

Mitel MiContact Center Enterprise

DATABASE VIEWS - DESCRIPTION

Release 9.5



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MiContact Center Enterprise Database Views - Description
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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**.

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
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agt_logon_act_view	Table 6
agt_srv_grp_act_view	Table 7
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call_qual_view	Table 9
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cc_user_view	Table 12
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ivr_act_view	Table 14
ivr_view	Table 15
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service_access_view	Table 17
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service_grp_skill_view	

VIEW NAME	TABLE NUMBER
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service_grp_view	Table 20
skill_template_skill_view	Table 21
skill_template_view	Table 22
skill_view	Table 23
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srv_acss_srv_grp_dist_act_view	Table 25
srv_grp_abdn_act_view	Table 26
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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_middle_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_session_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/sessions 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_middle_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_number_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_middle_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_middle_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_pcmt	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_pcmt_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_pcmt	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_pcmt_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_middle_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_type_cd	bit	Flag to indicate whether data is sent with the call 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_middle_name	char(30)	Middle name of the user that modified the record
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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-in calls
ovfl_out_cnt	int	Number of overflowed-out 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.

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_middle_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_middle_name	char(30)	Middle name of the user that modified the record



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