



Database Rules

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Blended Agent Tables (Outbound Option)

To see a list and an illustration of the Blended Options tables, see [Blended Agent \(Outbound Option\)](#).

With the optional Outbound Option feature, you can configure a contact center for automated inbound and outbound calling activities.

The Blended Agent Options (see [Blended_Agent_Options](#)) contains all options that are global to a Blended Agent deployment, such as time parameters for calling a contact.

Campaign and Query Rules

A *campaign* delivers outgoing calls to agents for a specific purpose or goal. The goal might be to send a particular message (for example, to invite current clients to take advantage of a new service) or make a particular query (for example, to inquire about an account).

A *query rule* is a SQL filter function that selects contact records and associates those records with a campaign. Contact records are selected from import lists you provide to the Blended Agent software.

The Campaign (see [Campaign](#)) contains information for all the campaigns defined in a Outbound Option implementation. (There is a single row for every configured campaign.)

The Campaign Half Hour (see [Campaign_Half_Hour](#)) provides historical reporting for campaign attributes.

The Campaign Query Rule (see [Campaign_Query_Rule](#)) is a cross-reference table between the Campaign table and the Query Rule Table.

The Campaign Skill Group (see [Campaign_Skill_Group](#)) is a cross-reference table between Campaign table and the Skill Groups table. It defines the association between skill groups and campaigns.

The Campaign Target Sequence (see [Campaign_Target_Sequence](#)) contains the target type and sequence with which numbers are dialed within a campaign.

The Campaign Query Rule Real Time (see [Campaign_Query_Rule_Real_Time](#)) and Campaign Query Rule Half Hour (see [Campaign_Query_Rule_Half_Hour](#)) provide statistics on particular Campaign-Query Rule combinations.

The Query Rule Clause (see [Query_Rule_Clause](#)) contains the SQL rules associated with each query rule. There is a single row for each configured query rule.

The Query Rule (see [Query_Rule](#)) is a cross-reference table between Query Rule Clause table and the Import Rule table.

Import Rules

An *import rule* defines how Blended Agent imports data from an import list into a contact table. The information in the contact table can then be used to build a dialing list.

An *import list* is a raw set of customer contacts (in text file format) that can be imported into a contact table and used to build a dialing list. The import list may also be referred to as an *import file* or a *contact file*. The import list is associated with a particular campaign and query rule.

The Import Rule (see [Import_Rule](#)) contains a list of all the import rules and their associated import lists.

The Import Rule Real Time (see [Import_Rule_Real_Time](#)) and the Import Rule History (see [Import_Rule_History](#)) contain statistics on the Outbound Option imports and the success rate of the imports.

The Import Rule Clause (see [Import_Rule_Clause](#)) defines the portions of an import list to be imported by the Blended Agent Import Rule process.

Dialers

The *dialer* is used in Outbound Option to define the relationship between skill groups, the ACDs to which they are connected, and the ports on a dialer board. The settings you assign to the dialer control how it handles dialing from your location and how it responds to answering machines or human voices. Several database tables control dialer configuration and record statistics.

The Dialer (see [Dialer](#)) contains configuration information for each dialer in a Outbound Option implementation.

The Dialer Port Map (see [Dialer_Port_Map](#)) maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports.

Two reporting tables, Dialer Real Time (see [Dialer_Real_Time](#)) and Dialer Half Hour (see [Dialer_Half_Hour](#)) provide statistics for reporting on dialer implementation.

Two reporting tables, Dialer Skill Group Real Time (see [Dialer_Skill_Group_Real_Time](#)) and Dialer Skill Group Half Hour (see [Dialer_Skill_Group_Half_Hour](#)) provide reports on campaigns running on a dialer.

The Dialer Detail (see [Dialer_Detail](#)) is a historical table that saves the detailed dialer records that allow enhanced troubleshooting and tracking of dialer attempts, agent-skipped calls, and termination codes.

Business Hours Tables

To see a list and an illustration of the Business Hour tables, see [Business Hours](#).

[Business_Hours](#) contains one entry for each business hour and maps to business hour reason, time zone, and department.

[Business_Hours_Real_Time](#) maps to business hours.

[Business_Hours_Reason](#) contains one entry for each business reason.

[Special_Day_Schedule](#) contains one entry for each special day schedule and maps to business hour and business reason.

[Time_Zone_Location](#) contains time zones from the system and maps to business hour.

[Week_Day_Schedule](#) contains one entry each for weekday schedule and maps to business hour.

Contact Sharing Tables

To see a list and an illustration of the Contact Sharing tables, see [Contact Sharing](#).

A Contact Share Group (see the [Contact_Share_Group](#)) applies to a group of contact share precision queues and/or skill groups.

Each Contact Share Group Member (see the [Contact_Share_Group_Member](#)) contains one or more contact share queues.

Each Contact Share Queue (see the [Contact_Share_Queue](#)) maps to either a skill group or a precision queue using a TargetQueueID.

A Contact Share Rule (see the [Contact_Share_Rule](#)) applies for all contact share precision queues or skill groups within a contact share group.

CX Survey_Table (For Future Use)

To see a list and an illustration of the Survey tables, see [Survey \(For Future Use\)](#).

[Survey \(For Future Use\)](#) contains one entry for each survey and maps to survey_question and calltype.

[Survey_Question \(For Future Use\)](#) contains one entry per question for each survey type.

[Call_Type](#) contains new columns which maps to surveyID. one calltype can map to one surveyID.

[Survey_Result \(For Future Use\)](#) contains response for each question type per survey and maps to surveyID and question type.

Device Tables

To see a list and an illustration of the Device tables, see [Device](#).

A Logical Interface Controller (see [Logical_Interface_Controller](#)) is either a Peripheral Gateway (PG) or a Network Interface Controller (NIC).

Each logical interface controller maps to a Physical Interface Controller (see [Physical_Interface_Controller](#)). If NICs are duplexed, each NIC in the duplexed pair maps to a separate Physical Interface Controller. A duplexed pair of PGs share a single Physical Interface Controller.

A Routing Client (see [Routing_Client](#)) is a service, such as AT&T, MCI, or Sprint, or a switch within a private network. If a logical interface controller is a NIC, it has one or more associated routing clients. If a logical interface controller is a PG, it may have one or more associated routing clients (if peripherals managed by the PG support Post-Routing)

Each routing client may have one or more associated Dial Number Plans (see [Dial_Number_Plan](#)).

A Peripheral (see [Peripheral](#)) is an ACD, PBX, or VRU . Each peripheral is associated with a Peripheral Gateway.

Trunks

Each peripheral has one or more Trunk Groups (see [Trunk_Group](#)). The public telephone network may group trunks differently, so each PG may have one or more Network Trunk Groups (see [Network_Trunk_Group](#)).

Each Trunk Group contains one or more Trunks. Each trunk belongs to one trunk group.

Statistics

At Five-Minute intervals status information is produced for each Routing Client (see [Routing_Client](#)).

Statistics are produced for each Trunk Group in Real-Time, at Five-Minute intervals, and every Half-hour. Statistics are also produced for each Network Trunk Group in Real-Time and at Half-hour intervals.

Each Peripheral can have a Default Route (see [Route](#)) that is used to account for calls at the peripheral that are not associated with any other route.

Real-time statistics are generated for each Peripheral.

For some peripheral types, you must specify what entities to collect data for by including them in the Peripheral Monitor (see [Peripheral_Monitor](#)).

Multiple PIM Types

The Unified ICM PG can support multiple device types (for example, ACDs and VRUs). Each device type requires a separate Peripheral Interface Manager (PIM). In cases where ACD and VRU PIMs are controlled by the same PG, you must specify how VRU ports map to ACD ports or trunks.

Service Level Threshold

The Service Level Threshold (see [Service_Level_Threshold](#)) contains information on how the system software calculates the service level. Each row defines the service level threshold default values for a particular Peripheral-Media Routing Domain pair.

Enterprise Tables

To see an illustration and a list of the Enterprise tables, see [Enterprise](#).

Each Route (see [Route](#)) can belong to one or more Enterprise Routes (see [Enterprise_Route](#)).

The Enterprise Route Member (see [Enterprise_Route_Member](#)) maps Routes to Enterprise Routes.

Each Skill Group (see [Skill_Group](#)) can belong to one or more Enterprise Skill Groups (see [Enterprise_Skill_Group](#)).

The Enterprise Skill Group Member (see [Enterprise_Skill_Group_Member](#)) maps Skill Groups to Enterprise Skill Groups.

Each Service (see [Service](#)) can belong to one or more Enterprise Services (see [Enterprise_Service](#)).

The Enterprise Service Member (see [Enterprise_Service_Member](#)) maps services to enterprise services.

Each Peripheral Gateway (PG) can have one or more associated Service Arrays (see [Service_Array](#)).

Each Service Array (see [Service_Array](#)) contains one or more Services (see [Service](#)); but all services in an array must be from peripherals associated with the same PG.

The Service Array Member (see [Service_Array_Member](#)) maps Services (see [Service](#)) to Service Arrays.

Media Routing Tables

To see an illustration and a list of the Media Routing tables, see [Media Routing](#).

[Application_Instance](#) contains configuration data about external application instances. The data in this table enables the system software to identify application instances and grant them access to the Configuration Management Service (CMS).

[Application_Path](#) defines a path from a registered application instances to a CTI Server. Applications need an interface to CTI Server in order to report logins, agent states, and task messages to the system software.

[Application_Path_Real_Time](#) provides real-time status and connection data for application paths.

[Application_Path_Member](#) defines the Media Routing Domains (MRDs) that use a particular application path.

Media Class is a combination or single instance of physical media that are to be treated as a single concept by Unified ICM/Unified CCE software.

[Media_Class](#) defines a type of media class. This table is populated initially with default media classes.

Media Routing Domain (MRD) is a collection of skill groups and services that are associated with a common communication medium.

[Media_Routing_Domain](#) describes a single implementation of a media class. For example, a media class such as Cisco single-session chat might have one or more Media Routing Domains (MRDs) defined. These MRDs would all be of the same media class. However, they might be on different servers or handle slightly different types of requests.

Route Tables

To see an illustration and a list of all tables in the Route category, see [Route](#).

Unified ICM/Unified CCE selects a Route (see [Route](#)) for each call. The route specifies a service for the call and a skill target to handle the call. A skill target is a service, skill group, agent, or translation route.

The Network Target (see [Network_Target](#)) specifies a destination for a call. A network target can be an Announcement (see [Announcement](#)), a Peripheral Target (see [Peripheral_Target](#)) or a Scheduled Target (see [Scheduled_Target](#)). A peripheral target is a trunk group on which to deliver the call and a DNIS value to send with it. A scheduled target is a destination for which the Unified ICM/Unified CCE knows only the number of scheduled resources and the number of calls in progress. For each scheduled target, the Unified ICM/Unified CCE maintains Scheduled Target Real Time data.

The routing client presents the Unified ICM/Unified CCE with a Dialed Number (see [Dialed_Number](#)). A dialed number can be an 800 number such as 800-555-1234, or a string such as "RTE.007." Each Dialed Number can have a default route.

A route is associated with one or more Network Targets. The network target has one or more associated Labels. A label is the string that is passed back to the network to indicate the appropriate target. The Dialed Number Label (see [Dialed_Number_Label](#)) indicates which labels are valid for each dialed number (or you can choose to make all labels valid for a routing client valid for all of that routing client's dialed numbers).

For each route, statistics are produced in Real Time, every Five Minutes, and every Half-hour.

A Route Call Detail (see [Route_Call_Detail](#)) record is produced immediately after the Unified ICM/Unified CCE determines a route. This records information about the request and the route determined by the Unified ICM/Unified CCE.

A Termination Call Detail (see [Termination_Call_Detail](#)) record is produced at the end of each call. Data for this record comes from the Peripheral Gateway . It provides information about how the call was handled at the peripheral. The Route Call Detail and Termination Call Detail are linked by the Day and RouterCallKey fields.

A script may direct a call to a Network VRU (see [Network_Vru](#)) associated with the routing client. The script returns a label to the routing client. It may also specify a Network Vru Script (see [Network_Vru_Script](#)) to be run by the VRU.

Schedule Tables

To see an illustration and a list of all tables in the Schedule category, see [Schedule](#).

With the optional Schedule Import feature, you can import schedules for each agent, skill group, and service from a workforce management system.

[Schedule](#) contains one entry for each schedule.

[Schedule_Import](#) contains the actual scheduling data for various time periods. [Schedule_Import_Real_Time](#) contains the scheduling data that is currently in effect.

[Schedule_Source](#) indicates where the data are imported from. [Schedule_Map](#) gives the primary key value for the scheduling data in the source.

[ICR_View](#) indicates how the Schedule Import records for a schedule are to be interpreted.

[View_Column](#) indicates how to interpret each field in Schedule Import

[Import_Schedule](#) defines import processes to be run automatically at specified times.

[Import_Log](#) contains information about these import processes.

A schedule may recur daily, weekly, monthly, etc. The Recurring Schedule Map describes a recurrence pattern for a schedule.

Script Tables

To see an illustration and a list of all tables in the Script category, see [Script](#).

The Unified ICM/Unified CCE classifies each incoming call into a Call Type (see [Call_Type](#)) based on a Dialed Number Map (see [Dialed_Number_Map](#)). The mapping considers the dialed number, caller-entered

digits, and calling line ID. The calling line ID can be specified as a specific number, a wildcard, or a Region (see [Region](#)) composed of Prefixes. Each routing client may have a Default Call Type (see [Default_Call_Type](#)).

A script is a series of steps performed to determine the best route for a call or to perform periodic administrative actions. You can create several versions of each script. General information about each script is stored in the Master Script (see [Master_Script](#)). Specific information about each version is stored in the Script (see [Script](#)). The binary representation of the script version is stored in the Script Data (see [Script_Data](#)) table. Each Script version has a Cross Reference for each database entity that it references.

A Call Type Map (see [Call_Type_Map](#)) associates one or more routing scripts to the call type based on a schedule of when each script is active. An Admin Script Schedule Map (see [Admin_Script_Schedule_Map](#)) schedules a periodic administrative script. For each script version, Real Time and Five-Minute data are produced. Also, Real-Time data are produced for each call type.

You can define User Variables (see [User_Variable](#)) that you can set and reference in scripts. Optionally, you can define Persistent Variables (see [Persistent_Variable](#)) that retain their values between script invocations. You can also define custom functions that are stored as User Formulas (see [User_Formula](#)). The expression associated with a custom function is stored in User Formula Equation (see [User_Formula_Equation](#)).

With the optional Gateway feature, a script can communicate with an external application. An Application Gateway (see [Application_Gateway](#)) represents such an external application. Each side of the Central Controller can maintain a separate Connection for each Application Gateway. Unified ICM/Unified CCE software also maintains Global default values for Application Gateway connections. Half-hour data are produced for each Application Gateway.

With the optional Gateway SQL feature, a script can query an external database. The tables that can be accessed are stored in Script Table (see [Script](#)) and the specific columns in Script Table Column (see [Script_Table_Column](#)).

The Script Queue Real Time (see [Script_Queue_Real_Time](#)) contains data on how tasks are processed in a script queue.

Security Tables

To see an illustration and a list of all tables in the Security category, see [Security](#).

You might choose to restrict access to some objects in the Unified ICM/Unified CCE database to specific users, specific groups of users, or to a specific entity (such as a division within a company). The enterprise consists of one or more entities. The Business Entity (see [Business_Entity](#)) defines the entities within an enterprise.

The User Group (see [User_Group](#)) defines groups of users or individual users who have specific access rights. If a row in the User Group table defines a group, each user who is a member of that group is configured in the User Group Member (see [User_Group_Member](#)). Unified ICM/Unified CCE software also uses the Sec Group (see [Sec_Group](#)) and Sec User (see [Sec_User](#)) to track the state of user groups. The User Supervisor Map (see [User_Supervisor_Map](#)) is used to allow an agent to log in as a Supervisor.

The Feature Control Set (see [Feature_Control_Set](#)) defines the different feature sets that may be used by different users. One set of features may be mapped to multiple users.

Each individual item for which the Unified ICM/Unified CCE software controls access is an object. The Object List (see [Object_List](#)) contains information about these objects. The Ids (see [Ids](#)) contains information about row-level security for objects. The Object Security (see [Object_Security](#)) defines the access that specific user groups have for specific objects.

The User Security Control (see [User_Security_Control](#)) defines the access that specific users have for specific objects. The possible access levels for each object are defined in the Object Access Xref (see [Object_Access_Xref](#)). The Unified ICM/Unified CCE software uses the Group Security Control as an intermediate table to build User Security Control records.

A category of objects on which access is controlled is a class. The Class List (see [Class_List](#)) defines these categories. The Class Security (see [Class_Security](#)) specifies the level of access a user group has to a specific class. The access levels that are available for a class are specified in the Class Access Xref (see [Class_Access_Xref](#)).

The ClassID To ObjectType (see [ClassID_To_ObjectType](#)) defines the mapping of classes to objects.

Skill Target Tables

To see an illustration and a list of the Skill Target tables, see [Skill Target](#).

Peripheral Targets

Each peripheral can have many Services (see [Service](#)), Agents, Skill Groups, and Translation Routes (see [Translation_Route](#)). These entities are collectively known as Skill Targets (see [Skill_Target](#)).

Each agent can be assigned to a team of agents (see [Agent_Team](#)). Teams are for monitoring purposes only; they are not used for routing calls. The Agent Team Member (see [Agent_Team_Member](#)) maps agents to teams.

The Agent Team Supervisor (see [Agent_Team_Supervisor](#)) is a configuration table that specifies the mapping of supervisors to agent teams.

For agents that are not associated with an ACD, you can define Agent Desk Settings (see [Agent_Desk_Settings](#)), which specify features available and how the Unified ICM handles certain state changes for an agent.

A Person (see [Person](#)) record provides primary identification and authentication for all system users, including both agents and administrators.

Each service has one or more associated skill groups. Each skill group can be associated with one or more service. The Service Member (see [Service_Member](#)) maps skill groups to services.

Each Skill Group has one or more member agents. Each agent can be associated with one or more skill groups. The Skill Group Member (see [Skill_Group_Member](#)) maps agents to skill groups.

For some peripherals, a base Skill Group can have multiple related Skill Groups with different priorities.

Statistics

Real-Time statistics are produced for each Agent (see [Agent](#)), Skill Group (see [Skill_Group](#)), Service (see [Service](#)), and each Skill Group Member (see [Skill_Group_Member](#)).

At Five-Minute intervals statistics are produced for each Skill Group (see [Skill_Group](#)) and Service (see [Service](#)).

Every Half-hour, statistics are produced for each Skill Group (see [Skill_Group](#)), Service (see [Service](#)), and Translation Route (see [Translation_Route](#)).

For each agent, the Unified ICM/Unified CCE software maintains a State Trace, which tracks the states an agent has been in. When an agent logs out, the Unified ICM/Unified CCE software creates an Agent Logout record (see [Agent_Logout](#)).

System Tables

To see an illustration and a list of the System tables, see [System](#).

[Application_Event](#) contains information about application events generated by the Unified ICM/Unified CCE software. This is a subset of the events reported in the Event table.

[AWControl](#) maintains information about the Admin Workstation and its local database.

[Config_Message_Log](#) contains database system information.

[Controller_Time](#) contains the current time as kept by the Central Controller.

[Event](#) contains information about system events generated by the Unified ICM/Unified CCE software.

[ICR_Globals](#) contains some general information about the system.

[ICR_Locks](#) contains a row for each database lock currently held.

[Logger_Admin](#) maintains information about scheduled administration jobs run on the central database by the Unified ICM/Unified CCE software.

[Logger_Meters](#) contains performance information about the Logger process.

[Logger_Type](#) specifies the type of Logger (that is, standard, Customer ICM (CICM)), or Network Applications Manager (NAM) and, if the Logger is a NAM Logger, whether or not the NAM is a secondary NAM.

[Next_Available_Number](#) identifies the next available unique integer ID value for a specific database table.

[Recovery](#) contains internal status about each table in the database.

[Region_Info](#) specifies which prefixes and regions are pre-defined by the Unified ICM/Unified CCE software.

[Rename](#) is an internal table.

[Version](#) records the current versions of the Unified ICM/Unified CCE schema installed in the central and local databases.

User Preferences Tables

To see an illustration and a list of the User Preferences tables, see [User Preferences](#).

Tables in the User Preferences group are used to create custom tool sets and desktop appearances for users of the system software.

The "Cfg" tables control the desktop settings, or appearance, of Configuration Manager tool, which allows users to define desktop settings, and to view, edit, or delete the records of existing desktop settings.

[Cfg_Mngr_App_Snapshot_State](#) defines a specific state of the Unified ICM Configuration Manager that a user has saved. Information from this table is used to reconstruct the Unified ICM Configuration Manager state when the Administration & DataServer is restarted.

[Cfg_Mngr_User_Desktop_Snap](#) retains information on the current Configuration Manager state for a particular user.

[Cfg_Mngr_User_Menu](#) holds information that describes the default and custom menus in use for each user of the Configuration Manager.

[Cfg_Mngr_View](#) holds the information necessary to produce the tree view structure for multiple default and custom menus within the Unified ICM Configuration Manager.

[Cfg_Mngr_User_Settings](#) holds specific Unified ICM Configuration Manager settings for each user of the Configuration Manager tool. Each row in this table specifies the personal settings for one user (for example, whether or not the user want to save the Configuration Manager desktop settings in place when Configuration Manager is closed).

[Cfg_Mngr_Globals](#) contains a single record that stores version information about the menu system that Unified ICM Configuration Manager is currently using.

VRU Micro-applications Tables

To see an illustration and a list of the VRU Micro-Applications tables, see [VRU Micro-application](#).

[Vru_Currency](#) contains a list of currencies supported by VRU micro-applications.

[Vru_Defaults](#) contains a single row of data that contains the default values for a particular VRU micro-application.

[Vru_Locale](#) contains a list of locales (a locale is a combination of language and country) supported by VRU micro-applications.