Mitel MiContact Center Enterprise

DATABASE VIEWS - DESCRIPTION

Release 9.3

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

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**.

Table 1: View Descriptions

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	

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	
	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.

Table 2: abdn_call_num_log_view

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

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.
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.
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 _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
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.
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.
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.
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.
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.
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: call_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.
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.
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.
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_number	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.
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 _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 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.
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

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.
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.
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.
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

Table 17 service_access_view

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.
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

COLUMN	DATATYPE	DESCRIPTION
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
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.
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.
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.
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, 1=sent)
alarm_talking_dur	int	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 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

COLUMN	DATATYPE	DESCRIPTION
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 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
use_awt_on_queue_msg_ cd	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
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_ after_agt_complete	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 pe_cd	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)
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.
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.
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 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.
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.
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_input_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.
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.

23

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.
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.
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.
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 30: user_skill_view

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.
skill_level_num	int	Level of skill (1 through 100)

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.
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

Mitel
Powering connections

mitel.com