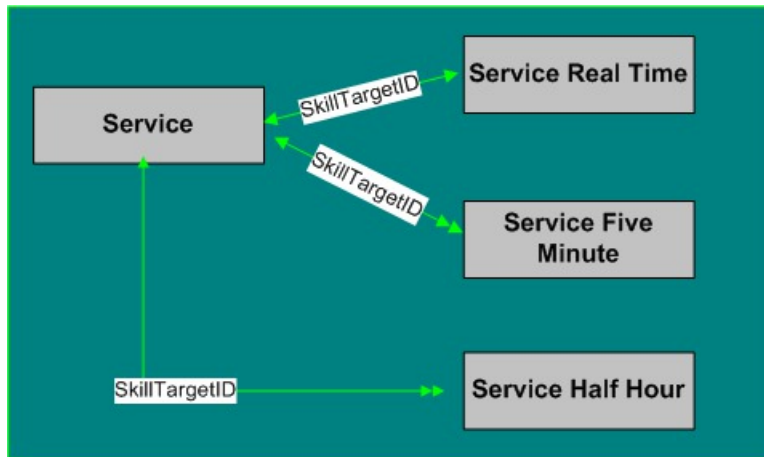
**Agent Detail** tables are listed below:

- [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 24: 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 25: Skill Group Tables**

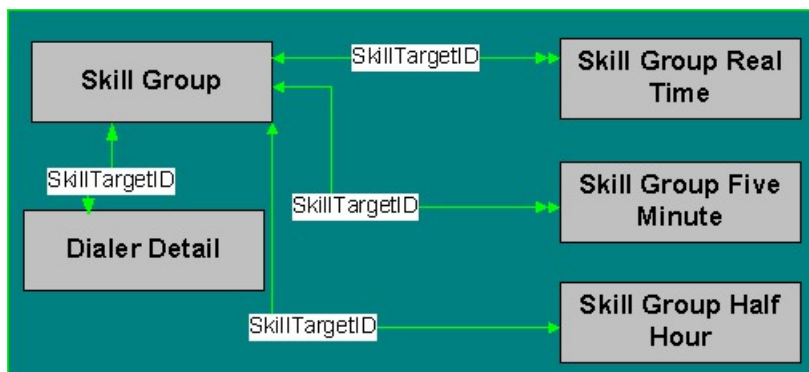
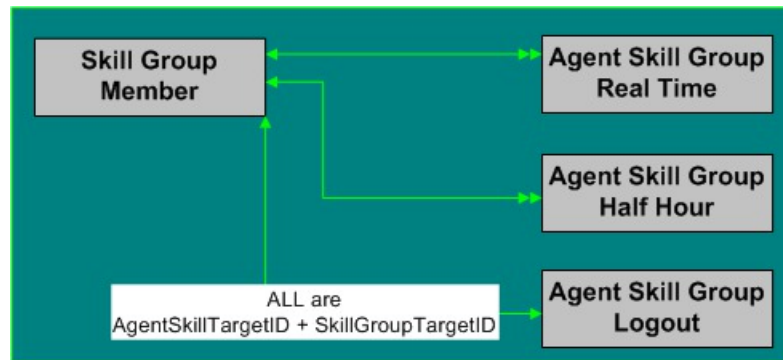


Figure 26: Skill Group Member Tables



**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](#)

## Smart License

### Smart\_License\_Info

This table is one of the Smart License tables.

This table captures the Registration and Authorization status for a Smart License Agent instance running on a Unified CCE instance. The fields in this table represent the responses received from the Cisco Smart Software Manager (CSSM) portal using internal APIs.

Each row displays the information for one Smart Agent instance.

#### Related Tables

- [Smart\\_License\\_Server](#)
- [Smart\\_License\\_Product](#)
- [Smart\\_License\\_Entitlements](#)

Table 1: Indexes for the Smart\_License\_Info Table

index_name	index_description	index_keys
XPKSmart_License_Info	Primary key	SmartLicenseInfoID

## Fields in the Smart\_License\_Info Table

Name	Description	Data Type	Keys and NULL Option
AuthorizationExpires	Date and time of expiry of the product license authorization. Product license authorization must be renewed before this date.	DBDATETIME	NULL
AuthorizationFailedReason	Reason for failure of authorization attempt.	VARCHAR(255)	NULL
ChangeStamp	Incremented when the record is changed in the database.	CHANGESTAMP	NOT NULL
CssmAuthorizationStatus	Authorization status ID of Unified CCE with CSSM or Satellite. Default value is 5	DBINT	NULL
CssmRegistrationStatus	Registration status ID of Unified CCE with CSSM or Satellite. Default value is 2	DBINT	NULL
DaysLeftInEvaluationMode	Number of days left in evaluation mode.	DBINT	NULL
DaysLeftInOutOfCompliance	Number of days left in Out Of Compliance mode.	DBINT	NULL
DateTimeStamp	Records the date and time when the record is added/updated.	DBDATETIME	NULL
ExportControlledAllow	N indicates that encryption cannot be turned on. Values Y or N are allowed	DBCHAR	NULL
EvaluationExpiredTime	Date and time of expiry of the product evaluation period.	DBDATETIME	NULL
FutureUseDateTime1	Reserved Field	DBDATETIME	NULL
FutureUseInt1	Reserved Field	DBINT	NULL
FutureUseInt1	Reserved Field	DBINT	NULL
FutureUseInt2	Reserved Field	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
FutureUseInt3	Reserved Field	DBINT	NULL
FutureUseInt4	Reserved Field	DBINT	NULL
FutureUseInt5	Reserved Field	DBINT	NULL
FutureUseInt6	Reserved Field	DBINT	NULL
FutureUseVarChar1	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar3	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar4	Reserved Field	VARCHAR(255)	NULL
FutureUseVarChar5	Reserved Field	VARCHAR(255)	NULL
IsAuthorizationFailed	Y if the product license authorization attempt fails. Values Y or N are allowed	DBCHAR	NULL
IsRegistrationFailed	Y if the product license registration attempt fails. Values Y or N are allowed	DBCHAR	NULL
LastAuthorizationAttempt	Date and Time of the last renewal attempt for the product license authorization.	DBDATETIME	NULL
LastRenewalAttempt	Date and Time of the last renewal attempt for the product license registration.	DBDATETIME	NULL
NextAuthorizationAttempt	Date and Time of the next renewal attempt for the product license authorization.	DBDATETIME	NULL
NextRenewalAttempt	Date and Time of the next renewal attempt for the product license registration.	DBDATETIME	NULL
OverageDays	The number of days you can use Unified CCE when Out Of Compliance.	DBINT	NULL
OverageDaysUpdatedTime	Time stamp when the overage days column is updated.	DBDATETIME	NULL
ProductInstance	Registered Product instance with CSSM.	VARCHAR(100)	NULL
RegistrationExpires	Date and Time at which the product license registration will expire. Product license registration must be renewed before this date.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
RegistrationFailedReason	Reason for registration attempt failure.	VARCHAR(255)	NULL
SmartAccount	Name of Smart Account Name.	VARCHAR(100)	NULL
SmartLicenseInfoID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered
SmartLicenseServerId	Foreign key to SmartLicenseServer	DBINT	NULL
VirtualAccount	Name of Virtual Account Name.	VARCHAR(100)	NULL

## Smart\_License\_Server

This table is one of the Smart License tables.

This table stores the Unified CCE specific configuration information that is required for connection and registration to CSSM.

This table will come under configuration database table.

### Related Tables

- Smart\_License\_Info
- Smart\_License\_Product
- Smart\_License\_Entitlements

**Table 2: Indexes for the Smart\_License\_Server Table**

index_name	index_description	index_keys
XPKSmart_License_Server	Primary key	SmartLicenseServerID

**Table 3: Fields in the Smart\_License\_Server Table**

Name	Description	Data Type	Keys and NULL Option
AgentId	ID that is used to identify the source of the notification when there are multiple instances of an agent on the same system.	VARCHAR(255)	NULL
ChangeStamp	Increments when the record is changed in the database.	CHANGESTAMP	NOT NULL
CssmResponseTimeout	Maximum wait time from CSSM before SmartAgent times out and API fails.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
DeploymentMode	1 - Enterprise 2 - HCS	DBINT	NOT NULL
ExcludeSpikes	Applies the 95 percentile formula to exclude spikes if this value set to <b>Y</b> .  Values Y or N are allowed Default value is <b>Y</b>	DBCHAR	NOT NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseInt3	Reserved for future use.	DBINT	NULL
FutureUseInt4	Reserved for future use.	DBINT	NULL
FutureUseInt5	Reserved for future use.	DBINT	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar3	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar4	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar5	Reserved for future use.	VARCHAR(255)	NULL
IDToken	Get the token from Cisco Licensing Cloud CSSM.	VARCHAR(255)	NULL
IsProvisionAllowed	Defines the enforcement level applied. Default value is <b>Y</b> which allows MACD operation on Agents and Features. Default.  Values Y or N are allowed.	DBCHAR	NOT NULL
LicenseType	1 -Perpetual 2 - Flex	DBINT	NOT NULL
OutOfCompliance	Defines if the system is OutOfCompliance.  Allowed: Y or N	DBCHAR	NULL
OutOfComplianceStartTime	The Out-of-Compliance start date.	DBDATETIME	NULL

Name	Description	Data Type	Keys and NULL Option
OutOfComplianceCount	Number of times system went into Out Of Compliance. Default Value: 0	DBINT	NULL
ProxyHostnameOrIP	Intermediate HTTP/HTTPS proxy Host name or IP address	VARCHAR(255)	NULL
ProxyPort	Intermediate HTTP/HTTPS proxy port address	DBINT	NULL
SmartCode	For internal use.	VARCHAR(255)	NULL
SmartLicenseServerID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered
SerialNumber	Serial number to identify the product.	VARCHAR(50)	NULL
TransportGatewayUrl	Smart Software Manager Satellite URL only in mediated deployment mode.	VARCHAR(255)	NULL
TransportType	0 - Direct 1 - On-Prem CSSM 2 - Proxy	DBINT	NOT NULL
TransportUrl	Cisco Smart Software Manager transport URL in non-mediated deployment mode.	VARCHAR(255)	NULL

## Smart\_License\_Entitlements

This table is one of the Smart License tables.

This table stores the information on the pre-defined entitlement tags for identifying and reporting licenses on CSSM.

The information is presented in the table in multiple rows, one for each supported entitlement such as Standard and Premium Agent Entitlement for each supported product.

### Related Tables

- Smart\_License\_Info
- Smart\_License\_Product
- Smart\_License\_Server



Table 4: Indexes for the Smart\_License\_Server Table

index_name	index_description	index_keys
XPKSmart_License_Entitlements	Primary key	SmartLicenseEntitlementsTagID

Table 5: Fields in the Smart\_License\_Server Table

Name	Description	Data Type	Keys and NULL Option
ChangeStamp	Increments when the record is changed in the database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when the record was added/updated.	DBDATETIME	NULL
DeploymentType	Deployment mode of the system.	varchar(255)	NULL
EntitlementTag	Unique tag per Product ID (PID). For example, Standard or Premium Agent EntitlementTag. EntitlementTag names are different for different types licenses.	VARCHAR(255)	NULL
EntitlementDisplayname	Identifies the entitlement names for the configured deployment.	VARCHAR(255)	NULL
EntitlementDescription	Displays the description of the Entitlement on CSSM. 1 - Direct 2 - Proxy 3 - Satellite Connected 4 - Satellite Disconnected	VARCHAR(255)	NULL
EntitlementVersion	Entitlement Version is usually 1.0 unless multiple versions are required by the product.	VARCHAR(255)	NULL

Name	Description	Data Type	Keys and NULL Option
EnforcementMode	<p>Current enforcement mode of the entitlement.</p> <p>List of the probable modes:</p> <ul style="list-style-type: none"> <li>• Invalid</li> <li>• Licenses not in use</li> <li>• Waiting</li> <li>• InCompliance</li> <li>• OutOfCompliance</li> <li>• Overage</li> <li>• Evaluation Mode</li> <li>• EvalExpired</li> <li>• AuthorizedPeriodExpired</li> <li>• Disabled</li> <li>• InvalidTag</li> <li>• NotApplicable</li> <li>• ReservedInCompliance</li> <li>• NotAuthorized</li> <li>• NotInUse</li> </ul>	VARCHAR(50)	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
LicenseType	<p>The two types of license supported are:</p> <ul style="list-style-type: none"> <li>• 1 - Perpetual</li> <li>• 2 - Flex</li> </ul> <p>The default value 1(Perpetual).</p>	DBINT	NULL
LockUsage	It is the highest license consumption value above and beyond entitlement value when the system is in Out-of-compliance state.	DBINT	NULL
OutOfCompliance	This flag tells whether this Entitlement is in OutOfCompliance.	DBINT	NULL

Name	Description	Data Type	Keys and NULL Option
OutOfComplianceCount	Displays the number of times the Entitlements are OutOfCompliance.	DBINT	NULL
PeakUsage	Displays the peak usage of this entitlement	DBINT	NULL
SmartLicenseEntitlementsTagID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	NOT NULL

## Smart\_License\_Product

This table is one of the Smart License tables.

This table stores the information about the pre-defined product tag, display name and description to identify the product instances on CSSM.

### Related Tables

- Smart\_License\_Info
- Smart\_License\_Server
- Smart\_License\_Entitlements

**Table 6: Indexes for the Smart\_License\_Server Table**

index_name	index_description	index_keys
XPKSmart_License_Product	Primary key	SmartLicenseProductID

**Table 7: Fields in the Smart\_License\_Server Table**

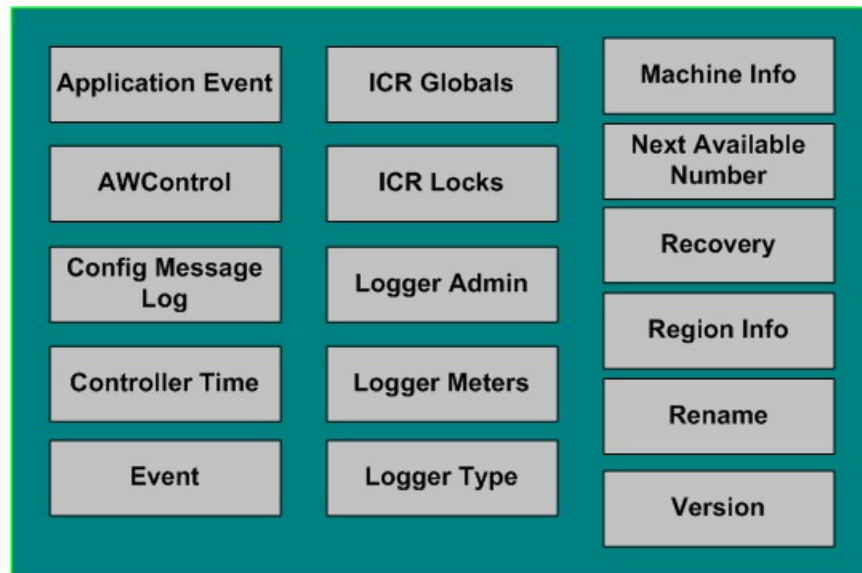
Name	Description	Data Type	Keys and NULL Option
ChangeStamp	This field is incremented when the record is changed in the database.	CHANGESTAMP	NOT NULL
DateTimeStamp	Records the date and time when the license record was added/updated.	DBDATETIME	NULL
FutureUseInt1	Reserved for future use.	DBINT	NULL
FutureUseInt2	Reserved for future use.	DBINT	NULL
FutureUseVarChar1	Reserved for future use.	VARCHAR(255)	NULL
FutureUseVarChar2	Reserved for future use.	VARCHAR(255)	NULL
ProductDescription	Displays the description of the product license in the product instance overview of CSSM.	VARCHAR (255)	NULL

Name	Description	Data Type	Keys and NULL Option
ProductDisplayName	Displays the name of the product in the product instance overview of CSSM.	VARCHAR (255)	NOT NULL
ProductEnvironment	Displays the environment of the product in the product instance overview of CSSM.  The two types of environments supported are: <ul style="list-style-type: none"> <li>• 0: Production (default value)</li> <li>• 1: Development</li> </ul>	DBINT	NULL
PrivacyEnabled	Displays the privacy status of the product in the product instance overview of CSSM.  Values 0 or 1 are allowed. <ul style="list-style-type: none"> <li>• 0: Privacy disabled</li> <li>• 1: Privacy enabled (default value)</li> </ul>	DBINT	NULL
ProductTag	Is a unique id defined for each product like UCCE, PCCE and HCS-CC.	VARCHAR (255)	NOT NULL
ProductVersion	Product Version is usually 1.0 unless multiple versions are required by the product.	VARCHAR (30)	NULL
SmartLicenseProductID	Gets the Smart License ID from the Next_Available_Number table.	DBINT	PK Clustered

## System

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

Figure 27: System Tables



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

**System Tables** are listed below

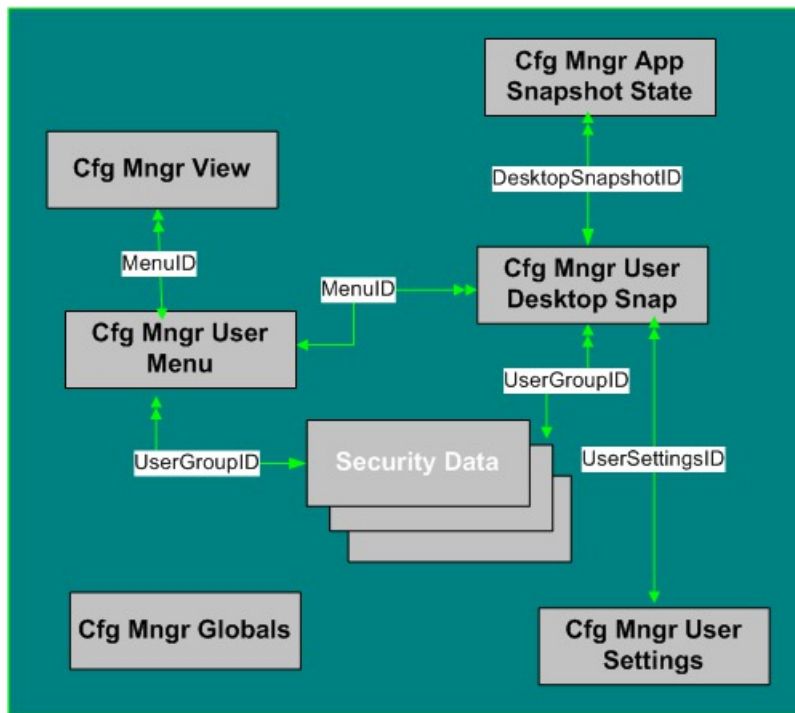
- [Application\\_Event](#)
- [AWControl](#)
- [Config\\_Message\\_Log](#)
- [Controller\\_Time](#)
- [Event](#)
- [ICR\\_Globals](#)
- [ICR\\_Locks](#)
- [Logger\\_Admin](#)
- [Logger\\_Meters](#)
- [Logger\\_Type](#)
- [Next\\_Available\\_Number](#)
- [Recovery](#)
- [Region\\_Info](#)
- [Rename](#)
- [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 28: User Preferences Tables**



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

**User Preferences Tables** include the following:

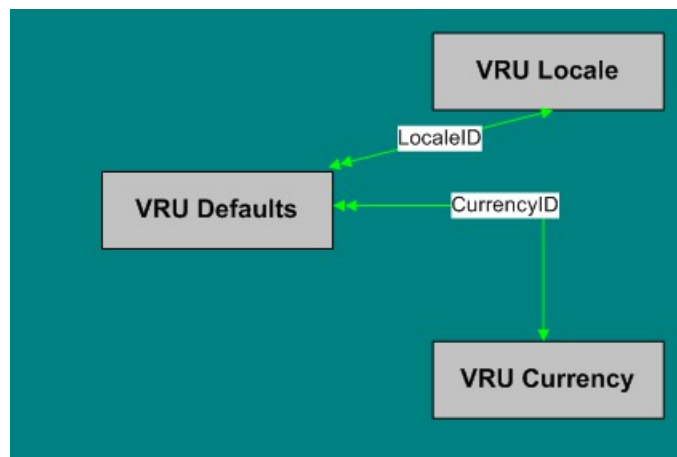
- [Cfg\\_Mngr\\_App\\_Snapshot\\_State](#)
- [Cfg\\_Mngr\\_Globals](#)
- [Cfg\\_Mngr\\_User\\_Desktop\\_Snap](#)
- [Cfg\\_Mngr\\_User\\_Menu](#)
- [Cfg\\_Mngr\\_User\\_Settings](#)
- [Cfg\\_Mngr\\_View](#)

# 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 29: 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