# Mitel MiContact Center Enterprise

DATABASE VIEWS - DESCRIPTION Release 9.3

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MiContact Center Enterprise Database Views - Description Release 9.3 – February 2018

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# MICC ENTERPRISE DATABASE VIEWS

The MiCC Enterprise database is named "**nextccdb**." It consists of a number of tables. SQL Server users can access the MiCC Enterprise database tables by using views.

Views allow the user to see only a selected portion of information in the database. Using views, the user can only select, not insert, update or delete data from the MiCC Enterprise database tables. Table 1 lists the available views along with their names and a brief description.

During the MiCC Enterprise installation, one SQL Server logon ID is created for users of the MiCC Enterprise views. The logon ID is **nccguest** and the password is **nccguest**.

VIEW NAME	TABLE NUMBER
abdn_call_num_log_view	Table 2: abdn_call_num_log_view
agent_grp_view	Table 3
_agt_act_view	Table 4
_agt_avail_act_view	Table 5
_agt_logon_act_view	Table 6
agt_srv_grp_act_view	Table 7
call_qual_act_view	
	Table 8
_call_qual_view	Table 9
campaign_svy_result_view	
	Table 10
campaign_svy_summary_view	
	Table 11
_cc_user_view	Table 12
_clbk_fail_log_act_view	Table 13
ivr_act_view	Table 14
ivr_view	
	Table 15
service_access_menu_view	
	Table 16
service_access_view	
	Table 17
service_grp_queue_view	
	Table 18
service_grp_skill_view	

#### **Table 1: View Descriptions**

VIEW NAME	TABLE NUMBER
	Table 19
service_grp_view	
	Table 20
skill_template_skill_view	
	Table 21
skill_template_view	
	Table 22
skill_view	
	Table 23
srv_access_act_view	
	Table 24
srv_acss_srv_grp_dist_act_view	
	Table 25
srv_grp_abdn_act_view	
	Table 26
srv_grp_act_view	
	Table 27
srv_grp_answd_act_view	Table 28
unav_reason_view	Table 29
user_skill_view	
0961_9VIII_VIEW	Table 30
user_type_view	
	Table 31

What follows is a detailed description of each view described in Table 1. For each column in each view, a name, datatype and description will be given. Duration field unit is in seconds.

COLUMN	DATATYPE	DESCRIPTION
srv_access_name	char(20)	Service access name
srv_grp_name	char(20)	Service group name that handled the abandoned call
agt_last_name	char(30)	Last name of agent that handled the abandoned call
agt_first_name	char(30)	First name of agent that handled the abandoned call

#### Table 2: abdn\_call\_num\_log\_view

agt_middle_name	char(30)	Middle name of agent that handled the abandoned call
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this abandoned activity is associated with. Otherwise, <default> will be the tenant name.</default>
ani_number	char(20)	Abandoned A-number
time_stamp	datetime	Time stamp when the abandoned call occurred

# Table 3: agent\_grp\_view

COLUMN	DATATYPE	DESCRIPTION
Name	char(20)	Agent group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this agent group
		is associated with. Otherwise, <default> will be the tenant name.</default>
create_date	smalldatetime	Date when the agent group was created
delete_date	datetime	Date when the agent group was deleted
last_modified_date	smalldatetime	Date when the record was last modified
last_modified_user_last	char(30)	Last name of the user that modified the record
last_modified_user_first	char(30)	First name of the user that modified the record
last_modified_user_mid dle_name	char(30)	Middle name of the user that modified the record
default_agtgrp_cd	bit	Indicates whether this is the default agent group (1) or not (0)

# Table 4: agt\_act\_view

COLUMN	DATATYPE	DESCRIPTION
last_name	char(30)	Last name of the agent
first_name	char(30)	First name of the agent
middle_name	char(30)	Middle name of the agent
agt_grp_name	char(20)	Agent group name that the agent is a member of
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this agent is associated with. Otherwise,

COLUMN	DATATYPE	DESCRIPTION
		<default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
person_income_cnt	int	Number of incoming personal calls answered by this agent
person_outgo_cnt	int	Number of outgoing personal calls made by this agent
person_income_dur	int	Total call duration of incoming personal calls that were answered by this agent
person_outgo_dur	int	Total call duration of outgoing personal calls that were made by this agent
agt_logon_dur	int	Total duration that the agent was logged on
voice_agt_avail_dur	int	Total duration that the agent was marked as Ready for voice calls
voice_agt_idle_dur	int	Total duration that the agent had no voice calls
voice_agt_busy_dur	int	Total duration that the agent was busy on voice calls
voice_agt_busy_other_ dur	int	Total duration that the agent was busy with personal incoming/outgoing calls
highest_chat_cnt	int	Highest number of concurrent chats including the take over sessions
chat_agt_avail_dur	int	Total duration that the agent was marked as Ready for chat sessions
chat_agt_idle_dur	int	Total duration that the agent was not handling any chat sessions
chat_agt_busy_dur	int	Total duration that the agent was busy serving chat sessions
chat_agt_take_over_se ssion_dur	int	Total duration that the agent was busy handling take over chat sessions
highest_message_cnt	int	Highest number of concurrent message sessions including
		E-mail and SMS
message_agt_avail_dur	int	Total duration that the agent was marked as Ready for messages
message_agt_idle_dur	int	Total duration that the agent was not handling any messages
message_agt_busy_dur	int	Total duration that the agent was busy handling message sessions
highest_open_media_cnt	int	Highest number of concurrent open media sessions

COLUMN	DATATYPE	DESCRIPTION
open_media_agt_avail_dur	int	Total duration that the agent was marked as Ready for open media
open_media_agt_idle_dur	int	Total duration that the agent was not handling any open media sessions
open_media_agt_busy_dur	int	Total duration that the agent was busy handling open media sessions

# Table 5: agt\_avail\_act\_view

COLUMN	DATATYPE	DESCRIPTION
last_name	char(30)	Last name of agent
first_name	char(30)	First name of agent
middle_name	char(30)	Middle name of agent
agt_grp_name	char(20)	Name of agent group
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that the agent is associated with. Otherwise,
		<default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
agt_logon_ext	char(20)	Extension where the agent logged on
time_stamp	datetime	Time when the agent state actually changed. Indicated in seconds. (0 seconds = 12:00 A.M. of the indicated date)
status	int	Agent status (0=logged on, 1=logged off, 2= ready, 3=not ready)
unav_reason_name	char(50)	Not Ready Reason entered from Desktop Manager, forced by supervisor, or none
media_type	int	Media type (1 = Voice,
		2 = Chat, 3 = Message, 4 = Open Media)

#### Table 6: agt\_logon\_act\_view

COLUMN	DATATYPE	DESCRIPTION
last_name	char(30)	Last name of agent
first_name	char(30)	First name of agent
middle_name	char(30)	Middle name of agent
agt_grp_name	char(20)	Agent group name
agt_logon_ext	char(20)	Extension where the agent logged on

COLUMN	DATATYPE	DESCRIPTION
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that the agent is associated with. Otherwise,
		<default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
login_dur	int	Total duration that the agent was logged on
voice_unav_dur	int	Total duration that the agent was marked as Not Ready for voice calls
chat_unav_dur	int	Total duration that the agent was marked as Not Ready for chat sessions
message_unav_dur	int	Total duration that the agent was marked
		as Not Ready for messages
open_media_unav_dur	int	Total duration that the agent was marked
		as Not Ready for open media sessions

# Table 7: agt\_srv\_grp\_act\_view

COLUMN	DATATYPE	DESCRIPTION
last_name	char(30)	Last name of agent
first_name	char(30)	First name of agent
middle_name	char(30)	Middle name of agent
srv_grp_name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that the agent is associated with. Otherwise,
		<default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
agt_grp_name	char(20)	Agent group name
srv_grp_ring_cnt	int	Number of service calls/message sessions that were alerting this agent
srv_grp_answd_cnt	int	Number of service calls/message sessions that were answered by this agent
srv_grp_parked_cnt	int	Number of service calls that were placed On Hold by the agent
srv_grp_clerical_cnt	int	Number of calls/sessio ns that entered clerical state for this agent
srv_grp_abdn_ring_cnt	int	Number of service calls/message sessions that were abandoned while alerting

COLUMN	DATATYPE	DESCRIPTION
clbk_offd_agt_cnt	int	Number of callback calls that were offered to this agent
clbk_agt_rej_cnt	int	Number of callback calls that were rejected by this agent
clbk_agt_ring_timeout_ _cnt	int	Number of callback calls that exceeded the ring time-out value
clbk_agt_fail_cnt	int	Number of callback attempts that failed
srv_grp_call_rej_cnt	int	Number of service calls/message sessions rejected by this agent
srv_grp_ring_timeout_cnt	int	Number of service calls that exceeded the ring time-out value
assisted_cnt	int	Number of service calls for which this agent received assistance
assisting_cnt	int	Number of service calls for which this agent provided assistance
monitored_cnt	int	Number of service calls for which this agent was monitored by another agent
monitoring_cnt	int	Number of service calls that this agent monitored
srv_grp_sms_outgoing _cnt	Int	Number of SMS outgoing sessions that this agent served
srv_grp_email_outgoing _cnt	Int	Number of e-mail outgoing sessions that this agent served
srv_grp_ring_dur	int	Total ring duration for incoming service calls/message sessions that were routed to this service group
srv_grp_answd_dur	int	Total duration of incoming service calls/message sessions that were answered by this agent
srv_grp_parked_dur	int	Total duration of service calls that were placed On Hold by this agent
srv_grp_clerical_dur	int	Total duration spent in Clerical state by this agent
srv_grp_clbk_setup_dur	int	Total duration spent in Callback Setup state by this agent
srv_grp_clbk_dur	int	Total duration spent in Callback state by this agent
srv_grp_deleted_email _cnt	int	Number of E-mails deleted by this agent

#### Table 8: call\_qual\_act\_view

COLUMN	DATATYPE	DESCRIPTION
agt_last_name	char(30)	Last name of agent
agt_first_name	char(30)	First name of agent
agt_middle_name	char(30)	Middle name of agent
call_qual_name	char(50)	Name of the call qualification code
call_qual_number	char(5)	Number of the call qualification code

COLUMN	DATATYPE	DESCRIPTION
srv_grp_name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that the agent is associated with. Otherwise,
		<default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
usg_cnt	int	Number of times the call qualification code was entered by the agent
	Table 9: ca	all_qual_view
COLUMN	DATATYPE	DESCRIPTION
name	char(50)	Name of the call qualification code
number	char(5)	Number of the call qualification code
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this call qualification code is associated with. Otherwise, <default> will be the tenant name.</default>
create_date	smalldatetime	Date when the call qualification code was created
delete_date	datetime	Date when the call qualification code was deleted
last_modified_date	smalldatetime	Date when the record was last modified
last_modified_user_last _name	char(30)	Last name of the user that modified the record
last_modified_user_first _name	char(30)	First name of the user that modified the record
last_modified_user_mid dle_name	char(30)	Middle name of the user that modified the record

# Table 10: campaign\_svy\_result\_view

COLUMN	DATATYPE	DESCRIPTION
campaign_name	char(20)	Name of campaign
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this campaign
		is associated with. Otherwise, <default> will be the tenant name.</default>
customer_last_name	char(30)	Last name of customer

COLUMN	DATATYPE	DESCRIPTION
customer_first_name	char(30)	First name of customer
customer_phone_number	char(20)	Phone number of customer
first_attempt_number	char(20)	First alternate phone number for the customer
first_attempt_number_type	int	Type of the first alternate number (1 = Home, 2 = Office, 3 = Mobile, 4 = Other)
second_attempt_number	char(20)	Second alternate phone number for the customer
second_attempt_numb er_type	int	Type of the second alternate number (1 = Home, 2 = Office, 3 = Mobile, 4 = Other)
third_attempt_number	char(20)	Third alternate phone number for the customer
third_attempt_number_type	int	Type of the third alternate number (1
		= Home, 2 = Office, 3 = Mobile, 4 = Other)
fourth_attempt_number	char(20)	Fourth alternate phone number for the customer.
fourth_attempt_number_type	int	Type of the Fourth alternate number (1 = Home, 2 = Office, 3 = Mobile, 4 = Other)
fifth_attempt_number	char(20)	Fifth alternate phone number for the customer
fifth_attempt_number_type	int	Type of the fifth alternate number (1 = Home, 2 = Office, 3 = Mobile, 4 = Other)
agt_last_name	char(30)	Last name of agent
agt_first_name	char(30)	First name of agent
agt_middle_name	char(30)	Middle name of agent
question	char(255)	Survey question
answer	char(255)	Answer for the survey question

#### Table 11: campaign\_svy\_summary\_view

COLUMN	DATATYPE	DESCRIPTION
campaign_name	char(20)	Name of campaign
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this campaign is associated with. Otherwise, <default> will be the tenant name.</default>
start_date	smalldatetime	Date and time when the campaign started
stop_date	smalldatetime	Date and time when the campaign stopped
agt_last_name	char(30)	Last name of the agent that handled this campaign call
agt_first_name	char(30)	First name of the agent that handled this campaign call
agt_middle_name	char(30)	Middle name of the agent that handled this campaign call

COLUMN	DATATYPE	DESCRIPTION
customer_last_name	char(30)	Last name of the customer that participated in this campaign survey
customer_first_name	char(30)	First name of
		the customer that participated in this
		campaign survey
customer_phone_nu mber	char(20)	Phone number of the customer that participated in this campaign survey
comment	char(255)	Comments from the agent for this customer
called_time	smalldatetime	Date and time when the survey took place
num_attempts	int	Number of calls that were attempted for this customer
call_status	int	Status of this call
		(1 = Not yet called,
		2 = Busy, 4 = No
		Answer, 8 = Callback
		Later, 16 = Completed
		Successfully, 32 = Wrong Number, 64 =
answd_dur	int	Total duration that the agent spent serving this campaign call

# Table 12: cc\_user\_view

COLUMN	DATATYPE	DESCRIPTION
last_name	char(30)	Last name of user
first_name	char(30)	First name of user
middle_name	char(30)	Middle name of user
logon_id	char(20)	Logon ID of user
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this agent is associated with. Otherwise, <default> will be the tenant name.</default>
agt_grp_name	char(20)	Agent group name
personal_id_num	char(20)	Personal Identification Number of user
personal_ext_num	char(20)	Personal extension number of user
user_type_name	char(20)	Name of user type
personal_default_dest_num	char(20)	Personal default destination number of user
create_date	smalldatetime	Date when the user was created

COLUMN	DATATYPE	DESCRIPTION
delete_date	datetime	Date when the user was deleted
last_modified_date	smalldatetime	Date when the record was last modified
last_modified_user_last_name	char(30)	Last name of the user that modified the record
last_modified_user_first	char(30)	First name of the user that modified the record
_name		
last_modified_user_mid dle_name	char(30)	Middle name of the user that modified the record

#### Table 13: clbk\_fail\_log\_act\_view

COLUMN	DATATYPE	DESCRIPTION
srv_grp_name	char(20)	Service group name
agt_last_name	char(30)	Last name of agent
agt_first_name	char(30)	First name of agent
agt_middle_name	char(30)	Middle name of agent
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this call is associated with. Otherwise, <default> will be the tenant name.</default>
org_call_time	smalldatetime	Date and time of the original call
clbk_time	smalldatetime	Date and time of the callback setup
agt_hdl_dur	int	Duration (in seconds) that the call was handled by the agent (for example; callback, call setup, talking, clerical)
srv_access_hdl_dur	int	Duration that the call was handled by the service access
srv_grp_offhook_q_dur	int	Duration that the call was queuing off-hook for the service group
srv_grp_onhook_q_dur	int	Duration that the call was queuing on-hook for the service group
reason_fail	int	Reason that callback failed (11074=no available agent,
		11075=no answer,
		11076=busy,
		11077=caller number not available,
		11078=wrong number)
clbk_num	char(24)	Caller's number used for callback

Table 14: ivr_act_view	
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COLUMN	DATATYPE	DESCRIPTION
ivr_description	char(100)	IVR description

ivr_data	char(100)	IVR data
srv_access_name	char(20)	Service access name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this IVR activity is associated with. Otherwise, <default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
usg_cnt	int	Number of times the IVR data was used by the service access

#### Table 15: ivr\_view

COLUMN	DATATYPE	DESCRIPTION
description	char(100)	Description of the IVR
data	char(100)	Data of the IVR
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this IVR is associated with. Otherwise, <default> will be the tenant name.</default>
create_date	smalldatetime	Date when the IVR was created
delete_date	datetime	Date when the IVR was deleted

#### Table 16: service\_access\_menu\_view

COLUMN	DATATYPE	DESCRIPTION
service_access_name	char(20)	Service access name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this service access is associated with. Otherwise, <default> will be the tenant name.</default>
menu_cd	int	Flag indicating the menu option used (if IVR is
		not used, then 0 through
		9, 10=*, 11=#; if IVR
		is used, this value is incremented)
status_cd	bit	Flag indicating whether Selection Menu is used (0=not used, 1= used)
menu_name	char(20)	Name of Selection Menu
allow_caller_info_cd	bit	Flag indicating whether to ask for information from caller (0=ask,

		1=not ask)
message_id	int	Internal ID of message
maximum_digit_num	int	Maximum number of digits expected from the caller
service_grp_name	char(20)	Service group name

COLUMN	DATATYPE	DESCRIPTION
name	char(20)	Service access name
device_name	char(255)	Virtual device name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this service access is associated with. Otherwise, <default> will be the tenant name.</default>
oasserver_id	int	The OAS Server ID
language_cd	int	Language code as defined in the OAS Configuration.
ivr_use_cd	bit	Flag indicating whether IVR is used (0=used, 1= not used)
status_cd	int	Flag indicating status of the service access (0=inactive, 1=active,
		2=pending, 3=editing)
perf_interval_cd	int	Flag indicating Performance Interval of the service access (1=30 minutes, 2=1 hour, 3=2 hours, 4=3 hours, 5=4 hours, 6=6 hours, 7=12 hours,
		8=24 hours, 9=today,
		10=workday)
workday_from_time	int	The workday starting time in number of minutes since midnight. For example: 8:00 AM is 480
workday_to_time	int	The workday ending time in number of minutes since midnight. For example: 8:00 PM is 1200
play_welcome_msg_cd	bit	Flag indicating whether a Welcome Message is played (0=not played,
		1=played)
welcome_msg_id	int	Internal record ID of the play_message table defined in OAS
welcome_msg_dur	int	Duration to wait before playing the welcome_message_id
play_selection_msg_cd	bit	Flag indicating whether a Selection Message is played (0=not played,
		1=played)
selection_msg_id	int	Internal record ID of the play_message table defined in OAS
create_date	smalldatetime	Date when the service access was created
delete_date	datetime	Date when the service access was deleted
last_modified_date	smalldatetime	Date when the record was last modified
last_modified_user_last _name	char(30)	Last name of the user that modified the record

#### Table 17 service\_access\_view

COLUMN	DATATYPE	DESCRIPTION
last_modified_user_first	char(30)	First name of the user that modified the record
_name		
last_modified_user_mid dle_name	char(30)	Middle name of the user that modified the record
purpose_cd	tinyint	Service access type:
		1=SMS service access,
		0=regular service access

# Table 18: service\_grp\_queue\_view

COLUMN	DATATYPE	DESCRIPTION
service_grp_name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this service group is associated with. Otherwise, <default> will be the tenant name.</default>
ewt_start_dur	int	Start interval of
		Estimated Waiting Time
ewt_end_dur	int	End interval of
		Estimated Waiting Time
message_id	int	Internal ID of message from OAS
call_back_cd	bit	Flag indicating whether the Callback feature
		is activated (0=not activated, 1=activated)
transfer_dest_cd	bit	Flag indicating whether the transfer to other destination feature
		is activated (0=not activated, 1=activated)
transfer_dest	varchar(20)	The transfer destination

# Table 19: service\_grp\_skill\_view

COLUMN	DATATYPE	DESCRIPTION
service_grp_name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this service group is associated with. Otherwise, <default> will be the tenant name.</default>
skill_choice_num	int	Skill choice number (1, 2, or 3)

skill_name	char(20)	Name of skill
skill_level_num	int	Number of skill level (1 through 100)

# Table 20: service\_grp\_view

COLUMN	DATATYPE	DESCRIPTION
name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that the service group is associated with. Otherwise, <default> will be the tenant name.</default>
clerical_time_dur	int	Duration of clerical time
enforce_callqual_cd	bit	Flag indicating whether call qualification code is enforced (0=not enforced, 1=enforced)
service_level_pcnt	int	Service Level percentage
service_level_dur	int	Duration during which Service Level was measured
perf_interval_cd	int	Flag indicating Performance Interval of the service group (1=30 minutes, 2=1 hour, 3=2 hours, 4=3 hours, 5=4 hours, 6=6 hours, 7=12 hours,
		8=24 hours, 9=today,
		10=workday)
workday_from_time	int	The workday starting time in number of minutes since midnight. For example: 8:00 AM is 480
workday_to_time	int	The workday ending time in number of minutes since midnight. For example: 8:00 PM is 1200
agent_selection_cd	int	Flag indicating agent selection choices (0=best qualified, 1=least qualified, 2=longest idle)
priority_num	int	Priority of the service group
delayed_call_threshold _dur	int	Duration a service call waited in queue before being considered as a delayed call
abnd_time_pcnt_num	int	The percentage that indicates how close to the average abandoned time a call is while waiting in the service group queue
alarm_abnd_rate_cd	bit	Flag indicating whether an alarm will be sent for abandoned calls (0=not sent, 1=sent)
alarm_abnd_rate_pcnt	int	Threshold for
-		Abandoned Rate alarm
alarm_ewt_cd	bit	Flag indicating whether an alarm will be sent due to the Estimated Waiting Time being exceeded (0=not sent,
		1=sent)

COLUMN	DATATYPE	DESCRIPTION
alarm_ewt_dur	int	Threshold for Estimated Waiting Time alarm
alarm_mwt_cd	bit	Flag indicating whether an alarm will be sent due to the Actual Waiting Time being exceeded (0=not sent, 1=sent)
alarm_mwt_dur	int	Threshold for Actual
		Waiting Time alarm
alarm_queue_cd	bit	Flag indicating whether an alarm will be sent due to the number of calls in queue (0=not sent, 1=sent)
alarm_queue_num	int	Threshold for Maximum Number of Calls in Queue alarm
alarm_qualified_agt_cd	bit	Flag indicating whether an alarm will be sent (0=not sent, 1=sent)
alarm_qualified_agt_num	int	Threshold for Qualified Agents alarm
alarm_available_agt_cd	bit	Flag indicating whether an alarm will be sent due to the number of Ready agents (0=not sent, 1=sent)
alarm_available_agt_pcnt_ _num	int	Threshold for Available Agents alarm
alarm_ringing_cd	bit	Flag indicating whether an alarm will be sent due to the length of ringing calls (0=not sent, 1=sent)
alarm_ringing_dur	int	Threshold for Ringing Duration alarm
alarm_talking_cd	bit	Flag indicating whether an alarm will be sent due to the length of talking calls (0=not sent,
olorm tolking dur	int	1=sent)
alarm_talking_dur	hit	Threshold for Talking Duration alarm
alarm_parked_cd	bit	Flag indicating whether an alarm will be sent due to the length of On Hold calls (0=not sent, 1=sent)
alarm_parked_dur	int	Threshold for On Hold Duration alarm
alarm clerical cd	bit	Flag indicating whether an alarm will be sent due to the
alann_clencal_cu	ы	length of clerical calls (0=not sent, 1=sent)
alarm_clerical_dur	int	Threshold for Clerical Duration alarm
use_ewt_for_skill_choices_ cd	bit	Flag indicating whether the next skill choice will be used (0=not used,
		1=used)
include_third_skill_cd	bit	Flag indicating whether the third skill choice
		will be included (0=not included, 1=included)
ovfl_on_grp_close_cd	bit	Flag indicating whether calls will be overflowed based on Group Closed (0=not overflowed,
		1=overflowed)
ovfl_ewt_time_dur	int	Estimated Waiting Time threshold to overflow a call
ovfl_gc_dest_type_cd	int	Indicates where to overflow (1=service group, 2=service access, 3=other destination)

COLUMN	DATATYPE	DESCRIPTION
gc_service_grp_name	char(20)	Name of the overflow destination (that is, service group) for calls overflowed based on Group Closed
gc_srv_access_name	char(20)	Name of the overflow destination (that is, service access) for calls overflowed based on Group Closed
ovfl_gc_dest_other_num	char(20)	Number of the overflow destination for calls overflowed based on Group Closed
ovfl_gc_send_alarm_cd	bit	Flag indicating whether an alarm will be sent when overflow based on Group Closed occurs (0=not sent, 1=sent)
ovfl_on_wait_time_cd	bit	Flag indicating whether calls will overflow based on Wait Time (0=not used, 1=used)
ovfl_wt_dest_type_cd	int	Indicates where to overflow (1=service group, 2=service access, 3=other destination)
ovfl_awt_time_dur	int	Actual Waiting Time threshold to overflow a call
wt_service_grp_name	char(20)	Name of the overflow destination (that is, service group) for calls overflowed based on Wait Time
wt_srv_access_name	char(20)	Name of the overflow destination (that is, service access) for calls overflowed based on Wait Time
ovfl_wt_dest_other_num	char(20)	Number of the overflow destination for calls overflowed based on Wait Time
ovfl_wt_send_alarm_cd	bit	Flag indicating whether an alarm will be sent when overflow based on Wait Time occurs (0=not sent, 1=sent)
play_init_queue_msg_cd	bit	Flag indicating whether an initial queue message will be played (0=not played, 1=played)
init_queue_msg_id	int	Internal record ID of the initial_queue_message table defined in OAS
repeat_queue_action_cd	bit	Flag indicating whether the queue message will be repeated (0=not repeated, 1=repeated)
queue_action_check_dur	int	Duration to check queue action
defined_cd	bit	Flag indicating whether the service group is defined (0=not defined,
		1=defined)
language_cd	int	Language type: 0=English, 1=Italian, 2=Australian English, 3=UK English, 4=Irish English, 5=Dutch, 6=Flemish, 7=French, 8=German
purpose_cd	tinyint	Service group type: 0=Voice and Chat, 1=Campaign, 2=E-mail

email_address         char(255)         E-mail address for this service group           create_date         smalldatetime         Date when the service group was created           delete_date         datetime         Date when the service group was created           last_modified_date         smalldatetime         Date when the service group was deleted           last_modified_user_list         char(30)         Last name of the user that modified the record          name	COLUMN	DATATYPE	DESCRIPTION
create_date         smalldatetime         Date when the service group was created           delete_date         datetime         Date when the service group was deleted           last_modified_user_last         char(30)         Last name of the user that modified the record          name        name	email address	char(255)	E-mail address for this service group
delete_date         date time         Date when the service group was deleted           last_modified_date         smalldatetime         Date when the record was last modified           last_modified_user_last         char(30)         Last name of the user that modified the record           _name			· · · · · · · · · · · · · · · · · · ·
last_modified_date         smalldatetime         Date when the record was last modified           last_modified_user_last         char(30)         Last name of the user that modified the record          name         last_modified_user_first         char(30)         First name of the user that modified the record          name         last_modified_user_first         char(30)         Middle name of the user that modified the record          name         last_modified_user_mid         char(30)         Middle name of the user that modified the record          name         use_awt_on_queue_msg int         Indicates whether to use queue position for repeat queue handling: (0 = AWT, 1 = EWT, 2 = Queue position)           email_signature_file         char(255)         Filename use for E-mail signature           close_grp_cd         int         Indicates when the group is closed based on the following options: 0 = Closed when no logged on agents 1 = Closed when no Ready agents 2 = Always open           reject_call_retry_dur         int         Duration to wait before resending rejected calls to the same agent after the timer expires (0-not send, 1 = send)           after_agt_handling_cd         bit         Indicates whether to resend the rejected calls to the same agent after the timer expires (0 = Not script, 1 = Script). Default is 0           service_access_handling_         char(20)         Service Access that handles the call after the agent completes the service call			
last_modified_user_last       char(30)       Last name of the user that modified the record        name       last_modified_user_first       char(30)       First name of the user that modified the record        name       last_modified_user_mid       char(30)       Middle name of the user that modified the record        last_modified_user_mid       char(30)       Middle name of the user that modified the record         use_awt_on_queue_msg int       Indicates whether to use queue position for repeat queue handling: (0 = AWT, 1 = EWT, 2 = Queue position)         email_signature_file       char(255)       Filename use for E-mail signature         closes_grp_cd       int       Indicates when no logged on agents         1 = Closed when no Ready agents       2 = Always open         reject_call_retry_dur       int       Duration to wait before resending rejected calls to the same agent         use_reject_retry_cd       bit       Indicates whether to resend the rejected calls to the same agent         use_reject_retry_cd       bit       Indicates whether the service group is using         a Script Manager script to handle the call after       the agent completes the service call (0=No script, 1 = script). Default is 0         service_access_handlingdata_ty       bit       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to			
name last_modified_user_first char(30)name last_modified_user_mid char(30) Middle name of the user that modified the recordname last_modified_user_mid char(30) Middle name of the user that modified the record de_name use_awt_on_queue_msg int Indicates whether to use queue position for repeat queue handling: (0 = AWT, 1 = EWT, 2 = Queue position) email_signature_file char(255) Filename use for E-mail signature close_grp_cd int Indicates when the group is closed based on the following options: 0 = Closed when no logged on agents 1 = Closed when no Ready agents 2 = Always open reject_call_retry_dur int Duration to wait before resending rejected calls to the same agent after the timer expires (0=not send, 1 = send) after_agt_handling_cd bit Indicates whether to resend the rejected calls to the same agent after the timer expires (0=not send, 1 = send) after_agt_handlingchar(20) Service_access_handling char(20) Service_access_handling char(20) after-agt_handling_startup bitcd Automatic after whether data the call after automatically sent to the configured after-agent handling service access) after_agt_handling_data_ty bit pe_cd			
name last_modified_user_mid char(30) lide_name last_modified_user_mid char(30) link char(30) link char(30) link char(255) li			
dle_name         use_awt_on_queue_msgint       Indicates whether to use queue position for repeat queue handling: (0 = AWT, 1 = EWT, 2 = Queue position)         email_signature_file       char(255)       Filename use for E-mail signature         close_grp_cd       int       Indicates when the group is closed based on the following options:         0 = Closed when no logged on agents       1 = Closed when no Ready agents         2 = Always open       2 = Always open         reject_call_retry_dur       int       Duration to wait before resending rejected calls to the same agent         use_reject_retry_cd       bit       Indicates whether the service group is using         after_agt_handling_cd       bit       Indicates whether the service group is using         a Script Manager script to handle the call after       the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handling_       char(20)       Service Access that handles the call after		char(30)	First name of the user that modified the record
cd       handling: (0 = AWT, 1 = EWT, 2 = Queue position)         email_signature_file       char(255)       Filename use for E-mail signature         close_grp_cd       int       Indicates when the group is closed based on the following options: 0 = Closed when no Ready agents 1 = Closed when no Ready agents 2 = Always open         reject_call_retry_dur       int       Duration to wait before resending rejected calls to the same agent agent after the timer expires (0=not send, 1 = send)         after_agt_handling_cd       bit       Indicates whether the service group is using a Script Manager script to handle the call after the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handling_ char(20)       Service Access that handles the call after the agent completes the service call         after_agt_handling_startup _cd       bit       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1 = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling service access)         after_agt_handling_data_ty       bit       Flag to indicate whether data is sent with the callr to the after- agent handling destination when the after-agent handling option is set (0 = without data, 1 = with data)		char(30)	Middle name of the user that modified the record
close_grp_cd       int       Indicates when the group is closed based on the following options:         0 = Closed when no logged on agents       1 = Closed when no Ready agents         1 = Closed when no Ready agents       2 = Always open         reject_call_retry_dur       int       Duration to wait before resending rejected calls to the same agent         use_reject_retry_cd       bit       Indicates whether to resend the rejected calls to the same agent after the timer expires (0=not send, 1 = send)         after_agt_handling_cd       bit       Indicates whether the service group is using         a Script Manager script to handle the call after       the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handlingdate_to bit       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling destination; 1         = Automatic - when the agent clears the call ro the after-agent handling destination; 1         = Automatic - when the agent whether data is sent with the callr to the after-agent handling destination; 1         = without data, 1 = with data)		int	
options:       0 = Closed when no logged on agents         1 = Closed when no Ready agents       2 = Always open         reject_call_retry_dur       int       Duration to wait before resending rejected calls to the same agent         use_reject_retry_cd       bit       Indicates whether to resend the rejected calls to the same agent after the timer expires (0=not send, 1 = send)         after_agt_handling_cd       bit       Indicates whether the service group is using a Script Manager script to handle the call after the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handling_       char(20)       Service Access that handles the call after the after-agt_complete         after_agt_complete       the agent completes the service call       Annual         after_agt_handling_startup       bit       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling service access)         after_agt_handling_data_ty bit       Flag to indicate whether data is sent with the call ro the after-agent handling destination when the after-agent handling option is set (0 = without data, 1 = with data)	email_signature_file	char(255)	Filename use for E-mail signature
1 = Closed when no Ready agents         2 = Always open         reject_call_retry_dur       int         Duration to wait before resending rejected calls to the same agent         use_reject_retry_cd       bit         Indicates whether to resend the rejected calls to the same agent after the timer expires (0=not send, 1 = send)         after_agt_handling_cd       bit         Indicates whether the service group is using a Script Manager script to handle the call after the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handling_       char(20)         Service Access that handles the call after the agent completes the service call         after_agt_complete       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling destination when the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling destination when the after-agent handling option is set (0         = without data, 1 = with data)       = without data, 1 = with data)	close_grp_cd	int	
2 = Always open         reject_call_retry_dur       int       Duration to wait before resending rejected calls to the same agent         use_reject_retry_cd       bit       Indicates whether to resend the rejected calls to the same agent after the timer expires (0=not send, 1 = send)         after_agt_handling_cd       bit       Indicates whether the service group is using a Script Manager script to handle the call after the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handling char(20)       Service Access that handles the call after the agent completes the service call         after_agt_complete       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling destination when the after-agent handling option is set (0 = without data, 1 = with data)			0 = Closed when no logged on agents
reject_call_retry_dur       int       Duration to wait before resending rejected calls to the same agent         use_reject_retry_cd       bit       Indicates whether to resend the rejected calls to the same agent after the timer expires (0=not send, 1 = send)         after_agt_handling_cd       bit       Indicates whether the service group is using a Script Manager script to handle the call after the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handling char(20)       Service Access that handles the call after the agent completes the service call         after_agt_complete       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling destination when the after-agent handling destination when the after-agent handling option is set (0         after_agt_handling_data_ty       bit         Flag to indicate whether data is sent with the callr to the after-agent handling destination when the after-agent handling option is set (0         = without data, 1 = with data)       = without data, 1 = with data			
agent         use_reject_retry_cd       bit       Indicates whether to resend the rejected calls to the same agent after the timer expires (0=not send, 1 = send)         after_agt_handling_cd       bit       Indicates whether the service group is using a Script Manager script to handle the call after the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handling_       char(20)       Service Access that handles the call after the agent completes the service call         after_agt_complete       the agent completes the service call       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1 = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling destination when the after-agent handling destination when the after-agent handling option is set (0 = without data, 1 = with data)			2 = Always open
agent after the timer expires (0=not send, 1 = send)         after_agt_handling_cd       bit         Indicates whether the service group is using a Script Manager script to handle the call after the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handling_       char(20)         after_agt_complete       Service Access that handles the call after the agent completes the service call         after_agt_handling_startup       bit	reject_call_retry_dur	int	<b>o</b> ,
a Script Manager script to handle the call after         the agent completes the service call (0=No script,         1 = Script). Default is 0         service_access_handling_ char(20)         after_agt_complete         Service Access that handles the call after         after_agt_handling_startup         bit	use_reject_retry_cd	bit	
the agent completes the service call (0=No script, 1 = Script). Default is 0         service_access_handlingchar(20) after_agt_complete       Service Access that handles the call after the agent completes the service call         after_agt_handling_startup_bit _cd       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1 = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling service access)         after_agt_handling_data_ty_bit pe_cd       Flag to indicate whether data is sent with the callr to the after- agent handling destination when the after-agent handling option is set (0 = without data, 1 = with data)	after_agt_handling_cd	bit	Indicates whether the service group is using
1 = Script). Default is 0         service_access_handling char(20)         after_agt_complete         after_agt_handling_startup bitcd         Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling service access)         after_agt_handling_data_ty bit pe_cd       Flag to indicate whether data is sent with the callr to the after-agent handling destination when the after-agent handling option is set (0 = without data, 1 = with data)			
service_access_handlingafter_agt_complete       char(20)       Service Access that handles the call after the agent completes the service call         after_agt_handling_startup			
after_agt_complete       the agent completes the service call         after_agt_handling_startup       bit         _cd       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling service access)         after_agt_handling_data_ty       bit         Flag to indicate whether data is sent with the callr to the after-agent handling option is set (0 = without data, 1 = with data)			1 = Script). Default is 0
after_agt_handling_startup       bit       Flag to indicate how Desktop Manager will handle calls when the after-agent handling option is set (0 = Manual a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically sent to the configured after-agent handling service access)         after_agt_handling_data_ty       bit         Flag to indicate whether data is sent with the callr to the after-agent handling option is set (0 = without data, 1 = with data)	-	char(20)	
_cd       the after-agent handling option is set (0 = Manual         a pop up dialog is provided when the agent clears the call, to select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically         sent to the configured         after_agt_handling_data_ty bit         pe_cd         Flag to indicate whether data is sent with the callr to the after-agent handling option is set (0         = without data, 1 = with data)			
select whether to deflect the caller to the after-agent handling destination; 1         = Automatic - when the agent clears the call, the caller is automatically         sent to the configured         after_aget_handling_data_ty_bit         Plag to indicate whether data is sent with the callr to the after-agent handling destination when the after-agent handling option is set (0         = without data, 1 = with data)		bit	
automatically         sent to the configured         after-agent handling service access)         after_agt_handling_data_ty bit         pe_cd         Flag to indicate whether data is sent with the callr to the after-agent handling destination when the after-agent handling option is set (0         = without data, 1 = with data)			select whether to deflect the caller to the after-agent handling
after-agent handling service access)         after_agt_handling_data_ty_bit         pe_cd         Flag to indicate whether data is sent with the callr to the after-agent handling destination when the after-agent handling option is set (0         = without data, 1 = with data)			
after_agt_handling_data_ty       bit         pe_cd       Flag to indicate whether data is sent with the callr to the after- agent handling destination when the after-agent handling option is set (0         = without data, 1 = with data)			sent to the configured
pe_cd       agent handling destination when the after-agent handling option is set (0         = without data, 1 = with data)			after-agent handling service access)
		bit	agent handling destination when the after-agent handling
proferred agt routing bit Elag to indicate whether proferred agent routing is encluded			= without data, 1 = with data)
cd ring to indicate whether preferred agent routing is enabled, which allows calls to be routed to	preferred_agt_routing_ cd	bit	Flag to indicate whether preferred agent routing is enabled, which allows calls to be routed to

COLUMN	DATATYPE	DESCRIPTION
		the agent previously serving this customer;
		0=Disabled, 1=Enabled. Default is 0.
preferred_agt_routing_ timelimit	int	The time limit for preferred agent routing. After this time expires, calls will not be routed to the agent previously handling the customer.
ovfl_on_ewt_cd	bit	Flag to indicate whether the call should overflow or not overflow based on Estimated Wait Time.
		(0 = not overflow, 1 =
		overflow)
default_srvgrp_cd	bit	Flag to indicate the service group is the default group for the current tenant. Default is 0 (not default).
delayed_call_threshold_du r2	int	Duration a service call waited in queue before being considered as a delayed call for third skill choice.
review_emails	bit	Flag to indicate if e-mails are reviewed

#### Table 21: skill\_template\_skill\_view

COLUMN	DATATYPE	DESCRIPTION
skill_template_name	char(20)	Name of skill template
skill_name	char(20)	Name of skill
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that the skill is associated with. Otherwise,
		<default> will be the tenant name.</default>
skill_level_num	int	Number of skill level (1 through 100)

# Table 22: skill\_template\_view

COLUMN	DATATYPE	DESCRIPTION
Name	char(20)	Name of skill template
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this skill is associated with. Otherwise,
		<default> will be the tenant name.</default>
last_modified_date	smalldatetime	Date when the record was last modified
last_modified_date last_modified_user_last	smalldatetime char(30)	Date when the record was last modified Last name of the user that modified the record
last_modified_user_last		

last_modified_user_mid	char(30)	Middle name of the user that modified the record
dle_name		

Table 23: skill_view				
COLUMN	DATATYPE	DESCRIPTION		
name	char(20)	Name of skill		
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this skill is associated with. Otherwise, <default> will be the tenant name.</default>		
last_modified_date	smalldatetime	Date when the record was last modified		
last_modified_user_last_name	char(30)	Last name of the user that modified the record		
last_modified_user_first_name	char(30)	First name of the user that modified the record		
last_modified_user_middle_name	char(30)	Middle name of the user that modified the record		

#### Table 24: srv\_access\_act\_view

COLUMN	DATATYPE	DESCRIPTION
srv_access_name	char(20)	Service access name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this service access is associated with. Otherwise, <default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
direct_in_cnt	int	Number of direct-in calls
ovfl_in_cnt	int	Number of overflowed-i n calls
ovfl_out_cnt	int	Number of overflowed-o ut calls
wel_msg_usg_cnt	int	Number of times that the Welcome Message was played
sel_msg_usg_cnt	int	Number of times that the Selection Message was played
sel_cnt1	int	Number of times that Selection 1 (that is, Menu Option 1) was used
sel_cnt2	int	Number of times that Selection 2 (that is, Menu Option 2) was used
sel_cnt3	int	Number of times that Selection 3 (that is, Menu Option 3) was used

COLUMN	DATATYPE	DESCRIPTION
sel_cnt4	int	Number of times that Selection 4 (that is, Menu Option 4) was used
sel_cnt5	int	Number of times that Selection 5 (that is, Menu Option 5) was used
sel_cnt6	int	Number of times that Selection 6 (that is, Menu Option 6) was used
sel_cnt7	int	Number of times that Selection 7 (that is, Menu Option 7) was used
sel_cnt8	int	Number of times that Selection 8 (that is, Menu Option 8) was used
sel_cnt9	int	Number of times that Selection 9 (that is, Menu Option 9) was used
sel_cnt0	int	Number of times that Selection 0 (that is, Menu Option 0) was used
sel_cnt10	int	Number of times that Selection * (that is, Menu Option *) was used
sel_cnt11	int	Number of times that Selection # (that is, Menu Option #) was used
invalid_sel_cnt	int	Number of times that an invalid selection was made
sel_timeout_cnt	int	Number of times that time-out occurred before a selection could be made
caller_input_timeout_cnt	int	Number of calls that were timed out while waiting for caller's input
req_caller_input_cnt1	int	Number of times that caller's input was requested for Selection 1
req_caller_input_cnt2	int	Number of times that caller's input was requested for Selection 2
req_caller_input_cnt3	int	Number of times that caller's input was requested for Selection 3
req_caller_input_cnt4	int	Number of times that caller's input was requested for Selection 4
req_caller_input_cnt5	int	Number of times that caller's input was requested for Selection 5
req_caller_input_cnt6	int	Number of times that caller's input was requested for Selection 6
req_caller_input_cnt7	int	Number of times that caller's input was requested for Selection 7
req_caller_input_cnt8	int	Number of times that caller's input was requested for Selection 8
req_caller_input_cnt9	int	Number of times that caller's input was requested for Selection 9

COLUMN	DATATYPE	DESCRIPTION
req_caller_input_cnt0	int	Number of times that caller's input was requested for Selection 0
req_caller_input_cnt10	int	Number of times that caller's input was requested for Selection *
req_caller_input_cnt11	int	Number of times that caller's input was requested for Selection #
abdn_dur_play_msg_cnt	int	Number of calls that were abandoned while a message was being played
abdn_dur_sel_cnt	int	Number of calls that were abandoned while caller's selection was being requested
abdn_dur_req_caller_in put_cnt	int	Number of calls that were abandoned while caller's input was being requested
abdn_other_cnt	int	Number of calls that were abandoned for other reasons
sa_hdl_dur	int	Duration that calls were handled by the service access before being distributed to service groups

#### Table 25: srv\_acss\_srv\_grp\_dist\_act\_view

COLUMN	DATATYPE	DESCRIPTION
srv_access_name	char(20)	Service access name
srv_grp_name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this activity is associated with. Otherwise, <default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
call_cnt	int	Total number of service access calls routed to this service group

#### Table 26: srv\_grp\_abdn\_act\_view

COLUMN	DATATYPE	DESCRIPTION
srv_grp_name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that the activity is associated with. Otherwise, <default> will be the tenant name.</default>

time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
time_interval	int	Time interval before the call was abandoned
call_cnt	int	Number of calls that were abandoned

# Table 27: srv\_grp\_act\_view

COLUMN	DATATYPE	DESCRIPTION
srv_grp_name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that the activity is associated with. Otherwise,
		<default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
direct_in_cnt	int	Number of direct-in calls
ovfl_in_cnt	int	Number of overflowed-in calls
ovfl_out_cnt	int	Number of overflowed-out calls
abdn_que_dur_clbk_off d_cnt	int	Number of calls that were abandoned while callback was being offered to the caller
abdn_que_dur_ply_ms g_cnt	int	Number of calls that were abandoned in queue while the message was being played
abdn_in_ring_cnt	int	Number of calls that were abandoned while ringing the service group
clbk_offd_caller_cnt	int	Number of callback calls that were offered to the caller
clbk_accept_caller_cnt	int	Number of callback offers accepted by the caller
clbk_fail_cnt	int	Number of callback calls that failed
answd_wn_srv_lvl_cnt	int	Number of calls that were answered within the Service Level defined for this service group
answd_out_srv_lvl_cnt	int	Number of answered calls that did not meet the Service Level requirement
answd_cnt	int	Number of calls answered for this service group
answd_que_cnt	int	Number of calls that were answered while waiting in queue
abdn_que_cnt	int	Number of calls abandoned while waiting in queue

COLUMN	DATATYPE	DESCRIPTION
longest_que_cnt	int	Maximum number of calls that waited in queue during the archive interval
sa_hdl_dur	int	Total duration that calls were handled by the last service access before being distributed to this service group
abdn_dur	int	Total duration that calls were queuing for this service group before being abandoned by queue time-out or ring time-out
answd_que_dur	int	Total duration that calls were queuing for this service group before being answered by agents
abdn_que_dur	int	Total duration that calls were queuing for this service group before being abandoned by callers
ring_dur	int	Total duration that calls routed to this service group spent ringing for agents
answd_dur	int	Total duration that agents spent in the Talking state for this service group
parked_dur	int	Total duration that calls were placed On Hold for this service group
clerical_dur	int	Total duration that agents spent on Clerical activities after completing calls
answd_longest_que_dur	int	The longest duration that a call spent waiting in queue for the service group before being answered
abdn_longeset_que_dur	int	The longest duration that a call spent waiting in queue for the service group before being abandoned
ovfl_wt_excd_cnt	int	Number of calls that overflowed based on Wait Time
ovfl_gc_cnt	int	Number of calls that overflowed based on Group Closed
ovfl_fw_cnt	int	Number of calls that overflowed due to forwarded to another group
ovfl_failed_cnt	int	Number of calls that failed to overflow
avg_logon_agt_cnt	int	An average of the number of agents that had logged on
avg_avail_agt_cnt	int	An average of the number of agents that were Ready
max_logon_agt_cnt	int	Maximum number of agents that were logged on
max_avail_agt_cnt	int	Maximum number of agents that were Ready
skill_choice1_cnt	int	Number of calls that required skill choice 1
skill_choice2_cnt	int	Number of calls that required skill choice 2
skill_choice3_cnt	int	Number of calls that required skill choice 3
ply_msg_fail_cnt	int	Number of calls that did not receive any messages

COLUMN	DATATYPE	DESCRIPTION
deleted_email_cnt	int	Number of deleted E-mails for this service group
sms_outgoing_cnt	int	Number of outgoing SMS messages for this service group
email_outgoing_cnt	Int	Number of outgoing e-mail messages for this service group

#### Table 28: srv\_grp\_answd\_act\_view

COLUMN	DATATYPE	DESCRIPTION
srv_grp_name	char(20)	Service group name
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this activity is associated with. Otherwise, <default> will be the tenant name.</default>
time_from	smalldatetime	Start time of archive interval
time_to	smalldatetime	End time of archive interval
time_interval	int	Time interval before a call was answered
call_cnt	int	Number of answered calls

#### Table 29: unav\_reason\_view

COLUMN	DATATYPE	DESCRIPTION
name	char(50)	Name of Not Ready reason
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this Not Ready reason is associated with. Otherwise, <default> will be the tenant name.</default>
last_modified_date	smalldatetime	Date when the record was last modified
last_modified_user_last_name	char(30)	Last name of the user that modified the record
last_modified_user_first_name	char(30)	First name of the user that modified the record
last_modified_user_mid dle_name	char(30)	Middle name of the user that modified the record

COLUMN	DATATYPE	DESCRIPTION
user_last_name	char(30)	Last name of user
user_first_name	char(30)	First name of user
user_middle_name	char(30)	Middle name of user
skill_name	char(20)	Name of skill
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this user skill is associated with. Otherwise, <default> will be the tenant name.</default>
skill_level_num	int	Level of skill (1 through 100)

# Table 30: user\_skill\_view

#### Table 31: user\_type\_view

COLUMN	DATATYPE	DESCRIPTION
name	char(20)	Name of user type
tenant_name	char(50)	Tenant name. If the contact center is a hosted contact center, then this will provide the name of the tenant that this user type is associated with. Otherwise, <default> will be the tenant name.</default>
agent_privilege_cd	bigint	Agent related privilege code
config_privilege_cd	int	Configuration related privilege code
report_privilege_cd	int	Report privilege code
rt_privilege_cd	int	Real time privilege code
last_modified_date	smalldatetime	Date when the record was last modified
last_modified_user_last_name	char(30)	Last name of the user that modified the record
last_modified_user_first_name	char(30)	First name of the user that modified the record
last_modified_user_mid dle_name	char(30)	Middle name of the user that modified the record



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