



# **Cisco ICM/IP Contact Center Enterprise Edition Database Schema Handbook**

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### About This Guide xi

Purpose xi

Audience xi

Organization xi

Conventions xii

Other Publications xii

Obtaining Documentation xii

World Wide Web xii

Documentation CD-ROM xiii

Ordering Documentation xiii

Documentation Feedback xiii

Obtaining Technical Assistance xiii

Cisco.com xiv

Technical Assistance Center xiv

Cisco TAC Web Site xiv

Cisco TAC Escalation Center xx

### Introduction 1-1

The ICM Databases 1-1

General Concepts 1-2

Tables, Columns, and Rows 1-2

Table Relationships 1-2

Key Fields 1-4

Reserved Fields 1-5

Data Types 1-6

Major Tables 1-7

Blended Agent 1-7

Device Data 1-9

Skill Target Data 1-10

Enterprise Data 1-11

Media Routing 1-12

Script Data 1-13

Script Detail 1-14

Route Data 1-15

# Real-time and Historical Data 1-16 Call Detail Data 1-16

### Table Details 2-1

```
Admin_Script_Schedule_Map Table
                                    2-1
Agent Table
              2-4
Agent_Desk_Settings Table
                             2-6
Agent_Distribution Table
                          2-9
Agent_Event_Detail Table
                           2-11
Agent_Half_Hour Table
Agent_Logout Table 2-15
Agent_Real_Time Table
Agent_Skill_Group_Half_Hour Table
                                     2-21
Agent_Skill_Group_Logout Table
Agent_Skill_Group_Real_Time Table
                                     2-38
Agent_State_Trace Table
Agent_Team Table
Agent_Team_Member Table
                             2-44
Agent_Team_Supervisor Table
                               2-45
Announcement Table
Application_Event Table
Application_Gateway Table
                            2-49
Application_Gateway_Connection Table
                                        2-51
Application_Gateway_Globals Table
                                     2-53
Application_Gateway_Half_Hour Table
                                       2-55
Application_Instance Table
                            2-57
Application_Path Table
Application_Path_Member Table
                                 2-59
Application_Path_Real_Time Table
                                   2-60
AWControl Table
                  2-61
Blended_Agent_Options Table
                               2-62
Bucket_Intervals Table
                        2-63
Business_Entity Table
                       2-65
Call_Type Table
```

2-68

Call\_Type\_Half\_Hour Table

```
Call_Type_Map Table
                      2-81
Call_Type_Real_Time Table
                            2-82
Campaign Table
                 2-93
Campaign_Query_Rule Table
Campaign_Query_Rule_Half_Hour Table
                                       2-99
Campaign_Query_Rule_Real_Time Table
                                       2-102
Campaign_Skill_Group Table
Campaign_Target_Sequence Table
Cfg_Mngr_App_Snapshot_State Table
                                      2-107
Cfg_Mngr_Globals Table
Cfg_Mngr_User_Desktop_Snap Table
                                    2-109
Cfg_Mngr_User_Menu Table 2-111
Cfg_Mngr_User_Settings Table 2-112
Cfg_Mngr_View Table 2-113
Class_Access_Xref Table 2-114
Class_List Table 2-115
Class_Security Table 2-116
ClassID_To_ObjectType Table
                             2-117
Config_Message_Log Table 2-118
Controller_Time Table 2-118
Customer_Definition Table
Customer_Options Table
                        2-120
Default_Call_Type Table
                        2-121
Device_Target Table
Dialed_Number Table
Dialed_Number_Label Table
                            2-126
Dialed_Number_Map Table
                           2-127
Dial_Number_Plan Table 2-129
Dialer Table 2-131
Dialer_Half_Hour Table
                       2-133
Dialer_Port_Map Table
Dialer_Port_Real_Time Table
Dialer_Real_Time Table
```

Enterprise\_Agent\_Group Table

2-138

```
Enterprise_Agent_Group_Member Table
                                      2-139
Enterprise_Route Table 2-140
Enterprise_Route_Member Table
                                2-141
Enterprise_Service Table 2-142
Enterprise_Service_Member Table 2-143
Enterprise_Skill_Group Table 2-144
Enterprise_Skill_Group_Member Table
                                     2-145
Event Table 2-146
Expanded_Call_Variable Table 2-148
Feature_Control_Set Table 2-149
Galaxy_Agent_Call_Count Table
                               2-150
Galaxy_Agent_Igroup Table 2-152
Galaxy_Agent_Performance Table 2-154
Galaxy_Alarm Table 2-157
Galaxy_DNIS Table
Galaxy_Gate Table 2-160
Galaxy_Gate_Delayed_Call Table
                                2-164
Galaxy_Overflow Table 2-167
Galaxy_PBX Table 2-171
Galaxy_Single_Trunk Table
Galaxy_Transaction_Code Table
Galaxy_Trunk_Call_Count Table
                              2-176
Galaxy_Trunk_IGroup Table 2-178
Group_Security_Control Table 2-180
ICR_Globals Table
                  2-181
ICR_Instance Table 2-184
ICR_Locks Table 2-185
ICR_Node Table
                2-186
ICR_View Table 2-187
lds Table 2-188
Import_Log Table
                  2-189
Import_Rule Table
                  2-190
Import_Rule_Clause Table
                          2-193
Import_Rule_History Table
```

2-194

Import\_Rule\_Real\_Time Table **2-195** 

Import\_Schedule Table 2-196

Label Table 2-197

Logger\_Admin Table 2-199

Logger\_Meters Table 2-200

Logger\_Type Table 2-201

Logical\_Interface\_Controller Table 2-202

Master\_Script Table 2-204

Media\_Class Table 2-206

Media\_Routing\_Domain Table 2-207

Network\_Event\_Detail Table 2-209

Network\_Target Table 2-211

Network\_Trunk\_Group Table 2-212

Network\_Trunk\_Group\_Half\_Hour Table 2-213

Network\_Trunk\_Group\_Real\_Time Table 2-215

Network\_Vru Table 2-217

Network\_Vru\_Script Table 2-218

Next\_Available\_Number Table 2-220

Object\_Access\_Xref Table 2-221

Object\_List Table 2-222

Object\_Security Table 2-223

Peripheral Table 2-224

Peripheral\_Default\_Route Table 2-229

Peripheral\_Half\_Hour Table 2-230

Peripheral\_Monitor Table 2-232

Peripheral\_Real\_Time Table 2-234

Peripheral\_Target Table 2-239

Persistent\_Variable Table 2-240

Person Table 2-241

Physical\_Controller\_Half\_Hour Table 2-242

Physical\_Interface\_Controller Table 2-243

Query\_Rule Table 2-244

Query\_Rule\_Clause Table 2-245

Reason\_Code Table 2-246

Recovery Table 2-247

Recurring\_Schedule\_Map Table 2-248 Region Table 2-250 Region\_Info Table **2-251** Region\_Member Table Region\_Prefix Table 2-252 Region\_View Table 2-253 Region\_View\_Member Table 2-254 Rename Table 2-255 Route Table Route\_Call\_Detail Table Route\_Call\_Variable Table 2-265 Route\_Five\_Minute Table 2-266 Route\_Half\_Hour Table 2-269 Route\_Real\_Time Table 2-274 Routing\_Client Table 2-278 Routing\_Client\_Five\_Minute Table 2-281 Schedule Table 2-286 Schedule\_Import Table 2-288 Schedule\_Import\_Real\_Time Table 2-290 Schedule\_Map Table Schedule\_Report Table Schedule\_Report\_Input Table 2-295 Schedule\_Source Table 2-298 Scheduled\_Target Table 2-299 Scheduled\_Target\_Real\_Time Table 2-300 Script Table 2-301 Script\_Cross\_Reference Table 2-303 Script\_Data Table 2-305 Script\_Five\_Minute Table 2-306 Script\_Print\_Control Table 2-307 Script\_Queue\_Real\_Time Table 2-308 Script\_Real\_Time Table 2-309 Script\_Table Table 2-310 Script\_Table\_Column Table 2-311

Sec\_Group Table 2-312

Sec\_User Table 2-313 Service Table 2-314 Service\_Array Table 2-317 Service\_Array\_Member Table Service\_Five\_Minute Table Service\_Half\_Hour Table 2-323 Service\_Level\_Threshold Table 2-333 Service\_Member Table 2-334 Service\_Real\_Time Table 2-335 Shift Table 2-353 Skill\_Group Table 2-354 Skill\_Group\_Five\_Minute Table 2-357 Skill\_Group\_Half\_Hour Table 2-361 Skill\_Group\_Member Table 2-377 Skill\_Group\_Real\_Time Table Skill\_Target Table 2-391 Termination\_Call\_Detail Table 2-392 Termination\_Call\_Variable Table 2-414 Translation\_Route Table **2-415** Trunk Table 2-416 Trunk\_Group Table Trunk\_Group\_Five\_Minute Table 2-419 Trunk\_Group\_Half\_Hour Table 2-420 Trunk\_Group\_Real\_Time Table 2-422 User\_Formula Table 2-424 User\_Formula\_Equation Table 2-425 User\_Group Table 2-426 User\_Group\_Member Table 2-427 User\_Security\_Control Table 2-428 User\_Supervisor\_Map Table 2-429 User\_Variable Table Version Table 2-432 View\_Column Table 2-432 VRU\_Currency Table 2-434

VRU\_Defaults Table

2-435

```
VRU_Port_Map Table 2-438
Field Values 3-1
    AgentState 3-1
    Access Levels
                   3-2
    Object Types 3-2
    Admin_Script_Schedule_Map Fields
                                       3-3
    Customer_Options Fields 3-4
    Dialed_Number_Map Fields 3-5
    Event Fields 3-5
    ICR_Locks Fields
                     3-6
    Label Fields 3-6
    Logical_Interface_Controller Fields
    Network_Vru Fields 3-8
    Peripheral Fields 3-9
    Recurring_Schedule_Map
                              3-9
    Route_Call_Detail Fields
    Script_Cross_Reference Fields
                                  3-10
    Service Fields 3-12
    Schedule_Report_Input Fields
    Service_Real_Time Fields 3-13
    Skill_Target Fields 3-13
    Termination_Call_Detail Fields
                                  3-13
```

User\_Variable Fields 3-18

VRU\_Locale Table

2-437

INDEX



# **About This Guide**

# **Purpose**

This manual documents how data are organized in the databases for the Cisco Intelligent Contact Management (ICM) software. The databases contain tables. Each table defines a set of columns or fields. Each record or row in the database has one value for each column. This manual describes the tables and their columns.

## **Audience**

This document is intended for ICM software system managers and supervisors. Understanding the database schema helps you to create your own monitoring screens and reports. It also helps you to understand how the ICM software works.

# **Organization**

The manual is divided into the following chapters.

Chapter	Description
Chapter 1, "Introduction"	Describes the types of data stored in the ICM database and the relationships among those data.
Chapter 2, "Table Details"	Fully documents each table. This chapter includes specific information about fields and indexes.
Chapter 3, "Field Values"	Explains the coded values used for specific fields within the database.

## **Conventions**

This manual uses the following conventions:

Format	Example		
Boldface type is used for user entries, keys, buttons, and folder and submenu names.	Choose Script > Call Type Manager.		
Italic type indicates one of the following:	• A <i>skill group</i> is a collection of agents who share similar skills.		
<ul> <li>A newly introduced term</li> <li>For emphasis</li> <li>A generic syntax item that you must replace with a specific value</li> <li>A title of a publication</li> </ul>	<ul> <li>Do not use the numerical naming convention that is used in the predefined templates (for example, persvc01).</li> <li>IF (condition, true-value, false-value)</li> <li>For more information, see the Cisco ICM Software Database Schema Handbook.</li> </ul>		
An arrow (>) indicates an item from a pull-down menu.	The Save command from the File menu is referenced as <b>File &gt; Save</b> .		

## **Other Publications**

For additional information about Cisco Intelligent Contact Management (ICM) software, see the Cisco web site listing ICM documentation.

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Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

### **Cisco TAC Web Site**

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http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

http://www.cisco.com/register/

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

### **Cisco TAC Escalation Center**

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

Obtaining Technical Assistance



## Introduction

This chapter provides a basic introduction to the database schema used by ICM software. It discusses the following topics:

- The local and central ICM databases
- Table relationships
- Key fields
- · Reserved fields
- Categories of data within the database
- · Specific information about the tables in each category

Chapter 2, "Table Details," describes each field in each table. Chapter 3, "Field Values," explains the encoded values used in specific fields. Finally, the Index allows you to find all tables that contain a specific field.



Information about the database schema is also available online in the ICM Schema Help file.

## The ICM Databases

ICM software uses two—and in some cases, four—types of databases:

- The central database that is part of the ICM Central Controller.
- The local database on each distributor Admin Workstation.
- Optionally, the Historical Data Server (HDS) database on a distributor Admin Workstation.
- Optionally, the Web View database (usually installed on the Admin Workstation that will be used for reporting).

ICM software uses information in the central database to determine how to route each call. This includes information about your telephone system configuration and routing scripts. The local database holds a copy of the configuration data and scripts from the central database.

The local database also contains tables of real-time information that describe activity at the call centers. (The Central Controller keeps the real-time information in memory but does not store it in the central database.) This information allows you to monitor current activity within the system.

Historical information describing past activity at the call centers and within the ICM system is stored in the central database. If you use the HDS option, this information is also stored in a special database on a distributor Admin Workstation at each site. Either the central database or an HDS database serves as the *historical database* for an Admin Workstation user. You can access historical information stored in the historical database to produce reports and screens.

The WebView database is used to store and track saved reports, favorites, and scheduled report jobs. When you save a report definition, the template name, report items, and date and time range used to generate the report are stored in the WebView database. When you mark a report as a favorite, that user preference is stored with the report in the WebView database. When you schedule a report job, the report schedule with its parameters are stored in the WebView database.



For information on creating and managing ICM databases, see the *Cisco ICM Software Administrator Guide*. For information about creating and managing the Web View database, see the *Cisco ICM Software Web View Database Guide*.

# **General Concepts**

This section gives a brief overview of some relational database concepts and some details about how ICM software generates data.

### **Tables, Columns, and Rows**

A database contains tables of data. A table defines a series of columns or fields. The actual data is stored as rows or records within each table. Each row contains one value for each column of the table. For example, Figure 1-1 shows a table with five columns. It contains three rows of data.

Figure 1-1 Columns and Rows in a Table

#### NetworkTargetID AnnouncementType EnterpriseName Description **DbFlags** 0 Bad data O ann503 2 0 ann504 Delays 0 0 ann505 After hours

**Announcement Table** 

The data in tables differ for each system, but the definition of tables and columns does not. This manual describes the columns of each table; it does not describe the actual data in table rows.

## **Table Relationships**

Related tables in a database share one or more common fields or columns. For example, as shown in Figure 1-2, both the Agent and Peripheral tables include the PeripheralID field. This defines a relationship: each row in the Agent table is related to the row in the Peripheral table that shares the same PeripheralID value.

Figure 1-2 Tables Related by a Shared Column

9

### Peripheral Table

PeripheralID	LogicalControllerID		EnterpriseNar	ne	
1	1		Dallas_ACD1		
2	1		Dallas_ACD2	2	
3	2		Trenton_VRU	J	
Agent Table					
SkillTargetID	PeripheralID EnterpriseName				
7	1	Dallas_ACD1.Cruz_A			
8	Dalla		as_ACD2.Poe_J		

(2)

Relationships between tables can be one-to-one or one-to-many. For example, because one peripheral can be associated with many agents, the relationship between the Peripheral and Agent tables is *one-to-many*. On the other hand, each peripheral has a single peripheral default route and each peripheral default route belongs to only one peripheral. Therefore, the relationship between the Peripheral and Peripheral Default Route tables is *one-to-one*.

Dallas ACD2.Rey M

Sometimes a single row might not be associated with any rows in a related table. For example, it is possible to define a peripheral with no associated agents. Normally, this would only be a temporary condition. In some cases, however, the condition might be permanent. For example, you can define a trunk group but not define the associated trunks.

Sometimes the natural relationship between two tables appears to be *many-to-many*. For example, each agent can be a member of many skill groups and each skill group can contain many agents. Therefore, the Agent and Skill Group tables appear to have a many-to-many relationship. However, in this case, a third table, called a *cross-reference table*, actually links the tables so the relationship is actually one-to-many. For example, Figure 1-3 shows how the Skill Group Member table acts as a cross-reference table for the Agent and Skill Group tables.

Figure 1-3 A Cross-Reference Table

### Skill Group Table

SkillTar	getID	PeripheralID	EnterpriseName		
15		1	Dallas_ACD1.Sales		
16		2	Dallas_ACD2.Sales		
17		2	Dallas_ACD1.Spanish		
,		Skill G	Group Member Tab	le	
	SkillGı	oupSkillTargetID	AgentSkillTargetID	)	DbFlags
	16		6		0
	16		9		0
		17	7		0
Agent Table					
SkillTar	getID	PeripheralID	EnterpriseName		
7		1	Dallas_ACD1.Cruz_A		
			D. II. AODO D		

The Skill Group Member table contains one record for each member of each skill group. It has one-to-many relationships with both the Agent table and the Skill Group table. This avoids a direct many-to-many relationship between the Agent and Skill Group tables.

Dallas\_ACD2.Poe\_J

Dallas\_ACD2.Rey\_M

## **Key Fields**

8

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One or more fields within a table can form a *key*. Keys are the fields used most commonly to locate specific records. Usually the fields that make up a key are defined as NOT NULL (meaning they cannot take the NULL value), but there are many exceptions.

Most tables have a *primary key*. For example, the PeripheralID field is the primary key for the Peripheral table. The primary key for the Trunk table is the combination of the TrunkGroupID and TrunkNumber fields.

An example of a *foreign key* is the PeripheralID field in the Agent table. You can use this key to find all agents associated with a specific peripheral.

The Agent table contains two alternate keys: the EnterpriseName field, and the combination of the PeripheralID and PeripheralNumber fields. A value for either of these keys uniquely identifies an agent.

2

2

The combination of FirstName and LastName is an *inversion key* for the Agent table. While this key value is not necessarily unique, it is a convenient way to locate specific agents. Table 1-1 lists the types of keys and the codes used for them in the ICM database.

Table 1-1 Types of Keys

Key Type	Code	Description	
Primary key	PK	Consists of one or more fields that have a unique value for each record in the table.	
Alternate key	AK	A unique key that can be used instead of the primary key to locate a specific record.	
Foreign key	FK	A primary key from one table that appears in a second table. A foreign key that establishes a one-to-one relationship is always unique. A foreign key that establishes a one-to-many relationship is not unique.	
Inversion key	IE	A key that does not necessarily have a unique value, but can be used to locate a group of records within the table.	

In Chapter 2, "Table Details," the codes from Table 1-1 are used to identify key fields in each table. If a table has more than one key of the same type, then numbers are attached to the codes. For example, if a table has two alternate keys, then the fields that participate in the first are marked AK1 and the fields that participate in the second are marked AK2.

Each field is also marked as either NULL (meaning the NULL value is valid for the field) or NOT NULL (meaning the NULL value is not valid).

## **Reserved Fields**

Some fields in the database are marked as *reserved*. This means that ICM software or the database manager might use the field, but it has no external meaning. You must not modify any field marked as reserved.

# **Data Types**

Table 1-2 describes the data types used for fields in the ICM database.

Table 1-2 Field Data Types

ICM Defined Data Type	MS SQL Server Data Type	Null Option Default	Description
CHANGESTAMP	int	NOT NULL	Consists of one or more fields that have a unique value for each record in the table.
DBCHAR	char(1)	NOT NULL	Up to 1 character. The value 1 is the storage size.
DBDATETIME	datetime	NULL	A date and time accurate to the second. Stored as two four-byte integers (eight bytes total): days before or since January 1, 1900 and seconds since midnight.
DBFLT4	real	NULL	A four-byte floating-point value (7-digit precision).
DBFLT8	float	NULL	An eight-byte floating-point value (15-digit precision).
DBINT	int	NULL	A four-byte integer value between -2,147,483,648 and 2,147,483,647.
DBSMALLDATE	smalldatetime	NULL	A date and time accurate to the minute. Stored as two unsigned two-byte integers (four bytes total): number of days since January 1, 1900 and minutes since midnight.
DBSMALLINT	smallint	NULL	A two-byte integer value between -32,768 and 32,767.
DBTINYINT	tinyint	NOT NULL	A one-byte integer value between 0 and 255.
DESCRIPTION	varchar(255)	NULL	Up to 255 characters. The value 255 is the storage size.
GLOBALID	varchar(32)	NULL	Up to 32 characters. The value 32 is the storage size.
TELNO	char (10)	NULL	Up to 10 characters. The value 10 is the storage size.
VNAME32	varchar(32)	NULL	Up to 32 characters. The value 32 is the storage size.
VTELNO10	varchar(10)	NULL	Up to 10 characters. The value 10 is the storage size.
VTELNO20	varchar(20)	NULL	Up to 20 characters. The value 20 is the storage size.
undefined	char(4)	NULL	Up to 4 characters. The value 4 is the storage size.
undefined	image	NULL	Up to 2,147,483,647 bytes of binary data. The storage size is determined by the length of the data.
undefined	varchar(2)	NOT NULL	Up to 2 characters. The value 2 is the storage size.
undefined	varchar(30)	NOT NULL	Up to 30 characters. The value 30 is the storage size.
undefined	varchar(64)	NOT NULL	Up to 64 characters. The value 64 is the storage size.
undefined	varchar(100)	NOT NULL	Up to 100 characters. The value 100 is the storage size.
undefined	varchar(n)	NULL	Up to $n$ characters. The value $n$ is the storage size.

Chapter 2, "Table Details," provides the name, description, data type, keys and null option for each field in each table.

# **Major Tables**

The following sections introduce the major tables in the ICM database and show their relationships.



For details about all tables, see Chapter 2, "Table Details," For more information about the relationships among all tables, see the ICM online Schema Help.

## **Blended Agent**

Figure 1-5 depicts the tables in this category and their connections.

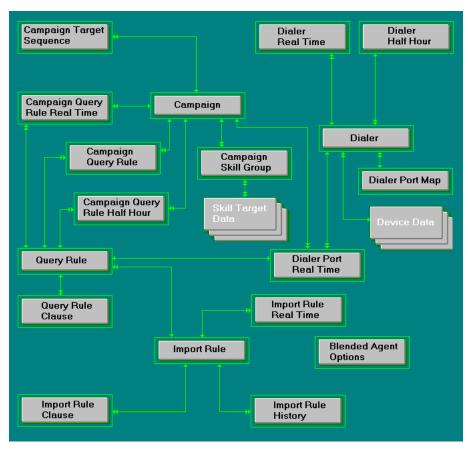


Figure 1-4 Blended Agent

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

The Campaign table contains a description of all the configured campaigns that a Blended Agent implementation may use. (There is a single row for every configured campaign.)

Campaign Query Rule table is a cross-reference table between the Campaign table and the Query Rule Table. The Campaign Skill Group table is a cross-reference table between Campaign table and the Skill Groups table.



Campaign Target table is not currently used.

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

Query Rule Clause table contains the SQL rules associated with each query rule. There is a single row for each configured query rule.

The Query Rule table is a cross-reference table between Query Rule Clause table and the Import Rule table. A query rule works on a particular import rule to select a group of contacts from an overall import list. For example, from a particular import list you might want to select and call all customers that have account numbers greater than 10,000.

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

An *import rule* defines how Blended Agent imports data from an import list into a contact table. The information in the contact table can then be used to build a dialing list. The Import Rule table contains a list of all the import rules and their associated import lists. The Import Rule Clause table defines the portions of an import list to be imported by the Blended Agent Import Rule process.

The *dialer* is the Blended Agent component that defines the relationship between ICM skill groups, the ACDs to which they are connected, and the ports on a dialer board. The settings you assign to the dialer control how it handles dialing from your location and how it responds to answering machines or human voices.

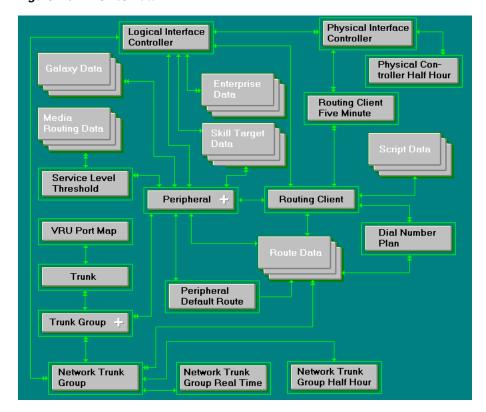
The Dialer table contains configuration information for each dialer. The Dialer Port table maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports.

The Blended Agent Options table contains all options that are global to a Blended Agent deployment, such as time parameters for calling a contact.

### **Device Data**

Figure 1-5 depicts the tables in this category and their connections.

Figure 1-5 Device Data



ICM software interfaces to two types of devices:

- Peripherals to which ICM software can route calls.
- Routing clients that request route instructions from ICM software.

ICM software communicates with a peripheral through a Peripheral Gateway (PG). A *routing client* can be either an interexchange carrier or a peripheral. ICM software communicates with an interexchange carrier through a Network Interface Controller (NIC).

Every device has an associated *logical interface controller* representing the PG or NIC. A single logical NIC may map to several physical devices which are represented by *physical interface controllers*. (A PG always maps to a single physical interface controller.) Therefore, each NIC has a single associated row in the Logical Interface Controller table and one or more rows in the Physical Interface Controller table. A PG has one associated row in each of these tables.

Each entity that makes routing requests has one row in the Routing Client table.

Each call center has one or more switches, such as ACDs, PBXs, and IVRs. ICM software views these switches as *peripherals*. The Peripheral table contains one row for each switch in the enterprise.

Each peripheral receives calls on one or more sets of trunk lines. The peripheral views these trunks as divided into trunk groups.

The Trunk table contains one row for each logical line coming in to a switch. Each individual trunk is a member of a trunk group. The Trunk Group contains one row for each trunk group. Each trunk group is associated with a specific peripheral.

A routing client views the trunks associated with a peripheral as divided into groups. However, the groups recognized by the routing client might be different that the groups used by the peripheral. A *network trunk group* is a collection of one or more individual trunk groups. In fact, a single network trunk group may contain trunks from more than one peripheral (although all the peripherals must be associated with a single PG). The Network Trunk Group table contains one row for each network trunk group.

## **Skill Target Data**

A *skill target* is an agent, a group of agents, or an abstraction for anything that can handle a call at a peripheral. Agents are the people who handle calls. Each peripheral can have many associated agents.

Agents can be classified into groups based on the skills they have. These skill groups can be classified based on what services they can provide to customers. Figure 1-6 shows the major tables in this category.

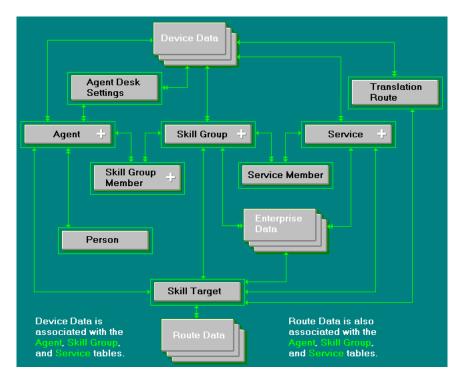


Figure 1-6 Skill Target Data

The Skill Target table maintains a unique identifier for each skill target. The Skill Group Member table maps agents to skill groups. The Service Member table maps skill groups to services.

A *translation route* is a dummy destination for a call. Calls sent to a translation route are held until further information arrives from the Central Controller. Then the call is directed to its ultimate target. The Translation Route table contains one row for each translation route.

A *skill group* is a collection of agents who share a common set of skills. The members of a skill group might belong to different administrative groups, but must be associated with a single peripheral. Each agent can be a member of zero, one, or more skill groups.

The Skill Group table contains one row for each skill group. The Skill Group Member table is a cross-reference table between Skill Groups and Agents. It contains one row for each member of each skill group. (If a single agent is a member of more than one skill group, then the agent has more than one associated Skill Group Member rows.)

The Service table contains one row for each type of service that agents can provide to customers. Each service is associated with one or more skill groups whose members are qualified to provide that service. The Service Member table is a cross-reference table between the Service table and the Skill Group table. It contains one row for each member of a service. (If a single skill group is associated with more than one service, then it has more than one associated Service Member row.) All skill group members of a service must be on the same Peripheral and MRDomain. (Only base skill groups can be members.)

### **Enterprise Data**

Figure 1-7 shows the tables in this category.

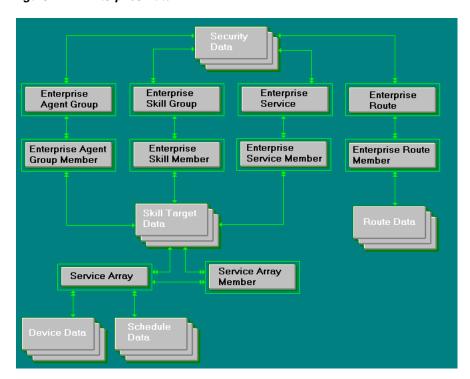


Figure 1-7 Enterprise Data

An *enterprise service* is a collection of services. An enterprise service can contain services from several different peripherals. Each row in the Enterprise Service table represents an enterprise service. The Enterprise Service Member table is a cross-reference table between the Enterprise Service and Service tables. (If a service is a member of more than one enterprise service, then it has more than one associated Enterprise Service Member row.)

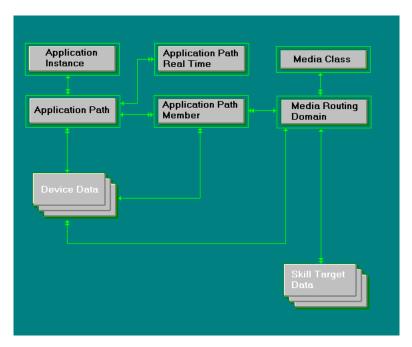
Similarly, an *enterprise skill group* is a collection of skill groups that might be associated with different peripherals. Each row in the Enterprise Skill Group table represents an enterprise skill group. The Enterprise Skill Members table is a cross-reference table between the Enterprise Skill Group table and the Skill Group table. (If a skill group is a member of more than one enterprise skill group, then it has more than one associated Enterprise Skill Member row.)

A *service array* is a collection of services from different peripherals (typically VRUs) that are all associated with the same PG. Each service array has an associated row in the Service Array table. The Service Array Member table is a cross-reference table between the Service Array and Service tables.

## **Media Routing**

Figure 1-8 depicts the tables in this category.





A *Media Class* is a combination or single instance of physical media that are to be treated as a single concept by ICM software. Some examples of media classes are voice, collaboration multi-session chat, collaboration single-session chat, collaboration blended collaboration, and e-mail. Each row in the Media Class table represents a type of media class.

A *Media Routing Domain* (MRD) is a collection of skill groups and services that are associated with a common communication medium. ICM software uses an MRD to route a task to an agent who is associated with a skill group and a particular medium. The Media Routing Domain table describes a *single* implementation of a media class.



A media class, such as Cisco single-session chat, might have one or more Media Routing Domains (MRDs) defined. Although these MRDs would all be of the same media class, they might be on different servers or handle slightly different types of requests (for example, English single-session chat and Spanish single-session chat).

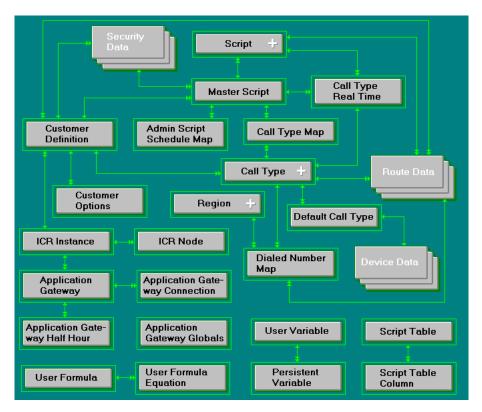
The Application Instance table contains configuration data about external application instances to enable ICM software to identify application instances and grant them access to the Configuration Management Service (CMS).

The Application Path table defines a path from a registered application instances to a CTI Server. (Applications need an interface to CTI Server in order to report logins, agent states, and task messages to ICM software.) The Application Path member is a cross-reference table between the Application Path table and the Media Routing Domains table.

## **Script Data**

Figure 1-9 depicts the tables in this category.

Figure 1-9 Script Data



A script can be either a *routing script* or an *administrative script*. Each script is represented by a row in the Master Script table. Each time you modify a script, ICM software creates a new version of the master script. Each version is represented by a row in the Script table.

You can schedule an administrative script to run periodically during specific times and at specific intervals. The schedules for each administrative script are stored in the Admin Script Schedule Map table.

Before choosing the routing script to run for a specific request, ICM software first determines the call type associated with the request. A *call type* consists of a dialed number (DN), calling line ID (CLID), and caller-entered digits (CED). Each call type is represented by a row in the Call Type table.

Each call type has zero, one, or more associated scripts and each script is associated with zero, one, or more call types. The Call Type Map table is a cross-reference table between the Script table and the Call Type table.

Each dialed number recognized by the system is represented by a row in the Dialed Number table. Each call type maps to zero, one, or more dialed numbers. Each dialed number maps to zero, one, or more call types. The Dialed Number Map table is a cross-reference table between the Dialed Number and Call Type tables.

Each Dialed Number Map row also references caller-entered digits that are valid for the call type and the calling line IDs that are valid for the call type. Each calling line ID might be a complete 10-digit phone number, a prefix, or a region.

Each region recognized by the system is represented by a row in the Region table. A *region* consists of one or more prefixes. Any calling number with leading digits matching a prefix is considered part of the region. You can combine regions to create aggregate regions.

## **Script Detail**

Figure 1-10 depicts the tables in this category.

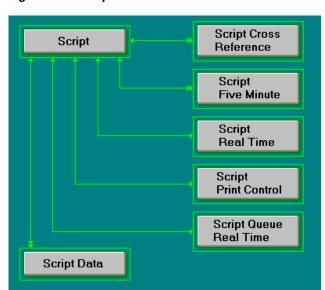


Figure 1-10 Script Detail

The Script Cross Reference table keeps track of the configuration objects each script version references.

Certain entries in ICM software are updated continuously. The Script Five Minute table contains the statistics for those entries accumulated during the last five minutes for each script.

The Script Real Time table contains real-time information about each script. ICM software updates the real-time data each time it executes a script. The Admin Workstation receives updated data every 15 seconds. The real-time data for current script versions is updated at midnight.

Each row in the Script Print Control table contains default print settings for a specific script version.

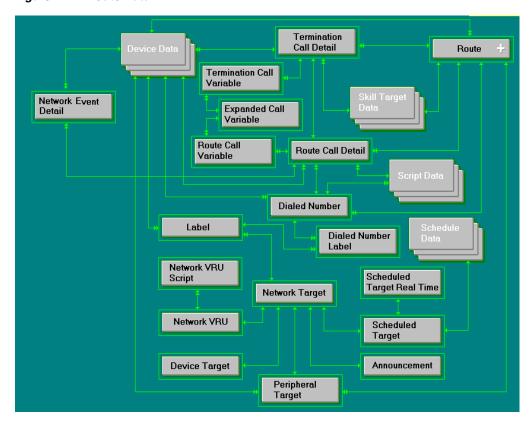
The Script Queue Real Time table maintains the queuing real-time statistics for each script. If a script has a queue node, this table contains an entry for that script with queuing data such as TimeInQueue and TasksQueued. This table also stores the time this data was accumulated.

The Script Data table contains a binary version of a routing script or administrative script. The information about the nodes and their properties are stored in this table for each script.

### **Route Data**

Figure 1-11 shows the tables in this category.

Figure 1-11 Route Data



A *route* is a destination to which a call can be directed. Each route references a target at a peripheral: that is, an agent, skill group, service, or a translation route. ICM software can also direct a call to an announcement to be played to the caller or to a scheduled target.

Each route is represented by a row in the Route table. Each route has one or more associated Peripheral Target rows. Each peripheral target row includes a DNIS (dialed number identification service) value and a reference to a Trunk Group row.

Each Peripheral Target, Announcement, or Device Target, Network VRU, or Scheduled Target row is associated with a Network Target row. Each Network Target is referenced by one or more Labels. Each Label is valid for one or more Routing Clients. Optionally, the Dialed Number Label table indicates which labels are valid for each dialed number. (For each routing client, you can indicate whether or not to use the Dialed Number Label table.)

If a route is associated with a peripheral target, then it is associated with a skill target. Each skill target can be associated with zero, one, or more routes. (Regardless of the type of skill target associated with a route, the route also has a separate association with a Service record. This indicates the type of service to be provided to the caller.)

## **Real-time and Historical Data**

ICM software maintains real-time and historical status information about certain objects in the system such as service, skill groups, routes, and scripts.

For example, the Route Real Time table contains real-time information about each route. The Route Five Minute and Route Half Hour tables contain historical information about each route. The Route Real Time table contains one row for each route. (It has a one-to-one relationship with the Route table.) The Route Half Hour table contains many rows for each route—ICM software adds an additional row for each route every half hour. (It has a one-to-many relationship with the Route table.)

ICM software updates the real-time tables in the database every ten seconds. Real-time information includes information about what is happening right now (for example, CallsQNow and ExpectedDelay). It also includes summary information about what has happened during the last five minutes (for example, CallsIncomingTo5 and AvgTalkTimeTo5), since the last half-hour historical data (for example, CallsRoutedHalf and CallsAbandQHalf), and since midnight (for example, CallsOfferedToday and CallsHandledToday).

ICM software generates historical information on five- and 30-minute intervals, with the first interval beginning at midnight. For example, ICM software adds a new row for each Route to the Route Five Minute table every five minutes. ICM software adds a new row for each Route to the Route Half Hour table every 30 minutes. Some of the information for the historical tables is derived from accumulation fields in the real-time tables. For example, at the end of each five-minute interval, the value from the CallsOfferedTo5 field in the Route Real Time table is copied to the CallsOfferedTo5 field of the Route Five Minute table.

Each five- and 30-minute row contains a field for the date-time. The time stored in this field is the time at the **start** of the interval. For example, a Service Five Minute row for the interval from 10:00AM to 10:05AM contains the time 10:00AM. However, some fields within the table contain a snapshot of data from the end of the interval. For example, the CallsQNow field of the Service Five Minute table contains the number of calls queued at the end of the five-minute period. Therefore, the Service Five Minute row with the time of 10:00AM tells you the number of calls queued at 10:05AM. To find the number of calls queued at 10:00AM, look at the Service Five Minute record for 9:55AM.

### **Call Detail Data**

Each time ICM software processes a routing request, it generates a Route Call Detail row that contains information about the request and routing decision it made. Each row includes the day on which the request was handled and a key value generated by ICM software that is unique among all requests handled that day. These two values together comprise a unique identifier for the call.

When ICM software receives information that a call is completely done (that is, for example, it has been routed to a peripheral, handled by an agent, and disconnected), then a row about the call is written to the Termination Call Detail table. The Termination Call Detail row indicates the agent, skill group, and service that handled the call. It also contains information such as how long the caller was on hold, whether the call was transferred to another agent after the initial routing, and so forth.

If the call was sent to a translation route, the Termination Call Detail row contains the same day and router key values as the Route Call Detail row for the same call. You can use these fields to link the tables and find all the call detail information for a single call. This process is called cradle-to-grave call tracking.



# **Table Details**

This chapter provides detailed information about the fields in each table. The tables and field names are presented in alphabetical order. Another method of locating a specific field is by referring to the Index at the end of this manual.

# Admin\_Script\_Schedule\_Map Table

Each row describes the schedule associated with an administrative script.

Use the Administrative Manager facility of the Script Editor to add, update, and delete Admin\_Script\_Schedule\_Map records.

Table 2-1 Admin\_Script\_Schedule\_Map Table Constraints

Constraint	Field Name(s)
PK	MasterScriptID SequenceNumber
FK	MasterScriptID

Table 2-2 Admin\_Script\_Schedule\_Map Table

Field Name	Description	ICM Data Type	Keys and Null Option
DayFlags	A bitmask specifying the days on which the script is executed:	DBINT	NOT NULL
	0x01 = Sunday 0x02 = Monday 0x04 = Tuesday 0x08 = Wednesday 0x10 = Thursday 0x20 = Friday 0x40 = Saturday		
DayOfMonth	Indicates to which day of month the schedule applies:	DBDBSMALLINT	NOT NULL
	<ul><li>0 = Applies to every day</li><li>1-31 = Specifies the day of month</li></ul>		

Table 2-2 Admin\_Script\_Schedule\_Map Table (continued)

Field Name	Description	ICM Data Type	Keys and Null Option
DayPosition	In conjunction with DayType, the position of a day within a month:	DBDBSMALLINT	NOT NULL
	<ul> <li>0 = First day of the type</li> <li>1 = Second day of the type</li> <li>2 = Third day of the type</li> <li>3 = Fourth day of the type</li> <li>4 = Last day of the type</li> <li>5 = Every day of the type</li> </ul>		
DayType	Indicates to which day the schedule applies:	DBDBSMALLINT	NOT NULL
	<ul> <li>0 - 6 = Specifies a day (Sunday through Monday, respectively)</li> <li>7 = Every day</li> <li>8 = Every weekday</li> <li>9 = Every weekend day</li> </ul>		
Description	Additional information about the schedule.	DESCRIPTION	NULL
EndDay	The day of the month on which the schedule expires. The value is <b>0</b> if the schedule has no end date.	DBDBSMALLINT	NOT NULL
EndHour	The hour of the day at which the schedule expires. The value is <b>0</b> if the schedule has no end time.	DBDBSMALLINT	NOT NULL
EndMinute	The minute of the hour at which the schedule expires. The value is <b>0</b> if the schedule has no end time.	DBDBSMALLINT	NOT NULL
EndMonth	The month in which the schedule expires. The value is <b>0</b> if the schedule has no end date.	DBDBSMALLINT	NOT NULL
EndSecond	The second of the minute at which the schedule expires. The value is <b>0</b> if the schedule has no end time.	DBDBSMALLINT	NOT NULL
EndYear	The year in which the schedule expires. The value is <b>0</b> if the schedule has no end date.	DBINT	NOT NULL
MasterScriptID	The scheduled administrative script.	DBINT	PK, FK NOT NULL
MonthOfYear	Indicates to which month the schedule applies:	DBDBSMALLINT	NOT NULL
	<ul> <li>0 = Applies to every month</li> <li>1 - 12 = Specifies the month of year</li> </ul>		
Recurrence	The granularity of the script frequency interval:	DBSMALLINT	NOT NULL
	<ul> <li>0 = hours</li> <li>1 = minutes</li> <li>2 = seconds</li> </ul>		
RecurrenceFreq	Specifies how many recurrence intervals occur between successive executions.	DBINT	NOT NULL

Table 2-2 Admin\_Script\_Schedule\_Map Table (continued)

Field Name	Description	ICM Data Type	Keys and Null Option
SequenceNumber	Index for schedules associated with a specific master script.	DBINT	PK NOT NULL
StartDay	The day of the month on which the schedule goes into effect (1 through 31).	DBSMALLINT	NOT NULL
StartHour	The hour of the day at which the schedule goes into effect.	DBSMALLINT	NOT NULL
StartMinute	The minute of the hour at which the schedule goes into effect.	DBSMALLINT	NOT NULL
StartMonth	The month in which the schedule goes into effect (1 through 12).	DBSMALLINT	NOT NULL
StartSecond	The second of the minute at which the schedule goes into effect.	DBSMALLINT	NOT NULL
StartYear	The year in which the schedule goes into effect.	DBINT	NOT NULL
Туре	The type of schedule.	DBSMALLINT	NOT NULL

### **Related tables:**

Master\_Script Table (via MasterScriptID

# **Agent Table**

Contains one record for each agent (a person capable of answering calls). Each agent is associated with a specific peripheral (ACD) and can be a member of one or more skill groups.

Use ICM Configuration Manager to add, update, and delete Agent records.

Table 2-3 Agent Table Constraints

Constraint	Field Name(s)
PK	SkillTargetID
AK-1	PeripheralID PersonID
AK-2	PeripheralID PeripheralNumber
FK	AgentDeskSettingID, PeripheralID PersonID, ScheduleID
IE-2	AgentDeskSettingID
IE-3	ScheduleID
IE-4	EnterpriseName

### Table 2-4 Agent Table

Field Name	Description	Data Type	Keys and Null Options
AgentDeskSettingsID	Identifies the agent desk settings associated with the agent.	DBINT	IE-2, FK NULL
AgentStateTrace	Indicates whether the ICM software collects agent state trace data for the agent:	DBCHAR	NOT NULL
	$\mathbf{Y} = \mathbf{Yes}$ $\mathbf{N} = \mathbf{No}$		
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	A string of parameters the ICM software sends to the peripheral to initialize the agent.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character:	DBCHAR	NOT NULL
	$\mathbf{Y} = \mathbf{Yes}$ $\mathbf{N} = \mathbf{No}$		
Description	Additional information about the agent.	DESCRIPTION	NULL

Table 2-4 Agent Table (continued)

Field Name	Description	Data Type	Keys and Null Options
EnterpriseName	An enterprise name for the agent that is unique within the enterprise. You might form the name by combining the agent's first and last name with the name of the peripheral.	VANME32	IE-4 NOT NULL
PeripheralID	Foreign key from the Peripheral table.	DBSMALLINT	AK-1, AK-2, FK NOT NULL
PeripheralName	The name of the agent as known to the peripheral.	VANME32	NULL
PeripheralNumber	The agent's login ID assigned at the switch.	varchar(32)	AK-2
			NOT NULL
PersonID	Foreign key from the Person table.	DBINT	AK-1, FK NOT NULL
ScheduleID	Identifies an imported schedule associated with the agent.	DBINT	FK, IE-3 NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK, FK NOT NULL
SupervisorAgent	Indicates whether an agent is a supervisor.  Y = Yes, agent is a supervisor  N = No, agent is not a supervisor	DBCHAR	NULL
TemporaryAgent	Indicates whether the agent is a temporary agent created by the CallRouter:  Y = Yes, created by the CallRouter N = No, not created by the CallRouter	DBCHAR	NOT NULL

Agent\_Desk\_Settings Table (via AgentDeskSettingsID)

Agent\_Logout Table (via SkillTargetID)

Agent\_Real\_Time Table (via SkillTargetID)

Agent\_State\_Trace Table (via SkillTargetID)

Agent\_Team\_Member Table (via SkillTargetID)

Peripheral Table (via PeripheralID)

Person Table (via PersonID)

Schedule Table (via ScheduleID)

Skill\_Group\_Member Table (via SkillTargetID)

Skill\_Target Table (via SkillTargetID)

# **Agent\_Desk\_Settings Table**

Each row defines the features available to an enterprise agent and how the ICM software handles certain state changes for the agent.

Use ICM Configuration Manager to add, update, and delete Agent\_Desk\_Settings records.

Table 2-5 Agent\_Desk\_Settings Table Constraints

Constraint	Field Name(s)
PK	AgentDeskSettingsID
AK-1	EnterpriseName

Table 2-6 Agent\_Desk\_Settings Table

Field Name	Description	Data Type	Keys and Null Option
AgentCanSelectGroup	Indicates whether the agent can select which groups they are logged in to.	DBCHAR	NOT NULL
AgentDeskSettingsID	A unique identifier for the agent desk settings.	DBINT	PK NOT NULL
AgentToAgentCallsAllowed	Indicates whether calls to other agents are allowed:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, calls to other agents are allowed.</li> <li>N = No, calls to other agents are not allowed.</li> </ul>		
AutoAnswerEnabled	Indicates whether calls to the agent are automatically answered:	DBCHAR	NOT ULL
	<ul> <li>Y = Yes, calls automatically answered.</li> <li>N = No, calls are not automatically answered.</li> </ul>		
AutoRecordOnEmergency	Specifies whether to automatically record or not record when an emergency call request started:	DBINT	NULL
	<ul><li>0 = Do not automatically record</li><li>1 = Automatically record</li></ul>		
AvailAfterIncoming	Indicates whether to automatically consider the agent available after handling an incoming call:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, consider agent available.</li> <li>N = No, do not consider agent available.</li> </ul>		
AvailAfterOutgoing	Indicates whether to automatically consider the agent available after handling an outbound call:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, consider agent available.</li> <li>N = No, do not consider agent available.</li> </ul>		
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DefaultDevicePortAddress	Optional value to override the default port address for the agent telephony device.	VNAME32	NULL

Table 2-6 Agent\_Desk\_Settings Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Description	Additional information about the desk settings.	DESCRIPTION	NULL
EmergencyCallMethod	Indicates whether <b>IPCC Enterprise</b> will create a consultative call or a blind conference call for an emergency call request:	DBINT	NULL
	<ul><li>0 = Consultative call</li><li>1 = Blind conference call</li></ul>		
EnterpriseName	An enterprise name for the agent desk settings that	VNAME32	AK-1
	is unique within the enterprise.		NOT NULL
IdleReasonRequired	Indicates whether the agent must enter a reason before entering the Idle state:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, agent must enter a reason.</li> <li>N = No, agent does not need to enter a reason.</li> </ul>		
LogoutNonActivityTime	Number of seconds on non-activity at the desktop after which the ICM software automatically logs out the agent.	DBINT	NULL
LogoutReasonRequired	Indicates whether the agent must enter a reason before logging out:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, agent must enter a reason.</li> <li>N = No, agent does not need to enter a reason.</li> </ul>		
NonACDCallsAllowed	Indicates whether the agent can place or handle non-ACD calls:	DBCHAR	NOT NULL
	Y = Yes, agent can place or handle non-ACD calls. N = No, agent cannot place or handle non-ACD calls.		
OutboundAccessInternational	Indicates whether the agent can initiate international calls:	DBCHAR	NOT NULL
	<ul><li>Y = Yes, agent can initiate calls.</li><li>N = No, agent cannot initiate calls.</li></ul>		
OutboundAccessOperatorAssisted	Indicates whether the agent can initiate operator assisted calls:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, agent can initiate calls.</li> <li>N = No, agent cannot initiate calls.</li> </ul>		
OutboundAccessPBX	Indicates whether the agent can initiate outbound PBX calls:	DBCHAR	NOT NULL
	<ul><li>Y = Yes, agent can initiate calls.</li><li>N = No, agent cannot initiate calls.</li></ul>		
OutboundAccessPrivateNet	Indicates whether the agent can initiate calls through the private network:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, agent can initiate calls.</li> <li>N = No, agent cannot initiate calls.</li> </ul>		

Table 2-6 Agent\_Desk\_Settings Table (continued)

Field Name	Description	Data Type	Keys and Null Option
OutboundAccessPublicNet	Indicates whether the agent can initiate calls through the public network:	DBCHAR	NOT NULL
	<ul><li>Y = Yes, agent can initiate calls.</li><li>N = No, agent cannot initiate calls.</li></ul>		
QualityRecordingRate	Indicates how frequently calls to the agent are recorded.	DBINT	NULL
RecordingMode	(For future use.) Specifies whether the call requests are routed through the CallManager PIM. The <b>default</b> is <b>0</b> , which means that call requests do not get routed through the CallManager PIM.	DBINT	NULL
RingNoAnswerDialedNumberID	Provides the dialed number identifier for the new re-route destination in case of a ring-no-answer.	DBINT	NULL
RingNoAnswerTime	Number of seconds a call may ring at the agent's station before being redirected.	DBINT	NULL
SilentMonitorAudibleIndication	Specifies whether an audio click will sound when silent monitoring is started:  1 = An audible click will sound.  0 = An audible click will not sound.	DBINT	NULL
SilentMonitorWarningMessage	Specifies whether a warning message box will appear on the agent's desktop when silent monitoring is started:  1 = A warning message box will appear.  0 = A warning message box will not appear.	DBINT	NULL
SupervisorAssistCallMethod	Indicates whether <b>IPCC Enterprise</b> will create a consultative call or a blind conference call for the supervisor assistance request: <b>0</b> = Consultative call <b>1</b> = Blind conference call	DBINT	NULL
	This field is applicable to <b>IPCC Enterprise only</b> .		
SupervisorCallsAllowed	Indicates whether the agent can initiate supervisor assisted calls:  Y = Yes, agent can initiate calls.  N = No, agent cannot initiate calls.	DBCHAR	NOT NULL
WorkModeTimer	Specifies the auto wrap-up time out. The <b>default</b> value is <b>0</b> (auto wrap-up is disabled).	DBINT	NULL

Table 2-6 Agent\_Desk\_Settings Table (continued)

Field Name	Description	Data Type	Keys and Null Option
WrapupDataIncomingMode	Indicates whether the agent is allowed or required to enter wrap-up data after an inbound call:  0 = Required 1 = Optional 2 = Not allowed	DBINT	NOT NULL
WrapupDataOutgoingMode	Indicates whether the agent is allowed or required to enter wrap-up data after an outbound call:  0 = Required 1 = Optional 2 = Not allowed	DBINT	NOT NULL

Agent Table (via AgentDeskSettingsID)

Peripheral Table (via AgentDeskSettingsID)

# **Agent\_Distribution Table**

Each row indicates whether to send real-time and historical agent data from a specific peripheral to a specific Distributor AW.

Use ICM Configuration Manager to add, update, and delete Agent\_Distribution records.

Table 2-7 Agent\_Distribution Table Constraints

Constraint	Field Name(s)
PK	AgentDistributionID
AK-1	PeripheralID DistributorSiteName
FK	AgentDistributionID

Table 2-8 Agent\_Distribution Table

Field Name	Description	Data Type	Keys and Null Option
AgentDistributionID	A unique identifier for the agent distribution.	DBINT	PK
			NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DistributorSiteName	The name of the Distributor site to which agent	VNAME32	AK-1
	data is sent.		NOT NULL

### Table 2-8 Agent\_Distribution Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Enabled	Indicates whether to send agent data or not: '  Y = Yes, an agent can send data.  N = No, an agent cannot send data.	DBCHAR	NOT NULL
PeripheralID	The peripheral from which agent data is sent.	DBSMALLINT	AK-1, FK NOT NULL

### **Related tables:**

Peripheral Table (via PeripheralID)

# Agent\_Event\_Detail Table

Historical Table.

Each row displays agent LOGIN, LOGOUT, and NOT\_READY events.

Security: Global

Table 2-9 Agent\_Event\_Detail Table Constraints

Constraint	Field Name(s)
PK	DateTime SkillTargetID MRDomainID TimeZone
AK-1	RecoveryKey
IE-1	DbDateTime

Table 2-10 Agent\_Event\_Detail Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time (in Central Controller local	DBDATETIME	PK
	time) that the transition for the event occurred.		NOT NULL
DbDateTime	The current date and time stamp when the records	DBDATETIME	IE-1
	are written to the HDS database. The logger database has NULL for this column.		NULL
Duration	Duration in seconds associated with the EVENT:	DBINT	NULL
	LOGIN: Typically set to zero		
	<b>LOGOUT</b> : Number of seconds the agent was logged into the Media Routing Domain.		
	NOT_READY: Number of seconds the agent was in the NotReady State with respect to the Media Routing Domain. To compute the time the agent initially went into the NotReady state, subtract the Duration from the DateTime field.		
Event	Event transition that occurred:	DBINT	NOT NULL
	1 = LOGIN Agent logged in to the Media Routing Domain,		
	2 = LOGOUT Agent logged out of the Media Routing Domain,		
	<b>3 = NOT_READY</b> Agent transitioned <b>out</b> of the NOT_READY state.		
LoginDateTime	DateTime (in Central Control local time) when the agent initially logged into the Media Routing Domain.	DBDATETIME	NOT NULL

### Table 2-10 Agent\_Event\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
MRDomainID	The ID of the Media Routing Domain with which the event is associated.	DBINT	PK NOT NULL
ReasonCode	The ReasonCode associated with the event. Refer to the Reason_Code table.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SkillTargetID	The SkillTargetID of the agent.	DBINT	PK NOT NULL
TimeZone	The time zone for the dates and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

### Agent\_Half\_Hour Table

Central database only.

Each row in the table is for an agent/MRD pair. For example, if the agent was logged into three (3) MRDs in a given half-hour, then the agent will have three (3) rows in the table for that same half-hour.

Table 2-11 Agent\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime MRDomainID SkillTargetID TimeZone
AK-1	RecoveryKey
FK	MRDomainID SkillTargetID
IE-1	DbDateTime

#### Table 2-12 Agent\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
	The number of seconds in this half-hour interval that this agent was Available with respect to this Media Routing Domain.	DBINT	NULL

#### **Available**

An agent is Available, or eligible to be assigned a task in this MRD, if the agent meets all of these conditions:

- The agent is in any state other than Not Ready state for this MRD.
- The agent is not working on a non-interruptible task in another MRD. Only eMail tasks are interruptible, meaning that ICM software can assign the agent another task while s/he is working on an eMail. Voice calls, single-session chat sessions, multi-session chat sessions, and Blended Collaboration chat sessions cannot be interrupted.
- The agent has not reached the maximum task limit for this MRD. For Voice, single-session chat, eMail and Blended Collaboration MRDs, the task limit is always one task. For the multi-session chat MRD, the task limit is customized through the Web Collaboration Option administration application.

AvailTimeToHalf	Total time, in seconds, the agent was in the NOT ACTIVE state during the half- hour interval.	DBINT	NULL
DateTime	The Central Controller date and time at the start of the interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
LoggedOnTimeToHalf	Total time, in seconds, the agent was logged into this Media Routing Domain during the half- hour interval.	DBINT	NULL

Table 2-12 Agent\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
MRDomainID	Identifies the Media Routing Domain.	DBINT	PK, FK
			NOT NULL
NotReadyTimeToHalf	Total time, in seconds, the agent was in the Not Ready state (a state in which agents are logged on, but are neither involved in any call handling activity, nor available to handle a call) with respect to this Media Routing Domain during the half-hour interval.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RoutableInMRDTimeToHalf	The number of seconds in this half-hour interval that this agent was routable with respect to this MRD.	DBINT	NULL
SkillTargetID	Identifies the agent.	DBINT	PK, FK NOT NULL
TalkOtherTimeToHalf	Total time, in seconds, the agent spent talking on internal calls during the half- hour interval.  Only defined for <b>voice</b> media.	DBINT	NULL
	For <b>non-voice</b> media, this is set to zero.		
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

Agent Table (via SkillTargetID)

Media\_Routing\_Domain Table (via MRDomainID)

# **Agent\_Logout Table**

Central database only. Each row provides statistics for an agent's session. A session begins when an agent first logs in to the system and ends when the agent logs outs.

Table 2-13 Agent\_Logout Table Constraints

Constraint	Field Name(s)
PK	LogoutDateTime MRDomainID SkillTargetID TimeZone
AK-1	RecoveryKey
FK	MRDomainID, NetworkTargetID SkillTargetID

Table 2-14 Agent\_Logout Table

Field Name	Description	Data Type	Keys and Null Option
LoginDuration	Number of seconds the agent was logged in.	DBINT	NULL
LogoutDateTime	Central Controller date and time when the agent logged out.	DBDATETIME	PK NOT NULL
MRDomainID	The identifier for the Media Routing Domain associated with the agent logout.	DBINT	PK NOT NULL
NetworkTargetID	The device target the agent was logged on to. This applies to <b>IPCC</b> agents only.	DBINT	NULL
ReasonCode	Reason code returned by the peripheral for the agent logout.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SkillTargetID	Identifies the agent.	DBINT	PK NOT NULL
TimeZone	The time zone for the dates and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

#### **Related tables:**

Agent Table (via SkillTargetID)

Device\_Target Table (via NetworkTargetID)

Media\_Routing\_Domain Table (via MRDomainID)

# **Agent\_Real\_Time Table**

Local database only.

Each row in the table is for an agent/MRD pair currently logged in. For example, if the agent was logged into three (3) MRDs, then the agent will have three (3) rows in the table.

Table 2-15 Agent\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	MRDomainID SkillTargetID
FK	MRDomainID NetworkTargetID SkillTargetID

Table 2-16 Agent\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
Agent Status	Reserved for future use.	DBINT	NULL
AgentState	The current real time state of the agent with respect to this MRD:	DBINT	NULL
	<ul> <li>0 = Logged On</li> <li>1 = Logged Out</li> <li>2 = Not Ready</li> <li>3 = Ready</li> <li>4 = Talking</li> <li>5 = Work Not Ready</li> <li>6 = Work Ready</li> <li>7 = Busy Other</li> <li>8 = Reserved</li> <li>9 = Unknown</li> <li>10 = Hold</li> <li>11 = Active</li> <li>12 = Paused</li> <li>14 = Not Active</li> </ul>		
AvailableInMRD	The agent's availability status with respect to the Media Routing Domain:  0 = Not Available 1 = ICM Available 2 = Application Available	DBINT	NULL
CallInProgress	The number of tasks associated with this Media Routing Domain on which this agent is currently working.	DBINT	NULL

Table 2-16 Agent\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CampaignID	The campaign ID for the campaign associated with this call. This field is populated when the call is answered by an agent.	VNAME32	NULL
	This field is applicable to <b>Outbound Option only</b> .		
CustomerAccountNumber	The account number of the caller with whom the agent is speaking. This field is populated when the call is answered by an agent.	varchar(32)	NULL
	This field is applicable to <b>Outbound Option only</b> .		
CustomerPhoneNumber	The phone number of the caller with whom the agent is speaking. This field is populated when the call is answered by an agent.	VTELNO20	NULL
	This field is applicable to <b>Outbound Option only</b> .		
DateTime	The Central Controller date and time at the start of the interval.	DBDATETIME	NOT NULL
DateTimeLastModeChange	The date and time of the agent's last <i>mode</i> change in this MRD.	DBDATETIME	NULL
	An agent has a <i>mode</i> with respect to each Media Routing Domain the agent is logged in to. These <i>modes</i> are either <i>routable</i> or <i>not routable</i> .		
	If the <i>mode</i> is <i>routable</i> , the ICM controls the agent and assigns tasks to the agent. When an agent is routable for an MRD, an application instance (for example: E-Mail Manager or Collaboration Server) will not allow the agent to work on a task unless ICM assigns the task.		
	If the <i>mode</i> is <i>not routable</i> , the application instance (for example: E-Mail Manager) controls the agent and assigns tasks to the agent. The ICM software tracks the agent's task activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task the agent is working on.		
	For E-mail Manager and Collaboration Server, an agent's mode never changes. Each agent is either always routable or always not routable for the E-mail Manager and Collaboration Server MRDs.		
	An agent's mode is always routable with respect to the voice MRD.		
DateTimeLastStateChange	Date and time of the agent's last state change in this MRD.	DBDATETIME	NULL

Table 2-16 Agent\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DateTimeLogin	Date and time the agent logged on to this MRD.	DBDATETIME	NULL
DateTimeTaskLevelChange	The date and time of the agent's last <i>task level</i> change in this MRD.	DBDATETIME	NULL
	Chat agents have a maximum number of open slots. The <i>task level</i> changes when the number of open slots changes as a result of the number of calls in progress changing (the number of open slots = the maximum number of tasks - calls in progress).		
	This applies to all other agents as well, however, the <i>task level</i> is always 0 or 1.		
Destination	Destination type of outbound call the agent is currently working on:	DBINT	NULL
	0 = None 1 = ACD 2 = Direct		
Direction	Direction of call agent is currently working on:	DBINT	NULL
	NULL = None 1 = In 2 = Out 3 = Other		
Extension	Extension the agent is currently working on.	varchar(32)	NULL
MaxTasks	The maximum number of tasks associated with this Media Routing Domain on which this agent can work simultaneously.	DBINT	NULL
MRDomainID	The identifier for the Media Routing Domain associated with this peripheral.	DBINT	PK, FK NOT NULL
NetworkTargetID	The device target the agent is logged on to. This applies for <b>IPCC Enterprise</b> agents only.	DBINT	FK NULL
OnHold	Indicates whether the call is currently on hold:	DBINT	NULL
	<ul><li>1 = Yes, the call is on hold.</li><li>0 = No, the call is not on hold.</li></ul>		
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID.	DBINT	NULL
	This field is applicable to <b>Outbound Option only</b> .		
ReasonCode	Code received from the peripheral indicating the reason for the agent's last state change.	DBINT	NULL

Table 2-16 Agent\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RequestedSupervisorAssist	Indicates whether the agent has requested supervisor assistance:	DBINT	NULL
	<ul> <li>1 = Yes, the agent requested assistance.</li> <li>0 = No, the agent did not request assistance.</li> </ul>		
	This field is applicable to <b>IPCC Enterprise only</b> .		
Routable	Indicates whether the agent is routable with respect to this Media Routing Domain:	DBINT	NULL
	<ul><li>Y = Yes, the agent is routable.</li><li>N = No, the agent is not routable.</li></ul>		
	An agent has a mode with respect to each Media Routing Domain the agent is logged in to. These modes are either <i>routable</i> or <i>not routable</i> .		
	If the mode is <i>routable</i> , the ICM controls the agent and assigns tasks to the agent. When an agent is routable for an MRD, an application instance (for example: E-Mail Manager or Collaboration Server) will not allow the agent to work on a task unless ICM assigns the task.		
	If the mode is <i>not routable</i> , the application instance (for example: E-Mail Manager) controls the agent and assigns tasks to the agent. The ICM software tracks the agent's task activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task the agent is working on.		
	For <b>E-mail Manager and Collaboration Server</b> , an agent's mode never changes. Each agent is either always <i>routable</i> or always <i>not routable</i> for the E-mail Manager and Collaboration Server MRDs.		
	An agent's mode is always <i>routable</i> with respect to the <b>voice MRD</b> .		
RouterCallsQueueNow	Number of calls currently queued for the agent at the CallRouter.	DBINT	NULL
RouterLongestCallQ	The time when the longest call in queue was queued for the agent.	DBDATETIME	NULL
ServiceSkillTargetID	Identifies the service for the call the agent is currently working on.	DBINT	NULL
SkillGroupSkillTargetID	Identifies the skill group for the call the agent is currently working on.	DBINT	NULL
SkillTargetID	Identifies the agent.	DBINT	PK, FK NOT NULL

Agent Table (via SkillTargetID)

Device\_Target Table (via NetworkTargetID)

Media\_Routing\_Domain Table (via MRDomainID)

Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill\_Group Table (SkillGroupSkillTargetID maps to SkillGroup.SkillTargetID)

# Agent\_Skill\_Group\_Half\_Hour Table

Central database only.

Each row provides half-hour statistics for a member of a skill group. If an individual agent is a member of multiple skill groups, multiple Agent Skill Group Half Hour rows are created for that agent each half-hour.

The ICM software generates an Agent\_Skill\_Group\_Half\_Hour records for each skill group member.

Table 2-17 Agent\_Skill\_Group\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime SkillGroupSkillTargetID SkillTargetID TimeZone
AK-1	RecoveryKey
FK	SkillGroupSkillTargetID SkillTargetID
IE-1	DbDateTime

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AbandonHoldCallsToHalf	Total number of ACD calls that were abandoned while being held at an agent position. This value is updated in the database at the time the call disconnects.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AbandonRingCallsToHalf	Total number of ACD calls that were abandoned while ringing at an agent's position. The value is updated in the database at the time the call disconnects.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AbandonRingTimeToHalf	Total ring time associated with ACD calls that were abandoned while alerting an agent's position. RingTime occurs after any DelayTime and LocalQTime. The value is updated in the database at the time the call disconnects.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AgentOutCallsOnHoldTimeToHalf	Total number of seconds outbound ACD calls were placed on hold by an agent associated with this skill group. This value updated in the database when after-call work associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentOutCallsOnHoldToHalf	The total number of outbound ACD calls an agent associated with this skill group ended during the current half-hour interval that were placed on hold at least once during the life of the call. The value is updated in the database when the after-call work associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentOutCallsTalkTimeToHalf	Total talk time, in seconds, for outbound ACD calls handled by an agent associated with this skill group that ended during the half-hour interval. The value includes the time spent from the call being initiated by the agent to the time the agent begins after call work for the call. This includes HoldTime associated with the call. The value is updated in the database when the after-call-work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentOutCallsTimeToHalf	The total handle time, in seconds, for outbound ACD calls handled by an agent associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AgentOutCallsToHalf	The total number of outbound ACD calls made by an agent associated with this skill group that ended during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentTerminatedCallsToHalf	Not currently supported.	DBINT	NULL
AnswerWaitTimeToHalf	The sum of the answer wait times of all tasks an agent associated with this skill group answered during this half-hour interval. It is updated in the database at the time the call is answered.	DBINT	NULL
	It is the current half-hour interval total of:		
	• In <b>ICM</b> , the time in seconds from when the call first arrives at the ACD to when the agent answers the call.		
	AnswerWaitTime is based on the following:		
	- DelayTime		
	- LocalQTime		
	- RingTime		
	• In IPCC Enterprise, the number of seconds calls spent between first being queued to the skillgroup through Select (LAA) or Queue to Skillgroup nodes to when they were answered by an agent.		
	AnswerWaitTime is based on the following:		
	- DelayTime		
	- LocalQTime		
	- RingTime		
	- NetworkQTime		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
Auto Out Calls On Hold Time To Half	The total number of seconds that AutoOut (predictive) calls were placed on hold by an agent associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsOnHoldToHalf	The total number of ended AutoOut (predictive) calls that an agent associated with this skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AutoOutCallsTalkTimeToHalf	Total talk time, in seconds, for AutoOut (predictive) calls handled by an agent associated with this skill group that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AutoOutCallsTimeToHalf	The total handle time, in seconds, for AutoOut (predictive) calls handled by an agent associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AutoOutCallsToHalf	The total number of AutoOut (predictive) calls made by an agent associated with this skill group that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvailTimeToHalf	Total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
BargeInCallsToHalf	The number of calls associated with an agent associated with the skill group barged in on either by the supervisor or by the agent.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> only.		
BusyOtherTimeToHalf	Number of seconds an agent spent in the BusyOther state with respect to this skill group during the half-hour interval. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallbackMessagesTimeToHalf	Number of seconds the agent spent processing callback messages during the half-hour interval.	DBINT	NULL
	This field applicable only to the <b>Aspect ACD</b> .		
CallbackMessagesToHalf	Number of callback messages processed by the agent during the half-hour interval.	DBINT	NULL
	This field applicable only to the <b>Aspect ACD</b> .		
CallsAnsweredToHalf	Number of calls answered by an agent associated with this skill group during the half-hour interval. The number of calls answered includes only handled calls and internal calls received, which are tracked in the CallsHandledToHalf and InternalCallsReceivedToHalf fields, respectively. The count for CallsAnswered is updated in the database at the time the call is answered.  This field is applicable for both ICM and IPCC	DBINT	NULL
	Enterprise.		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsHandledToHalf	The number of inbound ACD calls that have been answered and have completed wrap-up by agents in the skill group during the half-hour interval.	DBINT	NULL
	A handled call is:		
	• An incoming <b>ACD</b> call that was answered by an agent, and then completed.		
	• A call associated with <b>Outbound Option</b> that the agent answered, and then completed.		
	• A <b>non-voice task</b> that the agent started working on then completed.		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
	This field is applicable for ICM, IPCC Enterprise and Outbound Option.		
ConferencedInCallsTimeToHalf	The number of seconds an agent associated with this skill group was involved in incoming conference calls. Conferenced in calls include both ACD and non-ACD. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConferencedInCallsToHalf	The number of incoming calls the agent was conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConferencedOutCallsTimeToHalf	The number of seconds that an agent spent on conference calls that the agent initiated. This includes time spent on both ACD and non-ACD conference calls initiated by the agent. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ConferencedOutCallsToHalf	The number of conference calls the agent initiated. The conferenced out calls include ACD and non-ACD calls. The count of ConferencedOutCalls is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConsultativeCallsTimeToHalf	The number of seconds agents spent handling consultative calls with at least one ACD call on hold. The value is updated in the database when the after-call work time associated with the consultative call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConsultativeCallsToHalf	The number of consultative calls an agent associated with this skill group that ended in this half-hour. The count is updated in the database when the after-call work time associated with the consultative call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
DateTime	The date and time at the start of the half-hour interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
EmergencyAssistsToHalf	The number of emergency assist requests made either by the agent or by the supervisor.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> only.		
HandledCallsTalkTimeToHalf	The number of seconds that an agent spent in TalkTime for calls associated with this skill group that ended in this half-hour interval.	DBINT	NULL
	This field is applicable for ICM, IPCC Enterprise and Outbound Option.		
HandledCallsTimeToHalf	The time in seconds an agent spent on calls that were handled within the half-hour interval.	DBINT	NULL
	This field is applicable for ICM, IPCC Enterprise and Outbound Option.		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HoldTimeToHalf	Number of seconds where <b>all calls</b> to the agent are on hold during the half-hour interval. HoldTime is counted only while the agent is doing no other call-related activity. HoldTime is included in the calculation of LoggedOnTime.		NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
IncomingCallsOnHoldTimeToHalf	Total number of seconds that inbound ACD calls calls that an agent associated with this skill group placed on hold that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
IncomingCallsOnHoldToHalf	The total number of inbound ACD calls that an agent associated with this skill group placed on hold at least once during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InterceptCallsToHalf	The number of calls intercepted either by the supervisor or by the agent.	DBINT	NULL
	Thjis field is applicable for <b>IPCC Enterprise only</b> .		
InternalCallsOnHoldTimeToHalf	The total number of seconds internal calls an agent associated with this skill group ended in this half-hour ever spent on hold. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsOnHoldToHalf	The total number of internal calls that an agent associated with this skill group ended in this half-hour that were ever placed on hold. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both ICM and IPCC Enterprise.		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InternalCallsRcvdTimeToHalf	The total number of seconds spent on internal calls associated with this skill group that were received by an agent that ended in this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.		NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsRcvdToHalf	Number of internal calls associated with this skill group that were received by an agent and that ended during this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsTimeToHalf	Total number of seconds an agent associated with this skill group spent on internal calls that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsToHalf	Number of internal calls an agent associated with this skill group ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InterruptedTimeToHalf	This field not currently supported.	DBINT	NULL

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LoggedOnTimeToHalf	Total time, in seconds, an agent associated with this skill group was logged on during the half-hour interval. This value is based on the following:	DBINT	NULL
	• HoldTimeToHalf		
	• TalkInTimeToHalf		
	• TalkOutTimeToHalf		
	• TalkOtherTimeToHalf		
	• AvailTimeToHalf		
	• NotReadyTimeToHalf		
	• WorkReadyTimeToHalf		
	• WorkNotReadyTimeToHalf		
	• BusyOtherTimeToHalf		
	• ReservedStateTimeToHalf		
	• TalkAutoOutTimeToHalf		
	• TalkPreviewTime ToHalf		
	• TalkReservedTimeToHalf		
	This field is applicable for ICM, IPCC Enterprise and Outbound Option.		
MonitorCallsToHalf	The number of calls monitored either by the supervisor or by the agent.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> only.		
NotReadyTimeToHalf	Total seconds an agent was in the Not Ready state with respect to this skill group during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
PreviewCallsOnHoldTimeToHalf	The total number of seconds outbound Preview calls were placed on hold by an agent associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsOnHoldToHalf	The total number of ended outbound Preview calls that an agent associated with this skill group have placed on hold at least once during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
PreviewCallsTalkTImeToHalf	Total talk time, in seconds, for outbound Preview calls handled by an agent associated with this skill group that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
PreviewCallsTimeToHalf	Total handle time, in seconds, for Outbound Preview calls handled by an agent associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	me ng all the	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
PreviewCallsToHalf	Total number of outbound Preview calls made by an agent associated with this skill group that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RedirectNoAnsCallsTimeToHalf	The number of seconds ACD calls to the skill group rang at an agent's terminal before being redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RedirectNoAnsCallsToHalf	The number of ACD calls to the skill group that rang at an agent's terminal and redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReserveCallsOnHoldTimeToHalf	The total number of seconds agent reservation calls were placed on hold by an agent associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReserveCallsOnHoldToHalf	The total number of ended agent reservation calls that an agent associated with this skill group have placed on hold at least once during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReserveCallsTalkTimeToHalf	Total talk time, in seconds, for agent reservation calls handled by an agent associated with this skill group that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTimeToHalf	Total handle time, in seconds, for agent reservation calls handled by an agent associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both ICM and IPCC Enterprise.		
ReserveCallsToHalf	Total number of agent reservation calls made by an agent associated with this skill group that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReservedStateTimeToHalf	Time, in seconds, an agent spent in the Reserved state with respect to this skill group during the half-hour interval.	DBINT	NULL
	ReservedStateTime includes the time an agent's phone is ringing (for IPCC Enterprise - the ReserveStateTime also includes the time from when the IPCC Enterprise Router assigns a call to an agent to the time the call arrives at an agents device) and is included in the calculation of LoggedOnTime.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ShortCallsToHalf	The number of calls answered by an agent associated with this skill group where the duration of the calls falls short of the AnsweredShortCalls threshold. You might choose to factor these calls out of handle time statistics. Short calls are considered handled, not abandoned.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
SupervAssistCallsTimeToHalf	Number of seconds an agent associated with this skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> only.		
SupervAssistCallsToHalf	Number of calls for which an agent received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> only.		
TalkAutoOutTimeToHalf	The number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkInTimeToHalf	Number of seconds an agent associated with this skill group spent talking on inbound ACD calls (neither internal nor outbound) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkOtherTimeToHalf	Number of seconds that an agent in the skill group spent talking on other calls (neither inbound or outbound) during the half-hour interval.	DBINT	NULL
	Examples: agent-to-agent transfers and supervisor calls.		
	TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TalkOutTimeToHalf	Number of seconds an agent associated with this skill group spent talking on external outbound or consultive transfer calls during the half-hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkPreviewTimeToHalf	The number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkPreviewTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkReserveTimeToHalf	The number of seconds the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		1,011,022
TransferredInCallsTimeToHalf	Number of seconds an agent associated with this skill group spent handling transferred in calls that ended during this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TransferredInCallsToHalf	Number of calls transferred into the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TransferredOutCallsToHalf	Number of calls transferred out by the agent during the half-hour interval. The value is updated at the time the agent completes the transfer of the call.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-18 Agent\_Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
WhisperCallsToHalf	The number of calls coached either by the supervisor or by the agent.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> only.		
WorkNotReadyTimeToHalf	Total time in seconds an agent associated with this skill group was in the Work Not Ready state during the half-hour interval. WorkNotReadyTime is included as in the calculation of LoggedOnTime. This field is applicable for both ICM and IPCC Enterprise.	DBINT	NULL
WorkReadyTimeToHalf	Total seconds an agent in the skill group was in the Work Ready state for tasks associated with this skill group that ended during this half-hour interval. WorkReadyTime is included in the calculation of LoggedOnTime.  This field is applicable for both ICM and IPCC Enterprise.	DBINT	NULL

 $\label{lem:coup_Member_Table} Skill\_Group\_Member\_Table \ (SkillTargetID + SkillGroupSkillTargetID maps to Skill\_Group\_Member.SkillTargetID) + Skill\_Group\_Member.SkillGroupSkillTargetID)$ 

# Agent\_Skill\_Group\_Logout Table

Each row provides information about a single login session for a member of a skill group. If an individual agent is a member of multiple skill groups, multiple Agent Skill Group Logout rows are created for that agent.

The ICM software generates an Agent\_Skill\_Group\_Logout record for each skill group member.

Table 2-19 Agent\_Skill\_Group\_Logout Table Constraints

Constraint	Field Name(s)
PK	LogoutDateTime SkillGroupSkillTargetID SkillTargetID TimeZone
AK-1	RecoveryKey
FK	SkillGroupSkillTargetID SkillTargetID
IE-1	DBDateTime

Table 2-20 Agent\_Skill\_Group\_Logout Table

Field Name	Description	Data Type	Keys and Null Option
LoginDuration	Number of seconds the agent was logged in to the skill group.	DBINT	NULL
LogoutDateTime	Date and time when the agent logged out of the skill group.	DBDATETIME	PK NOT NULL
ReasonCode	Reason code returned by the peripheral for the agent logout.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL
TimeZone	The time zone for the dates and times. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

### **Related tables:**

Skill\_Group\_Member Table (SkillTargetID + SkillGroupSkillTargetID maps to Skill\_Group\_Member.SkillTargetID + Skill\_Group\_Member.SkillGroupSkillTargetID)

# **Agent\_Skill\_Group\_Real\_Time Table**

Local database only.

Each row provides real-time statistics for a member of a skill group. If an individual agent is a member of multiple skill groups, multiple Agent Skill Group Real Time rows are created for that agent.

The ICM software generates an Agent\_Skill\_Group\_Real\_Time record for each skill group member.

Table 2-21 Agent\_Skill\_Group\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	SkillGroupSkillTargetID SkillTargetID
FK	SkillGroupSkillTargetID SkillTargetID

Table 2-22 Agent\_Skill\_Group\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AgentState	The current real time state of the agent:	DBINT	NULL
	<ul> <li>0 = Logged Off</li> <li>1 = Logged On</li> <li>2 = Not Ready</li> <li>3 = Ready</li> <li>4 = Talking</li> <li>5 = Work Not Ready</li> <li>6 = Work Ready</li> <li>7 = Busy Other</li> <li>8 = Reserved</li> <li>9 = Unknown</li> <li>10 = Call On Hold</li> <li>11 = Active</li> <li>12 = Paused</li> <li>14 = Not Active</li> </ul>		
CallsInProgress	The number of tasks currently associated with this skill group.	DBINT	NULL
DateTime	The Central Controller date and time at the start of the interval.	DBDATETIME	NOT NULL
DateTimeLastStateChange	Date and time of the agent's last state change.	DBDATETIME	NULL
DateTimeLogin	Date and time the agent logged into the skill group.	DBDATETIME	NULL
Priority	Agent's priority in the skill group.	DBINT	NULL
ReasonCode	Code received from the peripheral indicating the reason for the agent's last state change.	DBINT	NULL

Table 2-22 Agent\_Skill\_Group\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SkillGroupSkillTargetID	Together with SkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL
SkillTargetID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member.	DBINT	PK, FK NOT NULL

 $\label{lem:coup_Member_Table} Skill\_Group\_Member\_Table (SkillTargetID + SkillGroupSkillTargetID) \ maps \ to \\ Skill\_Group\_Member.SkillTargetID + Skill\_Group\_Member.SkillGroupSkillTargetID)$ 

# **Agent\_State\_Trace Table**

Each row describes a change of state for an agent. By examining Agent State Trace rows you can trace all the state changes that have occurred for an agent.

The ICM software generates an Agent\_State\_Trace records for each agent for which tracing is enabled.

Table 2-23 Agent\_State\_Trace Table Constraints

Constraint	Field Name(s)
PK	DateTime MRDomain SkillTargetID TimeZone
AK-1	RecoveryKey
FK	AgentState MRDomain SkillGroupSkillTargetID SkillTargetID

Table 2-24 Agent\_State\_Trace Table

Field Name	Description	Data Type	Keys and Null Option
AgentState	The new agent state:	DBINT	FK
	<ul> <li>0 = Logged Off</li> <li>1 = Logged On</li> <li>2 = Not Ready</li> <li>3 = Ready</li> <li>4 = Talking</li> <li>5 = Work Not Ready</li> <li>6 = Work Ready</li> <li>7 = Busy Other</li> <li>8 = Reserved</li> <li>9 = Call Initiated</li> <li>10 = Call Held</li> <li>11 = Call Retrieved</li> <li>12 = Call Transferred</li> <li>13 = Call Conferenced</li> <li>14 = Unknown.</li> </ul>		NULL
DateTime	The date and time at which the state change occurred.	DBSMALLDATE	PK NOT NULL
Direction	The direction for talking states.	DBINT	NULL

Table 2-24 Agent\_State\_Trace Table (continued)

Field Name	Description	Data Type	Keys and Null Option
EventName	A code indicating the event that has occurred.  0 = LOGGED_OFF 1 = LOGGED_ON 2 = NOT_READY 3 = READY 4 = TALKING 5 = WORK_NOT_READY 6 = WORK_READY 7 = BUSY_OTHER 8 = RESERVED 9 = CALL_INITIATED 10 = CALL_HELD 11 = CALL_RETRIEVED 12 = CALL_TRANSFERRED 13 = CALL_CONFERENCED 14 = UNKNOWN 15 = OFFER_TASK 16 = OFFER_APPLICATION_TASK 17 = START_TASK 18 = START_APPLICATION_TASK 19 = PAUSE_TASK 20 = RESUME_TASK 21 = WRAPUP_TASK 22 = END_TASK 24 = WRAPUP_TASK 25 = MAKE_AGENT_NOT_READY 27 = MAKE_AGENT_NOT_READY 28 = TASK_INIT_IND 30 = ROUTER_ASSIGNED_TASK 31 = PRE_CALL_TIMEOUT	DBINT	NOT NULL
ICRCallKey	A unique number generated at the PG. Values are reused after about 250 million calls.	DBINT	NULL
MRDomainID	The identifier for the Media Routing Domain associated with the agent state change.	DBINT	PK, FK NOT NULL
PeripheralCallKey	Key assigned by the peripheral to the call associated with the event.	DBINT	NULL
ReasonCode	Code received from the peripheral indicating the reason for the state change.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RouterCallKey	These fields are not set for calls.	DBINT	NULL
RouterCallKeyDay RouterCallKeySequenceNumber	For non-voice tasks, these three fields together identify the task (if any) that caused the agent's state to change.		

### Table 2-24 Agent\_State\_Trace Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SkillGroupSkillTargetID	Identifies the skill group the event is associated with.	DBINT	NULL
SkillTargetID	Identifies the agent.	DBINT	PK, FK NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

#### **Related tables:**

Agent Table (via SkillTargetID)

Media\_Routing\_Domain Table (via MRDomainID)

### **Agent\_Team Table**

An agent team is a group of agents who report to the same supervisor(s) and are associated with a single peripheral. The ICM software does not route to agent teams and agents within a team do not necessarily share the same skills. Agent teams are used for administrative and monitoring purposes only.

Use ICM Configuration Manager to add, update, and delete Agent\_Team records.

Table 2-25 Agent\_Team Table Constraints

Constraint	Field Name(s)
PK	AgentTeamID
AK-1	EnterpriseName
FK	PeripheralID

#### Table 2-26 Agent\_Team Table

Field Name	Description	Data Type	Keys and Null Option
AgentTeamID	A unique identifier for the agent team.	DBINT	PK
			NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the agent team.	DESCRIPTION	NULL
DialedNumberID	The dialed number identifier for the agent team.	DBINT	NULL
EnterpriseName	An enterprise name for the agent team that is	VNAME32	AK-1
	unique among all agent teams in the enterprise.		NOT NULL
PeripheralID	Identifies the peripheral the team is associated	DBSMALLINT	FK
	with.		NOT NULL
PriSupervisorSkillTargetID	The agent who is the primary supervisor for the team.	DBINT	NULL

#### **Related tables:**

Agent Table (via PriSupervisorSkillTargetID)

Agent\_Team\_Member Table (via AgentTeamID)

# Agent\_Team\_Member Table

Specifies the mapping of agents to agent teams.

Use ICM Configuration Manager to add or delete Agent\_Team\_Member records.

Table 2-27 Agent\_Team\_Member Table Constraints

Constraint	Field Name(s)
PK	AgentTeamID SkillTargetID
AK-1	SkillTargetID
FK	AgentTeamID
IE-1	AgentTeamID

#### Table 2-28 Agent\_Team\_Member Table

Field Name	Description	Data Type	Keys and Null Option
AgentTeamID	Identifies the agent team.	DBINT	PK, FK, IE-1 NOT NULL
SkillTargetID	Identifies the agent.	DBINT	FK, AK-1 NOT NULL

#### **Related tables:**

Agent\_Team Table (via SkillTargetID)

Agent\_Team\_Member Table (via AgentTeamID)

# **Agent\_Team\_Supervisor Table**

Specifies the mapping of supervisors and agent teams.

Use ICM Configuration Manager to add or delete Agent\_Team\_Supervisor records.

Table 2-29 Agent\_Team\_Supervisor Table Constraints

Constraint	Field Name(s)	
PK	AgentTeamID	
	SupervisorSkillTargetID	

#### Table 2-30 Agent\_Team\_Supervisor

Field Name	Description	Data Type	Keys and Null Option
AgentTeamID	Identifies the agent team.	DBINT	PK
			NOT NULL
SupervisorSkillTargetID	Identifies the SkillTargetID of the supervisor.	DBINT	PK
			NOT NULL

### **Announcement Table**

Each row corresponds to a voice announcement. The ICM software can route a call to an announcement. Use ICM Configuration Manager to add, update, and delete Announcement records.

**Table 2-31 Announcement Table Constraints** 

Constraint	Field Name(s)
PK	NetworkTargetID
AK-1	EnterpriseName
FK	NetworkTargetID

#### Table 2-32 Announcement Table

Field Name	Description	Data Type	Keysand Null Option
AnnouncementType	An integer value indicating the type of the announcement.	DBSMALLINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the announcement.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for this announcement. This name must be unique among all announcements in the enterprise.	VNAME32	AK-1 NOT NULL
NetworkTargetID	Foreign key from the Network Target table.	DBINT	PK, FK
			NOT NULL

### **Related tables:**

Network\_Target Table (via NetworkTargetID)

# **Application\_Event Table**

Central database only.

Contains information about events in the ICM application. This is a subset of the events reported in the Event table.

Table 2-33 Application\_Event Table Constraints

Constraint	Field Name(s)
AK-1	RecoveryKey
IE-1	CentralControllerFileTime

Table 2-34 Application\_Event Table

Field Name	Description	Data Type	Keys and Null Option
BinData	Optional event binary data.	image	NULL
Category	The type of message.	VNAME32	NULL
CentralControllerFileTime	File Time event was processed at the Central Controller.	DBDATETIME	IE-1 NOT NULL
CentralControllerTimeZone	Time zone at the Central Controller. The value is the offset in minutes from GMT.	DBINT	NOT NULL
CentralControllerVirtualTime	Virtual Time event was processed at the Central Controller.	DBINT	NOT NULL
CustomerId	The customer ID.	DBINT	NOT NULL
Dword1	Optional event DWORD.	DBINT	NULL
Dword2	Optional event DWORD.	DBINT	NULL
Dword3	Optional event DWORD.	DBINT	NULL
Dword4	Optional event DWORD.	DBINT	NULL
Dword5	Optional event DWORD.	DBINT	NULL
MessageId	Message ID from message compiler.	DBINT	NOT NULL
MessageString	Contents of message.	DESCRIPTION	NULL
ProcName	Name of the process that originated the event.	VNAME32	NOT NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
Severity	The level of the message.	varchar(16)	NULL
Side	Side of event originator: <b>A</b> or <b>B</b> = paired processes  \( 0 = a non-paired process \)	DBCHAR	NOT NULL
SourceFileTime	File time event was generated (originator's time).	DBDATETIME	NOT NULL

Table 2-34 Application\_Event Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SourceSystemName	Name of the node that generated the event.	VNAME32	NULL
SourceVirtualTime	Virtual time event was generated (originator's time).	DBINT	NOT NULL
StatusCode	Status code value.	DBINT	NOT NULL
StatusCodeString	String associated with the status code.	DESCRIPTION	NULL
StatusCodeType	Classification of the value in StatusCode field.	DBSMALLINT	NOT NULL
String1	Optional event string.	varchar(240)	NULL
String2	Optional event string.	varchar(240)	NULL
String3	Optional event string.	varchar(240)	NULL
String4	Optional event string.	varchar(240)	NULL
String5	Optional event string.	varchar(240)	NULL
SystemId	DMP system ID of the event originator. For a CallRouter or Logger, this value is always 0.	DBSMALLINT	NOT NULL
SystemType	The type of system that generated the event:  0 = Unknown 1 = CallRouter 2 = Peripheral Gateway 3 = Network Interface Controller 4 = Admin Workstation 5 = Logger 6 = Listener 7 = CTI Gateway	DBSMALLINT	NOT NULL
VersionNum	EMS version number.	DBSMALLINT	NOT NULL

# **Application\_Gateway Table**

Each row describes an external application (custom gateway) or another ICM platform that you can invoke from a routing script or administrative script.

Use ICM Configuration Manager to add, update, and delete Application\_Gateway records.

Table 2-35 Application\_Gateway Table Constraints

Constraint	Field Name(s)
PK	ApplicationGatewayID
AK-1	EnterpriseName
FK	ICRInstanceID
IE-1	ICRInstanceID

Table 2-36 Application\_Gateway Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationGatewayID	A unique identifier for the application gateway.	DBINT	PK
			NOT NULL
ApplicationGatewayType	The type of gateway:	DBINT	NOT NULL
	0 = custom gateway 1 = remote ICM		
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the application gateway.	DESCRIPTION	NULL
Encryption	The encryption method used by the application gateway:	DBINT	NOT NULL
	0 = none 1 = private key		
EnterpriseName	An enterprise name for the application gateway. This name must be unique among all application gateways in the enterprise.	VNAME32	AK-1 NOT NULL
FaultTolerance	The fault-tolerance strategy used by the application gateway.	DBINT	NOT NULL
ICRInstanceID	Identifies the ICM instance associated with the	DBINT	FK, IE-1
	application gateway.		NULL
PreferredSide	Indicates which side of the Gateway the ICM software should use when both are available: A or B. This applies only when ApplicationGatewayType is 0 (custom gateway).	char(1)	NULL

### **Related tables:**

Application\_Gateway\_Connection Table (via ApplicationGatewayID)
Application\_Gateway\_Half\_Hour Table (via ApplicationGatewayID)
ICR\_Instance Table (via ICRInstanceID)

# **Application\_Gateway\_Connection Table**

Each row describes the connection of one side of the CallRouter (side A or side B) to an Application Gateway host.

Use ICM Configuration Manager to add, update, and delete Application\_Gateway\_Connection records.

Table 2-37 Application\_Gateway\_Connection Table Constraints

Constraint	Field Name(s)
PK	ApplicationGatewayID Side
FK	ApplicationGatewayID

Table 2-38 Application\_Gateway\_Connection Table

Field Name	Description	Data Type	Keys and Null Option
AbandonTimeout	An internal timeout used by the CallRouter to determine a failure in the application gateway interface process. The default value is 5000.	DBINT	NULL
Address	A string that describes the connection to the host. The format depends on the protocol. For TCP, the format is <i>hostname:port</i> or <i>IPAddress:port</i> .	varchar(255)	NULL
ApplicationGatewayID	Identifies the Application Gateway associated with the connection.	DBINT	PK, FK NOT NULL
Command	A command the ICM software sends to the application gateway when the row is created or updated by the Update Central Controller operation. You can use this field to send one-time commands to the application gateway host.	DBINT	NULL
CommandParam	A parameter to be sent with the command.	DBINT	NULL
ConnectInfo	A string the ICM software passes to the host during initialization. The ICM software itself does not use or validate the value.	varchar(255)	NULL
Description	Additional information about the connection.	DESCRIPTION	NULL
ErrorThreshold	Number of consecutive errors that cause the ICM software to declare the host unavailable. The ICM software then initiates a reconnect.	DBINT	NULL
HeartbeatLimit	Number of consecutive unanswered heartbeats after which the CallRouter closes the connection. The default is 10. (For purposes of this count, a query is counted as a heartbeat.)	DBINT	NULL
HeartbeatRetry	Number of milliseconds to wait before retrying a missed heartbeat. The default is 200. The total time between heartbeat tries is HeartbeatTimeout + HeartbeatRetry.	DBINT	NULL

Table 2-38 Application\_Gateway\_Connection Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HeartbeatTimeout	Number of milliseconds the CallRouter waits for a host to respond to a heartbeat request. The default is 300.	DBINT	NULL
HeatbeatInterval	Number of milliseconds between heartbeats. The idle timeout for each host is 4 times this value.	DBINT	NULL
InService	Indicates whether the connection is currently available: 'Y' (yes) or 'N' (no).	DBCHAR	NOT NULL
LateTimeout	Number of milliseconds the CallRouter waits for a response before considering it late. This does not affect CallRouter processing. It is for statistical use only.	DBINT	NULL
LinkTestThreshold	Currently not used.	DBINT	NULL
OpenTimeout	Number of milliseconds the CallRouter waits for a response to an open or close connection request. The default is 15000.	DBINT	NULL
Protocol	The communications protocol used for the connection. 1 = TCP (the only value currently supported).	DBINT	NOT NULL
RequestTimeout	Number of milliseconds the CallRouter waits for a response before timing out a request. The default value is 300.	DBINT	NULL
SessionRetry	Number of milliseconds the CallRouter waits before trying to reconnect after a connection terminates or a connection attempt fails. The default value is 30000.	DBINT	NULL
SessionRetryLimit	The maximum number of times the CallRouter attempts to connect or reconnect a session. (User intervention is then required to restart the connection.) If the value is 0, then no limit applies.	DBINT	NULL
Side	Indicates which side of the CallRouter uses the connection. Valid values are 'A' and 'B'.	char(1)	PK NOT NULL

### **Related tables:**

Application\_Gateway Table (via ApplicationGatewayID)

# **Application\_Gateway\_Globals Table**

Contains two rows that define default values for the Application\_Gateway\_Connection tables. One row defines defaults for external applications (custom gateways) and the other defines defaults for remote ICM software platforms.

Use the Application Gateway list tool to modify the Application\_Gateway\_Globals records.

Table 2-39 Application\_Gateway\_Globals Table Constraints

Constraint	Field Name(s)
PK	ID

Table 2-40 Applications\_Gateway\_Globals Table

Field Name	Description	Data Type	Keys and Null Option
AbandonTimeout	An internal timeout used by the CallRouter to determine a failure in the application gateway interface process. The default is 5000.	DBINT	NOT NULL
ApplicationGatewayType	The type of gateway:	DBINT	NOT NULL
	0 = custom gateway 1 = remote ICM		
	<b>Note</b> You can define a separate set of defaults for each type.		
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ErrorThreshold	Number of consecutive errors that cause the ICM software to declare the host unavailable. The software then initiates a reconnect.	DBINT	NOT NULL
HeartbeatLimit	Number of consecutive unanswered heartbeats after which the CallRouter closes the connection. The default is 10. (For purposes of this count, a query is counted as a heartbeat.)	DBINT	NOT NULL
HeartbeatRetry	Number of milliseconds to wait before retrying a missed heartbeat. The default is 200. The total time between heartbeat tries is HeartbeatTimeout + HeartbeatRetry.	DBINT	NOT NULL
HeartbeatTimeout	Number of milliseconds the CallRouter waits for a host to respond to a heartbeat request. The default is 300.	DBINT	NOT NULL
HeatbeatInterval	Number of milliseconds between heartbeats. The idle timeout for each host is 4 times this value.	DBINT	NOT NULL
ID	A unique identifier for the row.	DBINT	PK
			NOT NULL

### Table 2-40 Applications\_Gateway\_Globals Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LateTimeout	Number of milliseconds the CallRouter waits for a response before considering it late. This does not affect CallRouter processing. It is for statistical use only.	DBINT	NOT NULL
LinkTestThreshold	Currently not used.	DBINT	NOT NULL
OpenTimeout	Number of milliseconds the CallRouter waits for a response to an open or close connection request. The default is 15000.	DBINT	NOT NULL
RequestTimeout	Number of milliseconds the CallRouter waits for a response before timing out a request. The default value is 300.	DBINT	NOT NULL
SessionRetry	Number of milliseconds the CallRouter waits before trying to reconnect after a connection terminates or a connection attempt fails. The default is 30000.	DBINT	NOT NULL
SessionRetryLimit	The maximum number of times the CallRouter attempts to connect or reconnect a session. (User intervention is then required to restart the connection.) If the value is 0, then no limit applies.	DBINT	NOT NULL

# **Application\_Gateway\_Half\_Hour Table**

Central database only.

Provides statistics on each Application Gateway. The ICM software updates these statistics every 30 minutes.

The ICM software generates Application\_Gateway\_Half\_Hour records for each Application Gateway.

Table 2-41 Application\_Gateway\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	ApplicationGatewayID DateTime TimeZone
AK-1	RecoveryKey
FK	ApplicationGatewayID

Table 2-42 Application\_Gateway\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationGatewayID	Identifies the Application Gateway.	DBINT	PK, FK
			NOT NULL
AvgDelayToHalf	The average response time, in milliseconds, for all requests to the Application Gateway during the half-hour interval.	DBINT	NULL
DateTime	The Central Controller date and time at the start of	DBSMALLDATE	PK
	the interval.		NOT NULL
DbDateTime	The current date and time stamp when the records	DBDATETIME	IE-1
	are written to the HDS database. The logger database has NULL for this column.		NULL
ErrorsToHalf	Number of errors that occurred for Application Gateway requests during the half-hour interval. Consult EMS logs for specific error information.	DBINT	NULL
LatesToHalf	Number of responses that exceeded the LateTimeout value for the connection during the half-hour interval.	DBINT	NULL
MaxDelayToHalf	The longest response time, in milliseconds, for any request to the Application Gateway during the half-hour interval.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used	DBFLT8	AK-1
	internally by the ICM/IPCC Enterprise software to track the record.		NOT NULL
RejectsToHalf	The number of requests rejected by the Application Gateway during the half-hour interval.	DBINT	NULL

Table 2-42 Application\_Gateway\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RequestsToHalf	The number of request sent to the Application Gateway during the half-hour interval.	DBINT	NULL
TimeoutsToHalf	The number of requests to the Application Gateway that timed out during the half-hour interval.	DBINT	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
UnavailableToHalf	Number of requests attempted while no Application Gateway was available during the half-hour interval.	DBINT	NULL

### **Related tables:**

Application\_Gateway Table (via ApplicationGatewayID)

### **Application\_Instance Table**

Contains configuration data about external application instances. The data in this table enables the ICM software to identify application instances and grant them access to the Configuration Management Service (CMS).

Table 2-43 Application\_Instance Table Constraints

Constraint	Field Name(s)	
PK	ApplicationInstanceID	
AK-1	EnterpriseName	

#### Table 2-44 Application\_Instance Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationInstanceID	Identifies the Application Instance	DBINT	PK
			NOT NULL
ApplicationKey	A key supplied by the application which allows the application instance entry to CMS services.	varchar(32)	NOT NULL
ApplicationType	Provides a key to the characteristics of certain applications.	DBINT	NULL
ChangeStamp	Incremented when the record is changed in the central database.	DBINT	NOT NULL
Description	Additional information about this application instance.	CHANGESTAMP	NULL
EnterpriseName	The unique name of the application instance.	VNAME32	AK-1
			NOT NULL
PermissionLevel	Determines the permissions given to the application:	DBINT	NOT NULL
	<b>0</b> = Full read/write permission to all configuration tables.		
	1 = Read-only permission to all configuration tables (the application may not change any data).		
	<b>3</b> = Authentication only (only the ConAPI authentication API's will function).		

#### **Related tables:**

Application\_Path Table (via ApplicationInstanceID)

### **Application\_Path Table**

Defines a path from a registered application instances to a CTI Server. Applications need an interface to CTI Server in order to report logins, agent states, and task messages to the ICM software.

Table 2-45 Application\_Path Table Constraints

Constraint	Field Name(s)	
PK	ApplicationPathID	
AK-1	EnterpriseName	
FK	ApplicationInstanceID LogicalControllerID	

#### Table 2-46 Application\_Path Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationInstanceID	Defines the application instance that uses this application path.	DBINT	FK NOT NULL
ApplicationPathID	A unique identifier for the application path.	DBINT	PK NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about this application path.	DESCRIPTION	NULL
EnterpriseName	The unique name of the application instance.	VNAME32	AK-1 NOT NULL
LogicalControllerID	Foreign key to the Logical_Interface_Controller table.	DBSMALLINT	FK NOT NULL

#### **Related tables:**

Application\_Instance Table (via ApplicationInstanceID)

Application\_Path\_Member Table (via ApplicationPathID)

Application\_Path\_Real\_Time Table (via ApplicationPathID)

Logical\_Interface\_Controller Table (via LogicalControllerID)

# **Application\_Path\_Member Table**

Defines the Media Routing Domains (MRDs) that use a particular application path.

Table 2-47 Application\_Path\_Member Table Constraints

Constraint	Field Name(s)
PK	MRDomainID PeripheralID
FK	ApplicationPathID MRDomainID PeripheralID
IE-1	ApplicationPathID

Table 2-48 Application\_Path\_Member Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationPathID	The application path identifier for this application path member.	DBINT	FK, IE-1 NOT NULL
MRDomainID	The MRD identifier for this application path member.	DBINT	PK, FK NOT NULL
PeripheralID	Link to the Peripheral table.	DBSMALLINT	PK, FK NOT NULL

#### **Related tables:**

Application\_Path Table (via ApplicationPathID)

Media\_Routing\_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

# **Application\_Path\_Real\_Time Table**

Provides real-time status and connection data for application paths.

Table 2-49 Application\_Path\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	ApplicationPathID
FK	ApplicationPathID

Table 2-50 Application\_Path\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationPathID	The application path identifier for this application	DBINT	PK, FK
	path member.		NOT NULL
DateTime	The date and time when the data in this table was last updated.	DBDATETIME	NOT NULL
OnLine	Indicates whether or not the application path is currently on-line:	DBCHAR	NULL
	Y = yes, on-line $N = no$ , not on-line.		
OnLineDateTime	The date and time at which the application instance associated with this application path established connection to the CTI Server.	DBDATETIME	NULL
Text1	Application-specific strings.	varchar(40)	NULL
Text2	Application-specific strings.	varchar(40)	NULL
Text3	Application-specific strings.	varchar(40)	NULL
Text4	Application-specific strings.	varchar(40)	NULL
Text5	Application-specific strings.	varchar(40)	NULL
Text6	Application-specific strings.	varchar(40)	NULL
Text7	Application-specific strings.	varchar(40)	NULL
Text8	Application-specific strings.	varchar(40)	NULL
Text9	Application-specific strings.	varchar(40)	NULL
Text10	Application-specific strings.	varchar(40)	NULL

#### **Related tables:**

Application\_Path Table (via ApplicationPathID)

### **AWControl Table**

Local database only.

Contains one record of control information about the Admin Workstation. This information is used internally by the system.

Table 2-51 AWControl Table

Field Name	Description	Data Type	Keys and Null Option
AWType	The AW type:	DBINT	NOT NULL
	0 = Standard 1 = NAM 2 = CICM 3 = Limited AW.		
ConfigChangedBySystemName	The name of the workstation that last uploaded configuration or script information to the central database. This field is maintained by the real-time feed.	VNAME32	NULL
ConfigChangedByUserName	The name of the user that last uploaded configuration or script information to the central database. This field is maintained by the real-time feed.	VNAME32	NULL
ControllerConfigChangeKey	The recovery key value from the Config Message Log table when the configuration or script information in the central database was last updated. This field is maintained by the real-time feed.	DBFLT8	NOT NULL
ControllerConfigChangeTime	The time that the configuration or script information in the central database was last updated. This field is maintained by the real-time feed.	datetime	NULL
HDSPropertyEnabled	Indicates whether the Historical Data Server property is enabled:	DBCHAR	NOT NULL
	Y = Yes (enabled) N = No (not enabled)		
LastRetrievalKey	The recovery key value copied from the Config Message Log table when the local database was last updated from the central database.	DBFLT8	NOT NULL
LastRetrievalTime	The time that the local AW database was last updated from the central database.	DBDATETIME	NULL

# **Blended\_Agent\_Options Table**

Contains all options that are global to a Outbound Option deployment. There is only one row in this table.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify the Outbound Option Options records.

Table 2-52 Blen d\_Agent\_Options Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DialEndHours	The latest valid hour to call a contact (in 24-hour format). The hour value is based on the contact's local time.	DBINT	NOT NULL
DialEndMinutes	The latest valid minute to call a contact. The minutes value is based on the contact's local time.	DBINT	NOT NULL
DialStartHours	The earliest valid hour to call a contact (in 24-hour format). The hour value is based on the contact's local time.	DBINT	NOT NULL
DialStartMinutes	The earliest valid minute to call a contact. The minutes value is based on the contact's local time.	DBINT	NOT NULL
IPDirectDialPreview	A Boolean value that indicates that all preview and personal callback modes should be direct dialed from the agent desktop rather than transferred from the dialer.	DBCHAR	NOT NULL
	A $Y$ indicates enabled, $N$ indicates disabled. The default is $N$ .		

### **Bucket\_Intervals Table**

This configuration table holds the definition for Bucket Intervals that are used for Call type reporting. The Intervals are in sequentially increasing order, with the unused intervals having a NULL value.

Use the Configuration Manager Bucket Interval List Tool to modify Bucket intervals.

Table 2-53 Bucket\_Intervals Table Constraints

Constraint	Field Name(s)
PK	BucketIntervalID
AK-1	EnterpriseName

Table 2-54 Bucket\_Intervals Table

Field Name	Description	Data Type	Keys and Null Option
BucketIntervalID	The primary key for this table.	DBINT	PK
			NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Deleted	The default is N.	DBCHAR	NOT NULL
EnterpriseName	The enterprise name for this table.	VNAME32	AK-1
			NOT NULL
IntervalUpperBound1	Upper bound in seconds of interval 1	DBINT	NULL
IntervalUpperBound2	Upper bound in seconds of interval 2	DBINT	NULL
IntervalUpperBound3	Upper bound in seconds of interval 3	DBINT	NULL
IntervalUpperBound4	Upper bound in seconds of interval 4	DBINT	NULL
IntervalUpperBound5	Upper bound in seconds of interval 5	DBINT	NULL
IntervalUpperBound6	Upper bound in seconds of interval 6	DBINT	NULL
IntervalUpperBound7	Upper bound in seconds of interval 7	DBINT	NULL
IntervalUpperBound8	Upper bound in seconds of interval 8	DBINT	NULL
IntervalUpperBound9	Upper bound in seconds of interval 9	DBINT	NULL

A default record is createdcontaining the following initial data for the Bucket\_Intervals table.

Table 2-55 Bucket\_Intervals Table - Initial Data

BucketIntervalID	1
EnterpriseName	Default_Bucket_Interval
IntervalUpperBound1	8
IntervalUpperBound2	30
IntervalUpperBound3	60

Table 2-55 Bucket\_Intervals Table - Initial Data (continued)

IntervalUpperBound4	90
IntervalUpperBound5	120
IntervalUpperBound6	180
IntervalUpperBound7	300
IntervalUpperBound8	600
IntervalUpperBound9	1200

# **Business\_Entity Table**

Lists the business entities within the enterprise.

#### Table 2-56 Business\_Entity Table Constraints

Constraint	Field Name(s)
PK	EntityID
AK-1	EntityName

#### Table 2-57 Business\_Entity Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the business entity.	DESCRIPTION	NULL
EntityID	A unique identifier for the business entity.	DBINT	PK NOT NULL
EntityName	The name of the business entity.	varchar(30)	AK-1 NOT NULL

### **Related tables:**

Enterprise\_Service Table (via EntityID)

Enterprise\_Skill\_Group Table (via EntityID)

Master\_Script Table (via Entity ID)

Schedule Table (via EntityID)

### **Call\_Type Table**

Each row describes a category of calls that the ICM software can handle. The Dialed Number Map table determines which calls are assigned to each category; the Call Type Map table determines which scripts are executed for each call type.

Use the Call Type list tool to add, update, and delete Call\_Type records. This tool can be launched through the Configuration Manager.

Table 2-58 Call\_Type Table Constraints

Constraint	Field Name(s)	
PK	CallTypeID	
AK-1	EnterpriseName	
FK	BucketIntervalID	
IE-1	CustomerDefinitionID	

#### Table 2-59 Call\_Type Table

Field Name	Description	Data Type	Keys and Null Option
BucketIntervalID	The ID for the entry in the Bucket_Interval Table used for this CallType. The default value is NULL.	DBINT	FK NULL
	NULL means that the bucket interval from ICR_Globals will be used for this calltype		
CallTypeID	A unique identifier for this call type.	DBINT	PK
			NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CustomerDefinitionID	Identifies the customer definition, if any, associated with the call type.	DBINT	IE-1 NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about the call type.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for this call type. This name must be unique among all call types in the enterprise.	VNAME32	AK-1 NOT NULL

#### Table 2-59 Call\_Type Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelThreshold	The time in seconds to be used as the service level threshold.	DBSMALLINT	NULL
ServiceLevelType	Default value that indicates how the ICM software calculates the service level (that is, how it handles abandoned calls in calculating the service level). You can override this default for individual services.	DBSMALLINT	NULL

### **Related tables:**

Call\_Type\_Half\_Hour Table (via CallTypeID)

Call\_Type\_Map Table (via CallTypeID)

Call\_Type\_Real\_Time Table (via CallTypeID)

Customer\_Definition Table (via CustomerDefinitionID)

Default\_Call\_Type Table (via CallTypeID)

Dialed\_Number\_Map Table (via CallTypeID)

ICR\_Globals Table (Call\_Type.CallTypeID maps to ICR\_Globals.DefaultCallType)

Route\_Call\_Detail Table (via CallTypeID)

### Call\_Type\_Half\_Hour Table

Central database only.

Provides half- hour statistics for each call type defined in the ICM software. The ICM software generates Call\_Type\_Half\_Hour records for each call type.



For fields applicable to **IPCC Enterprise** and **ACDs** with translation routing; if the call is not transferred through the ICM, the subsequent call legs are not tracked by the ICM unless the call is transferred back to the ICM at some point.

Table 2-60 Call\_Type\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	CallTypeID
	DateTime
	TimeZone
AK-1	RecoveryKey
FK	CallTypeID
IE-1	DbDateTime

Table 2-61 Call\_Type\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AbandInterval1	Number of calls abandoned within interval 1.  This field is applicable to both ICM and IPCC Enterprise with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL
AbandInterval2	Number of calls abandoned within interval 2.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL
AbandInterval3	Number of calls abandoned within interval 3.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AbandInterval4	Number of calls abandoned within interval 4.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL
AbandInterval5	Number of calls abandoned within interval 5.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL
AbandInterval6	Number of calls abandoned within interval 6.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL
AbandInterval7	Number of calls abandoned within interval 7.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL
AbandInterval8	Number of calls abandoned within interval 8.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL
AbandInterval9	Number of calls abandoned within interval 9.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL
AbandInterval10	Number of calls abandoned within interval 10.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.	DBINT	NULL

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AnsInterval1	Number of calls answered within interval 1.  This field is applicable to both ICM and IPCC Enterprise with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	DBINT	NULL
AnsInterval2	Number of calls answered within interval 2.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	DBINT	NULL
AnsInterval3	Number of calls answered within interval 3.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	DBINT	NULL
AnsInterval4	Number of calls answered within interval 4.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed	DBINT	NULL
AnsInterval5	Number of calls answered within interval 5.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	DBINT	NULL
AnsInterval6	Number of calls answered within interval 6.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	DBINT	NULL
AnsInterval7	Number of calls answered within interval 7.  This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	DBINT	NULL

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AnsInterval8	Number of calls answered within interval 8.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
AnsInterval9	Number of calls answered within interval 9.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
AnsInterval10	Number of calls answered within interval 10.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
AnswerWaitTimeHalf	The sum of answer wait time in seconds for all calls that were handled for the call type during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
AvgRouterDelayQToHalf	Average delay in queue (in seconds) for calls removed from the Router queue during the half-hour interval.	DBINT	NULL
	RouterQueueDelayQToHalf / RouterQueueCallsToHalf		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
BucketIntervalID	The ID of Bucket Intervals from the Bucket_Interval table used to generate the following <i>AnsInterval</i> and <i>AbandInterval</i> fields in this record.	DBINT	NULL

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsAnsweredToHalf	The total number of calls of this call type answered by agents in the current half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
CallsHandledHalf	The total number of calls of this call type handled in the current half-hour.	DBINT	NULL
	Termination_Call_Detail records with a CallDisposition of 6, 13, 14, 28, 29, 30, or 34 are counted as CallHandled.		
	handled		
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	A call associated with Outbound Option that the agent answered, and then completed.		
	• A non-voice task that the agent started working on then completed.		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
CallsOfferedHalf	The total number of calls of this call type offered during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallsQHandledToHalf	Number of calles handled in the half-hour interval that were queued in the Router at any time during their life.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsRONAToHalf	Number of calls that have been Redirected On No Answer in the half-hour interval. This does not include calls that are rerouted using the router requery feature. This is for calls with a call disposition of 19.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
CallsRoutedNonAgentToHalf	For <b>IPCC Express</b> , the number of calls that executed a Label node or a Divert Label node in their routing script in the half-hour interval.	DBINT	NULL
	For <b>ICM</b> , the number of calls that executed a Label node or a Divert Label node in their routing script; or were routed to a standard ACD without using a translation route in the half-hour interval.		
CallsRoutedToHalf	Number of calls of this type that have been routed during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallTypeID	Identifies the call type.	DBINT	PK, FK NOT NULL
DateTime	The Central Controller date and time at the start of the interval when the row was generated.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	NULL
DelayQAbandTimeHalf	The total delay time of abandoned calls for this call type during the current half-hour interval.  This field is applicable to both <i>ICM</i> and <b>IPCC</b> Enterprise with the following exception: it does not include the delay time for a call that was abandoned after it was routed to a standard ACD unless the call was translation routed.	DBINT	NULL

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ErrorCountToHalf	The number of calls that resulted in an error condition, such as when a routing script fails to find a target and there is no default route defined.	DBINT	NULL
	Refer to the Route_Call_Detail record, RouterErrorCode field or the Terminal_Call_Detail record for additional information.		
	Examples:		
	• Translation-routed calls are abandoned while on route to destination target .		
	• Calls with mis-configured labels do not use default routing (for instance, when a default route has not been defined).		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
HandleTimeHalf	The total handle time in seconds for handled calls of this call type ending during the half-hour interval.	DBINT	NULL
	HandleTimeToHalf is the sum of the fields TalkTime, HoldTime and WorkTime from the Termination_Call_Detail record.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
HoldTimeToHalf	The total hold time in seconds for calls of this call type ending during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
ICRDefaultRoutedToHalf	Number of calls of this type that were routed to the default label during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
IncompleteCallsHalf	An IncompleteCall is a call that was routed to an agent, but failed to arrive.	DBINT	NULL
	An IncompleteCall can also be identified in the Termination_Call_Detail record, as can any call with a CallDisposition of 1. This can occur under several conditions:		
	1. Just as the CallRouter is about to send the agent a call, the agent, while in the AVAILABLE state, pushes the head set button to enable it.		
	2. Just as the CallRouter is about to send the agent a call, the agent otherwise attempts to make a call from the hard phone.		
	3. Just as the CallRouter is about to send the agent a call, the agent, while in the AVAILABLE state, is direct dialed.		
	4. Network issues (congestion, glitches, etc).		
	<b>5.</b> A caller disconnects in route to the agent.		
	Note As IP transfers are so quick, this is an unlikely condition.		
	<b>6.</b> An incorrect label is configured for a device target. The call is sent to the wrong number, so the agent never receives the call. This is a common new installation problem.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
NetworkAnnouncementToHalf	Number of calls routed with an announcement node during the half-hour period. This node returns a label to the network that specifies the announcement to be played.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
NetworkDefaultRoutedToHalf	Number of calls of this type that were routed to a Termination node that specifies "use network default" during the half-hour interval. This node returns a label to the network that tells it to apply its default treatment to the call.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
OverflowOutHalf	The number of calls overflowed to another call type during the current half-hour interval. This field increments when a requalify or call type node is executed in the script.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
ReturnBusyToHalf	Number of calls of this type that were routed to the Busy target during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReturnReleaseToHalf	Count of calls that executed a Release node in their routing script in the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReturnRingToHalf	Number of calls of this type that were routed to the Ring target during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterCallsAbandQToHalf	The number of calls abandoned in the half-hour that were abandoned while in the Router queue, at the agent desktop, or in any node in the script.	DBINT	NULL
	You can count these calls by looking the Termination_Call_Detail records with call dispositions of 2, 3, 4, or 5; and Route_Call_Detail records with a RouterErrorCode of 448.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call abandons after it is routed to a standard ACD unless the call was translation routed.		
RouterQueueCallsToHalf	Number of calls that left the Router queue during the half- hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterQueueCallTypeLimitToHalf	Number of Router queue attempts that failed because the limit for the call type was reached.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouterQueueGlobalLimitToHalf	Number of Router queue attempts that failed because the global system limit was reached.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterQueueWaitTimeToHalf	Number of seconds calls of this type spent in the Call Router queue during the half- hour interval.	DBINT	NULL
	This count includes only calls that exited the queue during the interval. Calls still in the queue at the end of the interval are not counted.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ServiceLevelAbandHalf	The total number of calls of this call type abandoned within the service level threshold during the half-hour interval.	DBINT	NULL
	Valid for both <b>IPCC Enterprise</b> and <b>standard ACD</b> targets that use translation routes.		
ServiceLevelCallsHalf	The total number of calls of this call type answered within the ICM service level threshold during the half-hour interval.	DBINT	NULL
	This field is incremented when the PG sends the answered event to the router within the service level threshold.		
	Valid for both <b>IPCC Enterprise</b> and <b>standard ACD</b> targets that use translation routes.		
ServiceLevelCallsOfferedHalf	The number of calls of this call type that had service level events during the half-hour interval.	DBINT	NULL
	Calls are counted for service level purposes as soon as it is determined how the call contributes to the service level calculation. This determination is made when either the service level timer passes, the call is answered, or the caller abandons - whichever occurs first.		
	Valid for both <b>IPCC Enterprise</b> and <b>standard ACD</b> targets that use translation routes.		

#### Table 2-61 Call Type\_Half\_Hour Table (continued)

			Keys and
Field Name	Description	Data Type	Null Option

#### service level event

A service level event occurs when one of the following happens to the call:

- The call is answered by an agent before the service level threshold expires. In this case, the *ServiceLevelCalls* and *ServiceLevelsCallsOffered* database fields are incremented.
- The call abandons before the service level threshold expires. In this case, the ServiceLevelAband and ServiceLevelCallsOffered database fields are incremented.
- The call is Redirected on No Answer (RONAs) before the service level threshold expires. In this case, only the ServiceLevelCallsOffered database field is incremented.
- The call reaches the service level threshold without being answered by an agent or abandoned. In this case, the ServiceLevelCallsOffered database field is incremented.

Tasks that abandon before the short calls timer (as defined in the ICM configuration) do not count towards the ServiceLevelCallsOffered or ServiceLevelAband call counters. In addition, calls encountering an error condition or sent to non-monitored devices (using the label node) within the service-level threshold do not affect the service level.

ServiceLevelHalf	The ICM service level for the call type during the half-hour interval.	DBFLT4	NULL
	Service Level Type is configured in the ICM Configuration Manager using the Call Type list tool and the System Information tool.  ServiceLevel is calculated as follows depending on the service level type:		
	• Ignore Abandoned Calls: ServiceLevelCalls/( ServiceLevelCallsOffered - ServiceLevelAband)		
	<ul> <li>Abandoned Calls have Negative Impact: ServiceLevelCalls/ServiceLevelCallsOffered</li> </ul>		
	Abandoned Calls have Positive Impact:     (ServiceLevelCalls +     ServiceLevelAband)/ServiceLevelCallsOffer     ed		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
ServiceLevelType	Service Level Type used to calculate Service level for this interval.	DBINT	NULL

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ShortCallsHalf	The total number of calls to the route that were too short to be considered abandoned during the half-hour interval. A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned, nor are they accounted for in any of the ICM abandoned calls calculations.	DBINT	NULL
	This field is applicable to ICM, IPCC Enterprise, and Outbound Option.		
TalkTimeHalf	The total talk time in seconds for calls of this call type that were handled during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
VRUAssistedCallsToHalf	Count of the VRU handled calls marked as routed to agents in the half-hour interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
VRUForcedXferredCallsToHalf	Count of the VRU calls marked as routed to agents as a result of caller difficulties in the half-hour period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
VRUHandledCallsToHalf	Count of the VRU calls marked as handled at VRU in the half-hour interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	NULL
	This field is applicable to both ICM and IPCC Enterprise.		

Table 2-61 Call\_Type\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
VRUOptOutUnhandledCallsToHalf	Count of the VRU unhandled calls that were marked as routed to agents by caller request in the half-hour interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	NULL
	This field is applicable to both ICM and IPCC Enterprise.		
VRUOtherCallsToHalf	Count of VRU calls marked with any VRUProgress value other than the ToHalf in the half-hour period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
VRUScriptedXferredCallsToHalf	Count of the VRU calls marked as routed to agents as a result of normal script procedure in the half-hour period. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
VRUUnhandledCallsToHalf	Count of calls marked as Offered to VRU but not handled in the half-hour interval. This field is incremented only if the call's routing script sets the VRUProgress script variable to a certain value.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Call\_Type Table (via CallTypeID)

# Call\_Type\_Map Table

Maps call types to scheduled scripts.

Use the Script Schedule facility of the Script Editor to add, update, and delete Call\_Type\_Map records.

### Table 2-62 Call\_Type\_Map Table Constraints

Constraint	Field Name(s)
PK	CallTypeID Item
FK	CallTypeID MasterScriptID
IE-1	MasterScriptID

#### Table 2-63 Call\_Type\_Map Table

Field Name	Description	Data Type	Keys and Null Option
CallTypeID	Foreign key from the Call Type table. CallTypeID and Item together form a unique key.	DBINT	PK, FK NOT NULL
Description	Additional information about the association of this script to this call type.	DESCRIPTION	NULL
Item	The position of this schedule entry within the list of entries for this call type.	DBINT	PK NOT NULL
MasterScriptID	Foreign key from the Master Script table.	DBINT	FK, IE-1 NOT NULL
ScriptSchedule	A script schedule entry in an internal format used by the Script Editor.	varchar(64)	NOT NULL

### **Related tables:**

Call\_Type Table (via CallTypeID)

Master\_Script Table (via MasterScriptID)

## **Call\_Type\_Real\_Time Table**

Local database only.

Provides real-time statistics for each call type defined in the ICM software. The ICM software generates a Call\_Type\_Real\_Time record for each call type.

Table 2-64 Call\_Type\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	CallTypeID
FK	CallTypeID

#### Table 2-65 Call\_Type\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AnswerWaitTimeHalf	The sum of answer wait time in seconds for all calls of this call type that were answered during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
AnswerWaitTimeTo5	The sum of answer wait time in seconds for all calls answered for this call type during the five-minute interval.	DBINT	NULL
AnswerWaitTimeToday	The sum of answer wait time in seconds for all calls of this call type answered since midnight	DBINT	NULL
AvgRouterDelayQHalf	Average number of seconds spent in the CallRouter queue for calls of this type that have been removed from the queue so far during the current half- hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AvgRouterDelayQNow	Average number of seconds spent in the CallRouter queue for calls of this type that are currently in queue.	DBINT	NULL
AvgRouterDelayQTo5	Average number of seconds spent in the CallRouter queue for calls of this type that were removed from the queue during the rolling five-minute interval.	DBINT	NULL
AvgRouterDelayQToday	Average number of seconds spent in the CallRouter queue for calls of this type that were removed from the queue since midnight.	DBINT	NULL

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsAnsweredHalf	Count of calls answered by an agent in this half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
CallsAnsweredTo5	Count of calls answered by an agent during the five-minute interval.	DBINT	NULL
CallsAnsweredToday	Count of calls answered by an agent since midnight.	DBINT	NULL
CallsHandledHalf	The total number of calls of this call type handled in the half-hour interval.	DBINT	NULL
	Termination_Call_Detail records with a CallDisposition of 6, 13, 14, 28, 29, 30, or 34 are counted as CallHandled.		
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	<ul> <li>A non-voice task that the agent started working on then completed.</li> </ul>		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
CallsHandledTo5	The total number of calls of this call type handled during the five-minute interval.	DBINT	NULL
CallsHandledToday	The total number of calls of this call type handled since midnight.	DBINT	NULL
CallsLeftQTo5	The total number of calls of this call type that left the CallRouter queue during the five-minute interval.	DBINT	NULL
CallsOfferedHalf	The total number of calls of this call type offered during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsOfferedTo5	The number of calls of this call type offered during the five-minute interval.	DBINT	NULL
CallsOfferedToday	A total number of calls of this call type offered to this service since midnight.	DBINT	NULL
CallsRONAHalf	The number of calls that have been Redirected On No Answer in this half-hour interval. This does not include calls rerouted using the router requery feature.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
CallsRONATo5	The number of calls that have been Redirected On No Answer in this in this five-minute interval. This does not include calls rerouted using the router requery feature.	DBINT	NULL
CallsRONAToday	The number of calls that have been Redirected On No Answer since midnight. This does not include calls rerouted using the router requery feature.	DBINT	NULL
CallsRoutedNonAgentHalf	For <b>IPCC Express</b> , the number of calls that executed a Label node or a Divert Label node in their routing script in the half-hour interval.	DBINT	NULL
	For <b>ICM</b> , the number of calls that executed a Label node or a Divert Label node in their routing script; or were routed to a standard ACD without using a translation route in the half-hour interval.		
CallsRoutedNonAgentTo5	For <b>IPCC Express</b> , the number of calls that executed a Label node or a Divert Label node in their routing script in this five-minute interval.	DBINT	NULL
	For <b>ICM</b> , the number of calls that executed a Label node or a Divert Label node in their routing script; or were routed to a standard ACD without using a translation route in this five-minute interval.		
CallsRoutedNonAgentToday	For <b>IPCC Express</b> , the number of calls that executed a Label node or a Divert Label node in their routing script in the half-hour interval.	DBINT	NULL
	For <b>ICM</b> , the number of calls that executed a Label node or a Divert Label node in their routing script; or were routed to a standard ACD without using a translation route since midnight.		
CallsRoutedToday	Number of calls of this type that have been routed since midnight.	DBINT	NULL

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsRoutedToHalf	Number of calls of this type that have been routed during the current half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallTypeID	Identifies the call type.	DBINT	PK, FK NOT NULL
DateTime	The Central Controller date and time at the start of the interval when the row was generated.	DBDATETIME	NOT NULL
DelayQAbandTimeHalf	The total delay time of abandoned calls for this call type during the current half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: it does not include the delay time for a call that was abandoned after it was routed to a standard ACD unless the call was translation routed.		
DelayQAbandTimeTo5	The total delay time of abandoned calls for this call type during the five-minute interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: it does not include the delay time for a call that was abandoned after it was routed to a standard ACD unless the call was translation routed.		
DelayQAbandTimeToday	The total delay time of abandoned calls for this call type since midnight.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: it does not include the delay time for a call that was abandoned after it was routed to a standard ACD unless the call was translation routed.		
ErrorCountToday	Number of calls since midnight that resulted an error condition, such as when a routing scriptfailed to find a target and there are no default routes defined. This field increments when:	DBINT	NULL
	• Translation-routed calls are abandoned while on route to destination target.		
	<ul> <li>Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.)</li> </ul>		
	• Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined).		

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ErrorCountToHalf	The number of calls that resulted in an error condition, such as when a routing script fails to find a target and there is no default route defined. This field increments when:	DBINT	NULL
	Translation-routed calls are abandoned while on route to destination target.		
	<ul> <li>Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.)</li> </ul>		
	<ul> <li>Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined).</li> </ul>		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
HandleTimeHalf	The total handle time in seconds for all calls of this call type ending during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
HandleTimeTo5	The total handle time in seconds for all calls of this call type ending during the five-minute interval.	DBINT	NULL
HandleTimeToday	The total handle time in seconds for all calls of this call type ending since midnight.	DBINT	NULL
HoldTimeHalf	The total hold time in seconds for calls of this call type ending during the current half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
HoldTimeTo5	The total hold time in seconds for calls of this call type ending during the current five-minute interval.	DBINT	NULL
HoldTimeToday	The total hold time in seconds for calls of this call type ending since midnight.	DBINT	NULL
ICRDefaultRoutedToday	Number of calls that were routed to the default label since midnight.	DBINT	NULL

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ICRDefaultRoutedToHalf	Number of calls that were routed to the default label during the current half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
MasterScriptID	The master script currently scheduled for the call type.	DBINT	NULL
NetworkAnnouncementToday	The number of calls routed with an announcement node today. This node returns a label to the network that specifies the announcement to be played.	DBINT	NULL
NetworkAnnouncementToHalf	The number of calls routed with an announcement node during the half-hour period. This node returns a label to the network that specifies the announcement to be played.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
NetworkDefaultRoutedToday	Number of calls that were routed to a Termination node that specifies Use network default since midnight. This node returns a label to the network telling it to apply its default treatment to the call.	DBINT	NULL
NetworkDefaultRoutedToHalf	Number of calls of this type for which the IXC used default routing during the current half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
OverflowOutHalf	The number of calls that overflowed to another call type during the current half-hour interval.  This field increments when a requalify or call type node is executed in the script.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
OverflowOutTo5	The number of calls that overflowed to another call type during the current five-minute interval.	DBINT	NULL
	This field increments when a requalify or call type node is executed in the script.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
OverflowOutToday	The number of calls that overflowed to another call type since midnight. This field increments when a requalify or call type node is executed in the script.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReturnBusyToday	Number of calls of this type that were routed to the Busy target since midnight.	DBINT	NULL
ReturnBusyToHalf	Number of calls of this type that were routed to the Busy target during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReturnReleaseHalf	Count of calls that executed a Release node in their routing script in the current half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReturnReleaseToday	Count of calls that executed a Release node in their routing script since midnight.	DBINT	NULL
ReturnRing Today	Number of calls of this type that were routed to the Ring target since midnight.	DBINT	NULL
ReturnRingToHalf	Number of calls of this type that the ICM software routed to the Ring target during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterCallsAbandQHalf	Number of calls of this type abandoned during the current half- hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
RouterCallsAbandQTo5	Number of calls of this type abandoned during the five- minute interval.	DBINT	NULL
RouterCallsAbandQToday	Number of calls of this type abandoned since midnight.	DBINT	NULL
RouterCallsQNow	Number of calls of this type currently in the CallRouter queue. This metric does not show calls in queue at the local ACD.	DBINT	NULL
RouterCallsQNowTime	Total number of seconds spent in queue for all calls of this type currently in the CallRouter queue. This metric does not show calls in queue at the local ACD.	DBINT	NULL

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouterLongestCallQ	The time that the longest currently queued call for this call type entered the CallRouter queue.	DBDATETIME	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
RouterQueueCallsHalf	Number of calls of this type that left the CallRouter queue to be routed during the current half- hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterQueueCallsTo5	Number of calls of this type that left the CallRouter queue to be routed during the five-minute interval.	DBINT	NULL
RouterQueueCallsToday	Number of calls of this type that left the CallRouter queue to be routed since midnight.	DBINT	NULL
RouterQueueWaitTimeHalf	Number of seconds calls of this type spent in the CallRouter queue during the half-hour interval.	DBINT	NULL
	<b>Note:</b> This count includes only calls that exited the queue during the interval. Calls still in the queue at the end of the interval are not counted.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterQueueWaitTimeTo5	Number of seconds calls of this type spent in the CallRouter queue during the five-minute interval.	DBINT	NULL
	<b>Note:</b> This count includes only calls that exited the queue during the interval. Calls still in the queue at the end of the interval are not counted.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterQueueWaitTimeToday	Number of seconds calls of this type spent in the CallRouter queue since midnight.	DBINT	NULL
	<b>Note:</b> This count includes only calls that exited the queue during the interval. Calls still in the queue at the end of the interval are not counted.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ScriptID	The script currently scheduled for the call type.	DBINT	NULL

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelAbandHalf	The total number of calls of this call type abandoned within the service level threshold during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
ServiceLevelAbandTo5	The number of calls of this call type abandoned within the service level during the five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	The number of calls of this call type abandoned within the service level since midnight.	DBINT	NULL
ServiceLevelCallsHalf	The total number of calls of this call type answered within the ICM service level threshold during the half-hour interval.	DBINT	NULL
	This field is incremented when the PG sends the answered event to the router within the service level threshold.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
ServiceLevelCallsOfferedHalf	The number of calls of this call type that had a service level event during the half-hour interval.	DBINT	NULL
	Calls are counted for service level purposes as soon as it is determined how the call contributes to the service level calculation. This determination is made when either the service level timer passes, the call is answered, or the caller abandons - whichever occurs first.		
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		

Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelCallsOfferedTo5	The number of calls of this call type that had service level events during the five-minute interval.	DBINT	NULL
	Calls are counted for service level purposes as soon as it is determined how the call contributes to the service level calculation. This determination is made when either the service level timer passes, the call is answered, or the caller abandons - whichever occurs first.		
ServiceLevelCallsOfferedToday	The number of calls of this call type that had service level events since midnight.	DBINT	NULL
	Calls are counted for service level purposes as soon as it is determined how the call contributes to the service level calculation. This determination is made when either the service level timer passes, the call is answered, or the caller abandons - whichever occurs first.		
ServiceLevelCallsQHeld	The number of calls of this call type that had been in queue longer than the service level threshold since midnight.	DBINT	NULL
ServiceLevelCallsTo5	The total number of calls of the call type handled within the service level during the five-minute interval.	DBINT	NULL
ServiceLevelCallsToday	The total number of calls of the call type handled within the service level since midnight.	DBINT	NULL
ServiceLevelHalf	The ICM service level for this call type during the half-hour interval.	DBFLT4	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
ServiceLevelTo5	The ICM service level for this call type during the five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsHandledTo5.	DBFLT4	NULL
ServiceLevelToday	The ICM service level for this call type since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday.	DBFLT4	NULL

### Table 2-65 Call\_Type\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TalkTimeHalf	The total talk time in seconds for calls of this call type ending during the half-hour interval.	DBINT	NULL
	This field is applicable to both <b>ICM</b> and <b>IPCC Enterprise</b> with the following exception: the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.		
TalkTimeTo5	The total talk time in seconds for calls of this call type ending during the five-minute interval.	DBINT	NULL
TalkTimeToday	A total of talk time in seconds for calls of this call type ending since midnight.	DBINT	NULL

### **Related tables:**

Call\_Type Table (via CallTypeID)

Master\_Script Table (via MasterScriptID)

Script Table (via ScriptID)

## **Campaign Table**

Contains a description of all the configured campaigns that a Outbound Option implementation may use. There is a single row for every configured campaign.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Campaign table rcords.

Table 2-66 Campaign Table Constraints

Constraint	Field Name(s)
PK	CampaignID
AK-1	CampaignName

#### Table 2-67 Campaign Table

Field Name	Description	Data Type	Keys and Null Option
AbandonEnabled	Indicates whether the predictive algorithm should use AbandonPercent:	DBCHAR	NOT NULL
	<ul> <li>Y = Use abandon percent algorithm.</li> <li>N = Do not take abandoned calls into consideration while calculating the predictive algorithm.</li> </ul>		
AbandonPercent	The percentage of calls that are abandoned (hang-ups) considered as a threshold by the predictive algorithm. The percentage is a whole number between 0 and 100.	DBINT	NOT NULL
AMDTreatmentMode	When AMD is enabled for "agent" campaigns:	DBINT	NOT NULL
	1. Abandon Call		
	2. Transfer to Agent		
	3. Transfer to IVR Route Point		
AnswerDetectEnabled	Valid options are:	DBCHAR	NOT NULL
	<ul><li>Y = Answering machine detection is enabled.</li><li>N = Answering machine detection is disabled.</li></ul>		
BusyCallback	The number of minutes to wait before attempting a callback to a number that was busy.	DBINT	NOT NULL
BusyRetryEnabled	Valid options are:	DBCHAR	NOT NULL
	<ul><li>Y = A busy number should be retried.</li><li>N = The next number in the list should be tried.</li></ul>		
CallbackTimeLimit	Maximum amount of time, in minutes, after a scheduled callback before giving up the callback attempt.	DBSMALLINT	NOT NULL

Table 2-67 Campaign Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CampaignID	A unique identifier for this campaign. This is the primary key for this table.	DBINT	PK NOT NULL
	This field is applicable to <b>Outbound Option only</b> .		
CampaignName	A customer-entered name for this campaign.	VNAME32	AK-1
			NOT NULL
CampaignPurposeType	Can be set to <b>Agent Campaign</b> or <b>Xfer to IVR Campaign</b> .	DBINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	Additional configuration parameters.	DESCRIPTION	NULL
Deleted	Deleted Flag. Stored as a character:	DBCHAR	NOT NULL
	$\mathbf{Y} = \mathbf{Yes}$ $\mathbf{N} = \mathbf{No}$		
Description	A description of the campaign.	varchar(255)	NULL
EdgeDetectEnabled	Valid options are:	DBCHAR	NOT NULL
	<ul> <li>Y = Voice detection should be done at the beginning of the initial greeting sound.</li> <li>N = Enables a faster but less accurate voice/answering machine detection.</li> </ul>		
Enabled	Indicates whether a campaign is currently active <b>(Y)</b> or not <b>(N)</b> .	DBCHAR	NOT NULL
ExhaustedCallsEnabled	Valid options are:	DBCHAR	NOT NULL
	<ul> <li>Y = Allow resetting the records that have reached the maximum number of attempts.</li> <li>N = Do not allow the resetting of these records.</li> </ul>		
HomeEnabled	Valid options are:	DBCHAR	NOT NULL
	<ul><li>Y = Allow dialing to home numbers.</li><li>N = Do not allow dialing to home numbers.</li></ul>		
HomeEndHours	Home telephone numbers will not be dialed later than HomeEndHours:HomeEndMinutes. Hours are in 24-hour format.	DBINT	NOT NULL
HomeEndMinutes	Home telephone numbers will not be dialed later than HomeEndHours:HomeEndMinutes.	DBINT	NOT NULL
HomeStartHours	Home telephone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes. Hours are in 24-hour format.	DBINT	NOT NULL
HomeStartMinutes	Home telephone numbers will be dialed no earlier than HomeStartHours:HomeStartMinutes.	DBINT	NOT NULL

Table 2-67 Campaign Table (continued)

Field Name	Description	Data Type	Keys and Null Option
IPAMDEnabled	Boolean to indicate that AMD is enabled on IP Dialers. A Y indicates enabled, an N is disabled.	DBCHAR	NOT NULL
IPTerminatingBeepDetect	Boolean to indicate that Terminating Tone Detection is enabled on IP Dialers. Can be used for Transfer to IVR campaigns as well as Agent campaigns.	DBCHAR	NOT NULL
	A Y indicates enabled, an N indicates disabled. The default value is N.		
LeaveMessageEnabled	Indicates whether the ICM should leave automated messages on answering machines:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, leave automated messages on answering machines.</li> <li>N = No, do not leave automated messages on answering machines.</li> </ul>		
LinesPerAgent	The fixed number of lines to use per agent. Note that this number need not be an integer.	DBFLT8	NOT NULL
MaxAttempts	The maximum number of attempts permitted per contact within the current campaign.	DBINT	NOT NULL
MaxBusyAttempts	The maximum number of times to retry a busy number before trying the next number in the list.	DBSMALLINT	NOT NULL
MaximumLineAgent	The maximum number of lines dialed per agent. Note that this number need not be an integer.	DBFLT8	NOT NULL
MinimumCallDuration	The number of seconds that a customer conversation must last before a call is considered complete. If the minimum call duration is not reached, the call will be classified as busy and retried.	DBSMALLINT	NOT NULL
NoAnswerCallback	The number of minutes to wait before attempting a callback to a number that was not answered.	DBINT	NOT NULL
NoAnswerRingLimit	The number of rings before considering a call as not answered.	DBINT	NOT NULL
PersonalizedCallback	Valid options are:	DBCHAR	NOT NULL
Enabled	<ul> <li>Y = Personalized callback is enabled.</li> <li>N = Personalized callback is not enabled.</li> </ul>		
QuickDetectEnabled	Valid options are:	DBCHAR	NOT NULL
	<ul> <li>Y = Voice/answering machine detection should be done quickly rather than accurately.</li> <li>N = Voice/answering should be done accurately, but not as quickly as with the quick detect feature.</li> </ul>		

Table 2-67 Campaign Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReleaseCallback	Valid options are:	DBCHAR	NOT NULL
Enabled	<ul> <li>Y = A personalized callback should be sent to another agent if the original agent is not available.</li> <li>N = A personalized callbach should not be sent to another agent.</li> </ul>		
Reschedule	Valid options include:	DBSMALLINT	NOT NULL
CallbackMode	<ul> <li>1 = If a callback should be rescheduled for the same time period the next day.</li> <li>2 = If the callback will be rescheduled for tthe next valid dialing period.</li> <li>3 = If the callback will be abandoned (not attempted again).</li> </ul>		
SPClosedRecordCount	The number of customer close record requests to queue before calling a stored procedure for third-party processing.	DBSMALLINT	NOT NULL
SPClosedRecordEnabled	Valid options are:	DBCHAR	NOT NULL
	Y = Indicates that a stored procedure should be called after a customer record has been closed. This stored procedure resides in the Outbound Option private database.		
	N = This stored procedure should not be called.		
UseGMTFromRegionPrefix	Boolean to indicate that customer GMT should be obtained from the Region Prefix table. Replaces the <i>ImportAreaProcDisable</i> registry setting. The default is <b>Y</b> .	DBCHAR	NOT NULL
WorkEnabled	Valid options are:	DBCHAR	NOT NULL
	<ul><li>Y = Allow dialing to work numbers.</li><li>N = Do not allow dialing to work numbers.</li></ul>		
WorkEndHours	Work telephone numbers will not be dialed later than WorkEndHours: WorkEndMinutes. Hours are in 24-hour format.	DBINT	NOT NULL
WorkEndMinutes	Work telephone numbers will not be dialed later than WorkEndHours:WorkEndMinutes.	DBINT	NOT NULL
WorkStartHours	Work telephone numbers will be dialed no earlier than WorkStartHours:WorkStartMinutes. Hours are in 24-hour format.	DBINT	NOT NULL
WorkStartMinutes	Work telephone numbers will be dialed no earlier than WorkStartHours: WorkStartMinutes.	DBINT	NOT NULL

Campaign\_Query\_Rule Table (via CampaignID)

Campaign\_Query\_Rule\_Real\_Time Table (via CampaignID)

# Campaign\_Query\_Rule Table

Contains a set of associations between query rules and campaigns.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Campaign\_Query\_Rule records.

Table 2-68 CAmpaign\_Query\_RuleTable Constraints

Constraint	Field Name(s)
PK	CampaignID QueryRuleID
FK	CampaignID QueryRuleID

Table 2-69 Campaign\_Query\_Rule Table

Field Name	Description	Data Type	Keys and Null Option
CampaignID	The campaign to which this query rule belongs. This field	DBINT	PK, FK
	is a foreign key from the Campaign table.		NOT NULL
	This field is applicable to <b>Outbound Option only</b> .		
Duration	The amount of time (in minutes) to use the current query rule before going on to the next.	DBINT	NOT NULL
DurationEnabled	Indicates whether or not to use duration rate to move between query rules within this campaign:	DBCHAR	NOT NULL
	$\mathbf{Y} = $ Use duration (time spent within a query rule) $\mathbf{N} = $ Do not use duration		
EndHours	The contact will not be dialed past the EndHours:EndMinutes. Hours are in 24-hour format and are based on the ICM Central Controller time.	DBINT	NOT NULL
EndMinutes	The contact will not be dialed past the EndHours:EndMinutes. Time is based on the ICM Central Controller time.	DBINT	NOT NULL
HitRate	The percentage of hits (completed/attempted) per campaign considered as a threshold by the predictive algorithm. The percentage value is a whole number between 0 and 100.	DBINT	NOT NULL
HitRateEnabled	Indicates whether or not to use hit rate to move between query rules within this campaign:	DBCHAR	NOT NULL
	Y = Use hit rate N = Do not use hit rate		
ListOrder	The order in which the query rules are to be used.	DBINT	NOT NULL

Table 2-69 Campaign\_Query\_Rule Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Penetration	The percentage of this query rule to be attempted before shifting to the next query rule within the current campaign. The percentage value is a whole number between 0 and 100.	DBINT	NOT NULL
PenetrationEnabled	Indicates whether or not to use penetration rate to move between query rules within this campaign:  Y = Use penetration rate N = Do not use penetration rate	DBCHAR	NOT NULL
QueryRuleEnabled	Indicates whether the query rule is enabled or disabled within this campaign:  Y = Enabled N = Disabled	DBCHAR	NOT NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID. This field is a foreign key from the Query Rule table.  This field is applicable to <b>Outbound Option only</b> .	DBINT	PK, FK NOT NULL
StartHours	The contact will not be dialed earlier than the StartHours:StartMinutes. Hours are in 24-hour format and are based on the ICM Central Controller time.	DBINT	NOT NULL
StartMinutes	The contact will not be dialed earlier than the StartHours:StartMinutes. Time is based on the ICM Central Controller time.	DBINT	NOT NULL

Campaign Table (via CampaignID)

Query\_Rule Table (via QueryRuleID)

### Campaign\_Query\_Rule\_Half\_Hour Table

Central database only.

Each row provides half-hour statistics on a particular Campaign-Query Rule combination. The statistics reflect counters used in the Outbound Option predictive dialing algorithm.

Table 2-70 Campaign\_Query\_Rule\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	CampaignID DateTime QueryRuleID TimeZone
AK-1	RecoveryKey
FK	CampaignID QueryRuleID
IE-1	DbDateTime

Table 2-71 Campaign\_Query\_Rule\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AbandonDetectToHalf	The number of calls in a half-hour period where the dialer abandoned a customer call.	DBINT	NOT NULL
AbandonToIVRToHalf	The number of calls in a half-hour period that had to be abandoned. However, instead of hanging-up on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NOT NULL
AgentClosedDetectToHalf	The number of preview/callback calls in a half-hour period that were closeded by the agent (these customers will not be dialed).	DBINT	NOT NULL
AgentRejectedDetectToHalf	The number of preview/callback calls in a half-hour period that were rejected by the agant.	DBINT	NOT NULL
AnsweringMachineDetectToHalf	The number of calls in a half-hour period that detected an answering machine.	DBINT	NOT NULL
BusyDetectToHalf	The number of calls in a half-hour period that detected a busy signal.	DBINT	NOT NULL
CampaignID	The campaign to which this query rule belongs.	DBINT	PK, FK
	This field is applicable to <b>Outbound Option only</b> .		NOT NULL
CancelledDetectToHalf	The number of calls in a half-hour period where the dialer canceled a ringing customer call.	DBINT	NOT NULL
ContactsAttemptedToHalf	The number of attemted calls within a half-hour period.	DBINT	NULL

Table 2-71 Campaign\_Query\_Rule\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CustomerAbandonDetectToHalf	The number of calls in a half-hour period that were abandoned by the customer after they picked up the telephone.	DBINT	NOT NULL
DateTime	The Central Controller date and time at the start of the interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
FaxDetectToHalf	The number of calls in a half-hour period that detected a FAX machine.	DBINT	NOT NULL
NetworkAnsMachineDetectToHalf	The number of calls in a half-hour period that detected a network answering machine. A network answering machine can be a network based IVR, or a network based answering service.	DBINT	NOT NULL
NoAnswerDetectToHalf	The number of calls in a half-hour period that were not answered.	DBINT	NOT NULL
NoDialToneDetectToHalf	The number of calls in a half-hour period that did not receive a dial tone.	DBINT	NOT NULL
NoRingBackDetectToHalf	The number of calls in a half-hour period that did not receive a ring back tone.	DBINT	NOT NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID.  This field is applicable to <b>Outbound Option only</b> .	DBINT	PK, FK NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SITToneDetectToHalf	The number of calls in a half-hour period that detected a network SIT tone.	DBINT	NOT NULL
TalkTimeToHalf	The total number of seconds agents spent talking on the phone during the last half-hour.	DBINT	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
VoiceDetectToHalf	The total number of calls ending in an agent answering the call during the last half-hour.	DBINT	NULL
	Outbound Option: The number of calls in a half-hour period that detected a live person.		
WrapupTimeToHalf	The total number of seconds agents spent in wrap-up mode during the last half-hour.	DBINT	NULL

Campaign Table (via CampaignID)

Query\_Rule Table (via QueryRuleID)

## Campaign\_Query\_Rule\_Real\_Time Table

Local database only.

Each row provides real-time statistics on a particular Campaign-Query Rule combination. The statistics reflect counters used in the Outbound Option predictive dialing algorithm.

Table 2-72 Campaign\_Query\_Rule\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	CampaignID QueryRuleID
FK	CampaignID QueryRuleID

Table 2-73 Campaign\_Query\_Rule\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AbandonDetectCount	The number of calls abandoned by the dialer.	DBINT	NOT NULL
AbandonToIVRCount	The number of calls that detected an answering machine.	DBINT	NOT NULL
AgentClosedCount	The number of preview/callback calls that were closed by the agent (these customers will not be dialed).	DBINT	NOT NULL
AgentRejectedCount	The number of preview/callback calls that were rejected by the agent.	DBINT	NOT NULL
AnsweringMachineCount	The number of calls that were abandoned by the dialer. However, instead of hanging-up on the customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NOT NULL
AttemptedCount	The number of attempted calls so far today.	DBINT	NULL
BusyCount	The number of calls that detected a busy signal.	DBINT	NOT NULL
CallBackCount	The total number of records scheduled for a callback today.	DBINT	NULL
CampaignID	The campaign to which this query rule belongs.	DBINT	PK, FK
	This field is applicable to <b>Outbound Option only</b> .		NOT NULL
CancelledDetectCount	The number of calls where the dialer cancelled a ringing customer call.	DBINT	NOT NULL
ClosedCount	Records customer calls closed for any reason other than reaching a live customer.	DBINT	NULL
CustomerAbandonDetectCount	The number of calls where the customer hung-up immediately after picking up the telephone.	DBINT	NOT NULL
DateTime	The Central Controller date and time when this data was last updated.	DBDATETIME	NOT NULL

Table 2-73 Campaign\_Query\_Rule\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
FaxDetectCount	The number of calls that detected a FAX.	DBINT	NOT NULL
NetworkAnsMachineCount	The number of calls that detected a network answering machine. A network answering machine can be a network based IVR, or a network based answering service.	DBINT	NOT NULL
NoAnswerDetectCount	The number of calls that were not answered.	DBINT	NOT NULL
NoDialToneDetectCount	The number of calls that did not detect a dial tone.	DBINT	NOT NULL
NoRingBackDetectCount	The number of calls that did not detect a ring back.	DBINT	NOT NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID.	DBINT	PK, FK NOT NULL
	This field is applicable to <b>Outbound Option only</b> .		
SITToneDetectCount	The number of calls that detected a Special Information Tone (SIT).	DBINT	NOT NULL
TalkTimeCount	The total number of seconds agents spent talking on the telephone today.	DBINT	NULL
TotalCount	The total number of records available to dial for the current campaign query rule.	DBINT	NULL
VoiceCount	The number of calls for the day that ended in successful customer contact.	DBINT	NULL
	<b>Outbound Option:</b> The number of calls that detected a live person.		
WrapupTimeCount	The number of seconds agents spent in wrap-up mode today.	DBINT	NULL

Campaign Table (via CampaignID)

Query\_Rule Table (via QueryRuleID)

## Campaign\_Skill\_Group Table

Contains the associations between campaigns and skill groups within the ICM software.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Campaign\_Skill\_Group records.

Table 2-74 Campaign\_Skill\_Group Table Constraints

Constraint	Field Name(s)
PK	CampaignID SkillTargetID
FK	CampaignID SkillTargetID

Table 2-75 Campaign\_Skill\_Group Table

Field Name	Description	Data Type	Keys and Null Option
AbandonedRoutePoint	Abandoned Contacts are transferred to this route point, which points to an IVR.	varchar(50)	NULL
AutotAnswerReservationCall	Indicates whether the dialer will use CTI Server to answer the reservation call sent to the agent or allow the agent's phone to answer the call on its own:	DBINT	NULL
	<ul><li>1 = Auto answer on.</li><li>2 = Auto-answer off.</li></ul>		
CampaignID	The campaign to which this target group belongs. Foreign key from the Campaign table.	DBINT	PK, FK NOT NULL
	This field is applicable to <b>Outbound Option only</b> .		
ConfigParam	Additional configuration parameters.	varchar(255)	NULL
IVRPorts	Number of ports supported by the IVR for the current skill group (3 digits).	DBINT	NOT NULL
IVRRoutePoint	Contacts are transferred to this route point, which points to an IVR.	varchar(50)	NULL
OverflowAgents	The number of agents per skill group to ignore during predictive dialer calculations.	DBINT	NOT NULL
PredictiveDN	The Dialed Number to dial for predictive numbers.	varchar(32)	NULL
PreviewDN	The Dialed Number to dial for preview numbers.	varchar(32)	NULL
RecordsToCache	The number of records that should be cached by the dialer for a specific campaign-skill group combination.	DBINT	NOT NULL

Table 2-75 Campaign\_Skill\_Group Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReservationPercentage	The percentage of agents to reserve within this skill group. The variable is only relevant in preview mode. For all other modes, 100 percent of agents are reserved.	DBINT	NULL
SkillTargetID	A unique key indicating the skill group with which this target group is associated. Foreign key to the Skill Group table.	DBINT	PK, FK NOT NULL
SkillTargetIDPredictive	The skill group that will be used to reserve predictive agents.	DBINT	NOT NULL
SkillTargetIDPreview	The skill group that will be used to reserve preview agents.	DBINT	NOT NULL

Campaign Table (via CampaignID)

Skill\_Group Table (SkillGroupID maps to Skill\_Group.SkillTargetID)

## **Campaign\_Target\_Sequence Table**

Not currently used by the ICM software.

Table 2-76 Campaign\_Target\_Sequence Table Constraints

Constraint	Field Name(s)
PK	CampaignID RangeType SequenceNumber
FK	CampaignID

Table 2-77 Campaign\_Target\_Sequence able

Field Name	Description	Data Type	Keys and Null Option
CampaignID	The campaign to which this target sequence belongs. Foreign key from the Campaign table.  This field is applicable to <b>Outbound Option only</b> .	DBINT	PK, FK NOT NULL
ConfigParam	Additional configuration parameters.	varchar(255)	NULL
RangeType	Part of the primary key: <b>H</b> = Home range. <b>W</b> = Work range.	char(1)	PK NOT NULL
SequenceNumber	Part of the primary key. Indicates the sequence of the number to dial within a campaign.	DBINT	PK NOT NULL
TargetType	The type of target number: <b>H1H</b> <i>n</i> = Home phone 1 through home phone <i>n</i> . <b>W1W</b> <i>n</i> = Work phone 1 through work phone <i>n</i> .	varchar(2)	NOT NULL

#### **Related tables:**

Campaign Table (via CampaignID)

# Cfg\_Mngr\_App\_Snapshot\_State Table

This table defines a specific state of the ICM Configuration Manager user interface that a user has saved. Information from this table is used to reconstruct the state of the ICM Configuration Manager when the Admin Workstation is restarted.

Table 2-78 Cfg\_Mngr\_App\_Snapshot\_State Table Constraints

Constraint	Field Name(s)
PK	ApplicationID DesktopSnapShotID
FK	DesktopSnapShotID

Table 2-79 Cfg\_Mngr\_App\_Snapshot\_State Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationID	Identifies the application.	DBINT	PK
			NOT NULL
ApplicationOpen	Valid options include:	DBCHAR	NOT NULL
	Y = Indicates that the application was open when Configuration Manager was closed.		
	<b>N</b> = The application was not open when Configuration Manager was closed.		
DesktopSnapShotID	A unique identifier for the desktop snapshot.	DBINT	PK, FK
			NOT NULL
Filter1	ID for the first filter key of the application.	DBINT	NULL
Filter2	ID for the second filter key of the application.	DBINT	NULL
Filter3FieldName	A field name used for the third filter criteria.	VNAME32	NULL
Filter3FieldType	A field type identifier used for text/numeric lookup.	DBSMALLINT	NULL
Filter3OptionSelection	The selection type.	DBSMALLINT	NULL
Filter3Selection	The selection value.	varchar(255)	NULL
POSX	The application's X position on the desktop.	DBSMALLINT	NULL
POSY	The application's Y position on the desktop.	DBSMALLINT	NULL

#### **Related tables:**

Cfg\_Mngr\_User\_Desktop\_Snap Table (via DesktopSnapShotID)

## Cfg\_Mngr\_Globals Table

This table contains a single record that stores version information about the menu system that ICM Configuration Manager is currently using.

### Table 2-80 Cfg\_Mngr\_Globals Table Constraints

Constraint	Field Name(s)
PK	VersionID

### Table 2-81 Cfg\_Mngr\_Globals Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Version	Stores version information about the menu system the ICM Configuration Manager is currenlty using.	DBINT	NOT NULL
VersionID	A unique identifier for the version.	DBINT	PK NOT NULL

## Cfg\_Mngr\_User\_Desktop\_Snap Table

This table retains information on current Configuration Manager state for a particular user.

Table 2-82 Cfg\_Mngr\_User\_Desktop\_Snap Table Constraints

Constraint	Field Name(s)
PK	DesktopSnapShotID
FK	MenuID UserSettingsID

Table 2-83 Cfg\_Mngr\_User\_Desktop\_Snap Table

Field Name	Description	Data Type	Keys and Null Option
AllowMultipleApp Instances	Determines whether multiple executing instances of a tool should be allowed:	DBCHAR	NOT NULL
	<ul> <li>Y = (Default) Yes, allow multiple instances to run at once.</li> <li>N = No, do not allow multiple instances.</li> </ul>		
AutoRetrieve	Indicates whether or not the tools should automatically retrieve data when they start:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, automatically retrieve data at startup.</li> <li>N = (Default) No, do not automatically retrieve data.</li> </ul>		
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DesktopSnapShotID	A unique identifier for the desktop snapshot.	DBINT	PK NOT NULL
DesktopSnapShotName	A name for the desktop snapshot.	VNAME32	NOT NULL
MenuID	A unique identifier for the menu.	DBINT	FK NULL
OpenAppsOnLoad	Determines whether tools should be reopened when a snapshot is loaded:	DBCHAR	NOT NULL
	<ul><li>Y = Yes, reopen tool when snapshot is loaded.</li><li>N = (Default) No, do not reopen tool.</li></ul>		
SaveApplication Positions	Indicates whether or not the application should start in the screen position it was in when it was last run by the user:	DBCHAR	NOT NULL
	<ul> <li>Y = Yes, start application is same position.</li> <li>N = (Default) No, start it in application's default position.</li> </ul>		

### Table 2-83 Cfg\_Mngr\_User\_Desktop\_Snap Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SaveFilterData	Deternimes whether or not filter settings should be saved for all tools:	DBCHAR	NOT NULL
	<ul> <li>Y = (Default) Yes, save filter settings.</li> <li>N = No, do not save filter settings.</li> </ul>		
UserSettingsID	A foreign key to the Cfg_Mngr_User_Settings table.	DBINT	FK NOT NULL

### **Related tables:**

Cfg\_Mngr\_App\_Snapshot\_State Table (via DesktopSnapShotID)

## Cfg\_Mngr\_User\_Menu Table

This table holds information that describes the default and custom menus in use for each user of the ICM Configuration Manager.

### Table 2-84 Cfg\_Mngr\_User\_Menu Table Constraints

Constraint	Field Name(s)
PK	MenuID

### Table 2-85 Cfg\_Mngr\_User\_Menu Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DesktopSnapShotID	Identifies the last desktop snapshot.	DBINT	NULL
MenuID	A unique identifier for the menu.	DBINT	PK NOT NULL
MenuName	A name for the menu.	VNAME32	NOT NULL

### **Related tables:**

Cfg\_Mngr\_View Table (via MenuID)

## Cfg\_Mngr\_User\_Settings Table

This table holds specific ICM Configuration Manager settings for each user of the Configuration Manager tool.

Table 2-86 Cfg\_Mngr\_User\_Settings Table Constraints

Constraint	Field Name(s)
PK	UserSettingsID
AK-1	LoginName

### Table 2-87 Cfg\_Mngr\_User\_Settings Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	DBINT	NOT NULL
LastDesktopSnapShotID	Identifier for the last desktop snapshot that the user had opened before closing the Configuration Manager.	DBINT	NULL
LoginName	The unique login name of the user who owns these settings.	varchar(100)	AK-1 NOT NULL
SaveSnapShotOnExit	Indicates whether or not to save the current desktop snapshot settings when the ICM Configuration Manager is closed:  Y = Yes, save settings on exit (the default).	DBCHAR	NOT NULL
	N = No, do not save settings on exit.	DDDA	DIV
UserSettingsID	A unique identifier for the user settings.	DBINT	PK NOT NULL

### **Related tables:**

Cfg\_Mngr\_User\_Desktop\_Snap Table (via UserSettingsID)

# Cfg\_Mngr\_View Table

This table holds the information necessary to produce the tree view structure for multiple default and custom menus within the ICM Configuration Manager.

Table 2-88 Cfg\_Mngr\_View Table Constraints

Constraint	Field Name(s)
PK	MenuID NodeID
FK	MenuID
IE-1	PeerNodeID
IE-2	ChildNodeID

## Table 2-89 Cfg\_Mngr\_View Table

Field Name	Description	Data Type	Keys and Null Option
ApplicationID	Identifies the application.	DBINT	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ChildNodeID	Identifies the child node in the tree view.	DBINT	IE-2 NULL
MenuID	A unique identifier for the menu.	DBINT	PK, FK NOT NULL
NodeID	A unique identifier for the node in the tree view.	DBINT	PK NOT NULL
PeerNodeID	Identifies the peer node in the tree view.	DBINT	IE-1 NULL

## **Related tables:**

Cfg\_Mngr\_User\_Menu Table (via MenuID)

# Class\_Access\_Xref Table

Lists the access levels available for each class.

Table 2-90 Class\_Access\_Xref Table Constraints

Constraint	Field Name(s)
PK	ClassAccessXrefID
AK-1	AccessLevel ClassID

## Table 2-91 Class\_Access\_Xref Table

Field Name	Description	Data Type	Keys and Null Option
AccessLevel	A supported access level for the class.	DBINT	AK-1
			NOT NULL
ClassAccessXrefID	A unique identifier for the record.	DBINT	PK
			NOT NULL
ClassID	Identifies the class from the Class_List table.	DBINT	AK-1
			NOT NULL

## **Related tables:**

Class\_List Table (via ClassID)

# **Class\_List Table**

Lists the available classes. The contents of this table are set up when the ICM software is installed and never change.

## Table 2-92 Class\_List Table Constraints

Constraint	Field Name(s)
PK	ClassID
AK-1	Name

## Table 2-93 Class\_List Table

Field Name	Description	Data Type	Keys and Null Option
ClassID	A unique identifier for the class.	DBINT	PK NOT NULL
Description	Additional information about the class.	DESCRIPTION	NULL
Name	The name of the class.	varchar(30)	AK-1 NOT NULL

#### **Related tables:**

Class\_Security Table (via ClassID)

ClassID\_To\_ObjectType Table (via ClassID)

# **Class\_Security Table**

Lists the level of security each user or group has for a class.

## Table 2-94 Class\_Security Table Constraints

Constraint	Field Name(s)
PK	ClassSecurityID

## Table 2-95 Class\_Security Table

Field Name	Description	Data Type	Keys and Null Option
AccessLevel	The access level the user group has for the class.	DBINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ClassID	Identifies the class from the Class_List table.	DBINT	NOT NULL
ClassSecurityID	A unique identifier for the record.	DBINT	PK NOT NULL
UserGroupName	Identifies the user group.	varchar(30)	NOT NULL

## **Related tables:**

Class\_List Table (via ClassID)

User\_Group Table (via UserGroupName)

# ClassID\_To\_ObjectType Table

Maps each class to its component object types.

Table 2-96 ClassID\_To\_Object Table Constraints

Constraint	Field Name(s)
PK	ClassID ObjectType
FK	ClassID ObjectType
IE-1	ObjectType

## Table 2-97 ClassID\_To\_Object Table

Field Name	Description	Data Type	Keys and Null Option
ClassID	Identifies the class from the Class_List table.	DBINT	PK, FK
			NOT NULL
ObjectID	For Logical Interface Controller objects:	DBINT	NOT NULL
	2 = PG 3 = NIC		
	<b>Note</b> For all other object types, this field is 0.		
ObjectType	Identifies the type of the object.	DBINT	PK, FK, IE-1
			NOT NULL

## **Related tables:**

Class\_List Table (via ClassID)

Object\_List Table (via ObjectType + ObjectID)

## **Config\_Message\_Log Table**

Central database only.

A database system table used to store configuration messages.

## Table 2-98 Config\_Message\_Log Table Constraints

Constraint	Field Name(s)
PK	RecoveryKey

## Table 2-99 Config\_Message\_Log Table

Field Name	Description	Data Type	Keys and Null Option
ConfigMessage	All configuration messages in a transaction.	image	NULL
DateTime	The date and time when a set of messages was logged.	DBDATETIME	NOT NULL
LogOperation	The type of configuration change. Examples include "Add" and "Update".	VNAME32	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	PK NOT NULL
TableName	The name of the table affected by the configuration change.	VNAME32	NULL

## **Controller\_Time Table**

A database system table that stores the current time at the ICM platform.

## Table 2-100 Controller\_Time Table

Field Name	Description	Data Type	Keys and Null Option
NowTime	The most recently reported time from the Central Controller.	DBDATETIME	NULL
TimeZone	The time zone for the device. The value is the offset in minutes from GMT.	DBINT	NULL
TimeZoneName	The name of the time zone.	DESCRIPTION	NULL

## **Customer\_Definition Table**

Each row defines a customer associated with an ICM instance.

Use the Customer list tool to create, update, or delete a customer definition.

**Table 2-101 Customer Definition Table Constraints** 

Constraint	Field Name(s)
PK	CustomerDefinitionID
AK-1	EnterpriseName
FK	FeatureSetID ICRInstanceID NetworkTargetID
IE-1	ICRInstanceID

#### **Table 2-102 Customer Definition Table**

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CustomerDefinitionID	A unique identifier for the customer definition.	DBINT	PK NOT NULL
Description	Additional information about the customer definition.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the customer. This name must be unique among all customer definitions in the enterprise.	VNAME32	AK-1 NOT NULL
FeatureSetID	Identifies a feature set from the Feature_Control_Set Table.	DBINT	FK NULL
ICRInstanceID	Identifies the ICM instance associated with the customer.	DBINT	FK, IE-1 NOT NULL
NetworkTargetID	Identifies the Network VRU, if any, associated with the customer.	DBINT	FK, NULL

## **Related tables:**

Customer\_Options Table (via CustomerDefinitionID)

ICR\_Instance Table (via ICRInstanceID)

Network\_Vru Table (via NetworkTargetID)

# **Customer\_Options Table**

Each row identifies options installed for a specific customer.

## Table 2-103 Customer\_Options Table Constraints

Constraint	Field Name(s)	
PK	CustomerDefinitionID Type	
FK	CustomerDefinitionID	

## Table 2-104 Customer\_Options Table

Field Name	Description	Data Type	Keys and Null Option
CustomerDefinitionID	Identifies the customer definition associated with the row.	DBINT	PK, FK
	Tow.		NOT NULL
OptionValue	The option value.	varchar(255)	NULL
Туре	The customer option defined by the row.	DBINT	PK
			NOT NULL

#### **Related tables:**

Customer\_Definition Table (via CustomerDefinitionID)

## **Default\_Call\_Type Table**

Each row specifies the default call type. You can associate a default call type with each routing client.



You can also create a general default call type in the ICR\_Globals table.

To add, update, and delete Default\_Call\_Type records, use ICM Configuration Manager to modify the Routing Client configuration.

#### Table 2-105 Default\_Call\_Type Table Constraints

Constraint	Field Name(s)	
PK	RoutingClientID	
FK	CallTypeID RoutingClientID	

#### Table 2-106 Default\_Call\_Type Table

Field Name	Description	Data Type	Keys and Null Option
CallTypeID	The call type.	DBINT	FK
			NOT NULL
RoutingClientID	The routing client.	DBSMALLINT	PK, FK
			NOT NULL

#### **Related tables:**

Call\_Type Table (via CallTypeID)

Routing\_Client Table (via RoutingClientID)

# **Device\_Target Table**

Each row represents one or more enterprise agents. When an enterprise agents logs on, the ICM software dynamically assigns him or her to a device target. To route calls to an enterprise agent, you must have defined a label associated with the device target.

Use ICM Configuration Manager to create, delete, and modify device targets.

Table 2-107 Device\_Target Table Constraints

Constraint	Field Name(s)
PK	NetworkTargetID)
AK-1	EnterpriseName
AK-2	DeviceAddressType GlobalAddress
FK	NetworkTargetID

## Table 2-108 Device\_Target Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	DCHANGESTA MP	NOT NULL
ConfigParam	An optional string to be sent to the device during initialization.	varchar(255)	NULL
Description	Additional information about the device target.	DESCRIPTION	NULL
DeviceAddressType	Type of address defined in the GlobalAddressfield: 1 = Internet Protocol (IP).	DBINT	AK-2 NOT NULL
DeviceTargetType	The type of the target:  1 = Voice 2 = FAX 3 = E- mail  Note Currently only Voice is supported.	DBINT	NOT NULL
EnterpriseName	An enterprise name for the target. This name must be unique among all device targets in the enterprise.	VNAME32	AK-1 NOT NULL
GlobalAddress	A unique identifier. This field is used to enforce validation that the agent desktop and the agent phone are at the same IP address for media terminated agent desktops, including Enterprise Agent. The decimal format for an IP address is xxx.xxx.xxx. For example, 128.127.500.224. If validating the IP address of an agent desktop and agent phone is not the case, then the global address can be set to any unique string.	varchar(64)	AK-2 NOT NULL
NetworkTargetID	Unique identifier for the target.	DBINT	PK, FK NOT NULL

## **Related tables:**

Agent\_Logout Table (via NetworkTargetID)

Agent\_Real\_Time Table (via NetworkTargetID)

Network\_Target Table (via NetworkTargetID)

# Dialed\_Number Table

Each row describes a dialed number serviced by the ICM software.

Use ICM Configuration Manager to add, update, and delete Dialed\_Number records.

**Table 2-109 Dialed Number Table Constraints** 

Constraint	Field Name(s)
PK	DialedNumberID
AK-1	EnterpriseName
AK-2	DialedNumberString RoutingClientID
FK	CustomerDefinitionID LabelID MRDomainID RoutingClientID
IE-1	LabelID
IE-2	CustomerDefinitionID

## Table 2-110 Dialed Number Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CustomerDefinitionID	Identifies the customer definition associated with the dialed number.	DBINT	IE-2, FK NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about the dialed number.	DESCRIPTION	NULL
DialedNumberID	A unique identifier for this dialed number.	DBINT	PK NOT NULL
DialedNumberString	The string the routing client passes to the ICM software to represent this dialed number.	VNAME32	AK-2 NOT NULL
EnterpriseName	An enterprise name for the number. This name must be unique among all dialed numbers in the database.	VNAME32	AK-1 NOT NULL
LabelID	References the default label for this dialed number.	DBINT	IE-1, FK NULL

## Table 2-110 Dialed Number Table (continued)

Field Name	Description	Data Type	Keys and Null Option
MRDomainID	The Media Routing Domain associated with this dialed number.	DBINT	FK NOT NULL
RoutingClientID	References the routing client that services this dialed number.	DBSMALLINT	AK-2, FK NOT NULL

#### **Related tables:**

Customer\_Definition Table (via CustomerDefinitionID)

Dialed\_Number\_Label Table (via DialedNumberID)

Dialed\_Number\_Map Table (via DialedNumberID)

Label Table (via LabelID)

Media\_Routing\_Domain Table (via MRDomainID)

Route\_Call\_Detail Table (via DialedNumberID)

Routing\_Client Table (via RoutingClientID)

# Dialed\_Number\_Label Table

Indicates which Label values are valid for each Dialed\_Number value.

Use ICM Configuration Manager to add, update, and delete Dialed\_Number\_Label records.

## Table 2-111 Dialed\_Number\_Label Table Constraints

Constraint	Field Name(s)
PK	DialedNumberID LabelID
FK	DialedNumberID LabelID
IE-1	LabelID

#### Table 2-112 Dialer\_Number\_Label Table

Field Name	Description	Data Type	Keys and Null Option
DialedNumberID	Foreign key from the Dialed Number table.	DBINT	PK, FK
			NOT NULL
LabelID	Foreign key from the Label table.	DBINT	PK, FK
			NOT NULL

## **Related tables:**

Dialed\_Number Table (via DialedNumberID)

Label Table (via LabelID)

# Dialed\_Number\_Map Table

Describes the call qualifier values (dialed number, calling line ID, and caller-entered digits) associated with each call type.

Use the Call Type Directory dialog of the Script Editor to add, update, and delete Dialed\_Number\_Map records.

Table 2-113 Dialed\_Number\_Map Table Constraints

Constraint	Field Name(s)
PK	DialedNumberID Item
FK	CallTypeID DialedNumberID RegionID
IE-1	CallTypeID RegionID

#### Table 2-114 Dialed\_Number\_Map Table

Field Name	Description	Data Type	Keys and Null Option
ANIWildCard	ANI value or region name. An ANI value can be a prefix of any length (the leading digits of the telephone number) or a complete telephone number.	varchar(30)	NULL
ANIWildCardType	Indicates what type the ANIWildCard is:  0 = Unknown 1 = NPA 2 = NPANXX 3 = 10-digit telephone number 4 = Region 5 = Match all 6 = Prefix	DBSMALLINT	NOT NULL
CallTypeID	Foreign key from Call Type table.	DBINT	FK NOT NULL
CEDWildCard	Value to match against CED:  '_A' = All  '_NR' = None Required  '_NE' = None Entered  '_N' = None Required or Entered	varchar(30)	NULL
Description	Additional information about the mapping of these call qualifiers to this call type.	DESCRIPTION	NULL

## Table 2-114 Dialed\_Number\_Map Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DialedNumberID	Foreign key from the Dialed Number table. DialedNumberID and Item together form an alternate key that is used by the ICM software to determine the order in which to match the wildcards.	DBINT	PK, FK NOT NULL
Item	The order in which the rows for a dialed number are tested against the call qualifiers.	DBINT	PK NOT NULL
RegionID	If ANIWildCardType is 4 (Region), this is the foreign key of the region from the Region table.	DBINT	FK NULL

## **Related tables:**

Call\_Type\_Map Table (via CallTypeID)

Dialed\_Number Table (via DialedNumberID)

Region Table (via RegionID)

## Dial\_Number\_Plan Table

Defines special dialing codes that allow enterprise agents to use the ICM software to place calls to services, other agents, skill groups, enterprise skill groups, supervisors, the local public network, a long-distance network, or to specific trunks.

Use ICM Configuration Manager to add, update, and delete Dial\_Number\_Plan records.

Table 2-115 Dial\_Number\_Plan Table Constraints

Constraint	Field Name(s)
PK	DialNumberPlanID
AK-1	RoutingClientID WildcardPattern
FK	DialedNumberID RoutingClientID

## Table 2-116 Dial\_Number\_Plan Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the dial number plan.	DESCRIPTION	NULL
DialedNumberID	Identifies the dialed number associated with the dial number plan if PostRoute is Y, the dialed number is used to determine a call type.	DBINT	FK NULL
DialNumberPlanID	A unique identifier for the plan.	DBINT	PK NOT NULL
DialNumberPlanType	The type of the plan.	DBINT	NULL
DialString	The dial string if PostRoute setting is N.	VNAME32	NULL
PostRoute	Indicates whether to issue a Post-Routing request if the dialed number supplied by the agent matches the WildcardPattern:  Y = Yes, issue a Post-Routing request.	DBCHAR	NOT NULL
	N = No, do not issue a Post-Routing request.		
RoutingClientID	Identifies the routing client associated with the	DBSMALLINT	AK-1, FK
	dial number plan.		NOT NULL
WildcardPattern	A string the ICM software compares to the dialed	VNAME32	AK-1
	number or dial string. The string can contain letters, digits, asterisks (*), and number signs (#). It can also include the wildcard characters? and!. The? character represents any single letter. The! character represents any string of characters and can appear only at the end of the pattern.		NOT NULL

## **Related tables:**

Dialed\_Number Table (via DialedNumberID)
Routing\_Client Table (via RoutingClientID)

## **Dialer Table**

Contains configuration information for each dialer.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Dialer records.

Table 2-117 Dialer Table Constraints

Constraint	Field Name(s)
PK	DialerID
AK-1	DialerName
AK-2	ComputerName
FK	PeripheralID

## Table 2-118 Dialer Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ComputerName	The network name of the computer hosting the dialer component.	varchar(64)	AK-2 NOT NULL
ConfigParam	Additional configuration parameters.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about the dialer, such as its location.	DESCRIPTION	NULL
DialerID	A unique identifier for this dialer.	DBINT	PK NOT NULL
DialerName	A name give to a particular dialer during configuration.	VNAME32	AK-1 NOT NULL
DialToneDetectEnabled	Valid options are:  Y = Attempt dial tone detection before calling a contact. (This will ensure that the ACD has allocated a resource to allow access to the outside world.)  N = Do not attempt dial tone detection before calling a contact.	DBCHAR	NOT NULL
Enabled	Valid options include:  Y = The dialer is available for calling contacts.  N = The dialer is not available for calling contacts.	DBCHAR	NOT NULL

## Table 2-118 Dialer Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HangupTime	The number of seconds to wait after hanging-up a port on a dialer card before attempting to use the port again. (This option is designed to give the telephone system enough time to sense a hang-up and release the line.)	DBINT	NOT NULL
LocalAreaCode	The local area code for this dialer. (This value is compared to numbers being dialed to determine whether '1' and the area code should be prefixed to the dialed number.)	varchar(100)	NULL
LongDistancePrefix	Long distance prefix - previously set in the Dialer registry.	varchar(32)	NULL
PeripheralID	The peripheral ID for the ACD.	DBSMALLINT	FK NOT NULL
PrefixDigits	Dial a prefix string before the regular phone number. (This would be used, for example, to dial a '9' to reach an external line.)	varchar(32)	NULL
TenDigitDialEnabled	Valid options are:  Y = Aways dial the area code instead of stripping it out for local numbers.  N = Strip out the area code for local numbers.	DBCHAR	NOT NULL

## **Related tables:**

Peripheral Table (via PeripheralID)

Dialer\_Real\_Time Table (via DialerID)

Dialer\_Half\_Hour Table (via DialerID)

Dialer\_Port\_Map Table (via DialerID)

Dialer\_Port\_Real\_Time Table (via DialerID)

# Dialer\_Half\_Hour Table

Central database only.

Contains statistics produced by Outbound Option when a dialing list is executed. Each row provides half-hour statistics for a particular dialer.

Table 2-119 Dialer\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime DialerID TimeZone
AK-1	RecoveryKey
FK	DialerID
IE-1	DbDateTime

## Table 2-120 Dialer\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AbandonDetectToHalf	The number of calls made during the half-hour interval that were abandoned.	DBINT	NULL
AbandonToIVRToHalf	The number of calls in a half-hour period that had to be abandoned. However, instead of hanging-up on a customer, the call was transferred to an IVR which played a message to the customer.	DBINT	NOT NULL
AgentClosedDetectToHalf	The number of preview/callback calls in a half-hour period that were rejected by the agent (these customers will not be dialed).	DBINT	NULL
AgentRejectedDetectToHalf	The number of preview/callback calls in a half-hour period that were rejected by the agent.	DBINT	NOT NULL
AnsweringMachineDetectToHalf	The number of calls made during the half-hour interval in which an answering machine was detected.	DBINT	NULL
BusyDetectToHalf	The number of calls made during the half-hour interval in which a busy signal was detected.	DBINT	NULL
CancelledDetectToHalf	The number of calls in a half-hour period that were dropped while ringing the customer's telephone.	DBINT	NULL
ContactsDialedToHalf	The number of contacts dialed during the half-hour interval.	DBINT	NULL
CustomerAbandonDetectToHalf	The number of calls in a half-hour period that were abandoned by the customer after they picked up the telephone.	DBINT	NOT NULL
DateTime	The ICM Central Controller date and time at the start of the half-hour interval.	DBSMALLDATE	PK NOT NULL

## Table 2-120 Dialer\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
DialerID	The dialer to which these statistics refer.	DBINT	PK, FK NOT NULL
FaxDetectToHalf	The number of calls in a half-hour period that detected a FAX machine.	DBINT	NOT NULL
NetworkAnsMachineDetectToHalf	The number of calls in a half-hour period that detected a network answering machine.	DBINT	NOT NULL
NoAnswerDetectToHalf	The number of calls made during the half-hour interval that were not answered.	DBINT	NULL
NoDialToneDetectToHalf	The number of calls in a half-hour period not receiving dial tone.	DBINT	NOT NULL
NoRingBackDetectToHalf	The number of calls in a half-hour period not receiving a ring back tone.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SITToneDetectToHalf	The number of calls made during the half-hour interval in which SIT tones were detected.	DBINT	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
VoiceDetectToHalf	The number of calls made during the half-hour interval in which a voice was detected.	DBINT	NULL

## **Related tables:**

Dialer Table (via DialerID)

# Dialer\_Port\_Map Table

Maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Dialer\_Port\_Map records.

## Table 2-121 Dialer\_Port\_Map Table Constraints

Constraint	Field Name(s)
PK	DialerID PortNumber
FK	DialerID

## Table 2-122 Dialer\_Port\_Map Table

Field Name	Description	Data Type	Keys and Null Option
DialerID	The dialer to which these statistics refer.	DBINT	PK, FK NOT NULL
PortNumber	Identifies the particular dialer port on this dialer that matches the ACD port.	DBINT	PK NOT NULL
Station	Identifies the ACD station and its mapping to a dialer port.	varchar(32)	NULL

## **Related tables:**

Dialer Table (via DialerID)

# Dialer\_Port\_Real\_Time Table

Local database only.

Contains the real time status of every telephony port for each Outbound Option Dialer.

Table 2-123 Dialer\_Port\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	DialerID PortNumber
FK	CampaignID DialerID QueryRuleID

## Table 2-124 Dialer\_Port\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AccountNumber	If the port is dialing, this value is the account number (if available) of the contact being dialed.	VNAME32	NULL
CampaignID	If the port is dialing, this value indicates the campaign from which the contact being dialed was retrieved.  This field is applicable to <b>Outbound Option only</b> .	DBINT	FK NULL
DateTime	The Central Controller date and time at which each row was saved.	DBDATETIME	NOT NULL
DialerID	The dialer to which these statistics refer.	DBINT	PK, FK NOT NULL
PhoneNumber	If the port is dialing, this value is the phone number being dialed.	varchar(32)	NULL
PortNumber	The dialer port (line) number within the current dialer.	DBINT	PK NOT NULL
PortStatus	The current line status (for example, dialing, on-hook, off-hook).  The following values are possible for this field:  290 = port allocated for future dial  300 = port released  310 = reservation call started  320 = agent reserved  330 = customer call started  340 = customer has been contacted  350 = call transferred too agent  360 = customer conversation complete  370 = agent completed with call	DBINT	NOT NULL
QueryRuleID	If the port is dialing, this value identifies the query rule from which the contact being dialed was retrieved.	DBINT	FK NULL

#### **Related tables:**

Dialer Table (via DialerID)

Campaign Table (via CampaignID)

Query\_Rule Table (via QueryRuleID)

## Dialer\_Real\_Time Table

Local database only.

Contains statistics produced by Outbound Option when a dialing list is executed. Each row provides real-time statistics for a particular dialer.

Table 2-125 Dialer\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	DialerID
FK	DialerID

#### Table 2-126 Dialer\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AbandonDetectToday	The number of calls abandoned by customers so far today.	DBINT	NULL
AnsweringMachine DetectToday	The number of answering machines detected today.	DBINT	NULL
BusyDetectToday	The number of busy signals detected so far today.	DBINT	NULL
ContactsDialedToday	The number of attempted calls today.	DBINT	NULL
DateTime	The date and time this record was saved.	DBDATETIME	NOT NULL
DialerID	The dialer to which these statistics refer.	DBINT	PK, FK NOT NULL
NoAnswerDetectToday	The number of call attempts that were not answered for today.	DBINT	NULL
SITToneDetectToday	SIT tones detected today.	DBINT	NULL
VoiceDetectToday	The number of calls answered by people so far today.	DBINT	NULL

## **Related tables:**

Dialer Table (via DialerID)

## **Enterprise\_Agent\_Group Table**

Each row describes an enterprise-wide group of agents composed of agents from different peripherals. Use ICM Configuration Manager to add, update, and delete Enterprise\_Agent\_Group records.

Table 2-127 Enterprise\_Agent\_Group Table Constraints

Constraint	Field Name(s)
PK	EnterpriseAgentGroupID
AK-1	EnterpriseName
FK	EntityID

## Table 2-128 Enterprise\_Agent\_Group Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the enterprise agent group.	DESCRIPTION	NULL
EnterpriseAgentGroupID	A unique identifier for the enterprise agent group.	DBINT	PK NOT NULL
EnterpriseName	An enterprise name for this enterprise agent group. This name must be unique among all enterprise agent groups within the business entity.	VNAME32	AK-1 NOT NULL
EntityID	If partitioning is enabled, The business entity to which the enterprise agent group belongs.	DBINT	FK NULL

## **Related tables:**

Business\_Entity Table (via EntityID)

Enterprise\_Agent\_Group\_Member Table (via EnterpriseAgentGroupID)

## **Enterprise\_Agent\_Group\_Member Table**

Maps agents to enterprise agent groups.

Use ICM Configuration Manager to add or delete Enterprise\_Agent\_Group\_Member records.

## Table 2-129 Enterprise\_Agent\_Group\_Member Table Constraints

Constraint	Field Name(s)
PK	EnterpriseAgentGroupID SkillTargetID
FK	EnterpriseAgentGroupID SkillTargetID

#### Table 2-130 Enterprise\_Agent\_Group\_Member Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseAgentGroupID	Identifies the enterprise agent group.	DBINT	PK, FK NOT NULL
SkillTargetID	Identifies an Agent that is a member of the enterprise agent group.	DBINT	PK, FK NOT NULL

## **Related tables:**

Agent Table (via SkillTargetID)

Enterprise\_Agent\_Group Table (via EnterpriseAgentGroupID)

## **Enterprise\_Route Table**

Each row defines an enterprise-wide route composed of routes from different peripherals. Use ICM Configuration Manager to add, update, and delete Enterprise\_Route records.

Table 2-131 Enterprise\_Route Table Constraints

Constraint	Field Name(s)
PK	EnterpriseRouteID
AK-1	EnterpriseName EntityID
FK	EntityID

## Table 2-132 Enterprise\_Route Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the enterprise route.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for this enterprise route. This name must be unique among all enterprise routes within the business entity.	VNAME32	AK-1 NOT NULL
EnterpriseRouteID	Unique identifier for this enterprise route.	DBINT	PK NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which this enterprise route belongs.	DBINT	AK-1, FK NOT NULL

## **Related tables:**

Business\_Entity Table (via EntityID)

Enterprise\_Route\_Member Table (via EnterpriseRouteID)

# **Enterprise\_Route\_Member Table**

Maps routes to enterprise routes.

Use ICM Configuration Manager to add, update, and delete Enterprise\_Route\_Member records.

## Table 2-133 Enterprise\_Route\_Member Table Constraints

Constraint	Field Name(s)
PK	EnterpriseRouteID RouteID
FK	EnterpriseRouteID RouteID

## Table 2-134 Enterprise\_Route\_Member Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseRouteID	Foreign key from the Enterprise_Route table.	DBINT	PK, FK
			NOT NULL
RouteID	Foreign key from the Route table.	DBINT	PK, FK
			NOT NULL

## **Related tables:**

Enterprise\_Route Table (via EnterpriseRouteID)

Route Table (via RouteID)

# **Enterprise\_Service Table**

Each row defines an enterprise-wide service composed of services from different peripherals.

Use ICM Configuration Manager to add, update, and delete Enterprise\_Service records.

## Table 2-135 Enterprise\_Service Table Constraints

Constraint	Field Name(s)
PK	EnterpriseServiceID
AK-1	EnterpriseName EntityID
FK	EntityID

## Table 2-136 Enterprise\_Service Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the enterprise service.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for this enterprise service. This name must be unique among all enterprise services within the business entity.	VNAME32	AK-1 NOT NULL
EnterpriseServiceID	Unique identifier for this enterprise service.	DBINT	PK NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the enterprise service belongs.	DBINT	AK-1, FK NOT NULL

## **Related tables:**

Business\_Entity Table (via EntityID)

Enterprise\_Service\_Member Table (via EnterpriseServiceID)

# **Enterprise\_Service\_Member Table**

Maps services to enterprise services.

Use ICM Configuration Manager to add or delete Enterprise\_Service\_Member records.

## Table 2-137 Enterprise\_Service\_Member Table Constraints

Constraint	Field Name(s)
PK	EnterpriseServiceID SkillTargetID
FK	EnterpriseServiceID SkillTargetID
IE-1	SkillTargetID

## Table 2-138 Enterprise\_Service\_Member Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseServiceID	Foreign key from the Enterprise Service table.	DBINT	PK, FK
			NOT NULL
SkillTargetID	Foreign Key from the Service table.	DBINT	PK, FK, IE-1
			NOT NULL

#### **Related tables:**

Enterprise\_Service Table (via EnterpriseServiceID)

Service Table (via SkillTargetID)

# **Enterprise\_Skill\_Group Table**

Each row defines an enterprise-wide skill group composed of skill groups from different peripherals. Use ICM Configuration Manager to add, update, and delete Enterprise\_Skill\_Group records.

Table 2-139 Enterprise\_Skill\_Group Table Constraints

Constraint	Field Name(s)
PK	EnterpriseSkillGroupID
AK-1	EnterpriseName EntityID
FK	EntityID

## Table 2-140 Enterprise\_Skill\_Group Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the enterprise skill group.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for this enterprise skill group. This name must be unique among all enterprise skill groups within the business entity.	VNAME32	AK-1 NOT NULL
EnterpriseSkillGroupID	Unique identifier for this enterprise skill group.	DBINT	PK NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the enterprise skill group belongs.	DBINT	AK-1, FK NOT NULL

## **Related tables:**

Business\_Entity Table (via EntityID)

Enterprise\_Skill\_Group\_Member Table (via EnterpriseSkillGroupID)

# **Enterprise\_Skill\_Group\_Member Table**

Maps skill groups to enterprise skill groups.

Use ICM Configuration Manager to add or delete Enterprise\_Skill\_Group\_Member records.

## Table 2-141 Enterprise\_Skill\_Group\_Member Table Constraints

Constraint	Field Name(s)
PK	EnterpriseSkillGroupID SkillTargetID
FK	EnterpriseSkillGroupID SkillTargetID
IE-1	SkillTargetID

#### Table 2-142 Enterprise\_Skill\_Group\_Member Table

Field Name	Description	Data Type	Keys and Null Option
EnterpriseSkillGroupID	Foreign Key from the Enterprise Skill Group table.	DBINT	PK, FK NOT NULL
SkillTargetID	Foreign Key from the Skill Group table.	DBINT	PK, FK, IE-1 NOT NULL

## **Related tables:**

Enterprise\_Skill\_Group Table (via EnterpriseSkillGroupID)

Skill\_Group Table (via SkillTargetID)

## **Event Table**

Central database only.

Contains system events generated by the ICM software.

#### Table 2-143 Event Table Constraints

Constraint	Field Name(s)
AK-1	RecoveryKey
IE-1	CentralControllerFileTime

## Table 2-144 Event Table

Field Name	Description	Data Type	Keys and Null Option
BinData	Optional event binary data.	image	NULL
Category	The type of message.	VNAME32	NULL
CentralControllerFileTime	File Time event was processed at the Central Controller.	DBDATETIME	IE-1 NOT NULL
CentralControllerTimeZone	Time zone at the Central Controller. The value is the offset in minutes from GMT.	DBINT	NOT NULL
CentralControllerVirtualTime	Virtual Time event was processed at the Central Controller.	DBINT	NOT NULL
CustomerId	The customer ID.	DBINT	NOT NULL
Dword1	Optional event DWORD.	DBINT	NULL
Dword2	Optional event DWORD.	DBINT	NULL
Dword3	Optional event DWORD.	DBINT	NULL
Dword4	Optional event DWORD.	DBINT	NULL
Dword5	Optional event DWORD.	DBINT	NULL
MessageId	Message ID from message compiler.	DBINT	NOT NULL
MessageString	Contents of message.	DESCRIPTION	NULL
ProcName	Name of the process that originated the event.	VNAME32	NOT NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
Severity	The level of the message.	varchar(16)	NULL
Side	Side of event originator: <b>A</b> or <b>B</b> = Paired processes  \( 0 = A non-paired process \)	DBCHAR	NOT NULL
SourceFileTime	File time event was generated (originator's time).	DBDATETIME	NOT NULL
SourceSystemName	Name of the node that generated the event.	VNAME32	NULL

## Table 2-144 Event Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SourceVirtualTime	Virtual time event was generated (originator's time).	DBINT	NOT NULL
StatusCode	Status code value.	DBINT	NOT NULL
StatusCodeString	String associated with the status code.	DESCRIPTION	NULL
StatusCodeType	Classification of the value in StatusCode field.	DBSMALLINT	NOT NULL
String1	Optional event string.	varchar(240)	NULL
String2	Optional event string.	varchar(240)	NULL
String3	Optional event string.	varchar(240)	NULL
String4	Optional event string.	varchar(240)	NULL
String5	Optional event string.	varchar(240)	NULL
SystemId	DMP system ID of the event originator. For a CallRouter or Logger, this value is always 0.	DBSMALLINT	NOT NULL
SystemType	The type of system that generated the event:  0 = Unknown  1 = CallRouter  2 = Peripheral Gateway  3 = Network Interface Controller  4 = Admin Workstation  5 = Logger  6 = Listener  7 = CTI Gateway  8 = Outbound Option Dialer	DBSMALLINT	NOT NULL
VersionNum	EMS version number.	DBSMALLINT	NOT NULL

# **Expanded\_Call\_Variable Table**

Each row describes an expanded call variable.

Use ICM Configuration Manager to add, update, and delete Expanded\_Call\_Variable records.

Table 2-145 Expanded\_Call\_Variable Table Constraints

Constraint	Field Name(s)	
PK	ExpandedCallVariableID	
AK-1	EnterpriseName	

## Table 2-146 Expanded\_Call\_Variable Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about the call variable.	DESCRIPTION	NULL
ECCArray	Indicates whether the call variable is an array:  Y = Yes N = No	DBCHAR	NOT NULL
Enabled	Indicates whether the call variable is currently enabled:  Y = Yes N = No	DBCHAR	NOT NULL
EnterpriseName	An enterprise name for this call variable. This name must be unique among all expanded call variables within the business entity.	VNAME32	AK-1 NOT NULL
ExpandedCallVariableID	A unique identifier for the call variable.	DBSMALLINT	PK NOT NULL
GeoTelProvided	Indicates whether the call variable is provided by Cisco:  Y = Yes N = No	DBCHAR	NOT NULL
MaximumArraySize	If the call variable is an array, the maximum number of elements in the array: 1 to 255.	DBINT	NULL
MaximumLength	The maximum length of the call variable value: 1 to 210.	DBINT	NOT NULL

Route\_Call\_Variable Table (via ExpandedCallVariableID)

Termination\_Call\_Variable Table (via ExpandedCallVariableID)

# Feature\_Control\_Set Table

Contains information about the different feature sets that may be used by different users.



The Feature Control Set List tool is not available on a limited AW.

Use ICM Configuration Manager to add, update, and delete Feature\_Control\_Set records.

### Table 2-147 Feature\_Control\_Set Table Constraints

Constraint	Field Name(s)
PK	FeatureSetID
AK-1	EnterpriseName

#### Table 2-148 Feature\_Control\_Set Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	This value is incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	A description of the feature set.	DESCRIPTION	NULL
EnterpriseName	A unique name among all feature sets in the enterprise.	VNAME32	AK-1 NOT NULL
FeatureSetData	Contains all the information about the feature set.	image	NULL
FeatureSetID	A unique identifier for this feature set.	DBINT	PK
			NOT NULL

#### **Related tables:**

User\_Group Table (via) FeatureSetID

Customer\_Definition Table (via) FeatureSetID

# **Galaxy\_Agent\_Call\_Count Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides call counts an agent configured on a Galaxy ACD.

Table 2-149 Galaxy\_Agent\_Call\_Control Table Constraints

Constraint	Field Name(s)
PK	DateTime PeripheralID PortID TimeZone
AK-1	RecoveryKey
FK	PeripheralID

#### Table 2-150 Galaxy\_Agent\_Call\_Control Table

Field Name	Description	Data Type	Keys and Null Option
AgentIGroup	The Galaxy identifier for the I-Group of the agent.	DBSMALLINT	NOT NULL
CallCount	The number of calls handled by the agent.	DBSMALLINT	NOT NULL
DateTime	The date and time at the end of the reporting interval.	DBDATETIME	PK NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	DBINT	NOT NULL
PhoneNumber	Agent's phone number. Invalid if TerminationType is Voice Operated Relay.	DBSMALLINT	NOT NULL
PortID	The identifier of the Galaxy port associated with the agent.	DBSMALLINT	PK NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL

Table 2-150 Galaxy\_Agent\_Call\_Control Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TerminationType	Valid options include:	DBSMALLINT	NOT NULL
	1 = Agent 2 = Digital Agent 4 = Audio Response Unit (ARU) 32 = Enhanced Agent 33 = Digital Enhanced Agent 42 = Tone PBX 45 = Voice Operated Relay (VOR) 48 = Voice Response Unit (VRU) 49 = Gate PBX 55 = Directory Assistance Billing Agen 56 = Directory Assistance Digital Billing Agent 57 = Enhanced D.A. Billing Agent 58 = Enhanced Directory Assistance Digital Billing Agent 60 = Directory Assistance Audio Response Unit (DAARU)		
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

# **Galaxy\_Agent\_Igroup Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about an agent information group configured on a Galaxy ACD.

Table 2-151 Galaxy\_Agent\_Igroup Table Constraints

Constraint	Field Name(s)
PK	DateTime IGroupID PeripheralID TimeZone
AK-1	RecoveryKey
FK	PeripheralID

#### Table 2-152 Galaxy\_Agent\_Igroup Table

Field Name	Description	Data Type	Keys and Null Option
AssignedTime	Total time, in seconds, that agents were assigned to this I-group.	DBINT	NOT NULL
AvailableTime	Total time, in seconds, that agents were in the Available state for the I-group.	DBINT	NOT NULL
BreakTime	Total time, in seconds, that agents spent in the Break state	DBINT	NOT NULL
CallsTransferredOut	Number of calls handled by this I-group and then transferred.	DBSMALLINT	NOT NULL
DateTime	The date and time at the end of the reporting	DBDATETIME	PK
	interval.		NOT NULL
IGroupID	The Galaxy identifier for the group.	DBSMALLINT	PK
			NOT NULL
OutCalls	Number of out calls made by an agent position on an outbound trunk or dial tandem tie-line.	DBSMALLINT	NOT NULL
OutCallTalkTime	Total time, in seconds, that agents were connected to an outbound trunk or tie-line with no inbound call in progress.	DBINT	NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK
			NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	DBINT	NOT NULL
PlugInTime	Total time, in seconds, that agents were plugged-in to this I-group.	DBINT	NOT NULL

Table 2-152 Galaxy\_Agent\_Igroup Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PrimaryCallsHandled	Number of external calls, internal gate transfer calls, and internal gate calls connected to a primary agent position during the interval.	DBSMALLINT	NOT NULL
PrimaryCallworkTime	Total time, in seconds, that primary agents spent in wrap-up for external, internal gate transfer, and internal gate transfer calls.	DBINT	NOT NULL
PrimaryODCallsHandled	Number of overflow/diversion-in calls connected to a primary agent position during the interval.	DBSMALLINT	NOT NULL
PrimaryODCallworkTime	Total time, in seconds, that primary agents spent in wrap-up for overflow/diversion-in calls.	DBINT	NOT NULL
PrimaryODTalkTime	Total time, in seconds, that primary agents were connected to overflow/diversion-in calls.	DBINT	NOT NULL
PrimaryTalkTime	Total time, in seconds, that primary agents were connected to external calls, internal gate transfer calls, or internal gate calls.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SecondaryCallsHandled	Number of external calls, internal gate transfer calls, and internal gate calls connected to a secondary agent position during the interval.	DBSMALLINT	NOT NULL
SecondaryCallworkTime	Total time, in seconds, that secondary agents spent in wrap-up for external, internal gate transfer, and internal gate transfer calls.	DBINT	NOT NULL
SecondaryODCallsHandled	Number of overflow/diversion-in calls connected to a secondary agent position during the interval.	DBSMALLINT	NOT NULL
SecondaryODCallworkTime	Total time, in seconds, that secondary agents spent in wrap-up for overflow/diversion-in calls.	DBINT	NOT NULL
SecondaryODTalkTime	Total time, in seconds, that secondary agents were connected to overflow/diversion-in calls.	DBINT	NOT NULL
SecondaryTalkTime	Total time, in seconds, that secondary agents were connected to external calls, internal gate transfer calls, or internal gate calls.	DBINT	NOT NULL
SecondsInPeriod	Total time, in seconds, that I-group data was being accumulated during the reporting interval.	DBSMALLINT	NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

# **Galaxy\_Agent\_Performance Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides performance information about an agent configured on a Galaxy ACD.

Table 2-153 Galaxy\_Agent\_PerformanceTable Constraints

Constraint	Field Name(s)
PK	AgentID PeripheralID SignInTime TimeZone
AK-1	RecoveryKey
FK	PeripheralID SkillTargetID

#### Table 2-154 Galaxy\_Agent\_Performance Table

Field Name	Description	Data Type	Keys and Null Option
ActivityIndicator	A yes/no indicator.	DBTINYINT	NOT NULL
AgentID	The Galaxy identifier for the agent.	DBINT	PK
			NOT NULL
AgentName	The agent's name, as known to the ACD.	varchar(32)	NULL
AgentPhoneNumber	Four-digit extension number.	DBSMALLINT	NOT NULL
AssistQueueCount	Number of times the agent used the Supervisor key to request assistance.	DBSMALLINT	NOT NULL
AvailTime	Total time, in seconds, the agent was in the Available state.	DBSMALLINT	NOT NULL
BreakTime	Total time, in seconds, the agent spent in the Break state.	DBSMALLINT	NOT NULL
OutCalls	Number of out calls by this agent on an outbound trunk or dial tandem tie-line.	DBSMALLINT	NOT NULL
OutCallTime	Total time, in seconds, the agent spent connected to an outbound trunk or tie-line with no inbound call in progress.	DBSMALLINT	NOT NULL
PeripheralID	An ICM software identifier for the ACD.	DBSMALLINT	PK, FK
			NOT NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	DBINT	NOT NULL
PortID	The ACD port to which the agent is connected.	DBSMALLINT	NOT NULL

Table 2-154 Galaxy\_Agent\_Performance Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PriCallsHandled	Number of external calls, internal gate transfer calls, internal gate calls, and overflow/diversion-in calls connected to the agent while primarily assigned to the gate.	DBSMALLINT	NOT NULL
PriCallworkTime	Total time, in seconds, the agent spent in wrap-up after primary assignment external, internal gate transfer, overflow/diversion-in, and internal gate calls.	DBSMALLINT	NOT NULL
PriGate	Gate number of the agent's primary assignment.	DBTINYINT	NOT NULL
PriTalkTime	Total time, in seconds, the agent was connected as a primary assignment to external calls, internal gate transfer calls, overflow/diversion-in calls, or internal gate calls.	DBSMALLINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SecCallsHandled	Number of external calls, internal gate transfer calls, internal gate calls, and overflow/diversion-in calls connected to the agent while secondarily assigned to the gate.	DBSMALLINT	NOT NULL
SecCallworkTime	Total time, in seconds, the agent spent in wrap-up after secondary assignment external, internal gate transfer, overflow/diversion-in, and internal gate calls.	DBSMALLINT	NOT NULL
SecGate	Gate number of the agent's secondary assignment.	DBTINYINT	NOT NULL
SecTalkTime	Total time, in seconds, the agent was connected as a secondary assignment to external calls, internal gate transfer calls, overflow/diversion-in calls, or internal gate calls.	DBSMALLINT	NOT NULL
SerialNumber	A sequential counter maintained by the ACD.	DBSMALLINT	NOT NULL
SignedInSeconds	Number of seconds elapsed since the agent signed in.	DBINT	NOT NULL
SignInTime	The Central Controller date and time when the agent signed in.	DBDATETIME	PK NOT NULL
SkillTargetID	The ICM software identifier for the agent.	DBINT	FK NULL

Table 2-154 Galaxy\_Agent\_Performance Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TerType	Termination type:  1 = agent 2 = digital agent 6 = station master agent 32 = enhanced agent 33 = digital enhanced agent 55 = directory assistance billing agent 56 = directory assistance digital billing agent 57 = enhanced directory assistance billing agent 58 = enhanced directory assistance digital billing agent	DBTINYINT	NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

Agent Table (via SkillTargetID)

# **Galaxy\_Alarm Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a system alarm output by the Call or Reports processor on a Galaxy ACD.

Table 2-155 Galaxy\_Alarm Table Constraints

Constraint	Field Name(s)
PK	DateTime PeripheralID TimeZone
AK-1	RecoveryKey
FK	PeripheralID

### Table 2-156 Galaxy\_Alarm Table

Field Name	Description	Data Type	Keys and Null Option
AlarmCode	Three-digit alarm code.	DBSMALLINT	NOT NULL
AlarmData1	Additional data the Galaxy provided in the alarm message.	VNAME32	NULL
AlarmData2	Additional data the Galaxy provided in the alarm.	VNAME32	NULL
AlarmProcessor	Processor that output the alarm: Call or Reports.	VNAME32	NULL
AlarmSubcode	A subcode, if any, the Galaxy provided for the alarm.	VNAME32	NULL
AlarmTime	Galaxy time that the alarm occurred.	DBSMALLINT	NOT NULL
DateTime	The date and time at the end of the reporting interval.	DBDATETIME	PK NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

### **Related tables:**

# **Galaxy\_DNIS Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a DNIS configured on a Galaxy ACD.

Table 2-157 Galaxy\_DNIS Table Constraints

Constraint	Field Name(s)
PK	DateTime DNIS PeripheralID TimeZone
AK-1	RecoveryKey
FK	PeripheralID

#### Table 2-158 Galaxy\_DNIS Table

Field Name	Description	Data Type	Keys and Null Option
CallDuration	Total call time, in seconds, for calls to this DNIS.	DBINT	NOT NULL
DateTime	The Central Controller date and time at the beginning of the reporting interval.	DBDATETIME	PK NOT NULL
DNIS	The DNIS value (0000 through 9999).	VNAME32	PK NOT NULL
NumberCallsAbandoned	Number of calls with this DNIS that were abandoned.	DBSMALLINT	NOT NULL
NumberCallsAnswered	Number of calls with this DNIS that were answered.	DBSMALLINT	NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	DBSMALLINT	NOT NULL
TimeToAnswer	Total answer time, in seconds, for calls with this DNIS.	DBINT	NOT NULL

## Table 2-158 Galaxy\_DNIS Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
ValidType	Valid options include:  0 = Valid DNIS number  1 = Invalid DNIS number	DBSMALLINT	NOT NULL

### **Related tables:**

# **Galaxy\_Gate Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a gate configured on a Galaxy ACD.

Table 2-159 Galaxy\_Gate Table Constraints

Constraint	Field Name(s)
PK	DateTime GateID PeripheralID TimeZone
AK-1	RecoveryKey
FK	PeripheralID SkillTargetID

### Table 2-160 Galaxy\_Gate Table

Field Name	Description	Data Type	Keys and Null Option
CallsAbandoned	Number of external, internal gate transfer, and internal gate calls for the gate that were lost before being connected to an agent position.	DBSMALLINT	NOT NULL
CallsHeld	Number of external, internal gate transfer, internal gate, and overflow/diversion-in calls that were either abandoned or held beyond a specific system threshold.	DBSMALLINT	NOT NULL
CallsTransferredIn	Number of calls directly transferred to primary agents for this gate.	DBINT	NOT NULL
CallsTransferredOut	Number of external, internal gate transfer, internal gate, or overflow/diversion-in calls that were handed by the gate and then transferred.	DBSMALLINT	NOT NULL
DateTime	The Central Controller date and time at the beginning of the reporting interval.	DBDATETIME	PK NOT NULL
DelayTimeToAbandoned	Total time, in seconds, that external, internal gate, internal gate transfer, and overflow/diversion-in calls waited before being lost.	DBINT	NOT NULL
DelayTimeToHandle	Total time, in seconds, that external, internal gate, internal gate transfer, and overflow/diversion-in calls waited before being answered by an agent.	DBINT	NOT NULL
GateID	The Galaxy identifier for the gate.	DBSMALLINT	PK
			NOT NULL
LoadTransferOutCalls	This field applies to Galaxy-8 ACDs only.	DBSMALLINT	NOT NULL

### Table 2-160 Galaxy\_Gate Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ODAbandoned	Number of overflow/diversion-in calls accepted from another node, but lost before being connected to an agent position.	DBSMALLINT	NOT NULL
ODInRejected	Number of overflow/diversion-in calls rejected by this gate.	DBSMALLINT	NOT NULL
OutCalls	Number of out calls made by primary agents for this gate on outbound trunks or dial tandem tie-lines.	DBSMALLINT	NOT NULL
OutCallTalkTime	Total time, in seconds, that primary agents for this gate were connected to an out trunk or tie-line with no incoming calls in progress.	DBINT	NOT NULL
OverflowCallWorkTime	Total time, in seconds, that primary agents for this gate spent in wrap-up after external, internal gate transfer, and internal gate calls for another gate.	DBINT	NOT NULL
OverflowHandled	Number of external, internal gate transfer, and internal gate calls for other gates that were handled by agents in this gate because of their secondary assignments.	DBSMALLINT	NOT NULL
OverflowODCallWorkTime	Total time, in seconds, that primary agents for this gate spent in wrap-up after overflow/diversion-in calls for another gate.	DBINT	NOT NULL
OverflowODHandled	Number of overflow/diversion calls for other gates that were handled by agents in this gate because of their secondary assignments.	DBSMALLINT	NOT NULL
OverflowODTalkTime	Total time, in seconds, that primary agents for this gate were connected to overflow/diversion-in calls as a secondary assignment.	DBINT	NOT NULL
OverflowTalkTime	Total time, in seconds, that primary agents for this gate were connected to external, internal gate transfer, or internal gate calls as a secondary assignment.	DBINT	NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	DBINT	NOT NULL
PrimaryAssignedTime	Total time, in seconds, that agents had a primary assignment for this gate.	DBINT	NOT NULL
PrimaryAvailableTime	Total time, in seconds that primary agents were in the Available state for this gate.	DBINT	NOT NULL
PrimaryCallWorkTime	Total time, in seconds, that primary agents for this gate spent in wrap-up after external, internal gate transfer, and internal gate calls for this gate.	DBINT	NOT NULL

### Table 2-160 Galaxy\_Gate Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PrimaryHandled	Number of external, internal gate transfer, and internal gate calls connected to primary agents for the gate during the interval.	DBSMALLINT	NOT NULL
PrimaryODCallWorkTime	Total time, in seconds, that primary agents for this gate spent in wrap-up after overflow/diversion-in calls to this gate.	DBINT	NOT NULL
PrimaryODHandled	Number of overflow/diversion in calls connected to primary agents for this gate.	DBSMALLINT	NOT NULL
PrimaryODTalkTime	Total time, in seconds, that primary agents for this gate were connected to overflow/diversion-in calls.	DBINT	NOT NULL
PrimaryPluggedTime	Total time, in seconds, that primary agents were plugged into this gate.	DBINT	NOT NULL
PrimaryTalkTime	Total time, in seconds, that primary agents were connected to external, internal gate transfer, or internal gate calls for the gate.	DBINT	NOT NULL
QueueLimitingRejectCount	Number of external, internal gate transfer, and internal gate calls that were rejected	DBSMALLINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SecondaryAssignedTime	Total time, in seconds, that agents had a secondary assignment for this gate.	DBINT	NOT NULL
SecondaryCallWorkTime	Total time, in seconds, that secondary agents for this gate spent in wrap-up after external, internal gate transfer, and internal gate calls for this gate.	DBINT	NOT NULL
SecondaryHandled	Number of external, internal gate transfer, and internal gate calls connected to secondary agents for the gate during the interval.	DBSMALLINT	NOT NULL
SecondaryODCallWorkTime	Total time, in seconds, that secondary agents for this gate spent in wrap-up after overflow/diversion-in calls to this gate.	DBINT	NOT NULL
SecondaryODHandled	Number of overflow/diversion in calls for this gate that were handed by agents in other gates because of their secondary assignments.	DBSMALLINT	NOT NULL
SecondaryODTalkTime	Total time, in seconds, that secondary agents for this gate were connected to overflow/diversion-in calls.	DBINT	NOT NULL
SecondaryPluggedTime	Total time, in seconds, that secondary agents were plugged into this gate.	DBINT	NOT NULL
SecondaryTalkTime	Total time, in seconds, that secondary agents were connected to external, internal gate transfer, or internal gate calls for the gate.	DBINT	NOT NULL

### Table 2-160 Galaxy\_Gate Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SecondsInPeriod	Number of seconds in the reporting period.	DBSMALLINT	NOT NULL
SkillTargetID	The ICM software identifier for the service.	DBINT	FK NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

### **Related tables:**

Peripheral Table (via PeripheralID)

Service Table (via SkillTargetID)

# **Galaxy\_Gate\_Delayed\_Call Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides delayed call information about a gate configured on a Galaxy ACD.

Table 2-161 Galaxy\_Gate\_Delayed\_Call Table Constraints

Constraint	Field Name(s)
PK	DateTime GateID PeripheralID, TimeZone
AK-1	RecoveryKey
FK	PeripheralID SkillTargetID

#### Table 2-162 Galaxy\_Gate\_Delayed\_Call Table

Field Name	Description	Data Type	Keys and Null Option
Abandoned0	Number of abandoned calls were abandoned time was less than 1 second.	DBSMALLINT	NOT NULL
Abandoned5	Number of abandoned calls were abandon time was greater than or equal to 1 second, but less than 5 seconds.	DBSMALLINT	NOT NULL
Abandoned10	Number of abandoned calls were abandon time was greater than or equal to 5 seconds, but less than 10 seconds.	DBSMALLINT	NOT NULL
Abandoned15	Number of abandoned calls were abandon time was greater than or equal to 10 seconds, but less than 15 seconds.	DBSMALLINT	NOT NULL
Abandoned20	Number of abandoned calls were abandon time was greater than or equal to 15 seconds, but less than 20 seconds.	DBSMALLINT	NOT NULL
Abandoned25	Number of abandoned calls were abandon time was greater than or equal to 20 seconds, but less than 25 seconds.	DBSMALLINT	NOT NULL
Abandoned30	Number of abandoned calls were abandon time was greater than or equal to 25 seconds, but less than 30 seconds.	DBSMALLINT	NOT NULL
Abandoned40	Number of abandoned calls were abandon time was greater than or equal to 30 seconds, but less than 40 seconds.	DBSMALLINT	NOT NULL

Table 2-162 Galaxy\_Gate\_Delayed\_Call Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Abandoned50	Number of abandoned calls were abandon time was greater than or equal to 40 seconds, but less than 50 seconds.	DBSMALLINT	NOT NULL
Abandoned60	Number of abandoned calls were abandon time was greater than or equal to 50 seconds, but less than 60 seconds.	DBSMALLINT	NOT NULL
Abandoned90	Number of abandoned calls were abandon time was greater than or equal to 60 seconds, but less than 60 seconds.	DBSMALLINT	NOT NULL
Abandoned120	Number of abandoned calls were abandon time was greater than or equal to 90 seconds, but less than 120 seconds.	DBSMALLINT	NOT NULL
Abandoned180	Number of abandoned calls were abandon time was greater than or equal to 120 seconds, but less than 180 seconds.	DBSMALLINT	NOT NULL
AbandonedOver180	Number of abandoned calls were abandon time was greater than or equal to 180 seconds.	DBSMALLINT	NOT NULL
DateTime	The Central Controller date and time at the beginning of the reporting interval.	DBDATETIME	PK NOT NULL
GateID	The Galaxy identifier for the gate.	DBSMALLINT	PK NOT NULL
Handled0	Number of handled calls were wait time was less than 1 second.	DBSMALLINT	NOT NULL
Handled5	Number of handled calls were wait time was greater than or equal to 1 second, but less than 5 seconds.	DBSMALLINT	NOT NULL
Handled10	Number of handled calls were wait time was greater than or equal to 5 seconds, but less than 10 seconds.	DBSMALLINT	NOT NULL
Handled15	Number of handled calls were wait time was greater than or equal to 10 seconds, but less than 15 seconds.	DBSMALLINT	NOT NULL
Handled20	Number of handled calls were wait time was greater than or equal to 15 seconds, but less than 20 seconds.	DBSMALLINT	NOT NULL
Handled25	Number of handled calls were wait time was greater than or equal to 20 seconds, but less than 25 seconds.	DBSMALLINT	NOT NULL
Handled30	Number of handled calls were wait time was greater than or equal to 25 seconds, but less than 30 seconds.	DBSMALLINT	NOT NULL

Table 2-162 Galaxy\_Gate\_Delayed\_Call Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Handled40	Number of handled calls were wait time was greater than or equal to 30 seconds, but less than 40 seconds.	DBSMALLINT	NOT NULL
Handled50	Number of handled calls were wait time was greater than or equal to 40 seconds, but less than 50 seconds.	DBSMALLINT	NOT NULL
Handled60	Number of handled calls were wait time was greater than or equal to 50 seconds, but less than 60 seconds.	DBSMALLINT	NOT NULL
Handled90	Number of handled calls were wait time was greater than or equal to 60 seconds, but less than 90 seconds.	DBSMALLINT	NOT NULL
Handled120	Number of handled calls were wait time was greater than or equal to 90 seconds, but less than 120 seconds.	DBSMALLINT	NOT NULL
Handled180	Number of handled calls were wait time was greater than or equal to 120 seconds, but less than 180 seconds.	DBSMALLINT	NOT NULL
HandledOver180	Number of handled calls were wait time was greater than or equal to 180 seconds.	DBSMALLINT	NOT NULL
LongestDelay	Maximum number of seconds that any call waited before being either answered or abandoned.	DBSMALLINT	NOT NULL
MaximumDelayQueueLength	Maximum number of calls in any agent's queue.	DBSMALLINT	NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK
			NOT NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	DBSMALLINT	NOT NULL
SkillTargetID	The ICM software identifier for the service.	DBINT	FK NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

Peripheral Table (via PeripheralID)

Service Table (via SkillTargetID)

# Galaxy\_Overflow Table

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about calls overflowed from a gate on the Galaxy ACD.

Table 2-163 Galaxy\_Overflow Table Constraints

Constraint	Field Name(s)
PK	DateTime GateID PeripheralID, TimeZone
AK-1	RecoveryKey
FK	PeripheralID SkillTargetID

Table 2-164 Galaxy\_Overflow Table

Field Name	Description	Data Type	Keys and Null Option
AcceptedOnRoute1	Number of internal overflow/diversion-out calls from the gate accepted on route number 1.	DBSMALLINT	NOT NULL
AcceptedOnRoute2	Number of internal overflow/diversion-out calls from the gate accepted on route number 2.	DBSMALLINT	NOT NULL
AcceptedOnRoute3	Number of internal overflow/diversion-out calls from the gate accepted on route number 3.	DBSMALLINT	NOT NULL
AcceptedOnRoute4	Number of internal overflow/diversion-out calls from the gate accepted on route number 4.	DBSMALLINT	NOT NULL
AcceptedOnRoute5	Number of internal overflow/diversion-out calls from the gate accepted on route number 5.	DBSMALLINT	NOT NULL
AcceptedOnRoute6	Number of internal overflow/diversion-out calls from the gate accepted on route number 6.	DBSMALLINT	NOT NULL
AcceptedOnRoute7	Number of internal overflow/diversion-out calls from the gate accepted on route number 7.	DBSMALLINT	NOT NULL
AcceptedOnRoute8	Number of internal overflow/diversion-out calls from the gate accepted on route number 8.	DBSMALLINT	NOT NULL
AcceptedOnRoute9	Number of internal overflow/diversion-out calls from the gate accepted on route number 9.	DBSMALLINT	NOT NULL
AcceptedOnRoute10	Number of internal overflow/diversion-out calls from the gate accepted on route number 10.	DBSMALLINT	NOT NULL
AcceptedOnRoute11	Number of internal overflow/diversion-out calls from the gate accepted on route number 11.	DBSMALLINT	NOT NULL
AcceptedOnRoute12	Number of internal overflow/diversion-out calls from the gate accepted on route number 12.	DBSMALLINT	NOT NULL

### Table 2-164 Galaxy\_Overflow Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AcceptedOnRoute13	Number of internal overflow/diversion-out calls from the gate accepted on route number 13.	DBSMALLINT	NOT NULL
AcceptedOnRoute14	Number of internal overflow/diversion-out calls from the gate accepted on route number 14.	DBSMALLINT	NOT NULL
AcceptedOnRoute15	Number of internal overflow/diversion-out calls from the gate accepted on route number 15.	DBSMALLINT	NOT NULL
AcceptedOnRoute16	Number of internal overflow/diversion-out calls from the gate accepted on route number 16.	DBSMALLINT	NOT NULL
DateTime	The Central Controller date and time at the beginning of the reporting interval.	DBDATETIME	PK NOT NULL
GateID	The Galaxy identifier for the gate.	DBSMALLINT	PK NOT NULL
NetworkOnRoute1	Number of network overflow/diversion-out calls from the gate sent to route number 1.	DBSMALLINT	NOT NULL
NetworkOnRoute2	Number of network overflow/diversion-out calls from the gate sent to route number 2.	DBSMALLINT	NOT NULL
NetworkOnRoute3	Number of network overflow/diversion-out calls from the gate sent to route number 3.	DBSMALLINT	NOT NULL
NetworkOnRoute4	Number of network overflow/diversion-out calls from the gate sent to route number 4.	DBSMALLINT	NOT NULL
NetworkOnRoute5	Number of network overflow/diversion-out calls from the gate sent to route number 5.	DBSMALLINT	NOT NULL
NetworkOnRoute6	Number of network overflow/diversion-out calls from the gate sent to route number 6.	DBSMALLINT	NOT NULL
NetworkOnRoute7	Number of network overflow/diversion-out calls from the gate sent to route number 7.	DBSMALLINT	NOT NULL
NetworkOnRoute8	Number of network overflow/diversion-out calls from the gate sent to route number 8.	DBSMALLINT	NOT NULL
NetworkOnRoute9	Number of network overflow/diversion-out calls from the gate sent to route number 9.	DBSMALLINT	NOT NULL
NetworkOnRoute10	Number of network overflow/diversion-out calls from the gate sent to route number 10.	DBSMALLINT	NOT NULL
NetworkOnRoute11	Number of network overflow/diversion-out calls from the gate sent to route number 11.	DBSMALLINT	NOT NULL
NetworkOnRoute12	Number of network overflow/diversion-out calls from the gate sent to route number 12.	DBSMALLINT	NOT NULL
NetworkOnRoute13	Number of network overflow/diversion-out calls from the gate sent to route number 13.	DBSMALLINT	NOT NULL
NetworkOnRoute14	Number of network overflow/diversion-out calls from the gate sent to route number 14.	DBSMALLINT	NOT NULL

Table 2-164 Galaxy\_Overflow Table (continued)

Field Name	Description	Data Type	Keys and Null Option
NetworkOnRoute15	Number of network overflow/diversion-out calls from the gate sent to route number 15.	DBSMALLINT	NOT NULL
NetworkOnRoute16	Number of network overflow/diversion-out calls from the gate sent to route number 16.	DBSMALLINT	NOT NULL
ODOutCallsHandled	Total number of overflow/diversion-out calls from the gate.	DBINT	NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RejectedOnRoute1	Number of internal overflow/diversion-out calls from the gate rejected on route number 1.	DBSMALLINT	NOT NULL
RejectedOnRoute2	Number of internal overflow/diversion-out calls from the gate rejected on route number 2.	DBSMALLINT	NOT NULL
RejectedOnRoute3	Number of internal overflow/diversion-out calls from the gate rejected on route number 3.	DBSMALLINT	NOT NULL
RejectedOnRoute4	Number of internal overflow/diversion-out calls from the gate rejected on route number 4.	DBSMALLINT	NOT NULL
RejectedOnRoute5	Number of internal overflow/diversion-out calls from the gate rejected on route number 5.	DBSMALLINT	NOT NULL
RejectedOnRoute6	Number of internal overflow/diversion-out calls from the gate rejected on route number 6.	DBSMALLINT	NOT NULL
RejectedOnRoute7	Number of internal overflow/diversion-out calls from the gate rejected on route number 7.	DBSMALLINT	NOT NULL
RejectedOnRoute8	Number of internal overflow/diversion-out calls from the gate rejected on route number 8.	DBSMALLINT	NOT NULL
RejectedOnRoute9	Number of internal overflow/diversion-out calls from the gate rejected on route number 9.	DBSMALLINT	NOT NULL
RejectedOnRoute10	Number of internal overflow/diversion-out calls from the gate rejected on route number 10.	DBSMALLINT	NOT NULL
RejectedOnRoute11	Number of internal overflow/diversion-out calls from the gate rejected on route number 11.	DBSMALLINT	NOT NULL
RejectedOnRoute12	Number of internal overflow/diversion-out calls from the gate rejected on route number 12.	DBSMALLINT	NOT NULL
RejectedOnRoute13	Number of internal overflow/diversion-out calls from the gate rejected on route number 13.	DBSMALLINT	NOT NULL
RejectedOnRoute14	Number of internal overflow/diversion-out calls from the gate rejected on route number 14.	DBSMALLINT	NOT NULL

### Table 2-164 Galaxy\_Overflow Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RejectedOnRoute15	Number of internal overflow/diversion-out calls from the gate rejected on route number 15.	DBSMALLINT	NOT NULL
RejectedOnRoute16	Number of internal overflow/diversion-out calls from the gate rejected on route number 16.	DBSMALLINT	NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	DBSMALLINT	NOT NULL
SkillTargetID	The ICM software identifier for the service.	DBINT	FK NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

#### **Related tables:**

Peripheral Table (via PeripheralID) Service Table (via SkillTargetID)

# **Galaxy\_PBX Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only.

Each row provides information about a PBX termination configured on a Galaxy ACD.

### Table 2-165 Galaxy\_PBX Table Constraints

Constraint	Field Name(s)
PK	DateTime PeripheralID PortID TimeZone
AK-1	RecoveryKey
FK	PeripheralID

### Table 2-166 Galaxy\_PBX Table

Field Name	Description	Data Type	Keys and Null Option
AbandonedNoAnswer	Number of calls to the destination that were abandoned.	DBSMALLINT	NULL
CallDuration	Total number of seconds for all incoming calls (counted from time of answer or end of dialing until disconnect.	DBINT	NOT NULL
DateTime	The date and time at the end of the reporting DBINTerval.	DBDATETIME	PK NOT NULL
DepartmentNumber	Identifier for the customer-defined group of PBX extensions.	DBSMALLINT	NOT NULL
ExtensionNumber	Termination phone number.	DBSMALLINT	NOT NULL
ForwardedCalls	Number of calls automatically forwarded from this destination because the termination is busy and is in a hunt group, or because either the All Calls or No Answer options of Call Forwarding were in use.	DBSMALLINT	NOT NULL
HuntGroupInformation	Valid options include:  0 = Phone not in hunt group  1 = First phone in hunt group  2 = Intermediate phone in hunt group  4 = Last phone in hunt group  8 = Common last phone in hunt group  128 = Phone's position in hunt group has changed.	DBSMALLINT	NOT NULL
InCalls	Number of calls answered by this termination.	DBSMALLINT	NOT NULL
NextHuntGroupPhone	If in the termination is in a hunt group, the phone number of the next extension in the group.	DBSMALLINT	NOT NULL

### Table 2-166 Galaxy\_PBX Table (continued)

Field Name	Description	Data Type	Keys and Null Option
OutCalls	Number of calls dialed from this termination.	DBSMALLINT	NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK
			NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	DBINT	NOT NULL
PickedUpCalls	Number of calls that rang at this termination but were intercepted by another phone.	DBSMALLINT	NOT NULL
PortID	Galaxy identifier for the phone's port.	DBSMALLINT	PK
			NOT NULL
RecoveryKey	A unique ID assigned to each record and used	DBFLT8	AK-1
	internally by the ICM/IPCC Enterprise software to track the record.		NOT NULL
SecondCallDuration	Total number of seconds that second calls were on the phone.	DBINT	NOT NULL
SecondCalls	Number of calls made while a previous call is on hold. Dialing an expanded PBX option feature also counts as a second call.	DBSMALLINT	NOT NULL
SubscriberNumber	In a multiple subscriber system, indicates which subscriber has control of the termination.	DBSMALLINT	NOT NULL
TerminationType	42 = Tone PBX	DBSMALLINT	NOT NULL
TimeZone	The time zone for the date and time. The value is	DBINT	PK
	the offset in minutes from GMT.		NOT NULL
TollCalls	Number of toll calls placed from the extension.	DBSMALLINT	NOT NULL

### **Related tables:**

# **Galaxy\_Single\_Trunk Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only.

Each row provides information about a trunk configured on a Galaxy ACD.

Table 2-167 Galaxy\_Single\_Trunk Table Constraints

Constraint	Field Name(s)
PK	DateTime PeripheralID PortID TimeZone
AK-1	RecoveryKey
FK	PeripheralID

### Table 2-168 Galaxy\_Single\_Trunk Table

Field Name	Description	Data Type	Keys and Null Option
BusyTimer	Time the trunk became busy (used to calculate busy times).	DBSMALLINT	NOT NULL
DateTime	The Central Controller date and time at the beginning of the reporting interval.	DBDATETIME	PK NOT NULL
ISDNCallByCallLimitRejects	Number of ISDN trunk rejections.	DBSMALLINT	NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	DBINT	NOT NULL
PortID	Galaxy port assignment for the trunk.	DBSMALLINT	PK NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SeizureCount	Total number of calls on inbound, outbound, and combination trunks (whether connected to an ACD gate or not).	DBSMALLINT	NOT NULL

Table 2-168 Galaxy\_Single\_Trunk Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TerminationType	Valid options include:	DBSMALLINT	NOT NULL
	8 = Direct Inward Dial (DID) 14 = Inter-tandem 26 = Off-Network Access Line 41 = Tie Line 47 = Operator Service 50 = Operator Service Feature Group D 51 = Australian Off-Network Access Line 52 = Australian Tie Line 53 = Australian Direct Gate Dial 54 = DNIS 64 = Directory Assistance Intercept 65 = ISDN		
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TotalBusyTime	Total number of seconds the trunk was busy for inbound or outbound calls. For an incoming call, busy time is from when a valid call is detected to disconnect. For an outbound call, busy time is circuit selection to disconnect.	DBINT	NOT NULL
TrunkGroup	The ICM software identifier of the trunk group containing the trunk.	DBSMALLINT	NOT NULL
TrunkIGroup	Galaxy Trunk Information Group identifier.	DBSMALLINT	NOT NULL

Peripheral Table (via PeripheralID)

Trunk Table (via TrunkID)

# **Galaxy\_Transaction\_Code Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a transaction on a Galaxy ACD.

Table 2-169 Galaxy\_Transaction\_Code Table Constraints

Constraint	Field Name(s)
PK	DateTime PeripheralID TransactionCodeNumber TimeZone
AK-1	RecoveryKey
FK	PeripheralID

#### Table 2-170 Galaxy\_Transaction\_Code Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The Central Controller date and time at the beginning of the reporting interval.	DBDATETIME	PK NOT NULL
Description	A description of the transaction type.	VNAME32	NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	DBSMALLINT	NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TransactionCodeNumber	Identifier for the transaction.	DBINT	PK NOT NULL
TransactionCount	Number of transactions that occurred.	DBSMALLINT	NOT NULL

### **Related tables:**

# **Galaxy\_Trunk\_Call\_Count Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides call counts for a trunk configured on a Galaxy ACD.

Table 2-171 Galaxy\_Trunk\_Call\_Count Table Constraints

Constraint	Field Name(s)
PK	DateTime PeripheralID PortID TimeZone
AK-1	RecoveryKey
FK	PeripheralID

#### Table 2-172 Galaxy\_Trunk\_Call\_Count Table

Field Name	Description	Data Type	Keys and Null Option
CallCount	Number of calls counted on the trunk.	DBSMALLINT	NOT NULL
DateTime	The Central Controller date and time at the beginning of the reporting interval.	DBDATETIME	PK NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone in which the ACD is located. The value is the offset in minutes from GMT.	DBINT	NOT NULL
PortID	Galaxy port assignment for the trunk.	DBSMALLINT	PK NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
TerminationType	Valid options include:  8 = Direct Inward Dial (DID)  14 = Inter-tandem  26 = Off-Network Access Line  41 = Tie Line  47 = Operator Service  50 = Operator Service Feature Group D  51 = Australian Off-Network Access Line  52 = Australian Tie Line  53 = Australian Direct Gate Dial  54 = DNIS  64 = Directory Assistance Intercept  65 = ISDN	DBSMALLINT	NOT NULL

### Table 2-172 Galaxy\_Trunk\_Call\_Count Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TrunkIGroup	Galaxy identifier for the Trunk Information Group that contains this trunk.	DBSMALLINT	NOT NULL

### **Related tables:**

Peripheral Table (via PeripheralID)

Trunk Table (via TrunkID)

# **Galaxy\_Trunk\_IGroup Table**

Central database only.

This table applies to Rockwell Galaxy ACDs only. Each row provides information about a trunk information group configured on a Galaxy ACD.

Table 2-173 Galaxy\_Trunk\_IGroup Table Constraints

Constraint	Field Name(s)
PK	DateTime IGroupID PeripheralID TimeZone
AK-1	RecoveryKey
FK	PeripheralID TrunkGroupID

#### Table 2-174 Galaxy\_Trunk\_IGroup Table

Field Name	Description	Data Type	Keys and Null Option
AllTrunksBusyTime	Total time, in seconds, that all trunks in the I-group were busy.	DBINT	NOT NULL
CallsAbandoned	Number of external calls on this trunk group that were lost before being answered.	DBSMALLINT	NOT NULL
CallsHandled	Number of external calls on this trunk group that were answered.	DBSMALLINT	NOT NULL
CallsHeld	Number of external calls that exceed a specified system threshold before being answered or abandoned.	DBSMALLINT	NOT NULL
DateTime	The Central Controller date and time at the beginning of the reporting interval.	DBDATETIME	PK NOT NULL
GateAssignment	The Galaxy identifier of the gate to which the I-group is assigned.	DBTINYINT	NOT NULL
GateValid	Indicates whether all trunks in the I-group remained assigned to the gate for the entire reporting interval.	DBTINYINT	NOT NULL
IGroupID	The Galaxy identifier for the trunk I-group.	DBSMALLINT	PK NOT NULL
InODCallsAbandoned	Number of overflow/diversion-in calls accepted on tie-lines in this group, but lost before being answered.	DBSMALLINT	NOT NULL
InODCallsHandled	Number of overflow/diversion-in calls accepted on tie-lines in this group and eventually answered.	DBSMALLINT	NOT NULL

Table 2-174 Galaxy\_Trunk\_IGroup Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InODCallsRejected	Number of overflow/diversion-in calls offered on tie-lines in this group, but rejected.	DBSMALLINT	NOT NULL
ISDNCallByCallRejects	Number of ISDN calls rejected by this I-group because of call-by-call service limitations.	DBSMALLINT	NOT NULL
ISDNCallsWithAniSid	Number of ISDN calls on this I-group for which ANI was received.	DBSMALLINT	NOT NULL
LoadODOutHoldTime	Total time, in seconds, that tie-lines and load transfer trunks in this I-group were used for overflow/diversion and load transfer of out calls.	DBINT	NOT NULL
LoadTransferOut	This field applies to Galaxy-8 ACDs only.	DBSMALLINT	NOT NULL
OutCalls	Number of calls made on outbound trunks.	DBSMALLINT	NOT NULL
OutCallTalkTime	Total time, in seconds, that trunks in this I-group were used for outbound calls.	DBINT	NOT NULL
OutODCallsAccepted	Number of overflow/diversion-out calls made on tie-lines in this group and accepted by the receiving node.	DBSMALLINT	NOT NULL
OutODCallsRejected	Number of overflow/diversion-out calls made on tie-lines in this group and rejected by the receiving node.	DBSMALLINT	NOT NULL
PeripheralID	The ICM software identifier for the ACD.	DBSMALLINT	PK, FK NOT NULL
PeripheralTimeZone	The time zone for the ACD. The value is the offset in minutes from GMT.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
SecondsInPeriod	Number of seconds in the reporting period.	DBSMALLINT	NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TrunkAssignedTime	Total time, in seconds, that trunks were assigned to this I-group.	DBINT	NOT NULL
TrunkGroupID	The ICM software identifier for the trunk group associated with this I-group.	DBINT	FK NULL
TrunkIdleTime	Total time, in seconds, that trunks in the I-group were not busy with in or out calls.	DBINT	NOT NULL

Peripheral Table (via PeripheralID)

Trunk Table Group (via TrunkGroupID)

# **Group\_Security\_Control Table**

Each row describes the access members of a group have for a specific object. This table is used as an intermediate step in creating User\_Security\_Control records for each member of the group.

Table 2-175 Group\_Security\_Control Table Constraints

Constraint	Field Name(s)
IE-1	ObjectID ObjectType UserGroupName
IE-2	UserGroupID

#### Table 2-176 Group\_Security\_Control Table

Field Name	Description	Data Type	Keys and Null Option
AccessLevel	Identifies the level of access group members have to the object.	DBINT	NOT NULL
ObjectID	Together with ObjectType, identifies the object.	DBINT	IE-1 NOT NULL
ObjectType	Together with ObjectID, identifies the object.	DBINT	IE-1 NOT NULL
OriginClassID	If the access to the object was inherited from a class, this field identifies that class. Otherwise, it is 0.	DBINT	NOT NULL
OriginObjectID	If the access to the object was inherited from another object, this field identifies that object. Otherwise, it is 0.	DBINT	NOT NULL
UserGroupID	Identifies the user group.	DBINT	IE-2 NOT NULL
UserGroupName	Identifies the user group. Only groups of type 'G' are referenced.	varchar(30)	IE-1 NOT NULL

### **Related tables:**

User\_Group Table (via UserGroupName and UserGroupID)

# ICR\_Globals Table

Contains a single record containing general information about the ICM configuration.

You can use ICM Configuration Manager to modify some fields of the ICR\_Globals records.

Table 2-177 ICR\_Globals Table Constraints

Constraint	Field Name(s)	
	BucketIntervalID	
	DefaultCallTypeID DefaultNetworkTargetID	

#### Table 2-178 ICR\_Globals Table

Field Name	Description	Data Type	Keys and Null Option
BucketIntervalID	The ID for the entry in the Bucket_Interval Table used for all CallTypes as the default Bucket Intervals. The <b>default</b> value is <b>1</b> .	DBINT	FK NOT NULL
CompanyName	Name of the customer.	varchar(32)	NULL
CallTypeAbandonCallWaitTime	The minimum time in seconds an incoming call must be queued before being considered an abandoned call if the caller hangs up. The <b>default</b> value is <b>5</b> .	DBSMALLINT	NULL
CallTypeServiceLevelThreshold	The time in seconds to be used as the service level threshold. The <b>default</b> value is <b>20</b> .	DBSMALLINT	NULL
CallTypeServiceLevelType	Default value that indicates how the ICM software calculates the service level (that is, how it handles abandoned calls in calculating the service level). You can override this default for individual CallType. The <b>default</b> value is <b>1</b> .	DBSMALLINT	NULL
CCDomainName	The name of the NT domain that contains the ICM Central Controller.	VNAME32	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CLIDMaskingDigitsToMask	The number of digits of CLID to mask.	DBINT	NULL
CLIDMaskingEnable	Valid options are:  Y = CLID masking is enabled.  N = CLID masking is not enabled.	DBCHAR	NOT NULL
CLIDMaskingMaskCharacter	The character to use when masking digits.	varchar(1)	NULL
CLIDMaskingRemoveDigits	Valid options are:  Y = Remove digits.  N = Mask digits.	DBCHAR	NULL

## Table 2-178 ICR\_Globals Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DefaultCallTypeID	Identifies a general default call type. This default is used if a call does not map to a specific call type and no default call type is defined for the associated routing client.	DBINT	FK NULL
DefaultNetworkTargetID	Identifies the default network VRU to use for a customer that has no network VRU defined or for a dialed number that is not associated with a customer.	DBINT	FK NULL
EnableExpandedCallContext	Indicates whether expanded call context is enabled for the ICM. Valid options are:	DBCHAR	NOT NULL
	<ul><li>Y = ECC is enabled.</li><li>N = (Default) ECC is not enabled.</li></ul>		
ExternalAuthentication	Enables the use of an external authenticator with the Configuration Management Service (CMS) for the LoginName in the Person table. Valid options are:	DBCHAR	NOT NULL
	<ul> <li>Y = External authenticator enabled.</li> <li>N = External authenticator not enabled.</li> </ul>		
ICRType	Valid options include:	DBINT	NOT NULL
	0 = Standard 1 = NAM 2 = CICM		
KeepNScriptVersions	Maximum number of script versions to retain for each master script. If the value is 0, all versions are retained.	DBSMALLINT	NOT NULL
LoginCaseUnique	Specifies whether or not LoginNames in the Person table are case-sensitive. Valid options are:	DBCHAR	NOT NULL
	Y = Indicates that LoginNames in the Person table are case sensitive.		
	<b>N</b> = Indicates that the case of LoginNames in the Person table does not matter.		
	<b>Notes:</b> (1) Changing this property will cause ALL person login names in the database to be changed appropriately.		
	(2) It is possible that not all person records can be converted from case sensitive to not case sensitive or the reverse. This can happen if changing the case causes a name conflict with other login names in the system.		
MaxCorrelationNumber	The maximum value to be used as a correlation value for calls sent to a network VRU.	DBINT	NULL

### Table 2-178 ICR\_Globals Table (continued)

Field Name	Description	Data Type	Keys and Null Option
MaxPartitions	The maximum number of partitions that can be configured for the system if partitioning is enabled.	DBINT	NOT NULL
MinCorrelationNumber	The minimum value to be used as a correlation value for calls sent to a network VRU.	DBINT	NULL
MinPasswordLength	Specifies a minimum password length for a Person.	DBINT	NOT NULL
MinScriptSchedTime	The shortest interval, in seconds, at which an administrative script can be scheduled.	DBINT	NOT NULL
PartitioningIndicator	Indicates whether or not partitioning is enabled. Valid options are:	DBCHAR	NULL
	<ul><li>Y = Partitioning is enabled.</li><li>N = Partitioning is not enabled.</li></ul>		

#### **Related tables:**

Call\_Type Table (DefaultCallTypeID maps to Call\_Type.CallTypeID)

 ${\color{red}Network\_Vru\ Table\ (DefaultNetworkTargetID\ maps\ to\ Network\_VRU.NetworkTargetID)}$ 

# **ICR\_Instance Table**

Each row defines an ICM instance. For a Network Applications Manager (NAM), you should configure an instance for each associated Customer ICM.

Use ICM Configuration Manager to create, update, or delete an ICM instance.

#### Table 2-179 ICR\_Instance Table Constraints

Constraint	Field Name(s)
PK	ICRInstanceID
AK-1	EnterpriseName
FK	NetworkICRInstanceID
IE-1	NetworkICRInstanceID

#### Table 2-180 ICR\_Instance Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Any additional information about the instance.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the instance. This name must be unique for all ICM instances in the enterprise.	VNAME32	AK-1 NOT NULL
ICRInstanceID	A unique identifier for the instance.	DBINT	PK NOT NULL
LastUpdateKey	Key value this instance received from the NAM with the last configuration update.	DBFLT8	NULL
NetworkICRInstanceID	The Network ICM instance, if any, associated with the instance.	DBINT	FK, IE-1 NULL
Number	The number the identifies the instance in ICM Setup.	DBINT	NOT NULL
Type	Indicates whether the instance is Network ICM or a Customer ICM.	DBSMALLINT	NOT NULL

### **Related tables:**

Application\_Gateway Table (via ICRInstanceID)

Customer\_Definition Table (via ICRInstanceID)

ICR\_Node Table (via ICRInstanceID)

# ICR\_Locks Table

Contains information about system locks currently held by users.

## Table 2-181 ICR\_Locks Table Constraints

Constraint	Field Name(s)
PK	LockID
	LockType

## Table 2-182 ICR\_Locks Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DataFld	Additional information the ICM software maintains for the lock.	varchar(255)	NULL
DateTime	The date and time at which the lock was obtained.	DBDATETIME	NOT NULL
LockID	Identifies the object that is locked. For example,	DBINT	PK
	for a Script lock, LockID holds the ScriptID value.		NOT NULL
LockName	The name of the object that is locked. For example, for a Script lock, LockName holds the name of the script.	DESCRIPTION	NOT NULL
LockType	The type of the lock.	DBINT	PK
			NOT NULL
ReleaseOnSend	Indicates whether the ICM software should automatically release the lock when the associated data are saved to the ICM database.	DBINT	NOT NULL
SystemName	The system from which the user obtained the lock.	VNAME32	NOT NULL
UserName	The name of the user who holds the lock.	VNAME32	NOT NULL

# ICR\_Node Table

Each row represents a real- time distributor associated with an ICM instance. On a Network ICM, you must configure the distributors associated with each Customer ICM. The Network ICM needs this information to forward certain configuration changes.

Use ICM Configuration Manager to create, modify, or delete an ICM node.

#### Table 2-183 ICR\_Node Table Constraints

Constraint	Field Name(s)
PK	ICRNodeID
AK-1	EnterpriseName
FK	ICRInstanceID
IE-1	ICRInstanceID

#### Table 2-184 ICR\_Node Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	Parameters to be passed to the node at initialization.	varchar(255)	NULL
Description	Additional information about the node.	DESCRIPTION	NULL
DomainName	The name of the NT domain that contains the node.	VNAME32	NOT NULL
EnterpriseName	An enterprise name for the node. This name must be unique for all nodes in the enterprise.	VNAME32	AK-1 NOT NULL
ICRInstanceID	The ICM instance associated with the node.	DBINT	FK, IE-1 NOT NULL
ICRNodeID	A unique identifier for the node.	DBINT	PK NOT NULL
SystemName	The host name of the machine on which the node runs.	VNAME32	NOT NULL
Туре	The type of node:  1 = Primary Distributor  2 = Backup Distributor	DBSMALLINT	NOT NULL

### **Related tables:**

ICR\_Instance Table (via ICRInstanceID)

# ICR\_View Table

Each ICR\_View describes how the ICM software interprets the data imported for a schedule. The individual columns within the view are described in associated View\_Column rows.

### Table 2-185 ICR\_View Table Constraints

Constraint	Field Name(s)
PK	ICRViewID
AK-1	EnterpriseName

### Table 2-186 ICR\_View Table

Field Name	Description	Data Type	Keys and Null Option
BaseTableName	The name of the table in the system from which it is imported.	VNAME32	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the view.	DESCRIPTION	NULL
EnterpriseName	A unique name for the view.	VNAME32	AK-1 NOT NULL
ICRViewID	A unique identifier for the view.	DBINT	PK NOT NULL
ReadBaseTable	Indicates whether fields in the Schedule Import table can be read directly rather than through a view. Valid options are:	DBCHAR	NOT NULL
	Y = Yes N = No		
ViewName	The name of the view.	VNAME32	NOT NULL
ViewType	The type of view.	DBINT	NOT NULL

## **Related tables:**

Schedule Table (via ICRViewID)

View\_Column Table (via ICRViewID)

# **Ids Table**

Indicates whether a specific object type supports row-level security. For those object types that do support row-level security, the Ids table contains one row for each object of that type.

#### Table 2-187 Ids Table Constraints

Constraint	Field Name(s)
PK	ObjectID ObjectType
FK	ObjectType

#### Table 2-188 lds Table

Field Name	Description	Data Type	Keys and Null Option
ObjectID	Identifies a specific object for which row-level security is supported. If the object type does not support row-level security, this value is 0.	DBINT	PK NOT NULL
ObjectType	Identifies the object type.	DBINT	PK, FK NOT NULL
ParentObjectID	Identifies the object's parent. A value of 0 indicates that the object has no parent.	DBINT	NOT NULL
ParentObjectType	Identifies the object type of the object's parent. For example, a peripheral is a parent to its trunk groups. A value of 0 indicates that the object has no parent.	DBINT	NOT NULL

### **Related tables:**

Object\_List Table (via ObjectType)

Object\_Security Table (via ObjectType + ObjectID)

User\_Security\_Control Table (via ObjectType+ ObjectID)

# Import\_Log Table

Central database only.

Contains information about schedule import operations that have been performed. The ICM software automatically creates an Import\_Log row each time it imports schedule information.

Table 2-189 Import\_Log Table Constraints

Constraint	Field Name(s)
PK	DateTime ScheduleID TimeZone
AK-1	RecoveryKey
FK	ScheduleID

## Table 2-190 Import\_Log Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time when the row was generated.	DBDATETIME	PK
			NOT NULL
LogOperation	The operation that was logged; for example Import or Edit.	VNAME32	NOT NULL
Message	Indicates 'Success' or describes an error.	DESCRIPTION	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RowsCopied	The number of rows imported or modified.	DBINT	NOT NULL
ScheduleID	Identifies the schedule affected.	DBINT	PK, FK NOT NULL
TimeZone	The time zone for the date and time. The value is	DBINT	PK
Timezone	The time zone for the date and time. The value is the offset in minutes from GMT.	DDINI	NOT NULL
WorkstationName	The workstation from which data was imported.	VNAME32	NOT NULL

## **Related tables:**

Schedule Table (via ScheduleID)

# Import\_Rule Table

Contains a list of all the import rules and their associated import lists.

Use the Outbound OptionConfiguration option within ICM Configuration Manager to modify Import\_Rule records.

Table 2-191 Import\_Rule Table Constraints

Constraint	Field Name(s)
PK	ImportRuleID
AK-1	ImportRuleName

### Table 2-192 Import\_Rule Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ContactTableName	The name of the contact table into which this file is to be imported.	varchar(64)	NOT NULL
DayOfMonth	The day of the month to run this import. Only used when MonthlyEnabled is set to Y.	DBINT	NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Enabled	A flag that indicates whether this import should be run at the scheduled time:	DBCHAR	NOT NULL
	<ul><li>Y = Run at scheduled time.</li><li>N = Do not run at scheduled time.</li></ul>		
FilePath	The directory where the file to be imported is stored. UNC naming convention.	varchar(255)	NULL
FilePollingEnabled	Valid options include:	DBCHAR	NOT NULL
	<ul> <li>Y = Import files are imported as soon as they are created. After the import is complete, the import file is renamed or deleted.</li> <li>N = Import files are not imported as soon as they are created.</li> </ul>		
FixedFormatEnabled	Indicates whether file is fixed format:	DBCHAR	NOT NULL
	<ul><li>Y = Yes, fixed format</li><li>N = Not fixed format (comma-delimited).</li></ul>		
FridayEnabled	Flag that indicates if this import should be performed every Friday:	DBCHAR	NOT NULL
	<ul><li>Y = Perform import every Friday.</li><li>N = Do not perform import every Friday.</li></ul>		

Table 2-192 Import\_Rule Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ImportRuleID	A unique identifier for this import rule.	DBINT	PK
			NOT NULL
ImportRuleName	The customer-entered name for this import rule.	VNAME32	AK-1
			NOT NULL
ImportType	Indicates if this is a Contact Import or a Do-Not-Call import:	DBINT	NOT NULL
	<ul><li>1 = The import type is Contact Import.</li><li>2 = The import type is Do-Not-Call.</li></ul>		
MondayEnabled	Flag that indicates if this import should be performed every Monday:	DBCHAR	NOT NULL
	<ul><li>Y = Perform import every Monday.</li><li>N = Do not perform import every Monday.</li></ul>		
MonthlyEnabled	If enabled, this import schedule will run based on the day of the month instead of the current week day:	DBCHAR	NOT NULL
	<ul><li>Y = Import will occur one day per month.</li><li>N = Import will occur on a daily/weekly basis.</li></ul>		
OverwriteEnabled	Indicates whether a contact table that already exists should be overwritten:	DBCHAR	NOT NULL
	Y = Yes, overwrite $N = No$ , append to.		
RenameEnabled	Valid options include:	DBCHAR	NOT NULL
	<ul> <li>Y = The import file must be renamed after it is imported; otherwise, it will be deleted.</li> <li>N = The import file need not be renamed.</li> </ul>		
RenameMaxVersions	The number of import tile versions that are maintained. After an import file is imported, its name can be appended with a .001 through .nnn.	DBSMALLINT	NOT NULL
SaturdayEnabled	Flag that indicates if this import should be performed every Saturday:	DBCHAR	NOT NULL
	<ul><li>Y = Perform import every Saturday.</li><li>N = Do not perform import every Saturday.</li></ul>		
ScheduleStartHours	The hour at which the import should start. Hours are in 24-hour format and are based on ICM Central Controller time.	DBINT	NOT NULL
ScheduleStartMinutes	The minute at which the import should start, based on ICM Central Controller time.	DBINT	NOT NULL
SPPostImportEnabled	Valid options include:	DBCHAR	NOT NULL
	<ul> <li>Y = A stored procedure is executed after the build process has been completed.</li> <li>N = A stored procedure is not executed.</li> </ul>		

## Table 2-192 Import\_Rule Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SPPreImportEnabled	Valid options include:	DBCHAR	NOT NULL
	<ul> <li>Y = A stored procedure is executed prior to reading the import file but after the customer table has been created.</li> <li>N = The stored procedure is not executed.</li> </ul>		
SundayEnabled	Flag that indicates if this import should be performed every Sunday:	DBCHAR	NOT NULL
	<ul><li>Y = Perform import every Sunday.</li><li>N = Do not perform import every Sunday.</li></ul>		
ThursdayEnabled	Flag that indicates if this import should be performed every Thursday:	DBCHAR	NOT NULL
	<ul><li>Y = Perform import every Thursday.</li><li>N = Do not perform import every Thursday.</li></ul>		
TuesdayEnabled	Flag that indicates if this import should be performed every Tuesday:	DBCHAR	NOT NULL
	<ul><li>Y = Perform import every Tuesday.</li><li>N = Do not perform import every Tuesday.</li></ul>		
WednesdayEnabled	Flag that indicates if this import should be performed every Wednesday:	DBCHAR	NOT NULL
	<ul><li>Y = Perform import every Wednesday.</li><li>N = Do not perform import every Wednesday.</li></ul>		

## **Related tables:**

Query\_Rule Table (via ImportRuleID)

Import\_Rule\_Clause Table (via ImportRuleID)

Import\_Rule\_History Table (via ImportRuleID)

Import\_Rule\_Real\_Time Table (via ImportRuleID)

# Import\_Rule\_Clause Table

Defines the portions of an import list to be imported by the Outbound Option Import Rule process. Use the Outbound Option Configuration option within ICM Configuration Manager to modify Import\_Rule\_Clause records.

Table 2-193 Import\_Rule\_Clause Table Constraints

Constraint	Field Name(s)
PK	ImportRuleID SequenceNumber
FK	ImportRuleID

#### Table 2-194 Import\_Rule\_Clause Table

Field Name	Description	Data Type	Keys and Null Option
DecimalPlaces	Indicates how many positions after the decimal point.	DBINT	NOT NULL
FieldName	The name of the column within the contact table into which the corresponding field within the import file will be inserted.	varchar(64)	NOT NULL
ImportRuleID	The import rule to which this clause belongs.	DBINT	PK, FK
			NOT NULL
IndexColumnEnabled	Valid options include:	DBCHAR	NOT NULL
	<ul><li>Y = Index will be created on this column.</li><li>N = Index will not be created on this column.</li></ul>		
Length	The length of the column.	DBINT	NOT NULL
NullEnabled	Valid options include:	DBCHAR	NOT NULL
	<ul><li>Y = Column allows a NULL entry.</li><li>N = Column does not allow NULL values.</li></ul>		
SequenceNumber	The index for clauses within a given import rule.	DBINT	PK
			NOT NULL
StandardColumnType	The name of a Outbound Option standard column to which this field will default.	DBINT	NULL
Туре	The data type of the column.	DBINT	NOT NULL

## **Related tables:**

Import\_Rule Table (via ImportRuleID)

# Import\_Rule\_History Table

Central database only.

Contains the history of every Outbound Option import and shows how many records succeeded and failed.

Table 2-195 Import\_Rule\_History Table Constraints

Constraint	Field Name(s)
PK	ImportRuleID StartDateTime TimeZone
AK-1	RecoveryKey
FK	ImportRuleID

## Table 2-196 Import\_Rule\_History Table

Field Name	Description	Data Type	Keys and Null Option
BadRecords	The number of records that had errors while importing.	DBINT	NOT NULL
EndDateTime	The date and time when the import was finished.	DBDATETIME	NOT NULL
GoodRecords	The number of records successfully imported so far.	DBINT	NOT NULL
ImportRuleID	The current active import.	DBINT	PK, FK
			NOT NULL
RecoveryKey	A unique ID assigned to each record and used	DBFLT8	AK-1
	internally by the ICM/IPCC Enterprise software to track the record.		NOT NULL
StartDateTime	The date and time when the import was started.	DBDATETIME	PK
			NOT NULL
TimeZone	The time zone for the server where the import	DBINT	PK
	process resides. The value is the offset in minutes from GMT.		NOT NULL
TotalRecords	The total number of records contained in the import file.	DBINT	NOT NULL

## **Related tables:**

Import\_Rule Table (via ImportRuleID)

# Import\_Rule\_Real\_Time Table

Local database only.

Contains the name and current status of the import list that is currently being generated by the Outbound Option Import Rule process.

### Table 2-197 Import\_Rule\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	ImportRuleID
FK	ImportRuleID

### Table 2-198 Import\_Rule\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
BadRecords	The number of records that had errors while being imported.	DBINT	NULL
DateTime	The date and time when the import was changed.	DBDATETIME	NOT NULL
DateTimeStart	The date and time at which this import was started.	DBDATETIME	NULL
GoodRecords	The number of records successfully imported so far.	DBINT	NULL
ImportRuleID	The current active import.	DBINT	PK, FK NOT NULL
Status	The real-time import status: 380, Import begin; 385, Import Update; 420, Import End.	DBINT	NULL
TotalRecords	A count of all records within an import file.	DBINT	NULL

## **Related tables:**

Import\_Rule Table (via ImportRuleID)

# Import\_Schedule Table

Defines a command that the ICM software executes periodically to import data into a schedule. Use the Workforce Management Integration System to schedule import operations.

Table 2-199 Import\_Schedule Table Constraints

Constraint	Field Name(s)
PK	ImportScheduleID
FK	ScheduleID
IE-1	ScheduleID

#### Table 2-200 Import\_Schedule Table

Field Name	Description	Data Type	Keys and Null Option
AtCommand	The command the ICM software executes to import the data.	varchar(255)	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the schedule import.	DESCRIPTION	NULL
ImportScheduleID	A unique identifier for the Import Schedule record.	DBINT	PK NOT NULL
ScheduleID	Identifies the Schedule for which the data is imported.	DBINT	FK, IE-1 NOT NULL
WorkstationName	The host name of the workstation from which the ICM software imports schedule data.	VNAME32	NOT NULL

## **Related tables:**

Schedule Table (via ScheduleID)

# **Label Table**

Defines the label that is sent to the routing client for each Network Target value. Use the ICM Configuration Manager to add, update, and delete Label records.

#### **Table 2-201 Label Table Constraints**

Constraint	Field Name(s)
PK	LabelID
AK-1	Label RoutingClientID
FK	CustomerDefinitionID ICRInstanceID NetworkTargetID RoutingClientID
IE-1	CustomerDefinitionID

### Table 2-202 Label Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CustomerDefinitionID	Identifies the customer associated with the label.	DBINT	FK, IE-1
			NULL
Description	Additional information about the label.	DESCRIPTION	NULL
ICRInstanceID	For network VRU labels with multiple NAMs, this field contains a foreign key to identify the Network Applications Manager (NAM) instance for which the label is valid.	DBINT	FK NULL
Label	The label to be returned to the routing client.	VNAME32	AK-1 NOT NULL
LabelID	Unique identifier for this label.	DBINT	PK NOT NULL
LabelType	The type of the label:  0 = Normal 1 = DNIS Override (for MCI routing clients only) 2 = Busy 3 = Ring (for AT&T GTN only) 4 = Post-Query 5 = Resource	DBSMALLINT	NOT NULL

### Table 2-202 Label Table (continued)

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Foreign key from the Network Target table. Each label maps to one and only one network target.	DBINT	FK NULL
RoutingClientID	Identifies the routing client that can receive this label.	DBSMALLINT	AK-1, FK NOT NULL

#### **Related tables:**

Customer\_Definition Table (via CustomerDefinitionID)

Dialed\_Number Table (via LabelID)

Dialed\_Number\_Label Table (via LabelID)

Network\_Target Table (via NetworkTargetID)

Network\_Vru Table (via LabelID)

Routing\_Client Table (via RoutingClientID)

# Logger\_Admin Table

Central database only.

Contains one record of information for each administrative task the ICM software applies to the central database. Specifically, this table tracks Purges. These operations are run automatically as scheduled jobs.

Table 2-203 Logger\_Admin Table Constraints

Constraint	Field Name(s)
PK	RecoveryKey
AK-1	RecoveryKey
IE-1	FunctionName ScheduledAt TableName
IE-2	DateTime

### Table 2-204 Logger\_Admin Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The date and time at which the scheduled job was	DBDATETIME	IE-2
	submitted.		NOT NULL
EndTime	Time at which the operation completed.	DBDATETIME	NULL
FromRecoveryKey	For a Purge operation, the recovery key of the earliest record purged.	DBFLT8	NULL
FunctionName	The operation performed; for example, Purge or	VNAME32	IE-1
	Update Statistics.		NOT NULL
RecoveryKey	A unique ID assigned to each record and used	DBFLT8	PK, AK-1
	internally by the ICM/IPCC Enterprise software to track the record.		NOT NULL
Retain	For a Purge operation, the number of days records are retained. Records older than this are deleted in the Purge.	DBINT	NULL
RowsPurged	For a purge operation, the number of rows purged.	DBINT	NULL
ScheduledAt	Date and time the scheduled job executed.	DBDATETIME	IE-1
			NOT NULL
StartTime	Time at which the operation started.	DBDATETIME	NULL
TableName	The name of the database table on which the	VNAME32	IE-1
	operation was performed.		NOT NULL
ToRecoveryKey	For a Purge operation, the recovery key of the most recent record purged.	DBFLT8	NULL

# **Logger\_Meters Table**

Central database only.

Contains performance information about the ICM Logger process. One copy of the Logger process runs on the Central Controller and another runs on each Admin Workstation.

The Logger process on the Admin Workstation creates a new Logger Meters row in the local database every five minutes. The Logger process on the Central Controller creates a new Logger Meters row in the central database every five minutes.

## Table 2-205 Logger\_Meters Table Constraints

Constraint	Field Name(s)
PK	DateTime TimeZone
AK-1	RecoveryKey

### Table 2-206 Logger\_Meters Table

Field Name	Description	Data Type	Keys and Null Option
ConfigMessagesTo5	The number of configuration changes written during the five-minute interval.	DBINT	NOT NULL
DataMessagesTo5	Number of data messages received in the five-minute interval.	DBINT	NOT NULL
DataPagesAllocated	Number of data pages allocated.	DBFLT8	NOT NULL
DataPagesUsed	Number of data pages used.	DBFLT8	NOT NULL
DateTime	Record timestamp (unique).	DBSMALLDATE	PK
			NOT NULL
EMSMessagesTo5	Number of EMS messages received in the five-minute interval.	DBINT	NOT NULL
FiveMinuteHistoryTo5	Total number of five-minute records written during the five-minute interval.	DBINT	NOT NULL
HalfHourHistoryTo5	Total number of half-hour records written during the five-minute interval.	DBINT	NOT NULL
LogPagesAllocated	Number of log pages allocated.	DBFLT8	NOT NULL
LogPagesUsed	Number of log pages used.	DBFLT8	NULL
MDSMessagesTo5	Number of MDS messages received in the five-minute interval.	DBINT	NOT NULL
MessageTimeTo5	Time spent processing messages in the five-minute interval, in milliseconds.	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL

### Table 2-206 Logger\_Meters Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouteCallDetailTo5	Number of Route Call Detail rows written during the five-minute interval.	DBINT	NOT NULL
TerminationCallDetailTo5	Number of Termination Call Detail rows written during the five-minute interval.	DBINT	NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

# **Logger\_Type Table**

Identifies the Logger type (that is, standard, Customer ICM (CICM), or Network Applications Manager (NAM). If the Logger is a NAM Logger, this table also specifies whether or not the NAM is a slave NAM.

## Table 2-207 Logger\_Type Table

Field Name	Description	Data Type	Keys and Null Option
LoggerType	The type of Logger:	DBINT	NOT NULL
	1 = Standard 2 = CICM 3 = NAM		
SlaveNICR	Indicates whether or not the NAM is slave to another NAM:	DBCHAR	NOT NULL
	<ul><li>Y = System is a slave NAM</li><li>N = System is not a slave NAM.</li></ul>		

# **Logical\_Interface\_Controller Table**

Each row corresponds to a (possibly duplexed) Network Interface Controller (NIC) or Peripheral Gateway (PG). A duplexed NIC has two entries in the Physical Interface Controller table and a single entry in the Logical Interface Controller table.

Use ICM Configuration Manager to add, update, and delete Logical\_Interface\_Controller records.

### Table 2-208 Logical\_Interface\_Controller Table Constraints

Constraint	Field Name(s)
PK	LogicalControllerID
AK-1	EnterpriseName

#### Table 2-209 Logical\_Interface\_Controller Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ClientType	The type of client the controller provides the interface for.	DBSMALLINT	NOT NULL
ConfigParam	String containing information, such as logon information, specific to the interface controller device. For example: -rtuser <i>UserName</i> -rtpswd <i>Password</i>	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: $Y = Yes$ $N = No$	DBCHAR	NULL
Description	Additional information about the controller.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the controller. This name must be unique for all logical controllers in the enterprise.	VNAME32	AK-1 NOT NULL
LogicalControllerID	Unique identifier for this logical controller.	DBSMALLINT	PK NOT NULL
LogicalControllerType	The Interface Controller type:  2 = PG 3 = NIC	DBSMALLINT	NOT NULL
PrimaryCtiAddress	The address for CTI Server as <i>IP:port</i> (either in dotted-numeric or name format).	varchar(255)	NULL
SecondaryCtiAddress	The address for the backup CTI Server as <i>IP:port</i> (either in dotted-numeric or name format).	varchar(255)	NULL

### **Related tables:**

Network\_Trunk\_Group Table (via LogicalControllerID)

Peripheral Table (via LogicalControllerID)

Physical\_Interface\_Controller Table (via LogicalControllerID)

Routing\_Client Table (via LogicalControllerID)

Service\_Array Table (via LogicalControllerID)

Translation\_Route Table (via LogicalControllerID)

# **Master\_Script Table**

Each row identifies a routing script or an administrative script. Each master script might have several versions. Information about each version is stored in the Script table.

A new Master\_Script record is created whenever you save a script with a new name in the Script Editor.

#### Table 2-210 Master\_Script Table Constraints

Constraint	Field Name(s)
PK	MasterScriptID
AK-1	CustomerIdShadow EnterpriseName EntityID
FK	CustomerDefinitionID EntityID

### Table 2-211 Master\_Script Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CurrentVersion	Specifies the version of the script that is currently available for use.	DBINT	NOT NULL
CustomerDefinitionID	Identifies the customer definition associated with the script.	DBINT	FK NULL
CustomerIdShadow	A "shadow" CustomerDefinitionID that allows multiple scripts with the same EnterpriseName and different customer numbers.	DBINT	AK-1 NOT NULL
Description	Additional information about the script.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the master script. The name must be unique among all master scripts within the business entity.	varchar(64)	AK-1 NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the master script belongs.	DBINT	AK-1, FK NOT NULL
MasterScriptID	Unique identifier for this master script.	DBINT	PK NOT NULL
NextAvailableVersion	The next version number available for the script.	DBINT	NOT NULL
ScriptType	Indicates whether the script is a routing script or an administrative script.	DBSMALLINT	NOT NULL

### **Related tables:**

Admin\_Script\_Schedule\_Map Table (via MasterScriptID)

Business\_Entity Table (via EntityID)

Call\_Type\_Map Table (via MasterScriptID)

Call\_Type\_Real\_Time Table (via MasterScriptID)

Customer\_Definition Table (via CustomerDefinitionID)

Script Table (via MasterScriptID)

# Media\_Class Table

Information in this table defines a type of media class. This table is populated initially with default media classes. See Media Class Initial Data.

#### Table 2-212 Media Class Table Constraints

Constraint	Field Name(s)
PK	MediaClassID
AK-1	EnterpriseName

### Table 2-213 Media Class Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about this media class.	DESCRIPTION	NULL
EnterpiseName	A unique name for this media class.	VNAME32	AK-1
			NOT NULL
MaxTaskDuration	Default: 28800	DBINT	NOT NULL
MediaClassID	Unique identifier for this media class.	DBINT	PK
			NOT NULL
TaskLife	Default: 1: 1200; 2: 1200; 3: 1200; 4: 300; 5: 300	DBINT	NOT NULL
TaskStartTimeout	Default: 30	DBINT	NOT NULL

### **Related tables:**

Media\_Routing\_Domain Table (via MediaClassID)

# Media\_Routing\_Domain Table

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

Table 2-214 Media\_Routing\_Domain Table Constraints

Constraint	Field Name(s)
PK	MRDomainID
AK-1	EnterpriseName
FK	MediaClassID

#### Table 2-215 Media\_Routing\_Domain Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about this media routing domain.	DESCRIPTION	NULL
EnterpiseName	A unique name for this media class. Initially, the EnterpriseName is set to Cisco_Voice.	VNAME32	AK-1 NOT NULL
Interruptible	Specifies whether or not a task can be interrupted by another task:	DBCHAR	NOT NULL
	<ul><li>Y = Task can be interrupted.</li><li>N = Task cannot be interrupted.</li></ul>		
MaxCallsInQueue	The maximum number of calls allowed to be in queue for the selected MRDomainID. Default is NULL.	DBINT	NULL
MaxCallsInQueuePerCallType	The maximum number of calls allowed to be in queue for a call type of the selected MRDomainID. Default is NULL.	DBINT	NULL
MaxTaskDuration	The number of seconds the ICM Open Peripheral Controller (OPC) allows a task to continue. If OPC does not receive and End Task message for a task in the MRD within this time period, it will automatically end the task. Default is NULL.	DBINT	NULL
MaxTimeInQueue	The maximum number of seconds a call is allowed to be in a queue for the selected MRDomainID. Default is NULL.	DBINT	NULL

#### Table 2-215 Media\_Routing\_Domain Table (continued)

Field Name	Description	Data Type	Keys and Null Option
MediaClassID	Identifies the type of media class. Initially, this ID is set to 4, which is the Cisco Voice media class:	DBINT	FK NOT NULL
	<ul> <li>1 = Cisco_Single_Session_Chat</li> <li>2 = Cisco_Multi_Session_Chat</li> <li>3 = Cisco_Blended_Collaboration</li> <li>4 = Cisco_Voice</li> <li>5 = Cisco_Email</li> </ul>		
MRDomainID	Unique identifier for this media routing domain. Initially, the MRDomainID is set to 1.	DBINT	PK NOT NULL
ServiceLevelThreshold	The default value of the ServiceLevelThreshold field for services associated with this MRD.	DBSMALLINT	NOT NULL
ServiceLevelType	The default value for the ServiceLevelType field for each service associated with this MRD. This indicates how the ICM software calculates the service level.	DBSMALLINT	NOT NULL
TaskLife	The connection timeout value in seconds. The default value is 300 seconds.	DBINT	NULL
TaskStartTimeout	The timeout value for waiting for a task to start.	DBINT	NULL

#### **Related tables:**

Media\_Class Table (via MediaClassID)

Application\_Path\_Member Table (via MRDomainID)

Peripheral\_Half\_Hour Table (via MRDomainID)

Skill\_Group Table (via MRDomainID)

Agent\_State\_Trace Table (via MRDomainID)

Agent\_Half\_Hour Table (via MRDomainID)

Service Table (via MRDomainID)

Agent\_Real\_Time Table (via MRDomainID)

Agent\_Logout Table (via MRDomainID)

Termination\_Call\_Detail Table (via MRDomainID)

Peripheral\_Real\_Time Table (via MRDomainID)

Peripheral\_Default\_Route Table (via MRDomainID)

Dialed\_Number Table (via MRDomainID)

Service\_Level\_Threshold Table (via MRDomainID)

# **Network\_Event\_Detail Table**

Provides carrier network events associated with calls processed by a Network Applications Manager (NAM). The data in this table includes events related to all call legs that happen under the control of the NIC. This includes the incoming call leg, any temporary call legs (IVR sessions under NIC control), and all outgoing call legs.

Table 2-216 Network\_Event\_Detail Table Constraints

Constraint	Field Name(s)
AK-1	RecoveryKey
IE-1	DateTime

## Table 2-217 Network\_Event\_Detail Table

Field Name	Description	Data Type	Keys and Null Option
CallLegID	The LegID identifies the calling party the event pertains to. LegIDs are typically numbered starting with 1 (for example: LegID1 = Calling Party) and incremented for the next party (agents are typically LegID2).	DBSMALLINT	NOT NULL
DateTime	Timestamp of receipt of event at the NIC (in UTC).	DBDATETIME	IE-1 NOT NULL
Duration	The duration is written for DISCONNECT/UNKNOWN events. Unless an error occurs, the Disconnect even will be written with the duration. If the call ends for a reason other than Disconnect event (e.g network aborts call), an Unknown event will be written with the duration.	DBINT	NULL
Event	Valid values are:  1 = RouteSelectFailure  2 = CallPartyBusy  3 = NoAnswer  4 = Answer  5 = Abandon  6 = Disconnect  7 = Unknown	DBSMALLINT	NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL

# Table 2-217 Network\_Event\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouterCallKey	Used with RouterCallKeyDay and RouterCallKeySequenceNumber to identify the Route_Call_Detail record. This value forms the unique portion of the 64-bit key for the call. The ICM software resets this counter at midnight.	DBINT	NOT NULL
RouterCallKeyDay	Used with the RouterCallKey and RouterCallKeySequenceNumber to identify the related Route_Call_Detail record. Together with RouterCallKey, the RouterCallKeyDay value forms a unique 64-bit key for the call. This field also provide a link to the CustomerID via the DialedNumberID in the Route_Call_Detail record. This link can only be used if CustomerID and Dialed Numbers are implemented on the NAM.	DBINT	NOT NULL
RouterCallKey- SequenceNumber	Currently set to zero (0).	DBINT	NULL
TimeZone	The time zone of the ICM Central Controller used for DateTime.	DBINT	NULL
Value1	A value dependent upon the event and interface that provides additional reporting information. This might contain a network-provided releaseCause (for DISCONNECT), failureCause (ROUTE_SELECT_FAILURE), etc.	DBINT	NULL
Value2	Reserved for future use.	varchar(128)	NULL

# **Network\_Target Table**

Each row identifies an announcement, a peripheral target, or a scheduled target.

The ICM software automatically maintains the Network\_Target table when add or delete an announcement, peripheral target, or scheduled target through ICM Configuration Manager.

#### Table 2-218 Network\_Target Table Constraints

Constraint	Field Name(s)
PK	NetworkTargetID

#### Table 2-219 Network\_Target Table

Field Name	Description	Data Type	Keys and Null Option
NetworkTargetID	Unique identifier for this target.	DBINT	PK NOT NULL
NetworkTargetType	Type of target:	DBSMALLINT	NOT NULL
	<ul> <li>1 = Announcement</li> <li>2 = Peripheral target</li> <li>3 = Device target</li> <li>4 = Scheduled target</li> </ul>		

### **Related tables:**

Announcement Table (via NetworkTargetID)

Device\_Target Table (via NetworkTargetID)

Label Table (via NetworkTargetID)

Network\_Vru Table (via NetworkTargetID)

Peripheral\_Target Table (via NetworkTargetID)

Route\_Call\_Detail Table (via NetworkTargetID)

Scheduled\_Target Table (via NetworkTargetID)

Termination\_Call\_Detail Table (via NetworkTargetID)

# **Network\_Trunk\_Group Table**

Lists the trunk groups understood by the telephone network. A network trunk group may be the same as a trunk group defined at a peripheral or it may be a combination of peripheral trunk groups.

Use Configuration Manager to create, update, and delete network trunk groups.

#### Table 2-220 Network\_Trunk\_Group Table Constraints

Constraint	Field Name(s)	
PK	NetworkTrunkGroupID	
AK-1	EnterpriseName	
FK	LogicalControllerID	

## Table 2-221 Network\_Trunk\_Group Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the network trunk group.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the network trunk group. This name must be unique among all network trunk groups in the enterprise.	VNAME32	AK-1 NOT NULL
LogicalControllerID	Identifies the PG associated with the network trunk group.	DBSMALLINT	FK NOT NULL
NetworkTrunkGroupID	A unique identifier for the network trunk group.	DBINT	PK NOT NULL

### **Related tables:**

Logical\_Interface\_Controller Table (via LogicalControllerID)

Network\_Trunk\_Group\_Half\_Hour Table (via NetworkTrunkGroupID)

Network\_Trunk\_Group\_Real\_Time Table (via NetworkTrunkGroupID)

Peripheral Table (via PeripheralID)

Peripheral\_Target Table (via NetworkTrunkGroupID)

Trunk\_Group Table (via NetworkTrunkGroupID)

# **Network\_Trunk\_Group\_Half\_Hour Table**

Central database only.

Provides statistics for each network trunk group defined in the system. These statistics are updated every 30 minutes.

The ICM software generates Network\_Trunk\_Group\_Half\_Hour records for each network trunk group.

Table 2-222 Network\_Trunk\_Group\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime NetworkTrunkGroupID TimeZone
AK-1	RecoveryKey
IE-1	DbDateTime

## Table 2-223 Network\_Trunk\_Group\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AllTrunksBusyToHalf	Total number of seconds for which all trunks in the network trunk group were busy simultaneously during the half-hour interval.	DBINT	NULL
CallsAbandonedToHalf	Number of calls to the network trunk group that were abandoned during the half-hour interval.	DBINT	NULL
CallsInToHalf	Number of inbound calls offered to the network trunk group during the half-hour interval.	DBINT	NULL
CallsOutToHalf	Number of outbound calls sent on the network trunk group during the half-hour interval.	DBINT	NULL
DateTime	The date and time at the start of the half-hour interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
InServiceTimeToHalf	Aggregate number of seconds trunks in the group were in service during the half-hour interval.	DBINT	NULL
InUseInboundTimeToHalf	Aggregate number of seconds trunks in the group were in use for inbound calls during the half-hour interval.	DBINT	NULL
InUseOutboundTimeToHalf	Aggregate number of seconds trunks in the group were in use for outbound calls during the half-hour interval.	DBINT	NULL
NetworkTrunkGroupID	Identifies the network trunk group.	DBINT	PK NOT NULL

## Table 2-223 Network\_Trunk\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TrunksIdle	Number of idle trunks in the network trunk group at the end of the half-hour interval.	DBINT	NULL
TrunksInService	Number of in-service trunks in the network trunk group at the end of the half-hour interval.	DBINT	NULL

# **Related tables:**

Network\_Trunk\_Group Table (via NetworkTrunkGroupID)

# **Network\_Trunk\_Group\_Real\_Time Table**

Local database only.

Provides real-time statistics for each network trunk group in the system.

The ICM software generates a Network\_Trunk\_Group\_Real\_Time record for each network trunk group.

### Table 2-224 Network\_Trunk\_Group\_Real\_Time Table Constraints

Constraint	Field Name(s)	
PK	NetworkTrunkGroupID	
FK	NetworkTrunkGroupID	

## Table 2-225 Network\_Trunk\_Group\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AllTrunksBusyHalf	Total number of seconds that all trunks in the network trunk group have been simultaneously busy during the current half-hour interval.	DBINT	NULL
AllTrunksBusyToday	Total number of seconds that all trunks in the network trunk group have been simultaneously busy since midnight.	DBINT	NULL
CallsAbandonedHalf	Number of calls to the network trunk group that were abandoned during the current half-hour interval.	DBINT	NULL
CallsAbandonedToday	Number of calls to the network trunk group that were abandoned since midnight.	DBINT	NULL
CallsInHalf	Number of inbound calls that have been received on the network trunk group during the current half-hour interval.	DBINT	NULL
CallsInNow	Number of inbound calls currently in progress on the network trunk group.	DBINT	NULL
CallsInToday	Number of inbound calls that have been received on the network trunk group since midnight.	DBINT	NULL
CallsOutHalf	Number of outbound calls that have been sent on the network trunk group during the current half-hour interval.	DBINT	NULL
CallsOutNow	Number of outbound calls currently in progress on the network trunk group.	DBINT	NULL
CallsOutToday	Number of outbound calls that have been sent on the network trunk group since midnight.	DBINT	NULL
DateTime	The date and time at which the row was generated.	DBDATETIME	NOT NULL
InServiceTimeHalf	Aggregate number of seconds that trunks in the network trunk group have been in service during the current half-hour interval.	DBINT	NULL

## Table 2-225 Network\_Trunk\_Group\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InServiceTimeToday	Aggregate number of seconds that trunks in the network trunk group have been in service since midnight.	DBINT	NULL
InUseInboundTimeHalf	Aggregate number of seconds that trunks in the network trunk group have been used for inbound calls during the current half-hour interval.	DBINT	NULL
InUseInboundTimeToday	Aggregate number of seconds that trunks in the network trunk group have been used for inbound calls since midnight.	DBINT	NULL
InUseOutboundTimeHalf	Aggregate number of seconds that trunks in the network trunk group have been used for outbound calls during the current half-hour interval.	DBINT	NULL
InUseOutboundTimeToday	Aggregate number of seconds that trunks in the network trunk group have been used for outbound calls since midnight.	DBINT	NULL
NetworkTrunkGroupID	Identifies the network trunk group.	DBINT	PK, FK
			NOT NULL
TrunksIdle	Number of trunks currently idle for the network trunk group.	DBINT	NULL
TrunksInService	Number of trunks currently in service for the network trunk group.	DBINT	NULL

# **Related tables:**

Network\_Trunk\_Group Table (via NetworkTrunkGroupID)

# Network\_Vru Table

Contains one row for each network VRU. The ICM software can send a customer call to a network VRU. Use ICM Configuration Manager to create, modify, and delete Network VRU rows.

### Table 2-226 Network\_VRU Table Constraints

Constraint	Field Name(s)
PK	NetworkTargetID
AK-1	EnterpriseName
FK	NetworkTargetID

#### Table 2-227 Network\_VRU Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the network VRU.	DESCRIPTION	NULL
EnterpriseName	A name that is unique among all network VRUs in the enterprise.	VNAME32	AK-1 NOT NULL
NetworkTargetID	Foreign key from the Network Target table.	DBINT	PK, FK NOT NULL
Туре	The type of network VRU. Valid options are: 2, 3, 5, 6, 7, and 8. (Types 1 and 4 are not implemented.)	DBINT	NOT NULL

## **Related tables:**

Customer\_Definition Table (via NetworkTargetID)

Network\_Target Table (via NetworkTargetID)

Network\_Vru\_Script Table (via NetworkTargetID)

# **Network\_Vru\_Script Table**

Each row identifies a script used by a network VRU to handle a call. A VRU script is managed by the VRU itself. It is not stored in the ICM database or directly managed by the ICM software. The ICM software can only direct the VRU to run the script.

You can configure a VRU script in the ICM Configuration Manager. You can then reference it in an ICM routing script.

Table 2-228 Network\_VRU\_Script Table Constraints

Constraint	Field Name(s)
PK	NetworkVRUScriptID
AK-1	EnterpriseName
AK-2	NetworkTargetID VruScriptName
FK	CustomerDefinitionID NetworkTargetID

### Table 2-229 Network\_VRU\_Script Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	An optional string that is sent to the VRU to initialize the script.	varchar(255)	NULL
CustomerDefinitionID	Identifies the customer definition associated with the script.	DBINT	FK NULL
Description	Additional information about the script.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the VRU script. This name must be unique among all VRU scripts in the enterprise.	VNAME32	AK-1 NOT NULL
Interruptible	Indicates whether the script can be interrupted (for example, if an agent becomes available to handle the call):	DBCHAR	NOT NULL
	<ul><li>Y = Interruptible</li><li>N = Not interruptible</li></ul>		
NetworkTargetID	Identifies the network VRU associated with the script.	DBINT	AK-2, FK NOT NULL
NetworkVRUScriptID	A unique identifier the ICM software uses for the script.	DBINT	PK NOT NULL

# Table 2-229 Network\_VRU\_Script Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Overridable	Indicates whether the VRU script itself can override its Interruptible flag:	DBCHAR	NOT NULL
	<ul><li>Y = Yes, VRU script can override</li><li>N = No, VRU script cannot override</li></ul>		
Timeout	Number of seconds for the ICM software to wait for a response from the routing client after directing it to run the script.	DBINT	NOT NULL
VruScriptName	The name of the script on the VRU.	varchar(40)	AK-2
			NOT NULL

## **Related tables:**

Customer\_Definition Table (via CustomerDefinitionID)

Network\_Vru Table (via NetworkTargetID)

# Next\_Available\_Number Table

Each row identifies the next available unique integer ID value for a specific database table.

The ICM software automatically maintains the Next\_Available\_Number table.

## Table 2-230 Next\_Available\_Number Table Constraints

Constraint	Field Name(s)
AK-1	TableName

### Table 2-231 Next\_Available\_Number Table

Field Name	Description	Data Type	Keys and Null Option
NextAvailableNumber	The next available unique ID value for the table.	DBINT	NOT NULL
TableName	The name of the table associated with the row.	varchar(30)	AK-1 NOT NULL

# Object\_Access\_Xref Table

Lists the access levels available for each object type.

## Table 2-232 Object\_Access\_Xref Table Constraints

Constraint	Field Name(s)	
PK	ObjectAccessXrefID	
AK-1	AccessLevel ObjectType	

#### Table 2-233 Object\_Access\_Xref Table

Field Name	Description	Data Type	Keys and Null Option
AccessLevel	Indicates an access level supported by the object type.	DBINT	AK-1 NOT NULL
ObjectAccessXrefID	A unique identifier for the record.	DBINT	PK NOT NULL
ObjectType	Identifies the object type.	DBINT	AK-1 NOT NULL

## **Related tables:**

Object\_List Table (via ObjectType)

# **Object\_List Table**

Lists the objects that are available.

# Table 2-234 Object\_List Table Constraints

Constraint	Field Name(s)
PK	ObjectType
AK-1	Name

## Table 2-235 Object\_List Table

Field Name	Description	Data Type	Keys and Null Option
Description	Additional information about the object.	DESCRIPTION	NULL
Name	The name of the object.	varchar(30)	AK-1 NOT NULL
ObjectType	A unique identifier for the object type.	DBINT	PK NOT NULL

#### **Related tables:**

ClassID\_To\_ObjectType Table (via ObjectType)

Ids Table (via ObjectType)

Object\_Access\_Xref Table (via ObjectType)

# **Object\_Security Table**

Specifies the access level each user or group has to individual objects.

## Table 2-236 Object\_Security Table Constraints

Constraint	Field Name(s)
PK	ObjectSecurityID
AK-1	UserGroupName ObjectID ObjectType
IE-1	UserGroupName

## Table 2-237 Object\_Security Table

Field Name	Description	Data Type	Keys and Null Option
AccessLevel	Specifies the access level the group has to the object.	CHANGESTAMP	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	DBINT	NOT NULL
ObjectID	Identifies the specific object.	DBINT	AK-1 NOT NULL
ObjectSecurityID	A unique identifier for the row.	DBINT	PK NOT NULL
ObjectType	Identifies the type of object.	DBINT	AK-1 NOT NULL
UserGroupName	Identifies the user group.	varchar(30)	AK-1, IE-1 NOT NULL

## **Related tables:**

Ids Table (via ObjectType)

User\_Group Table (via UserGroupName)

# **Peripheral Table**

Each row corresponds to an ACD or PBX at a call center.

Use the PG Explorer to add, update, and delete Peripheral records.

## Table 2-238 Peripheral Table Constraints

Constraint	Field Name(s)
PK	PeripheralID
AK-1	EnterpriseName
FK	AgentDeskSettingsID LogicalControllerID NetworkTargetID
IE-1	PeripheralName
IE-2	LogicalControllerID
IE-3	AgentDeskSettingsID

#### Table 2-239 Peripheral Table

Field Name	Description	Data Type	Keys and Null Option
AbandonedCallWaitTime	Minimum time in seconds an incoming call must be queued before being considered an abandoned call if the caller hangs up.	DBSMALLINT	NOT NULL
AgentAutoConfig	Specifies whether agent auto- configuration is enabled for the peripheral. Stored as a character:  Y = Yes N = No	DBCHAR	NULL
AgentDeskSettingsID	Optionally, indicates an Agent Desk Settings record associated with the peripheral.	DBINT	FK, IE-3 NULL
AgentEventDetail	Specifies whether or not Agent Event Detail reporting is enabled for a peripheral.  Default value is:  Y for an IPCC Enterprise peripherals  N for non-IPCC Enterprise peripherals	DBCHAR	NOT NULL
AgentReporting	Specifies whether agent reporting is enabled for the peripheral. Stored as a character:  Y = Yes N = No	DBCHAR	NULL
AnsweredShortCallsThreshold	Maximum duration, in seconds, for a short call. Any calls with a duration below the threshold are considered short. You might then choose to factor out short calls from handle times you calculate.	DBINT	NULL

# Table 2-239 Peripheral Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvailableHoldoffDelay	Default value of the AvailableHoldoffDelay field for Skill Groups associated with this peripheral. You can override the default for individual skill groups.	DBSMALLINT	NOT NULL
CallControlVariableMap	String containing the mapping between the peripheral's call control variables and ICM software variables.	varchar(128)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL

# Table 2-239 Peripheral Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ClientType	The type of the peripheral:	DBSMALLINT	NOT NULL
	1 = Avaya DEFINITY ECS (non-EAS)		
	2 = MCI		
	3 = Sprint		
	$4 = \mathbf{A}\mathbf{spect}$		
	5 = Nortel Meridian		
	<b>6</b> = Rockwell Galaxy (without priority		
	enhancements)		
	7 = AT&T GTN		
	8 = Generic NIC		
	9 = Avaya G2		
	10 = Rockwell Galaxy		
	11 = Rockwell Spectrum		
	12 = Avaya DEFINITY ECS (EAS)		
	13 = VRU		
	14 = British Telecom NIC		
	15 = VRU Polled		
	16 = INCRP NIC		
	17 = Nortel NIC		
	18 = DMS 100		
	<b>19</b> = Siemens Hicom 300 E (9006)		
	<b>20</b> = France Telecom		
	21 = Stentor NIC		
	22 = Ameritech		
	23 = BT INAP NIC		
	<b>24</b> = Siemens ROLM 9751 CBX (9005)		
	25 = ICR Protocol NIC		
	<b>26</b> = Alcatel 4400		
	27 = NEC NEAX 2x00		
	28 = ACP 1000		
	29 = Nortel Symposium		
	<b>30</b> = Enterprise Agent		
	31 = Call Routing Service Protocol (CRSP)		
	<b>32</b> = Ericsson MD110		
	33 = Cable & Wireless INAP NIC		
	34 = Energis INAP NIC		
	35 = AUCS INAP NIC		
	36 = Concert NIC		
	37 = Deutsche Telecom NIC		
	38 = CAIN NIC		
	39 = Telfort INAP NIC		
	<b>40</b> = BT V2 NIC		
	41 = TIM INAP NIC		
	<b>42</b> = Generic PG <b>43</b> = CeM		
		1 (255)	N7777 Y
ConfigParam	Configuration parameters to be passed to the peripheral.	varchar(255)	NULL

#### Table 2-239 Peripheral Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Deleted	Deleted Flag. Stored as a character:	DBCHAR	NOT NULL
	$\mathbf{Y} = \mathbf{Yes}$ $\mathbf{N} = \mathbf{No}$		
Description	Additional information about the peripheral.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for this peripheral. The name must be unique among all peripherals in the enterprise.	VNAME32	AK-1 NOT NULL
Location	Peripheral's location.	VNAME32	NULL
LogicalControllerID	Foreign key of the Logical Interface Controller (Peripheral Gateway) that is attached to the switch.	DBSMALLINT	FK, IE-2 NOT NULL
NetworkTargetID	Identifies the network VRU, if any, associated with the peripheral.	DBINT	FK NULL
PeripheralID	A unique identifier for this peripheral.	DBSMALLINT	PK NOT NULL
PeripheralName	The name of the peripheral as it is known at the site.	VNAME32	IE-1 NOT NULL
PeripheralServiceLevelType	Default value for the PeripheralServiceLevelType for each service associated with the peripheral. You can override this default for individual services. Valid options for Aspect types are:	DBSMALLINT	NOT NULL
	<ul> <li>1 = Service Level 1</li> <li>2 = Service Level 2</li> <li>3 = Service Level 3</li> <li>4 = Service Level as Calculated by Call Center.</li> </ul>		
	If this field is <b>0</b> for a service, the ICM software assumes the default specified for the associated peripheral.		
	If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).		
SubSkillGroupMask	A series of characters (Y and N) indicating which sub-skill groups to create for each skill group associated with the peripheral.	varchar(64)	NULL

#### **Related tables:**

Agent Table (via PeripheralID)

Agent\_Desk\_Settings Table (via AgentDeskSettingsID)

Agent\_Distribution Table (via PeripheralID)

Logical\_Interface\_Controller Table (via LogicalControllerID)

Network\_Trunk\_Group Table (via PeripheralID)

Network\_Vru Table (via NetworkTargetID)

Peripheral\_Default\_Route Table (via PeripheralID)

Peripheral\_Monitor Table (via PeripheralID)

Peripheral\_Real\_Time Table (via PeripheralID)

Routing\_Client Table (via PeripheralID)

Service Table (via PeripheralID)

Skill\_Group Table (via PeripheralID)

Termination\_Call\_Detail Table (via PeripheralID)

Trunk\_Group Table (via PeripheralID)

# Peripheral\_Default\_Route Table

Each row specifies the default route to be used for accounting calls at the peripheral that are otherwise not accounted for.

The ICM software automatically generates a Peripheral\_Default\_Route record for each Peripheral. You can modify the record through the PG Explorer tool.

#### Table 2-240 Peripheral\_Default\_Route Table Constraints

Constraint	Field Name(s)
PK	MRDomainID PeripheralID
FK	MRDomainID PeripheralID RouteID
IE-1	RouteID

#### Table 2-241 Peripheral\_Default\_Route Table

Field Name	Description	Data Type	Keys and Null Option
MRDomainID	The Media Routing Domain associated with this peripheral default route.	DBINT	PK, FK NOT NULL
PeripheralID	Link to the Peripheral table.	DBSMALLINT	PK, FK NOT NULL
RouteID	Foreign key from the Route table.	DBINT	FK, IE-1 NULL

#### **Related tables:**

Media\_Routing\_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

Route Table (via RouteID)

# Peripheral\_Half\_Hour Table

Central database only.

Each row contains statistics for a specific peripheral for a specific half- hour interval.

Table 2-242 Peripheral\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime MRDomainID PeripheralID TimeZone
AK-1	RecoveryKey
FK	MRDomainID PeripheralID
IE-1	DbDateTime

#### Table 2-243 Peripheral\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
ActiveCTIServerTimeToHalf	Number of seconds the associated CTI Server was active during the half- hour interval.	DBINT	NULL
ActivePeripheralDataTimeToHalf	Number of seconds the associated Peripheral Gateway was able to provide peripheral data services to the CallRouter during the half- hour interval.	DBINT	NULL
ActivePeripheralTimeToHalf	Number of seconds the associated Peripheral Gateway's connections to the peripheral were in the Active state during the half- hour interval.	DBINT	NULL
ActiveRoutingClientTimeToHalf	Number of seconds the associated Peripheral Gateway was able to provide routing client support to the CallRouter during the half-hour interval.	DBINT	NULL
CallsOfferedToHalf	Total number of incoming ACD calls and internal ACD calls offered to the peripheral during the half-hour interval.	DBINT	NULL
DateTime	Central Controller date and time at the start of the half- hour interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL

Table 2-243 Peripheral\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
MaxCallsInProgress	The maximum number of calls in progress at any sample point during the reporting period. This is implemented as the highest value of PeripheralRealTime.CallsInProgress encountered during the above sampling.	DBINT	NULL
MRDomainID	The ID for the Media Routing Domain associated with this peripheral.	DBINT	PK, FK NOT NULL
NumberOfSamples	The number of calls-in-progress sample periods.	DBINT	NULL
PeripheralID	Identifier for the peripheral.	DBSMALLINT	PK, FK NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
ServiceLevelAbandToHalf	Number of calls to the peripheral abandoned within the service level threshold during the half-hour interval.	DBINT	NULL
ServiceLevelCallsOfferedToHalf	Number of calls to the peripheral that had a service level event during the half- hour interval.	DBINT	NULL
ServiceLevelCallsToHalf	Number of calls to the peripheral answered within the service level threshold during the half- hour interval.	DBINT	NULL
ServiceLevelToHalf	The ICM software service level for the peripheral during the half- hour interval.	DBFLT4	NULL
ServiceLevelType	Service Level Type used to calculate Service level for this interval.	DBINT	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TotalCallsInProgressSamples	The total of PeripheralRealTime. CallsInProgress at all sample points during the half-hour period. For example, if there are 3 samples, and the number of calls in progress at those points in time are 20, 25 and 15, then TotalCallsInProgressSamples is 60.	DBINT	NULL

# Related table:

Peripheral Table (via PeripheralID)

Media\_Routing\_Domain Table (via MRDomainID)

# Peripheral\_Monitor Table

Each row describes an entity to be monitored on a peripheral. Currently this table applies only to the Alcatel 4400, Siemens ACD, the Nortel DMS-100, the Meridian ACD in enhanced CTI mode, and to the Avaya DEFINITY ECS with station monitoring enabled.

Use the PG Explorer tool to add, update, and delete Peripheral\_Monitor records.

#### Table 2-244 Peripheral\_Monitor Table Constraints

Constraint	Field Name(s)
PK	PeripheralMonitorID
FK	PeripheralID
IE-1	PeripheralID

#### Table 2-245 Peripheral\_Monitor Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Extension	For a <b>Siemens ACD</b> , the extension number to be monitored.	varchar(10	NULL
	For a <b>DMS-100</b> , the Primary ACD DN, Secondary DN, or non-digit character.		
	For an <b>Alcatel 4400</b> , the DN for a pilot or the agent number for an agent.		
ParamString	A string passed along with the extension number to start event reporting on the entity.	varchar(32)	NULL
	For a <b>DMS-100</b> , this value can indicate that the extension is a CDN, can specify a CompuCALL session number, or can specify the mapping of an agent DN to an agent position ID.		
	For a <b>Meridian ACD</b> , this value indicates the position number and, optionally, the associated Individual Directory Number (IDN).		
PeripheralID	Identifies the peripheral associated with the row.	DBSMALLINT	FK, IE-1
			NOT NULL

## Table 2-245 Peripheral\_Monitor Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeripheralMonitorID	A unique identifier for the row.	DBINT	PK
			NOT NULL
PeripheralMonitorType	The type of entity to monitor:	DBINT	NOT NULL
	1 = RCG 2 = VDN		
	<ul><li>3 = ACD DN</li><li>4 = Meridian Position</li><li>5 = Station</li></ul>		

## Related table:

Peripheral Table (via PeripheralID)

# Peripheral\_Real\_Time Table

Local database only.

Each row describes the current state of a specific peripheral. The real-time client creates a Peripheral Real Time row for each peripheral in the system and updates that row every 10 seconds.

Table 2-246 Peripheral\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	MRDomainID PeripheralID
FK	MRDomainID PeripheralID

#### Table 2-247 Peripheral\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AgentsLoggedOn	Number of agents currently logged on to the peripheral.	DBINT	NULL
CallsInProgress	Number of calls currently in progress at the peripheral.	DBINT	NULL
CallsOfferedHalf	Number of calls offered to the peripheral during the current half-hour interval.	DBINT	NULL
CallsOfferedToday	Number of calls offered to the peripheral since midnight.	DBINT	NULL
CallsRoutedHalf	Number of calls routed to the peripheral during the current half-hour interval.	DBINT	NULL
CallsRoutedToday	Number of calls routed to the peripheral since midnight.	DBINT	NULL
CTIServerOnline	Indicates the state of the CTI Server, if any, associated with the peripheral:	DBINT	NULL
	<ul><li>0 = Off-line</li><li>1 = On-line</li></ul>		
CurrentHalfHour	Date and time at the start of the current half-hour interval.	DBDATETIME	NULL
DateTime	The date and time that this data was last updated.	DBDATETIME	NOT NULL
Mode	Current mode of the peripheral as reported by the PG:	DBINT	NULL
	<ul><li>0 = Off-line</li><li>1 = On-line</li></ul>		
MRDomainID	The identifier for the Media Routing Domain associated with this peripheral.	DBINT	PK, FK NOT NULL

Table 2-247 Peripheral\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Online	Current on-line state of the peripheral as determined by the Central Controller:	DBINT	NOT NULL
	<pre>0 = off-line 1 = on-line</pre>		
PeripheralData1	Peripheral-specific data. For a Galaxy, the ACD hardware status flag.	DBINT	NOT NULL
PeripheralData2	Peripheral-specific data. For a Galaxy, Outcall ATB failures.	DBINT	NOT NULL
PeripheralData3	Peripheral-specific data. For a Galaxy, Terminations Implemented.	DBINT	NOT NULL
PeripheralData4	Peripheral-specific data. For a Galaxy, Terminations Out of Sync.	DBINT	NOT NULL
PeripheralData5	Peripheral-specific data. For a Galaxy, Switch Level Implemented.	DBINT	NOT NULL
PeripheralData6	Peripheral-specific data. For a Galaxy, Switch Level Out of Sync.	DBINT	NOT NULL
PeripheralData7	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData8	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData9	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData10	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData11	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData12	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData13	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData14	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData15	Peripheral-specific data.	DBINT	NOT NULL
PeripheralData16	Peripheral-specific data.	DBINT	NOT NULL
PeripheralID	Identifier for the peripheral.	DBSMALLINT	PK, FK
			NOT NULL
PeripheralTimeOffset	Difference in seconds between the peripheral's time and the Central Controller's time.	DBINT	NOT NULL
PeripheralTimeZone	The time zone at the peripheral. The value is the offset in minutes from GMT.	DBINT	NULL
ServiceLevelAbandHalf	Total number of calls to the peripheral abandoned within the ICM service level threshold during the current half-hour interval.	DBINT	NULL
ServiceLevelAbandToday	Cumulative total of calls to the peripheral abandoned within the ICM service level threshold since midnight.	DBINT	NULL

# Table 2-247 Peripheral\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelCallsHalf	Total number of calls to the peripheral answered within the ICM service level threshold during the current half-hour interval.	DBINT	NULL
ServiceLevelCallsOfferedHalf	Total number of calls to the peripheral that had a service level event during the current half-hour interval.	DBINT	NULL
ServiceLevelCallsOfferedToday	Total number of calls to the peripheral that had a service level event since midnight.	DBINT	NULL
ServiceLevelCallsToday	Cumulative total of calls to the peripheral answered within the ICM service level threshold since midnight.	DBINT	NULL
ServiceLevelHalf	ICM service level for the peripheral for the current half-hour interval.	DBFLT4	NULL
ServiceLevelToday	ICM service level for the peripheral since midnight.	DBFLT4	NULL

Table 2-247 Peripheral\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Status	Indicates the current failure state of the peripheral by providing one of the following status codes:	DBINT	NULL
	<b>0</b> = normal operation		
	1 - 31 = failures that do not affect functionality		
	<b>32 - 63</b> = degraded operation (call routing still possible)		
	<b>64 - 127</b> = failures that prevent call routing		
	These values are dependant upon the peripheral connected to the PIM.		
	All PIMs use the preiously discussed status codes, with the exception of the Galaxy, the Avaya, and the IP IVR PIMs.		
	The <b>Cisco Collaboration Server PIM</b> receives its Status values from the Init event and the Status event.		
	The <b>VRU PIM</b> receives its status values from the Init Event, the Status Event, and Poll confirmation.		
	The <b>Galaxy PIM</b> uses the following bit-masked values:		
	- <b>0x01</b> Indicates GAL_CALLSIDE_DOWN.		
	- <b>0x02</b> Indicates GAL_REPORTSIDE_DOWN.		
	- 0x03 Indicates GAL_VARCTI_DOWN.		
	Example: A Status value of 3 indicates that GAL_CALLSIDE_DOWN and GAL_REPORTSIDE_DOWN are true.		
	The <b>Avaya PIM</b> only uses four failure states:		
	<b>0</b> = normal operation.		
	1 = failures that do not affect functionality.		
	<b>32</b> = degraded operation (call routing still possible).		
	<b>64</b> = failures that prevent call routing.		

Table 2-247 Peripheral\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Status (Cont.)	The <b>IP IVR PIM</b> failure states are as follows:	DBINT	NULL
	<b>0</b> = normal operation. The JTAPI Subsystem must be in service and all other subsystems are in service.		
	1 - 31 = failures that do not effect functionality. The JTAPI Subsystem must be in service and some other subsystems are not in service.		
	32 = degraded operation. The JTAPI Subsystem is in partial service and all other subsystems are in service.		
	33 - 63 = degraded operation (call routing still possible) The JTAPI Subsystem is in partial service and some other subsystems are not in service.		
	<b>64</b> = no call processing The JTAPI Subsystem is out of service and all other subsystems are in service.		
	<b>65 - 127</b> = failures that prevent call routing The JTAPI Subsystem is out of service and some other subsystems are not in service.		
	The JTAPI Subsystem reports "in service" if it can process calls and if all the configuration you specify can be initialize.		
	It reports "out of service" if it is not configured, if the CTI Manager is down, or if all of its configuration could not be initialize.		
	It reports "partial service" if some of its configuration could be initialize but not all of it.		
	When we are in a range, the IP-IVR simply increases the status by one for each subsystem (except the JTAPI subsystem) it finds to not be in service.		
UserControl	Unused.	DBINT	NULL

# Related table:

Peripheral Table (via PeripheralID)

# **Peripheral\_Target Table**

Each row specifies the peripheral address (network trunk group and DNIS) associated with a route. Use the PG Explorer tool to add, update, and delete Peripheral\_Target records.

Table 2-248 Peripheral\_Target Table Constraints

Constraint	Field Name(s)
PK	NetworkTargetID
AK-1	DNIS NetworkTrunkGroupID
FK	NetworkTargetID NetworkTrunkGroupID RouteID
IE-1	RouteID

#### Table 2-249 Peripheral\_Target Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DelayBeforeQueue	The number of seconds the peripheral waits before queuing an incoming call to an agent. This time might be used, for example, to play a forced announcement.	DBSMALLINT	NOT NULL
Description	Additional information about the target.	DESCRIPTION	NULL
DNIS	DNIS digits the routing client sends when addressing this target.	VNAME32	AK-1 NOT NULL
NetworkTargetID	Foreign key from the Network Target table.	DBINT	PK, FK NOT NULL
NetworkTrunkGroupID	Indicates the Network Trunk Group associated with this peripheral target.	DBINT	AK-1, FK NOT NULL
RouteID	Indicates the Route associated with this peripheral target.	DBINT	FK, IE-1 NULL

#### **Related tables:**

Route Table (via RouteID)

Network\_Target Table (via NetworkTargetID)

Network\_Trunk\_Group Table (via NetworkTrunkGroupID)

# Persistent\_Variable Table

Central database only.

Stores the current value of persistent user variables. User variables are defined in the User\_Variable table.

The CallRouter automatically maintains the Persistent\_Variable table.

#### Table 2-250 Persistent\_Variable Table Constraints

Constraint	Field Name(s)
PK	ForeignKey1 UserVariableID
AK-1	RecoveryKey
FK	UserVariableID

#### Table 2-251 Persistent\_Variable Table

Field Name	Description	Data Type	Keys and Null Option
ForeignKey1	If the variable is associated with an object type, the key value of the specific object.	DBINT	PK NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
UserVariableID	Foreign key from the User_Variable table.	DBINT	PK, FK NOT NULL
ValueChar	The value of the variable, if it is a character string.	DESCRIPTION	NULL
ValueDateTime	The value of the variable, if it is a date-time.	DATETIME	NULL
ValueFloat	The value of the variable, if it is a floating point number.	DBFLT8	NULL
ValueInt	The value of the variable, if it is an integer.	DBINT	NULL

#### **Related tables:**

User\_Variable Table (via UserVariableID)

# **Person Table**

Provides primary identification and authentication for all system users, including both agents and administrators.

#### Table 2-252 Person Table Constraints

Constraint	Field Name(s)
PK	PersonID
AK-1	LastName
AK-2	LoginNameShadow
IE-1	FirstName LastName

## Table 2-253 Person Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about this person.	DESCRIPTION	NULL
FirstName	The person's first name.	VNAME32	NOT NULL
LastName	The person's last name.	VNAME32	AK-1, IE-1 NOT NULL
LoginEnabled	Specifies whether login is allowed for this person: Y: yes, N: no.	DBCHAR	NOT NULL
LoginName	The person's login or user name.	VNAME32	NOT NULL
LoginNameShadow	A duplicate checkpoint for name.	VNAME32	AK-2 NOT NULL
Password	An optional encrypted password.	VNAME32	NULL
PersonID	A unique identifier.	DBINT	PK NOT NULL

### **Related tables:**

Agent Table (via PersonID)

# Physical\_Controller\_Half\_Hour Table

Each row provides statistics for a single Network Interface Controller (NIC) or Peripheral Gateway (PG).

The ICM software automatically generates Physical\_Interface\_Controller records.

Table 2-254 Physical\_Controller\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime PhysicalControllerID TimeZone
AK-1	RecoveryKey
FK	PhysicalControllerID
IE-1	DbDateTime

#### Table 2-255 Physical\_Controller\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
ActivePGAgentSideATimeToHalf	Number of seconds the Peripheral Gateway's Agent process maintained an active connection to the Side A CallRouter.	DBINT	NULL
ActivePGAgentSideBTimeToHalf	Number of seconds the Peripheral Gateway's Agent process maintained an active connection to the Side B CallRouter.	DBINT	NULL
DateTime	Central Controller date and time at the start of the half- hour interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
DMPInServiceTimeToHalf	Number of seconds the Peripheral Gateway's Device Management Protocol connection to the CallRouter was in service.	DBINT	NULL
PhysicalControllerID	Unique identifier for this physical controller.	DBSMALLINT	PK, FK NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

#### **Related tables:**

Physical\_Interface\_Controller Table (via PhysicalControllerID)

# **Physical\_Interface\_Controller Table**

Describes a single Network Interface Controller (NIC) or Peripheral Gateway (PG). A duplexed NIC has two entries in the Physical Interface Controller table and a single entry in the Logical Interface Controller table. A pair of duplexed PGs share a single entry in the Physical Interface Controller table.

Use the PG or NIC Explorer tools to add, update, and delete Physical\_Interface\_Controller records.

#### Table 2-256 Physical\_Interface\_Controller Table Constraints

Constraint	Field Name(s)
PK	PhysicalControllerID
AK-1	EnterpriseName
FK	LogicalControllerID
IE-1	LogicalControllerID

#### Table 2-257 Physical\_Interface\_Controller Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about the controller.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the controller. This name must be unique for all physical controllers in the enterprise.	VNAME32	AK-1 NOT NULL
LogicalControllerID	Foreign key from Logical Interface Controller table.	DBSMALLINT	FK, IE-1 NOT NULL
PhysicalControllerID	Unique identifier for this physical controller.	DBSMALLINT	PK
			NOT NULL

#### Related tables:

Logical\_Interface\_Controller Table (via LogicalControllerID)

Routing\_Client\_Five\_Minute Table (via PhysicalControllerID)

Physical\_Controller\_Half\_Hour Table (via PhysicalControllerID)

# **Query\_Rule Table**

Specifies the association between a query rule clause and an import rule. A query rule works on a particular import rule to select a group of contacts from an overall import list. For example, from a particular import list you might want to select and call all customers that have account numbers greater than 10,000.

Use the Outbound Option Configuration option within ICM Configuration Manager to modify Query\_Rule records.

#### Table 2-258 Query\_Rule Table Constraints

Constraint	Field Name(s)
PK	QueryRuleID
AK-1	QueryRuleName
FK	ImportRuleID

#### Table 2-259 Query\_Rule Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Description of what the query rule contains or how it is being used.	DESCRIPTION	NULL
Enabled	Setting of query rule within this campaign:  Y = The query rule is enabled.  N = the query rule is not enabled.	DBCHAR	NOT NULL
ImportRuleID	Identifies (indirectly) the contact list to which this query rule refers. Foreign key from the Import Rule table.	DBINT	FK NOT NULL
QueryRuleID	A unique identifier for this Query rule.	DBINT	PK NOT NULL
QueryRuleName	The customer-entered name for this query rule.	VNAME32	AK-1 NOT NULL

#### **Related tables:**

Campaign\_Query\_Rule\_Real\_Time Table (via QueryRuleID)

Campaign\_Query\_Rule\_Half\_Hour Table (via QueryRuleID)

Campaign\_Query\_Rule Table (via QueryRuleID)

# **Query\_Rule\_Clause Table**

Contains the SQL rules associated with each query rule. There is a single row for each configured query rule.

## Table 2-260 Query\_Rule\_Clause Table Constraints

Constraint	Field Name(s)
PK	QueryRuleID SequenceNumber
FK	QueryRuleID

#### Table 2-261 Query\_Rule\_Clause Table

Field Name	Description	Data Type	Keys and Null Option
QueryRuleID	The query rule to which this clause belongs. Foreign key from the Query Rule table.	DBINT	PK, FK NOT NULL
RuleData	The rule definition to be used to process each query rule.	varchar(255)	NOT NULL
SequenceNumber	An index for query rule clauses within a given query rule.	DBINT	PK NOT NULL

#### **Related tables:**

Query\_Rule Table (via QueryRuleID)

# Reason\_Code Table

Configuration table containing the reason code text to reason code mapping information.

## Table 2-262 Reason\_Code Table Constraints

Constraint	Field Name(s)
PK	ReasonCodeID
AK-1	ReasonCode

#### Table 2-263 Reason\_Code Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTA MP	NOT NULL
Deleted	Default value is N.	DBCHAR	NOT NULL
Description	The description of the reason code.	DESCRIPTIO N	NULL
ReasonCode	Reason code used by agents (configurable).	DBINT	AK-1 NOT NULL
ReasonCodeID	A unique identifier created by the schema.	DBINT	PK NOT NULL
ReasonText	Text associated with the reason code numeric value.	varchar(40)	NOT NULL

# **Recovery Table**

Central database only.

Contains internal status information for each table in the database.

## Table 2-264 Recovery Table Constraints

Constraint	Field Name(s)
PK	RecoveryKey
AK-1	RecoveryKey
IE-1	DateTime

## Table 2-265 Recovery Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	Date and time of the checkpoint.	DBDATETIME	IE-1
			NOT NULL
EndTime	Ending time.	DBDATETIME	NULL
FromRecoveryKey	Starting recovery key value.	DBFLT8	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	PK, AK-1 NOT NULL
RowsCopied	Number of rows copied.	DBINT	NULL
StartTime	Starting time.	DBDATETIME	NULL
TableName	Name of the table that caused a checkpoint.	VNAME32	NOT NULL
ToRecoveryKey	Ending recovery key value.	DBFLT8	NOT NULL
Type	Type of record.	VNAME32	NOT NULL

# **Recurring\_Schedule\_Map Table**

Each row describes a periodic schedule used, for example, by a scheduled target.

Use the Workforce Management Integration System to create, update, and delete recurring schedules.

## Table 2-266 Recurring\_Schedule\_Map Table Constraints

Constraint	Field Name(s)
PK	ScheduleID SequenceNumber
FK	ScheduleID

#### Table 2-267 Recurring\_Schedule\_Map Table

Field Name	Description	Data Type	Keys and Null Option
Bool1	Reserved for future use.	DBCHAR	NULL
Bool2	Reserved for future use.	DBCHAR	NULL
DayFlags	A bit mask specifying the days on which the schedule is active:	DBINT	NOT NULL
	0x01 = Sunday 0x02 = Monday 0x04 = Tuesday 0x08 = Wednesday 0x10 = Thursday 0x20 = Friday 0x40 = Saturday		
DayOfMonth	Indicates to which day of month the schedule applies. <b>0</b> = Applies to every day.	DBSMALLINT	NOT NULL
	1- 31 = Specifies the day of month.		
DayPosition	In conjunction with DayType, indicates the position of a day within a month:	DBSMALLINT	NOT NULL
	<ul> <li>0 = first day of the type</li> <li>1 = second day of the type</li> <li>2 = third day of the type</li> <li>3 = fourth day of the type</li> <li>4 = last day of the type</li> <li>5 = every day of the type</li> </ul>		
DayType	Indicates to which day the schedule applies:  0-6 = A specific a day of the week (0 is Sunday, 1 is Monday, etc.)  7 = every day  8 = every weekday  9 = every weekend day	DBSMALLINT	NOT NULL

Table 2-267 Recurring\_Schedule\_Map Table (continued)

Field Name	Description	Data Type	Keys and Null Option
EndDay	The day of the month on which the schedule expires. The value is <b>0</b> if the schedule has no end date.	DBSMALLINT	NOT NULL
EndHour	The hour of the day at which the schedule expires. The value is <b>0</b> if the schedule has no end time.	DBSMALLINT	NOT NULL
EndMinute	The minute of the hour at which the schedule expires. The value is <b>0</b> if the schedule has no end time.	DBSMALLINT	NOT NULL
EndMonth	The month in which the schedule expires. The value is <b>0</b> if the schedule has no end date.	DBSMALLINT	NOT NULL
EndSecond	The second of the minute at which the schedule expires. The value is <b>0</b> if the schedule has no end time.	DBSMALLINT	NOT NULL
EndYear	The year in which the schedule expires. The value is <b>0</b> if the schedule has no end date.	DBINT	NOT NULL
Long1	For scheduled targets, the maximum number of simultaneous calls the target can handle during the schedule period.	DBINT	NULL
Long2	Reserved for future use.	DBINT	NULL
Long3	Reserved for future use.	DBINT	NULL
Long4	Reserved for future use.	DBINT	NULL
MonthOfYear	Indicates to which month the schedule applies:	DBSMALLINT	NOT NULL
	<ul><li>0 = Applies to every month.</li><li>1- 12 = Specifies the month of year.</li></ul>		
ScheduleID	Identifies the schedule that recurs.	DBINT	PK, FK NOT NULL
SequenceNumber	Index for schedules associated with a specific service.	DBINT	PK NOT NULL
StartDay	The day of the month on which the schedule goes into effect (1 through 31).	DBSMALLINT	NOT NULL
StartHour	The hour of the day at which the schedule goes into effect.	DBSMALLINT	NOT NULL
StartMinute	The minute of the hour at which the schedule goes into effect.	DBSMALLINT	NOT NULL
StartMonth	The month in which the schedule goes into effect (1 through 12).	DBSMALLINT	NOT NULL
StartSecond	The second of the minute at which the schedule goes into effect.	DBSMALLINT	NOT NULL
StartYear	The year in which the schedule goes into effect.	DBINT	NOT NULL
Type	The type of schedule.	DBSMALLINT	NOT NULL

#### **Related tables:**

Schedule Table (via ScheduleID)

# **Region Table**

Each row defines a region composed of calling line ID prefixes or of other regions.

Use Configuration Manager to create, update, and delete Region rows.

## Table 2-268 Region Table Constraints

Constraint	Field Name(s)
PK	RegionID
AK-1	EnterpriseName

## Table 2-269 Region Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the region.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the region. This name must be unique for all regions in the enterprise.	VNAME32	AK-1 NOT NULL
RegionID	A unique identifier for the region.	DBINT	PK NOT NULL
RegionType	The type of the region.	DBINT	NOT NULL

#### **Related tables:**

Dialed\_Number\_Map Table (via RegionID)

Region\_Member Table (via RegionID)

Region\_Prefix Table (via RegionID)

Region\_View\_Member Table (via RegionID)

# **Region\_Info Table**

Specifies which prefixes and regions are predefined by the ICM software.

#### Table 2-270 Region\_Info Table

Field Name	Description	Data Type	Keys and Null Option
Comment	Any additional information about the pre-defined regions.	DESCRIPTION	NULL
Location	Identifies the types of prefixes and regions pre-defined by the ICM software.	VNAME32	NOT NULL
MajorVersion	The major version number of the predefined regions.	DBINT	NOT NULL
MinorVersion	The minor version number of the predefined regions.	DBINT	NOT NULL

# Region\_Member Table

Each row defines the relationship between two regions. A region is composed of calling line ID prefixes or of other regions. Each Region\_Member row associates a region with a parent region.

Use Configuration Manager to create, update, and delete Region Member rows.

Table 2-271 Region\_Member Table Constraints

Constraint	Field Name(s)
PK	ParentRegionID RegionID
FK	RegionID
IE-1	ParentRegionID

#### Table 2-272 Region\_Member Table

Field Name	Description	Data Type	Keys and Null Option
ParentRegionID	The larger region.	DBINT	PK, IE-1
			NOT NULL
RegionID	The region that is a member of a larger region.	DBINT	PK, FK
			NOT NULL

#### **Related tables:**

Region Table (via RegionID and ParentRegionID)

# **Region\_Prefix Table**

Each row defines the initial part of a calling line ID and maps it to a region. Any calling line IDs that match the prefix string are assumed to be members of the region.

Use Configuration Manager to create, update, and delete Region Prefix rows.

# Table 2-273 Region\_Prefix Table Constraints

Constraint	Field Name(s)
PK	RegionPrefixID
AK-1	RegionID RegionPrefix
FK	RegionID

#### Table 2-274 Region\_Prefix Table

Description	Data Type	Keys and Null Option
Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
The end of daylight savings time.	DBDATETIME	NULL
The start of daylight savings time.	DBDATETIME	NULL
Indicates Greenwich Mean Time (GMT) delta in minutes.	DBINT	NOT NULL
Identifies the associated region.	DBINT	AK-1, FK NOT NULL
An initial string to match against calling line IDs.	varchar(32)	AK-1 NOT NULL
A unique identifier for the record.	DBINT	PK NOT NULL
	Incremented when the record is changed in the central database.  The end of daylight savings time.  The start of daylight savings time.  Indicates Greenwich Mean Time (GMT) delta in minutes.  Identifies the associated region.  An initial string to match against calling line IDs.	Incremented when the record is changed in the central database.  The end of daylight savings time.  DBDATETIME  The start of daylight savings time.  DBDATETIME  Indicates Greenwich Mean Time (GMT) delta in minutes.  Identifies the associated region.  DBINT  An initial string to match against calling line IDs. varchar(32)

#### **Related tables:**

Region Table(via RegionID)

# **Region\_View Table**

Each row defines a graphical display of regions.

Use Configuration Manager to create, update, and delete Region View rows.

## Table 2-275 Region\_View Table Constraints

Constraint	Field Name(s)
PK	RegionViewID
AK-1	EnterpriseName

## Table 2-276 Region\_View Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the view.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the region view. This name must be unique for all region views in the enterprise.	VNAME32	AK-1 NOT NULL
RegionViewID	A unique identifier for the record.	DBINT	PK NOT NULL
RegionViewType	The type of the view:  1 = ICM-defined 2 = Custom	DBINT	NOT NULL

## **Related tables:**

Region\_View\_Member Table (via RegionViewID)

# Region\_View\_Member Table

Each row associates a specific region with a region view.

Use Configuration Manager to create, update, and delete Region View Member rows.

## Table 2-277 Region\_View\_Member Table Constraints

Constraint	Field Name(s)
PK	RegionID RegionViewID
FK	RegionID RegionViewID
IE-1	RegionID

### Table 2-278 Region\_View\_Member Table

Field Name	Description	Data Type	Keys and Null Option
Color	Identifies the color in which to display the region in the view.	DBINT	NOT NULL
RegionID	Identifies the region.	DBINT	PK, FK, IE-1 NOT NULL
RegionViewID	Identifies the region view.	DBINT	PK, FK NOT NULL

# **Related tables:**

Region Table (via RegionID)

Region\_View Table (via RegionViewID)

# **Rename Table**

System table.

## Table 2-279 Rename Table Constraints

Constraint	Field Name(s)
PK	TableName

## Table 2-280 Rename Table

Field Name	Description	Data Type	Keys and Null Option
TableName	The name of the historical table.	VNAME32	PK
			NOT NULL
Buff	The name of the buffer table for swapping.	VNAME32	NULL
Msg	The name of the first temporary historical table.	VNAME32	NULL
Tmp	The name of the second temporary historical table.	VNAME32	NULL

# **Route Table**

Each row represents a possible destination for a call.

Use Configuration Manager to add, update, and delete Route records.

#### Table 2-281 Route Table Constraints

Constraint	Field Name(s)
PK	RouteID
AK-1	EnterpriseName
FK	ServiceSkillTargetID SkillTargetID
IE-1	ServiceSkillTargetID SkillTargetID

#### Table 2-282 Route Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about the route.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the route. This must be unique among all routes in the enterprise.	VNAME32	AK-1 NOT NULL
RouteID	Unique identifier for the route.	DBINT	PK NOT NULL
ServiceSkillTargetID	Associated Service.SkillTargetID. Every route that terminates at a peripheral should have a service.	DBINT	FK, IE-1 NULL
SkillTargetID	Foreign key from the Skill Target table that represents the destination of the route. The destination is a Service, Skill Group, Agent, or Translation Route.	DBINT	FK, IE-1 NULL

## **Related tables:**

Peripheral\_Default\_Route Table (via RouteID)

Peripheral\_Target Table (via RouteID)

Route\_Call\_Detail Table (via RouteID)

Route\_Five\_Minute Table (via RouteID)

Route\_Half\_Hour Table (via RouteID)

Route\_Real\_Time Table (via RouteID)

Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill\_Target Table (via SkillTargetID)

Termination\_Call\_Detail Table (via RouteID)

# **Route\_Call\_Detail Table**

Central database only.

Each row records information about a routing request received by the ICM software and the route it choose for it.

The ICM software generates a Route\_Call\_Detail record for every routing request it processes.

#### Table 2-283 Route\_Call\_Detail Table Constraints

Constraint	Field Name(s)
AK-1	RecoveryKey
FK	CallTypeID DialedNumberID LabelID NetworkTargetID RouteID RoutingClientID ScriptID
IE-1	DateTime
IE-2	DbDateTime

### Table 2-284 Route\_Call\_Detail Table

Field Name	Description	Data Type	Keys and Null Option
ANI	Automatic Number Identification, identifies the calling party.	VNAME32	NULL
BeganCallTypeDateTime	A new time stamp that indicates when the call entered the current CallType.	DBDATETIME	NULL
BeganRoutingDateTime	A new time stamp that indicates when the first route request was received for this call.	DBDATETIME	NULL
CallSegmentTime	Time in seconds that the system took to segment a private network call. For example, if the ICM software handed the caller off to a menu of choices, CallSegmentTime reflects the length of time the caller spent in the menu.	DBINT	NULL
CallTrace	A trace of all script nodes traversed by the call. The ICM software produces this information only if a debugging option is set.	image	NULL
CallTypeID	Foreign key from Call Type table. If a script changed the call type, this is the final call type for the call. This unique identifier is generated automatically by the ICM software.	DBINT	FK NULL

Field Name	Description	Data Type	Keys and Null Option
CDPD	Customer Database Provided Digits. Can be used to track the call from the public network to the peripheral. ISDN is required to carry the information to the switch.	varchar(30)	NULL
CED	Caller-Entered Digits.	varchar(30)	NULL
DateTime	The date and time when the call was routed.	DBDATETIME	IE-1 NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-2 NULL
DialedNumberID	Foreign key from the Dialed Number table.	DBINT	FK NULL
DialedNumberString	The dialed number for the call. If the dialed number for the call is configured, this will be the same as the DialedNumberString of the dialed number specified by DialedNumberID. If the dialed number for the call is not configured, this is the dialed number string and DialedNumberID will be NULL.	VNAME32	NULL
FinalObjectID	Identifies the node ID of the last script node executed to route the call.	DBINT	NULL
Label	Identifies the label that was passed to the routing client. For a translation routed call, this is the label for the translation route, not the ultimate destination. If the label passed to the routing client for the call is configured, this will be the same as the Label field of the label specified by LabelID. If the label for the call is not configured, this is the label passed back to the routing client and the LabelID will be NULL.	VNAME32	NULL
LabelID	Identifies the label that was passed to the routing client. For a translation routed call, this is the label for the translation route, not the ultimate destination.	DBINT	FK NULL
MsgOrigin	The originator of the request:  - 1 = Unspecified  1 = Switch  2 = CallSim  3 = TestCall	DBSMALLINT	NOT NULL

Field Name	Description	Data Type	Keys and Null Option
NetQTime	Time in seconds the call spent in a network router queue.	DBINT	NULL
	For <b>IPCC Enterprise</b> or <b>translation routed calls</b> , NetQTime is included in the computation of answer wait time.		
	For <b>legacy ACDS</b> , OPC does nothing with the NetQTime other than put it in the Termination_Call_Detail record.		
NetworkTargetID	Identifies the scheduled target, device target, or peripheral target that was chosen by the ICM software.	DBINT	FK NULL
Originator	The origin of the route request.	varchar(8)	NULL
OriginatorType	Type of originator for a private network route request. A private network route requests is a route request that is sent from the ACD to the ICM software through the Peripheral Gateway. Valid options include:	DBSMALLINT	NULL
	<ul> <li>0 = Unknown</li> <li>1 = Trunk</li> <li>2 = Teleset</li> <li>3 = VRU</li> <li>4 = Trunk Group.</li> </ul>		
Priority	The priority that a private network routing client gives to the call. Supported by Lucent ASAI.	DBSMALLINT	NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used	DBFLT8	AK-1
	internally by the ICM/IPCC Enterprise software to track the record.		NOT NULL
RequeryResult	The reason for the last Requery operation.	DBINT	NULL
RequestType	Type of request:	DBSMALLINT	NOT NULL
	1 = Pre-Routing 2 = Blind transfer or network VRU 3 = Announced transfer or MCI 800 number 4 = Overflow 5 = Re- route 6 = Post-Routing		

Field Name	Description	Data Type	Keys and Null Option
RouteID	Foreign key from the Route table. This ICM software identifier specifies the route where the call was sent. A <i>route</i> is a value returned by a routing script that maps to a target at a peripheral. This target can be a service, skill group, agent, or translation route. The value (for example, 5000), is unique among all routes in the enterprise. It is taken from the Route table in the ICM central database. Route IDs are generated automatically when a route is configured in the Route Configuration window of ICM Configuration Manager.	DBINT	FK NULL
RouterCallKey	A call key counter created and set by the ICM software. This value forms the unique portion of the 64-bit key for the call. The ICM software resets this counter at midnight.	DBINT	NOT NULL
RouterCallKeyDay	A vakue indicating the day that the call was recieved and the Route_Call_Detail record was created.	DBINT	NOT NULL
RouterCallKeySequenceNumber	A sequence number used for ordering rows for cradle-to-grave call tracking. This number defines the order in which the route requests were created. This <i>is not</i> the order in which the Route_Call_Detail records were created.	DBINT	NULL
	For PG routing clients, this field defines the Termination_Call_Detail instance that initiated the route request.		
RouterErrorCode	Error code from the ICM CallRouter process. For information about a specific RouterErrorCode, refer to the <i>Error Messages</i> section of the ICM Master Help.	DBSMALLINT	NULL
RouterQueueTime	Number of seconds the call was held in the CallRouter queue.	DBINT	NULL
RoutingClientCallKey	Call counter generated by the routing client in a private network. The counter occasionally resets, so duplicate values do occur.	DBINT	NULL
RoutingClientID	Foreign key from the Routing Client table. This is a unique identifier for this routing client. The routing client ID is generated automatically when the routing client is configured in the Routing Client Configuration window of ICM Configuration Manager.	DBSMALLINT	FK NOT NULL
ScriptID	Foreign key from Script table. Indicates the script used to route the call. This unique identifier is generated automatically by the ICM software.	DBINT	FK NULL

Field Name	Description	Data Type	Keys and Null Option
TargetLabel	The label associated with the ultimate target at the switch. For a translation routed call, this is the label of the final destination, not of the translation route itself. If the label for the call is configured, this will be the same as the Label field of the label specified by TargetLabelID. If the label for the call is not configured, this is the final label for the call and TargetLabelID will be NULL.	VNAME32	NULL
TargetLabelID	The label associated with the ultimate target at the switch. For a translation routed call, this is the label of the final destination, not of the translation route itself.	DBINT	NULL

Table 2-284 Route\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TargetType	A numeric value representing the execution result of the routing script. Following is a list of possible values this field (shown in terms of the value, type, and description):	DBINT	NULL
	and description):  0 = resultNone - Call routing ended badly.  1 = resultDefaultRoute - Call routing ended using a default route.  2 = resultRouteAgent - Call routing ended with a route to an agent.  3 = resultRouteService - Call routing ended with a route to a service.  4 = resultRouteGroup - Call routing ended with a route to a skill group.  5 = resultAnnouncement - Call routing ended with an announcement.  6 = resultBusy - Call routing ended in a Busy node.  7 = resultRing - Call routing ended in a Ring node.  8 = resultLabel - Call routing ended in a Label node.  9 = resultNetworkDefault - Call routing ended in a Termination node using a network default route.  10 = resultRouteServiceArray - Call routing ended with a route to a service array.  11 = resultMultipleLabels - Call routing ended with a DivertOnBusy node. It's functionality allows multiple labels.  12 = resultScheduledTarget - Call routing ended in a Scheduled Target node(busy link functionality).  13 = resultDone - Only applicable to an AdminScript that ends with no errors.  14 = resultAborted - Call disconnected.  15 = resultAborted - Call routing ended with a Release Call node.  16 = resultQueuedTooLong - Call routing exceeded the queue limit.  17 = resultSendAgent - Call routing ended with an Agent to Agent node.  18 = resultDynamicLabel - Call routing ended with a dynamic label node.  19 = resultDivertDynamicLabels - Call routing ended with a dynamic label node.  19 = resultDivertDynamicLabels - Call routing ended with a divert-on-busy dynamic label.  20 = resultQueuedTooLong - Call routing ended with a divert-on-busy dynamic label.		
	ended with a route to an agent in a specified group.		

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone of the Central Controller used for DateTime.	DBINT	NULL
Unused	This field is reserved.	char(4)	NULL
UserToUser	ISDN private network User to User information.	varchar(131)	NULL
Variable1	User defined call variable.	varchar(40)	NULL
Variable2	User defined call variable.	varchar(40)	NULL
Variable3	User defined call variable.	varchar(40)	NULL
Variable4	User defined call variable.	varchar(40)	NULL
Variable5	User defined call variable.	varchar(40)	NULL
Variable6	User defined call variable.	varchar(40)	NULL
Variable7	User defined call variable.	varchar(40)	NULL
Variable8	User defined call variable.	varchar(40)	NULL
Variable9	User defined call variable.	varchar(40)	NULL
Variable10	User defined call variable.	varchar(40)	NULL
VRUProgress	The VRUProgress call variable value.	DBINT	NULL
VruScripts	Number of VRU Script nodes encountered by the call.	DBINT	NULL

## **Related tables:**

Call\_Type Table (via CallTypeID)

Dialed\_Number Table (via DialedNumberID)

Route Table (via RouteID)

Route\_Call\_Variable Table (RecoveryKey maps to Route\_Call\_Variable.RCDRecoveryKey)

Routing\_Client Table (via RoutingClientID)

Script Table (via ScriptID)

Script\_Cross\_Reference Table (via FinalObjectID)

Termination\_Call\_Detail Table (via Day + RouterCallKey)

## **Route\_Call\_Variable Table**

Central database only.

Each row records the value of an expanded call variable for a call routed by the ICM software. If the expanded call variable is an array, one Route\_Call\_Variable row is generated for each element of the array.

The ICM software generates a Route\_Call\_Variable record for each enabled expanded call variable for every routing request it processes.

Table 2-285 Route\_Call\_Variable Table Constraints

Constraint	Field Name(s)
AK-1	RecoveryKey
AK-2	ArrayIndex ExpandedCallVariableID RCDRecoveryKey
FK	ExpandedCallVariableID
IE-1	DateTime
IE-2	DbDateTime

### Table 2-286 Route\_Call\_Variable Table

Field Name	Description	Data Type	Keys and Null Option
ArrayIndex	If the expanded call variable is an array, this identifies the array element: <b>0</b> to <b>N-1</b> , where <b>N</b> is the size of the array.	DBINT	AK-2 NOT NULL
DateTime	The date and time when the call was routed.	DBSMALLDATE	IE-1 NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-2 NULL
ECCValue	The value of the call variable or array element.	varchar(255)	NULL
ExpandedCallVariableID	Identifies the expanded call variable.	DBSMALLINT	AK-2, FK NOT NULL
RCDRecoveryKey	The RecoveryKey value from the associated Route_Call_Detail row.	DBFLT8	AK-2 NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL

## **Related tables:**

Expanded\_Call\_Variable Table (via ExpandedCallVariableID)

Route\_Call\_Detail Table (RCDRecoveryKey maps to Route\_Call\_Detail.RecoveryKey)

## **Route\_Five\_Minute Table**

Central database only.

Each row contains statistics about a route during the most recent five-minute interval.

The ICM software generates Route\_Five\_Minute records for each route.

### Table 2-287 Route\_Five\_Minute Table Constraints

Constraint	Field Name(s)
PK	DateTime RouteID TimeZone
AK-1	RecoveryKey
FK	RouteID

### Table 2-288 Route\_Five\_Minute Table

Field Name	Description	Data Type	Keys and Null Option
AgentsTalking	Number of agents in the Talking state for the route at the end of the five-minute interval.	DBINT	NULL
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue for the route during the five-minute interval.	DBINT	NULL
AvgDelayQNow	Average delay in queue for the route at the end of the five-minute interval.	DBINT	NULL
AvgHandleTimeTo5	Average handle time in seconds for calls to the route ending during the five-minute interval. This includes any HoldTime, TalkTime, and WorkTime associated with the call. The HandleTime and AvgHandleTime values are updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
AvgSpeedAnswerTo5	Average answer wait time for all incoming calls to the route during the five-minute interval.	DBINT	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the route ending during the five-minute interval. Talk time is populated with the TalkTime and HoldTime associated with call to the route.	DBINT	NULL
CallsAbandQToday	Running total of calls to the route abandoned in queue since midnight.	DBINT	NULL
CallsAnsweredTo5	Number of calls to the route answered during the five-minute DBINTerval.	DBINT	NULL

Table 2-288 Route\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsAnsweredToday	Number of calls to the route answered since midnight.	DBINT	NULL
CallsHandledTo5	Number of calls to the route handled during the five-minute DBINTerval. A call is counted as handled when the call is finished (that is, when any after-call work associated with the call is completed).	DBINT	NULL
	Handled Call		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	<ul> <li>A non-voice task that the agent started working on then completed.</li> </ul>		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
CallsHandledToday	Running total of calls to the route handled at the peripheral since midnight. Calls Handled includes all calls handled by any answering resource for the route (for example, an IVR, agent, or voice mail port).	DBINT	NULL
CallsIncomingToday	Running total of incoming calls to this route since midnight. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	DBINT	NULL
CallsInProgress	The total number of inbound and outbound calls that had previously been offered (for example, calls being played an announcement, queued calls, or connected calls) and are currently being handled for the route at the end of the five-minute interval.	DBINT	NULL
CallsLeftQTo5	Number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls).	DBINT	NULL
CallsOfferedTo5	Number of calls to the route offered in the five-minute interval. The CallsOffered count includes calls that are overflowed and transferred into the service or route. A call is counted as offered as soon as it is associated with a route.	DBINT	NULL
CallsOfferedToday	Running total of incoming calls plus internal calls offered to the route since midnight.	DBINT	NULL

## Table 2-288 Route\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsQNow	Calls in queue for the route at the peripheral at the end of the interval.	DBINT	NULL
CallsRoutedToday	Running total of calls the ICM software sent to the route since midnight.	DBINT	NULL
DateTime	The Central Controller date and time at the start of the five-minute interval.	DBSMALLDATE	PK NOT NULL
LongestCallQ	Length of time that the longest call in the queue for the route had been there at the end of the five-minute interval.	DBINT	NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RouteID	Foreign key from the Route table.	DBINT	PK, FK NOT NULL
ServiceLevelAbandTo5	Total of calls to the route abandoned within the ICM service level threshold during the five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	Cumulative total of calls to the route abandoned within the ICM service level threshold since midnight.	DBINT	NULL
ServiceLevelCallsOfferedTo5	Total number of calls to the route that had a service level event during the five-minute interval.	DBINT	NULL
ServiceLevelCallsOfferedToday	Total number of calls to the route that had a service level event since midnight.	DBINT	NULL
ServiceLevelCallsQHeld	Number of calls to the route that had been in queue longer than the service level threshold as of the end of the five-minute interval.	DBINT	NULL
ServiceLevelCallsTo5	Total of calls to the route answered within the ICM service level threshold during the five-minute interval.	DBINT	NULL
ServiceLevelCallsToday	Cumulative total of calls to the route answered within the ICM service level since midnight.	DBINT	NULL
ServiceLevelTo5	The ICM service level for the route for the five-minute interval.	DBFLT4	NULL
ServiceLevelToday	Cumulative ICM service level for this route since midnight. The ICM software uses the same type of calculation as specified for the service associated with the route.	DBFLT4	NULL

### Table 2-288 Route\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
Unused1	This field is not used.	DBFLT4	NULL

## **Related tables:**

Route Table (via RouteID)

## **Route\_Half\_Hour Table**

Central database only.

Each row contains statistics for each route during the most recent 30-minute interval.

The ICM software generates Route\_Half\_Hour records for each route.

## Table 2-289 Route\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime RouteID TimeZone
AK-1	RecoveryKey
FK	RouteID
IE-1	DbDateTime

### Table 2-290 Route\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AnswerWaitTimeToHalf	Sum of answer wait time in seconds for all incoming calls to the route during the half-hour interval.	DBINT	NULL
AvgDelayQAbandToHalf	Average delay time of calls to the route that were abandoned in queue during the half-hour interval. This value is calculated as follows:	DBINT	NULL
	DelayQAbandTimeToHalf / CallsAbandQToHalf		
AvgDelayQToHalf	Average delay in seconds for calls queued for the route during the half-hour interval. The value is calculated as follows:	DBINT	NULL
	DelayQTimeToHalf / CallsQToHalf		

## Table 2-290 Route\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgHandleTimeToHalf	The average handled calls time in seconds for calls counted as handled for the route during the half-hour interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call. This value is calculated as follows:	DBINT	NULL
	HandleTimeToHalf / CallsHandledToHalf		
	The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed.		
AvgSpeedAnswerToHalf	Average answer wait time for all incoming calls to the route in the half-hour interval. This value is calculated as follows:	DBINT	NULL
	AnswerWaitTimeToHalf / CallsAnsweredToHalf		
AvgTalkTimeToHalf	The average talk time in seconds for calls to the route. Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the route (from Termination_Call_Detail). This value is calculated as follows:	DBINT	NULL
	TalkTimeToHalf / CallsHandledToHalf		
	The field is updated in the database when all after-call work associated with the call is completed.		
BlindTransfersOutToHalf	The number of calls that were blind transferred out for this route during the half-hour interval.	DBINT	NULL
CallsAbandQToHalf	Number of calls abandoned in queue on this route during the half-hour interval.	DBINT	NULL
CallsAnsweredToHalf	The total number of calls answered by agents, IVRs, or voice-mail ports for the route during the half-hour interval.	DBINT	NULL

## Table 2-290 Route\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsHandledToHalf	Total number of calls handled on this route during the half-hour interval. Calls Handled includes all calls handled by any answering resource for the route (for example, an IVR, agent, or voice mail port).	DBINT	NULL
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	<ul> <li>A non-voice task that the agent started working on then completed.</li> </ul>		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
CallsIncomingToHalf	Total of incoming calls on this route during the half-hour interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	DBINT	NULL
CallsOfferedToHalf	Total of incoming calls plus internal calls offered on this route during the half-hour interval.	DBINT	NULL
CallsQToHalf	Number of calls to the route in queue during the half-hour interval. A call that queues multiple times is counted as queued once for the route.	DBINT	NULL
CallsRoutedToHalf	Total calls the ICM software sent to this route during the half-hour interval.	DBINT	NULL
DateTime	The date and time at the start of the half-hour interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
DelayQAbandTimeToHalf	The total number of seconds that calls to the route that were abandoned in queue waited during the interval. These are calls that existed in the queue but were abandoned before being handled by an agent or trunk device.	DBINT	NULL
DelayQTimeToHalf	Sum of delay time of all calls in queue for the route during the half-hour interval. This field is populated with the LocalQTime from the Termination_Call_Detail record.	DBINT	NULL

## Table 2-290 Route\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ForcedClosedCallsToHalf	The number of calls to the route that were determined to be closed following an interruption in data during the half-hour interval.  ForcedClosedCalls are calls that terminated because of errors tracking the call's state transition. Calls may become forced closed if there is lack of events from the ACD's CTI interfaces (for example, a lack of a Disconnect event, or failure on the switch's CTI connection).	DBINT	NULL
HandleTimeToHalf	The total time in seconds that calls were handled for the route during the half-hour interval. Handle time is tracked only for inbound ACD calls that are counted as handled for the route. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any HoldTime, TalkTime, and WorkTime associated with the call. The HandleTime and AvgHandleTime values are updated in the database when the after-call work time associated with the call is completed.	DBINT	NULL
HoldTimeToHalf	Total hold time in seconds for calls to the route that ended during the half-hour interval.	DBINT	NULL
LongestCallAbandTime	The longest time in seconds a call was in queue for the route before being abandoned during the half-hour interval. This includes the LocalQTime, DelayTime, and RingTime.	DBINT	NULL
LongestCallDelayQTime	The longest time in seconds a call was in queue for the route before being answered during the half-hour interval. This includes the LocalQTime for the call.	DBINT	NULL
OverflowInToHalf	Number of calls that the peripheral retargeted, or overflowed, into the route during the half-hour interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	DBINT	NULL
OverflowOutToHalf	Number of calls the peripheral retargeted, or overflowed, out of the route during the half-hour interval. The ICM software keeps counts of the number of calls moved our of each service or route (overflowed out) and moved into each service or route (overflowed in).	DBINT	NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL

Table 2-290 Route\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RouteID	Foreign key from the Route table.	DBINT	PK, FK NOT NULL
ServiceLevelAbandToHalf	Cumulative total of calls to the route abandoned within the ICM service level during the half-hour interval.	DBINT	NULL
ServiceLevelCallsOfferedToHalf	Number of calls to the route that have had a service level event during the current half-hour interval.	DBINT	NULL
ServiceLevelCallsToHalf	Cumulative total of calls to the route answered within the ICM service level during the half-hour interval.	DBINT	NULL
ServiceLevelToHalf	Cumulative ICM service level for the route during the half-hour interval. The ICM software uses the same type of service level calculation as specified for the service associated with the route.	DBFLT4	NULL
ServiceLevelType	Service Level Type used to calculate Service level for this interval	DBINT	NULL
ShortCallsTimeToHalf	The time, in seconds, accumulated by calls that were too short to be counted as abandoned during the half-hour interval. These calls were abandoned before the abandoned call wait time expired.	DBINT	NULL
ShortCallsToHalf	The total number of calls to the route that were too short to be considered abandoned during the half-hour interval. A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned, nor are they accounted for in any of the ICM abandoned calls calculations.	DBINT	NULL
TalkTimeToHalf	The number of seconds the call was talking plus the number of seconds the call was on hold. TalkTime for routes and services is taken from the TalkTime and HoldTime. It is updated in the database when any after-call work associated with the call is completed.	DBINT	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NULL

## **Related tables:**

Route Table (via RouteID)

# **Route\_Real\_Time Table**

Local database only.

Each row contains real time information about a route.

The ICM software generates a Route\_Real\_Time record for each route.

## Table 2-291 Route\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	RouteID
FK	RouteID

#### Table 2-292 Route\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AgentsTalking	Number of agents for the route currently in the talking state	DBINT	NULL
AnswerWaitTimeHalf	Sum of answer wait time in seconds for all calls offered to the route during the current half-hour interval.	DBINT	NULL
AnswerWaitTimeTo5	Sum of answer wait time in seconds for all calls offered to the route during the current five-minute interval.	DBINT	NULL
AnswerWaitTimeToday	Sum of answer wait time in seconds for all calls offered to the route since midnight.	DBINT	NULL
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue for the route during the current five-minute interval: <b>DelayQAbandTimeTo5</b> / <b>CallsAbandQTo5</b> .	DBINT	NULL
AvgDelayQNow	Average delay for calls to the route currently in queue.	DBINT	NULL
AvgHandleTimeTo5	Average handle time in seconds for calls to the route ending during the current five-minute interval: <b>HandleTimeTo5 / CallsHandledTo5</b> .	DBINT	NULL
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the route during the current five-minute interval:  AnswerWaitTimeTo5 / CallsOfferedTo5.	DBINT	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the route ending during the current five-minute interval: TalkTimeTo5 / CallsHandledTo5.	DBINT	NULL
CallsAbandQHalf	Number of calls to this route abandoned while in queue or ringing during the current half-hour interval.	DBINT	NULL

## Table 2-292 Route\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsAbandQTo5	Number of calls to the route abandoned while in queue or ringing during the current five-minute interval.	DBINT	NULL
CallsAbandQToday	Number of calls to this route abandoned while in queue or ringing since midnight.	DBINT	NULL
CallsAnsweredHalf	Number of calls to the route answered by agents during the current half-hour interval.	DBINT	NULL
CallsAnsweredTo5	Number of calls to the route answered by agents during the current five-minute interval.	DBINT	NULL
CallsAnsweredToday	Number of calls to the route answered by agents since midnight.	DBINT	NULL
CallsHandledHalf	Number of calls handled on the route during the current half-hour interval.	DBINT	NULL
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	<ul> <li>A non-voice task that the agent started working on then completed.</li> </ul>		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
CallsHandledTo5	Number of calls handled for the route during the current five-minute interval.	DBINT	NULL
CallsHandledToday	Number of calls handled on the route since midnight.	DBINT	NULL
CallsIncomingHalf	Number of incoming calls on this route during the current half-hour interval.	DBINT	NULL
CallsIncomingToday	Number of incoming calls on this route since midnight.	DBINT	NULL
CallsInProgress	Number of calls in queue or being handled on this route now.	DBINT	NULL
CallsLeftQTo5	Number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls).	DBINT	NULL
CallsOfferedHalf	Number of incoming calls plus internal calls offered on this route during the current half-hour interval.	DBINT	NULL
CallsOfferedTo5	Number of calls offered to the route during the current five-minute interval.	DBINT	NULL

## Table 2-292 Route\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsOfferedToday	Number of incoming calls plus internal calls offered on this route since midnight.	DBINT	NULL
CallsQNow	Number of calls to the route in queue now at the peripheral.	DBINT	NULL
CallsQNowTime	Total queue time in seconds for all calls to the route currently in queue.	DBINT	NULL
CallsRoutedHalf	Number of calls sent on this route during the current half-hour interval.	DBINT	NULL
CallsRoutedToday	Number of calls the ICM software sent to this route since midnight.	DBINT	NULL
DateTime	Date and time that this data was last updated.	DBDATETIME	NOT NULL
DelayQAbandTimeTo5	Sum of delay time of all calls to route abandoned in queue during the current five-minute interval.	DBINT	NULL
HandleTimeHalf	Total handle time in seconds for calls to the route ending during the current half-hour interval.	DBINT	NULL
HandleTimeTo5	Total handle time in seconds for calls to the route ending during the current five-minute interval.	DBINT	NULL
HandleTimeToday	Total handle time in seconds for calls to the route ending since midnight.	DBINT	NULL
HoldTimeHalf	The total hold time in seconds for calls to the route ending during the current half-hour interval.	DBINT	NULL
HoldTimeTo5	The total hold time in seconds for calls to the route ending during the current five-minute interval.	DBINT	NULL
HoldTimeToday	The total hold time in seconds for calls to the route ending since midnight.	DBINT	NULL
LongestCallQ	Time that the longest call in the queue for the route was put there.	DBDATETIME	NULL
OverflowInNow	Number of overflowed in calls now in queue or in progress for the route.	DBINT	NULL
OverflowOutNow	Number of overflowed out calls for the route now in queue or in progress elsewhere.	DBINT	NULL
RouteID	Foreign key from the Route table.	DBINT	PK, FK
			NOT NULL
ServiceLevelAbandHalf	Number of calls to the route abandoned within the ICM service level threshold during the current half-hour interval.	DBINT	NULL
ServiceLevelAbandTo5	Number of calls abandoned within the ICM service level threshold during the current five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	Number of calls to the route abandoned within the ICM service level threshold since midnight.	DBINT	NULL

## Table 2-292 Route\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelCallsHalf	Number of calls to the route answered within the ICM service level threshold during the current half-hour interval.	DBINT	NULL
ServiceLevelCallsOfferedHalf	Number of calls to the route that have had a service level event during the current half-hour interval.	DBINT	NULL
ServiceLevelCallsOfferedTo5	Number of calls to the route that have been either answered or abandoned during the current five-minute interval.	DBINT	NULL
ServiceLevelCallsOfferedToday	Number of calls to the route that have had a service level event since midnight.	DBINT	NULL
ServiceLevelCallsQHeld	Number of calls to the route currently in queue for longer than the service level threshold.	DBINT	NULL
ServiceLevelCallsTo5	Number of calls to the route answered within the ICM service level threshold during the current five-minute interval.	DBINT	NULL
ServiceLevelCallsToday	Number of calls to the route answered within the ICM service level threshold since midnight.	DBINT	NULL
ServiceLevelHalf	ICM service level for the route during the current half-hour interval.	DBFLT4	NULL
ServiceLevelTo5	ICM service level for the route during the current five-minute interval.	DBFLT4	NULL
ServiceLevelToday	ICM service level for the route since midnight. The ICM software uses the same type of calculation as specified for the service associated with the route.	DBFLT4	NULL
TalkTimeHalf	The total talk time in seconds for calls to the route ending during the current half-hour interval.	DBINT	NULL
TalkTimeTo5	The total talk time in seconds for calls to the route ending during the current five-minute interval.	DBINT	NULL
TalkTimeToday	The total talk time in seconds for calls to the route ending since midnight.	DBINT	NULL

## **Related tables:**

Route Table (via RouteID)

# **Routing\_Client Table**

Each row corresponds to a routing client; that is, an entity that can submit routing requests to the ICM software. A routing client can be either a Network Interface Controller (NIC) or a Peripheral Gateway (PG).

Use the NIC Explorer tool to add, update, and delete Routing\_Client records.

### Table 2-293 Routing\_Clien Table Constraints

Constraint	Field Name(s)
PK	RoutingClientID
AK-1	EnterpriseName
FK	LogicalControllerID PeripheralID
IE-1	PeripheralID
IE-2	LogicalControllerID

### Table 2-294 Routing\_Client Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ClientType	The type of client. For an ICRP NIC, this is the type of the ultimate client on the Network ICM. In all other cases, it is the same as the Logical Interface Controller's ClientType:	DBSMALLINT	NOT NULL
	1 = Avaya DEFINITY ECS (non-EAS) 2 = MCI 3 = Sprint 4 = Aspect 5 = Nortel Meridian 6 = Rockwell Galaxy (without priority enhancements) 7 = AT&T GTN 8 = Generic NIC 9 = Avaya G2 10 = Rockwell Galaxy 11 = Rockwell Spectrum 12 = Avaya DEFINITY ECS (EAS) 13 = VRU 14 = British Telecom NIC 15 = VRU Polled 16 = INCRP NIC 17 = Nortel NIC 18 = DMS 100		
	18 = DMS 100 19 = Siemens Hicom 300 E (9006) 20 = France Telecom		

Table 2-294 Routing\_Client Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Client Type (continued)	21 = Stentor NIC  22 = Ameritech  23 = BT INAP NIC  24 = Siemens ROLM 9751 CBX (9005)  25 = ICR Protocol NIC  26 = Alcatel 4400  27 = NEC NEAX 2x00  28 = ACP 1000  29 = Nortel Symposium  30 = Enterprise Agent  31 = Call Routing Service Protocol (CRSP)  32 = Ericsson MD110  33 = Cable & Wireless INAP NIC  34 = Energis INAP NIC  35 = AUCS INAP NIC  36 = Concert NIC  37 = Deutsche Telecom NIC  38 = CAIN NIC  39 = Telfort INAP NIC  40 = BT V2 NIC  41 = TIM INAP NIC  42 = Generic PG  43 = CeM	DBSMALLINT	NOT NULL
ConfigParam	String containing information specific to a routing client device (for example, a subsystem number). A null value indicates no configuration parameters are provided.	varchar(255)	NULL
DefaultMRDomainID	The default Media Routing Domain associated with this routing client.	DBINT	NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about the routing client.	DESCRIPTION	NULL
DialedNumberLabelMapPresent	Indicates whether the Dialed_Number_Label table is used to determine which labels are valid for each dialed number. If not, all labels for the routing client are valid for all dialed numbers. Stored as a character:  Y = Yes	DBCHAR	NOT NULL
	N = No		
EnterpriseName	An enterprise name for this routing client. The name must be unique among all routing clients in the enterprise.	VNAME32	AK-1 NOT NULL

### Table 2-294 Routing\_Client Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LateThreshold	Threshold value, in milliseconds, for classifying responses as late. Any response that exceeds this threshold is considered late even if it does not exceed the TimeoutThreshold.	DBSMALLINT	NOT NULL
LogicalControllerID	Specifies the logical interface controller (PG or NIC) that services the routing client.	DBSMALLINT	FK,, IE-2 NOT NULL
NetworkRoutingClient	A name used to associate routing clients across instances.	VNAME32	NULL
NetworkTransferPreferred	When the target of a call transfer is reachable by both a label defined for the requesting routing client and by another label defined for the network routing client that pre-routed the call, this column indicates which choice is preferred. Stored as a character:	DBCHAR	NOT NULL
	Y = Network Transfer is preferred N = Network Transfer is not preferred.		
PeripheralID	Indicates which peripheral is acting as the interface to the ICM software within a private network.	DBSMALLINT	FK, IE-1 NULL
RoutingClientID	Unique identifier for this routing client.	DBSMALLINT	PK NOT NULL
TimeoutLimit	Maximum time, in seconds, for which the routing client waits for a response. If the routing client receives no responses from the ICM software within this limit, it terminates routing operation.	DBSMALLINT	NOT NULL
TimeoutThreshold	Maximum time, in milliseconds, the routing client can wait for a response to a routing request. The NIC sends a default response slightly before this threshold.	DBSMALLINT	NOT NULL

### **Related tables:**

Call\_Type Table (via RoutingClientID)

Dialed\_Number Table (via RoutingClientID)

Label Table (via RoutingClientID)

Logical\_Interface\_Controller Table (via LogicalControllerID)

Peripheral Table (via PeripheralID)

Route\_Call\_Detail Table (via RoutingClientID)

Routing\_Client\_Five\_Minute Table (via RoutingClientID)

# **Routing\_Client\_Five\_Minute Table**

Central database only.

Contains statistics for each routing client during the most recent five-minute interval.

The ICM software generates Routing\_Client\_Five\_Minute records for each routing client.

### Table 2-295 Routing\_Client\_Five\_Minute Table Constraints

Constraint	Field Name(s)
PK	DateTime RoutingClientID PhysicalControllerID TimeZone
AK-1	RecoveryKey
FK	PhysicalControllerID RoutingClientID

### Table 2-296 Routing\_Client\_Five\_Minute Table

Field Name	Description	Data Type	Keys and Null Option
AbandonTo5	Number of Abandoned messages the routing client sent to the ICM software during the five- minute interval.	DBINT	NULL
ActivityTestTo5	Number of Activity Test messages sent during the five- minute interval.	DBINT	NULL
AnnouncementTo5	Number of announcement labels the ICM software sent to the routing client during the five- minute interval.	DBINT	NULL
AnswerTo5	Number of Answered messages the routing client sent to the ICM software during the five- minute interval.	DBINT	NULL
CalledPartyBusyTo5	Number of Called Party Busy messages the routing client sent to the ICM software during the five- minute interval.	DBINT	NULL
CallEventReportTo5	Number of Call Event Report messages the routing client sent to the ICM software during the five- minute interval.	DBINT	NULL
CallGapTo5	Number of Call Gap messages the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
CallRouterQueueTo5	Number of CallRouter queue messages the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL

## Table 2-296 Routing\_Client\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CircularRouteResponsesTo5	The number of responses to the routing client during the five-minute interval in which the destination is the same as the source.	DBINT	NOT NULL
ConnectTo5	Number of Connect messages the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
DateTime	Central Controller date and time at the start of the five-minute interval.	DBSMALLDATE	PK NOT NULL
DestinationTo5	Number of destination labels the ICM software sent to the routing client during the five- minute interval.	DBINT	NULL
DialogErrorConfTo5	Number of Dialog Fail Confirm messages the routing client sent to the ICM software during the five-minute interval.	DBINT	NULL
DialogFailTo5	Number of Dialog Fail messages the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
DiscardedCallsTo5	Number of requests from the routing client discarded because of an internal constraint, such as buffering.	DBINT	NOT NULL
DisconnectTo5	Number of Disconnect messages the routing client sent to the ICM software during the five- minute interval.	DBINT	NULL
Histogram0	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram1	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram2	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram3	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram4	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram5	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram6	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram7	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram8	The number of calls routed in a 100-millisecond period.	DBINT	NULL

Table 2-296 Routing\_Client\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Histogram9	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram10	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram11	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram12	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram13	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram14	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram15	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram16	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram17	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram18	The number of calls routed in a 100-millisecond period.	DBINT	NULL
Histogram19	The number of calls routed in a 100-millisecond period.	DBINT	NULL
LateCallsTo5	Number of responses to the routing client that exceeded the late threshold but did not timeout.	DBINT	NOT NULL
MaxDelay	Maximum delay, in milliseconds, of responses to the routing client during the five-minute interval.	DBINT	NOT NULL
MeanResponseTo5	Mean time, in milliseconds, for the responses to the routing client during the five-minute interval.	DBINT	NOT NULL
NetworkBusyTo5	Number of Busy labels the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
NetworkDefaultTo5	Number of Network Default responses the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
NetworkPostQueryTo5	Number of Post-Query labels the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
NetworkResourceTo5	Number of Network Resource labels the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
NetworkRingTo5	Number of Ring labels the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL

## Table 2-296 Routing\_Client\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
NewCallTo5	Number of New Call messages the routing client sent to the ICM software during the five-minute interval.	DBINT	NULL
NoAnswerTo5	Number of No Answer messages the routing client sent to the ICM software during the five- minute interval.	DBINT	NULL
NumBlindTransferConfTo5	The number of blind transfer confirmation messages the routing client sent during the five-minute interval.	DBINT	NULL
NumCallFailedEventTo5	The number of call failure event messages the routing client sent during the five-minute interval.	DBINT	NULL
NumCancelInd	The number of cancel indications the VRU routing client sent to the VRU during the five- minute interval.	DBINT	NULL
NumReleasInd	The number of release indications the VRU routing client sent to the VRU during the five-minute interval.	DBINT	NULL
NumTransferEventTo5	The number of transfer event messages the routing client sent during the five-minute interval.	DBINT	NULL
PeripheralQueueTo5	Number of peripheral queue messages the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
PhysicalControllerID	Foreign key from Physical Interface Controller table.	DBSMALLINT	PK, FK NOT NULL
RcvInErrorTo5	Number of requests from the routing client that produced errors during the five-minute interval.  Note This field will increment only when: - A pre-routed (that is, translation-routed) call terminates before reaching its destination target for reasons other than exceeding the late threshold, timing-out, or being discarded A post-routed call terminates for reasons other than timing-out, being rejected for carrying duplicate invocation, due to an inactive Routing Client service, or being associated with Network Transfer.	DBINT	NOT NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL

Table 2-296 Routing\_Client\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReqInstrTo5	Number of Request Instruction messages the routing client sent to the ICM software during the five-minute interval.	DBINT	NULL
ReRouteReqTo5	Number of ReRoute Request messages the routing client sent to the ICM software during the five-minute interval.	DBINT	NULL
ResponsesTo5	Number of route responses to the routing client during the five-minute interval.	DBINT	NOT NULL
RouteSelectFailureTo5	Number of Route Select Failure messages the routing client sent to the ICM software during the five-minute interval.	DBINT	NULL
RoutingClientID	Foreign key from Routing Client table.	DBSMALLINT	PK, FK
			NOT NULL
RunScriptTo5	Number of Run Script messages the ICM software sent to the routing client during the five-minute interval.	DBINT	NULL
ScriptRespTo5	Number of Script Response messages the routing client sent to the ICM software during the five-minute interval.	DBINT	NULL
TimeoutCallsTo5	Number of responses to the routing client that timed out during the five-minute interval.	DBINT	NOT NULL
TimeZone	The time zone for the date and time. The value is	DBINT	PK
	the offset in minutes from GMT.		NOT NULL
TranslationRouteAbortedTo5	Number of translation route requests initiated by the routing client that were aborted during the five-minute interval.	DBINT	NULL
TranslationRouteTimedOutTo5	Number of translation route requests received by the routing client that exceeded the timeout threshold during the five-minute interval.	DBINT	NULL

## **Related tables:**

Physical\_Interface\_Controller Table (via PhysicalControllerID)

Routing\_Client Table (via RoutingClientID)

## **Schedule Table**

Each row describes a schedule to be imported from an external system. Imported data are stored in the Schedule\_Import and Schedule\_Import\_Real\_Time tables.

Use the Workforce Management System Import tool to create, delete, or modify Schedule rows.

### Table 2-297 Schedule Table Constraints

Constraint	Field Name(s)
PK	ScheduleID
AK-1	EnterpriseName EntityID
FK	EntityID ICRViewID ScheduleReportID ScheduleSourceID
IE-1	ScheduleReportID
IE-2	ScheduleSourceID
IE-3	EntityID

#### Table 2-298 Schedule Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Additional information about the schedule.	VNAME32	NULL
EnterpriseName	A unique name for the schedule.	GLOBALID	AK-1 NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the schedule belongs.	DBINT	AK-1, FK NOT NULL
ICRViewID	Foreign key to a description of how the ICM software interprets the Schedule_Import data for the schedule.	DBINT	FK, IE-3 NULL
ScheduleID	A unique identifier for the schedule.	DBINT	PK NOT NULL
SchedulePeriod	The number of minutes in each scheduling interval. A schedule can contain different data for each interval.	DBINT	NOT NULL

#### Table 2-298 Schedule Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ScheduleReportID	Foreign key to the schedule report.	DBINT	FK, IE-1 NULL
ScheduleSourceID	Foreign key to a description of the source from which the schedule is imported.	DBINT	FK, IE-2 NULL
ScheduleType	The type of the schedule:  1 = TCS 2 = Custom 5 = Report Export 6 = Periodic	DBINT	NOT NULL

## **Related tables:**

Agent Table (via ScheduleID)

ICR\_View Table (via ICRViewID)

Import\_Log Table (via ScheduleID)

Import\_Schedule Table (via ScheduleID)

Recurring\_Schedule\_Map Table (via ScheduleID)

Schedule\_Import Table (via ScheduleID)

Schedule\_Import\_Real\_Time Table (via ScheduleID)

Schedule\_Map Table (via ScheduleID)

Schedule\_Report Table (via ScheduleReportID)

Schedule\_Source Table (via ScheduleSourceID)

Scheduled\_Target Table (via ScheduleID)

Service Table (via ScheduleID)

Service\_Array Table (via ScheduleID)

Skill\_Group Table (via ScheduleID)

# **Schedule\_Import Table**

Contains the schedule data imported from a source system. Only specific fields within this table are meaningful for any schedule type. The meaning of the imported data is described by the ICR\_View and View\_Column tables.

Table 2-299 Schedule\_Import Table Constraints

Constraint	Field Name(s)
PK	DateTime ScheduleID TimeZone
AK-1	RecoveryKey
FK	ScheduleID

## Table 2-300 Schedule\_Import Table

Field Name	Description	Data Type	Keys and Null Option
Bool1	An imported value.	DBCHAR	NULL
Bool2	An imported value.	DBCHAR	NULL
DateTime	The date and time at which the schedule data in the	DBDATETIME	PK
	record becomes effective.		NOT NULL
DateTime1	An imported value.	DBDATETIME	NULL
DateTime2	An imported value.	DBDATETIME	NULL
DateTime3	An imported value.	DBDATETIME	NULL
Double1	An imported value.	DBFLT8	NULL
Double2	An imported value.	DBFLT8	NULL
Double3	An imported value.	DBFLT8	NULL
Double4	An imported value.	DBFLT8	NULL
Double5	An imported value.	DBFLT8	NULL
Double6	An imported value.	DBFLT8	NULL
Double7	An imported value.	DBFLT8	NULL
Double8	An imported value.	DBFLT8	NULL
Double9	An imported value.	DBFLT8	NULL
Double10	An imported value.	DBFLT8	NULL
Long1	An imported value.	DBINT	NULL
Long2	An imported value.	DBINT	NULL
Long3	An imported value.	DBINT	NULL
Long4	An imported value.	DBINT	NULL
Long5	An imported value.	DBINT	NULL

Table 2-300 Schedule\_Import Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Long6	An imported value.	DBINT	NULL
Long7	An imported value.	DBINT	NULL
Long8	An imported value.	DBINT	NULL
Long9	An imported value.	DBINT	NULL
Long10	An imported value.	DBINT	NULL
Long11	An imported value.	DBINT	NULL
Long12	An imported value.	DBINT	NULL
Long13	An imported value.	DBINT	NULL
Long14	An imported value.	DBINT	NULL
Long15	An imported value.	DBINT	NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
ScheduleID	Foreign key to the Schedule for which the data are imported.	DBINT	PK, FK NOT NULL
String1	An imported value.	DESCRIPTION	NULL
String2	An imported value.	DESCRIPTION	NULL
String3	An imported value.	DESCRIPTION	NULL
String4	An imported value.	DESCRIPTION	NULL
String5	An imported value.	DESCRIPTION	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

## **Related tables:**

Schedule Table (viaScheduleID)

# Schedule\_Import\_Real\_Time Table

Local database only.

The scheduling data for the current time period as imported from an external source.

Table 2-301 Schedule\_Import\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	DateTime ScheduleID
	TimeZone
FK	ScheduleID

### Table 2-302 Schedule\_Import\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
Bool1	An imported value.	DBCHAR	NULL
Bool2	An imported value.	DBCHAR	NULL
DateTime	The date and time at which the schedule data in the record becomes effective.	DBDATETIME	PK NOT NULL
DateTime1	An imported value.	DBDATETIME	NULL
DateTime2	An imported value.	DBDATETIME	NULL
DateTime3	An imported value.	DBDATETIME	NULL
Double1	An imported value.	DBFLT8	NULL
Double2	An imported value.	DBFLT8	NULL
Double3	An imported value.	DBFLT8	NULL
Double4	An imported value.	DBFLT8	NULL
Double5	An imported value.	DBFLT8	NULL
Double6	An imported value.	DBFLT8	NULL
Double7	An imported value.	DBFLT8	NULL
Double8	An imported value.	DBFLT8	NULL
Double9	An imported value.	DBFLT8	NULL
Double10	An imported value.	DBFLT8	NULL
Long1	An imported value.	DBINT	NULL
Long2	An imported value.	DBINT	NULL
Long3	An imported value.	DBINT	NULL
Long4	An imported value.	DBINT	NULL
Long5	An imported value.	DBINT	NULL
Long6	An imported value.	DBINT	NULL
Long7	An imported value.	DBINT	NULL

Table 2-302 Schedule\_Import\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Long8	An imported value.	DBINT	NULL
Long9	An imported value.	DBINT	NULL
Long10	An imported value.	DBINT	NULL
Long11	An imported value.	DBINT	NULL
Long12	An imported value.	DBINT	NULL
Long13	An imported value.	DBINT	NULL
Long14	An imported value.	DBINT	NULL
Long15	An imported value.	DBINT	NULL
ScheduleID	Foreign key to the Schedule for which the data are imported.	DBINT	PK, FK NOT NULL
String1	An imported value.	DESCRIPTION	NULL
String2	An imported value.	DESCRIPTION	NULL
String3	An imported value.	DESCRIPTION	NULL
String4	An imported value.	DESCRIPTION	NULL
String5	An imported value.	DESCRIPTION	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

## **Related tables:**

Schedule Table (viaScheduleID)

# Schedule\_Map Table

Identifies the primary key values from a schedule in the external data source from which it is imported. Each schedule has one Schedule\_Map row for each component of the primary key. If the primary key is a compound key, the schedule has multiple Schedule\_Map rows.

#### Table 2-303 Schedule\_Map Table Constraints

Constraint	Field Name(s)
PK	ScheduleMapID
FK	ScheduleID
IE-1	ScheduleID

### Table 2-304 Schedule\_Map Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the key field.	DESCRIPTION	NULL
FieldName	The name of a primary key field.	VNAME32	NOT NULL
FieldValue	The value of the primary key field for the schedule.	DESCRIPTION	NOT NULL
ScheduleID	Foreign key that identifies the schedule.	DBINT	IE-1, FK
			NOT NULL
ScheduleMapID	A unique identifier for the record.	DBINT	PK
			NOT NULL

## **Related tables:**

Schedule Table (viaScheduleID)

# **Schedule\_Report Table**

Each row describes a report used to export information from the ICM platform to a workforce management system.

Table 2-305 Schedule\_Report Table Constraints

Constraint	Field Name(s)
PK	ScheduleReportID
AK-1	EnterpriseName EntityID
FK	EntityID

## Table 2-306 Schedule\_Report Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the report.	DESCRIPTION	NULL
EnterpriseName	A name that is unique among all schedule reports defined in the ICM database.	VNAME32	AK-1 NOT NULL
EntityID	If partitioning is enabled, indicates the business entity to which the schedule belongs.	DBINT	AK-1, FK NOT NULL
PathName	For a SQL report, the UNC name of the file.	varchar(255)	NULL
ReportType	The type of report:  8 = Based on a template.  9 = Based on a SQL report.	DBINT	NOT NULL
ScheduleReportID	A unique identifier for the report.	DBINT	PK NOT NULL
SystemName	For a SQL report, the name of the system containing the report.	VNAME32	NULL
SystemTimeZone	For a template-based report, the time zone offset to use with the template.	varchar(255)	NULL
TemplateCategory	For a template-based report, the category used to locate the template.	VNAME32	NULL
TemplateName	For a template-based report, the name of the template used to create the report.	varchar(255)	NULL
TemplateOptions	For a template-based report, options used with the template: /H to include the SQL header and column name information; /A to append to the output file.	varchar(255)	NULL
TemplateScope	For a template-based report, the scope used to locate the template.	VNAME32	NULL

## **Related tables:**

Schedule Table (via ScheduleReportID)
Schedule\_Report\_Input Table (via ScheduleReportID)

# Schedule\_Report\_Input Table

Specifies the targets that are used with a template to create a schedule report.

### Table 2-307 Schedule Report\_Input Table Constraints

Constraint	Field Name(s)	
PK	ScheduleReportInputID	
FK	ScheduleReportID	
IE-1	ScheduleReportID	

## Table 2-308 Schedule Report\_Input Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the target.	DESCRIPTION	NULL
ForeignKey	Foreign key from a configuration table. This is always an ID field.	DBINT	NOT NULL
ScheduleReportID	Identifies the associated schedule report.	DBINT	FK, IE-1
			NOT NULL

## Table 2-308 Schedule Report\_Input Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ScheduleReportInputID	A unique identifier for the report input row.	DBINT	PK
			NOT NULL
TargetType	Type of table to which the ForeignKey applies:	DBINT	NOT NULL
	<b>0</b> = Unknown		
	1 = Service		
	2 = Skill Group		
	3 = Agent		
	4 = Translation Route		
	5 = Agent Administration Group		
	<b>6</b> = Announcement		
	7 = Call Type		
	8 = Enterprise Service		
	9 = Enterprise Skill Group		
	10 = Region		
	11 = Dialed Number		
	12 = Logical Interface Controller		
	13 = Physical Interface Controller		
	14 = Peripheral		
	15 = Routing Client		
	16 = Trunk Group		
	17 = Route		
	18 = Peripheral Target		
	19 = Label		
	20 = Master Script		
	21 = Script Table		
	22 = Script Table Column		
	23 = Script		
	24 = Schedule		
	<b>25</b> = ICR View		
	26 = View Column		
	27 = Network Trunk Group		
	28 = Service Array		
	29 = Application Gateway		
	30 = Device Target		
	31 = User Variable		
	32 = User Formula		
	33 = Network VRU Script		
	34 = Scheduled Target		
	35 = Network VRU		
	36 = Skill Group Member		
	37 = Expanded Call Variable		
	38 = Agent Team		
	39 = Campaign		
	<b>40</b> = Dialer		

## Table 2-308 Schedule Report\_Input Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Target Type (continued)	41 = Import Rule 42 = Query Rule 43 = Campaign Query Rule 44 = Dialer Port Map 45 = Message Category 46 = Message Destination 47 = Response Template	DBINT	NOT NULL

## **Related tables:**

Schedule\_Report Table (via ScheduleReportID)

# **Schedule\_Source Table**

Each row indicates the system and path from which the associated schedule data are imported.

### Table 2-309 Schedule\_Source Table Constraints

Constraint	Field Name(s)
PK	ScheduleSourceID
FK	EntityID
IE-1	EntityID

### Table 2-310 Schedule\_Source Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the data source.	DESCRIPTION	NULL
EntityID	If partitioning is enabled, indicates the business entity to which the schedule belongs.	DBINT	FK, IE-1 NULL
FilePath	The full file path from which data are retrieved.	DESCRIPTION	NULL
LoginName	The user name to use when logging into the system.	varchar(64)	NULL
ScheduleSourceID	A unique identifier for the record.	DBINT	PK NOT NULL
SystemName	The name of the system.	VNAME32	NOT NULL
SystemPassword	The password to use when logging into the system.	varchar(32)	NULL
SystemTimeZone	The time zone for the system. The value is the offset in minutes from GMT.	varchar(255)	NULL
SystemType	The type of system from which the data are imported.	DBINT	NOT NULL

### **Related tables:**

Schedule Table (via ScheduleSourceID)

# Scheduled\_Target Table

Each row represents a scheduled target. A scheduled target is not associated with a peripheral and the ICM software has only limited information about it: number of agents scheduled and number of calls in progress. You can route calls to scheduled targets using the Scheduled Select script node.

Use the Scheduled Target Explorer to create, delete, and update scheduled targets.

### Table 2-311 Scheduled\_Target Table Constraints

Constraint	Field Name(s)
PK	NetworkTargetID
AK-1	EnterpriseName
FK	CustomerDefinitionID NetworkTargetID ScheduleID
IE-1	CustomerDefinitionID

### Table 2-312 Scheduled\_Target Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CustomerDefinitionID	Identifies the customer definition associated with the scheduled target.	DBINT	FK, IE-1 NULL
Description	Additional information about the scheduled target.	DESCRIPTION	NULL
EnterpriseName	A name that is unique among all scheduled targets defined in the ICM database.	VNAME32	AK-1 NOT NULL
NetworkTargetID	Identifier that is unique among all announcements, peripheral targets, and scheduled targets in the system.	DBINT	PK, FK NOT NULL
ScheduleID	Identifies the schedule associated with the scheduled target.	DBINT	FK NULL

### **Related tables:**

Customer\_Definition Table (via CustomerDefinitionID)

Network\_Target Table (via NetworkTargetID)

Schedule Table (via ScheduleID)

Scheduled\_Target\_Real\_Time Table (via NetworkTargetID)

# Scheduled\_Target\_Real\_Time Table

Local database only.

Contains one row for each scheduled target. The ICM software updates the real-time data each time it sends a call to the target or receives a notification from the routing client that a call has completed. The Admin Workstation receives updated data every 15 seconds.

### Table 2-313 Scheduled\_Target\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	NetworkTargetID
FK	NetworkTargetID

### Table 2-314 Scheduled\_Target\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
CallsInProgress	The number of calls currently in progress at the scheduled target.	DBINT	NULL
DateTime	The date and time when the row was last updated.	DBDATETIME	NOT NULL
MaxCallsInProgress	The maximum number of simultaneous calls the target can handle for the current time period (based on its schedule).	DBINT	NULL
NetworkTargetID	Identifies the scheduled target.	DBINT	PK, FK NOT NULL
RouterCallsQNow	Number of calls currently queued at the CallRouter for this target.	DBINT	NULL

### **Related tables:**

Scheduled\_Target Table (via NetworkTargetID)

# **Script Table**

Each row represents a version of a routing script or an administrative script. You can save multiple versions of each script. The binary representation of the script version is stored in the Script\_Data table. General information that applies to all versions of a script is stored in the Master Script table.

Use the Script Editor to create and modify scripts.

### Table 2-315 Script Table Constraints

Constraint	Field Name(s)
PK	ScriptID
AK-1	MasterScriptID Version
FK	MasterScriptID

## Table 2-316 Script Table

Field Name	Description	Data Type	Keys and Null Option
Author	User name of person who last modified the script version.	VNAME32	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DateTime	The date and time when the script version was saved.	DBDATETIME	NOT NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes N = No	DBCHAR	NOT NULL
Description	Further information about the script.	DESCRIPTION	NULL
Length	Number of bytes of data in the binary representation of the script.	DBINT	NOT NULL
MasterScriptID	Foreign key from the Master Script table.	DBINT	AK-1, FK NOT NULL
QuickEditBaseVersion	If this version was created by using Quick Edit, this field indicates the previous script version. The metering information from the base version can be carried over to the new version.	DBINT	NULL
ScriptID	Unique identifier for a specific version of a script.	DBINT	PK
			NOT NULL
Valid	Indicates whether the script was saved in an invalid state.	DBCHAR	NOT NULL
Version	The most recent version of the master script. ICM software uses only the most recent version.	DBINT	AK-1 NOT NULL

### Related tables:

Call\_Type\_Real\_Time Table (via ScriptID)

Master\_Script Table (via MasterScriptID)

Script\_Cross\_Reference Table (via ScriptID)

Script\_Data Table (via ScriptID)

Script\_Print\_Control Table (via ScriptID)

Script\_Real\_Time Table (via ScriptID)

Script\_Five\_Minute Table (via ScriptID)

# Script\_Cross\_Reference Table

Contains information about which configuration objects each script version references. This information is used to determine whether a script version becomes invalid when configuration information changes.

The ICM software automatically maintains the Script\_Cross\_Reference table.

Table 2-317 Script\_Cross\_Reference Table Constraints

Constraint	Field Name(s)
PK	LocalID ScriptID
FK	ScriptID
IE-1	ForeignKey

### Table 2-318 Script\_Cross\_Reference Table

Field Name	Description	Data Type	Keys and Null Option
ForeignKey	Foreign key from a configuration table. This is	DBINT	IE-1
	always an ID field.		NOT NULL
LocalID	Local ID in script that cross references a foreign	DBINT	PK
	key field in one of the other configuration tables.		NOT NULL
ScriptID	Foreign key from Script table.	DBINT	PK, FK, NOT NULL
TargetType	Type of table to which the ForeignKey applies.	DBSMALLINT	NOT NULL
	<ul> <li>0 = Unknown</li> <li>1 = Service</li> <li>2 = Skill Group</li> <li>3 = Agent</li> <li>4 = Translation Route</li> <li>5 = Agent Administration Group</li> <li>6 = Announcement</li> <li>7 = Call Type</li> <li>8 = Enterprise Service</li> <li>9 = Enterprise Skill Group</li> <li>10 = Region</li> <li>11 = Dialed Number</li> <li>12 = Logical Interface Controller</li> <li>13 = Physical Interface Controller</li> <li>14 = Peripheral</li> <li>15 = Routing Client</li> <li>16 = Trunk Group</li> <li>17 = Route</li> <li>18 = Peripheral Target</li> <li>19 = Label</li> <li>20 = Master Script</li> </ul>		

Table 2-318 Script\_Cross\_Reference Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TargetType	21 = Script Table	DBSMALLINT	NOT NULL
(continued)	22 = Script Table Column		
	23 = Script		
	24 = Schedule		
	25 = ICR View		
	<b>26</b> = View Column		
	27 = Network Trunk Group		
	28 = Service Array		
	29 = Application Gateway		
	<b>30</b> = Device Target		
	31 = User Variable		
	32 = User Formula		
	33 = Network VRU Script		
	34 = Scheduled Target		
	35 = Network VRU		
	<b>36</b> = Skill Group Member		
	37 = Expanded Call Variable		
	38 = Agent Team		
	<b>39</b> = Campaign		
	<b>40</b> = Dialer		
	<b>41</b> = Import Rule		
	42 = Query Rule		
	43 = Campaign Query Rule		
	<b>44</b> = Dialer Port Map		
	<b>45</b> = Message Category		
	<b>46</b> = Message Destination		
	<b>47</b> = Response Template		
	<b>48</b> = Enterprise Route		
	<b>49</b> = Person		
	<b>50</b> = Media Routing Domain Member		
	51 = Media Routing Domain		
	<b>52</b> = Application Path		
	<b>53</b> = Peripheral MRD		
	<b>54</b> = Script Queue Meters		
	55 = CAmpaign Target Sequence		
	<b>56</b> = Microapp Defaults		
	57 = Microapp Currency		
	58 = Microapp Locale		

## **Related tables:**

Route\_Call\_Detail Table (via LocalID)

# Script\_Data Table

Contains a binary version of a routing script or administrative script. A long script may require multiple Script\_Data rows.

The Script Editor automatically maintains the Script\_Data table.

### Table 2-319 Script\_Data Table Constraints

Constraint	Field Name(s)
PK	RowOrder ScriptID
FK	ScriptID

### Table 2-320 Script\_Data Table

Field Name	Description	Data Type	Keys and Null Option
RowOrder	Ordinal number of the rows that apply to a specific script.	DBINT	PK NOT NULL
ScriptData	Internal script representation.	image	NULL
ScriptID	Foreign key from Script table.	DBINT	PK, FK NOT NULL

### **Related tables:**

# **Script\_Five\_Minute Table**

Central database only.

Contains statistics about each script version for the most recent five-minute interval.

The ICM software generates Script\_Five\_Minute records for each script.

### Table 2-321 Script\_Five\_Minute Table Constraints

Constraint	Field Name(s)
PK	DateTime ScriptID TimeZone
AK-1	RecoveryKey
FK	ScriptID

### Table 2-322 Script\_Five\_Minute Table

Field Name	Description	Data Type	Keys and Null Option
CallsIncomingTo5	Number of calls that came into the script during the five-minute interval.	DBINT	NOT NULL
CallsPerNode	An array indicating the number of calls that traversed each node of the script during the five-minute interval. Each element in the array is a short integer. An array for a script with 40 nodes is stored in the database as a varbinary(80) array.	varbinary(255)	NOT NULL
CallsRoutedTo5	Number of calls routed by the script during the five-minute interval.	DBINT	NOT NULL
DateTime	Central Controller date and time at start of five-minute interval.	DBSMALLDATE	PK NOT NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
ScriptID	Foreign key from the Script table.	DBINT	PK, FK NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

### **Related tables:**

# **Script\_Print\_Control Table**

Each row contains default print settings for a specific script version.

The Script Editor automatically maintains the Script\_Print\_Control table.

### Table 2-323 Script\_Print\_Control Table Constraints

Constraint	Field Name(s)
PK	ScriptPrintControlID
AK-1	ScriptID
FK	ScriptID

### Table 2-324 Script\_Print\_Control Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
PrintControlSettings	A string specifying the print settings for the script.	varchar(255)	NULL
ScriptID	Foreign key from Script table.	DBINT	AK-1, FK NOT NULL
ScriptPrintControlID	A unique identifier for the row.	DBINT	PK NOT NULL

### **Related tables:**

# **Script\_Queue\_Real\_Time Table**

Local database only.

Contains data on how tasks are processed in a script queue.

## Table 2-325 Script\_Queue\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	QueueNode ScriptID
FK	ScriptID

### Table 2-326 Script\_Queue\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
DateTime	The data and time at which this data was last updated.	DBDATETIME	NOT NULL
QueueNode	The local script node identifier.	DBINT	PK NOT NULL
ScriptID	The ICM identifier of the application path with which this row is associated.	DBINT	PK, FK NOT NULL
TasksQueued	The number of tasks queued at this script node.	DBINT	NULL
TimeInQueue	The time in queue for the longest task.	DBDATETIME	NULL

### **Related tables:**

# Script\_Real\_Time Table

Local database only.

Contains real time information about each script. The ICM software updates the real-time data each time it executes a script. The Admin Workstation receives updated data every 15 seconds. The real-time data for current script versions is updated at midnight.

### Table 2-327 Script\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	ScriptID
FK	ScriptID

### Table 2-328 Script\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
Calls	Number of times the script has executed since midnight. For a routing script, this is the number of calls processed.	DBINT	NOT NULL
CpuTime	CPU time spent processing the script.	DBINT	NOT NULL
DateTime	Central Controller date and time that this data was last updated.	DBDATETIME	NOT NULL
ElapsedTime	Elapsed time spent processing the script.	DBINT	NOT NULL
ScriptID	Foreign key from the Script Table.	DBINT	PK, FK NOT NULL
ScriptMeters	Internal real time data for the script.	image	NULL

### **Related tables:**

# Script\_Table Table

Each row describes a table from an external database that can be queried from within routing scripts or administrative scripts using the optional Gateway SQL feature.

Use ICM Configuration Manager to add, update, and delete Script\_Table records.

### Table 2-329 Script Table Table Constraints

Constraint	Field Name(s)
PK	ScriptTableID
AK-1	EnterpriseName

### Table 2-330 Script Table Table

Field Name	Description	Data Type	Keys and Null Option
AccessType	Indicates how to query data from the table. Currently only SQL (1) is supported.	DBSMALLINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Further information about the external table.	DESCRIPTION	NULL
EnterpriseName	A name that is unique among all script tables defined in the ICM database.	VNAME32	AK-1 NOT NULL
ScriptTableID	A unique identifier for the external table.	DBINT	PK NOT NULL
SideA	The path of the database table as reached by Side A of the ICM Central Controller.	DESCRIPTION	NULL
SideB	The path of the database table as reached by Side B of the ICM Central Controller.	DESCRIPTION	NULL

### **Related tables:**

Script\_Table\_Column Table (via ScriptTableID)

# Script\_Table\_Column Table

Each row describes a column in a table from an external database that can be queried from within routing scripts or administrative scripts.

Use ICM Configuration Manager to add, update, and delete Script\_Table\_Column records.

### Table 2-331 Script\_Table\_Column Table Constraints

Constraint	Field Name(s)
PK	ScriptTableColumnID
AK-1	ColumnName ScriptTableID
FK	ScriptTableID

### Table 2-332 Script\_Table\_Column Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ColumnName	The name of the column in the external database.	VNAME32	AK-1 NOT NULL
Description	Additional information about the column.	DESCRIPTION	NULL
ScriptTableColumnID	A unique identifier for this script table column.	DBINT	PK NOT NULL
ScriptTableID	Foreign key from the Script_Table table.	DBINT	AK-1, FK NOT NULL

## **Related tables:**

Script\_Table Table (via ScriptTableID)

# Sec\_Group Table

Used internally to track the state of records in the User\_Group table. The Sec\_Group table contains one row for each User\_Group row.

## Table 2-333 Sec\_Group Table Constraints

Constraint	Field Name(s)
PK	UserGroupID
FK	UserGroupID

### Table 2-334 Sec\_Group Table

Field Name	Description	Data Type	Keys and Null Option
UserGroupID	Foreign key from the User_Group table.	DBINT	PK, FK
			NOT NULL
UserGroupName	The name of the group.	varchar(30)	NOT NULL

### **Related tables:**

User\_Group Table (via UserGroupID)

# Sec\_User Table

Used internally to track the state of users in the User\_Group table. The Sec\_User table contains one row for each User\_Group row that represents a user (rather than a group).

### Table 2-335 Sec\_User Table Constraints

Constraint	Field Name(s)
PK	UserGroupID
FK	UserGroupID

### Table 2-336 Sec\_User Table

Field Name	Description	Data Type	Keys and Null Option
UserGroupID	Foreign key from the User_Group table.	DBINT	PK, FK
			NOT NULL
UserGroupName	The name of the user.	varchar(30)	NOT NULL

### **Related tables:**

User\_Group Table (via UserGroupID)

# **Service Table**

Each row describes a service available at a peripheral.

Use the Service Explorer tool to add, update, and delete Service records.

### **Table 2-337 Service Table Constraints**

Constraint	Field Name(s)
PK	SkillTargetID
AK-1	EnterpriseName
AK-2	PeripheralID PeripheralNumber
FK	MRDomainID PeripheralID ScheduleID SkillTargetID
IE-1	ScheduleID

## Table 2-338 Service Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	A string of parameters the ICM software sends to the peripheral to initialize the service.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes	DBCHAR	NOT NULL
	N = No		
Description	Additional information about the service.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the service. This name must be unique among all the services in the enterprise.	VNAME32	AK-1 NOT NULL
Extension	The extension number for the skill group (used by the Definity ECS ACD).	VTELNO10	NULL
MRDomainID	The Media Routing Domain associated with this	DBINT	FK
	service.		NOT NULL
PeripheralID	Foreign key from the Peripheral table.	DBSMALLINT	AK-2, FK
			NOT NULL
PeripheralName	Service name as known at the peripheral.	VNAME32	NOT NULL
PeripheralNumber	Service number as known at the peripheral. This field together with PeripheralID form an alternate unique key.	DBINT	AK-2 NOT NULL

## Table 2-338 Service Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeripheralServiceLevelType	Type of service level calculation to be used in the PeriphServiceLevel fields of Service Real Time and Service Half Hour tables. Valid Aspect types are:	DBSMALLINT	NOT NULL
	<ul> <li>1 = Service Level 1</li> <li>2 = Service Level 2</li> <li>3 = Service Level 3</li> <li>4 = Service Level as Calculated by Call Center.</li> <li>If this field is 0 for a service, the ICM software</li> </ul>		
	assumes the default specified for the associated peripheral.  If the peripheral is not an Aspect ACD, the type		
C -1 - J1 - ID	must be 4 (calculated by the peripheral).	DDINT	EV IE 1
ScheduleID	Identifies an imported schedule associated with the service.	DBINT	FK, IE-1 NULL
ServiceLevelThreshold	The service level threshold, in seconds, for the ICM service level. If this field is negative, the value of the ServiceLevelThreshold field in the Peripheral table is used.	DBSMALLINT	NOT NULL

### Table 2-338 Service Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelType	<b>For Non-IPCC Enterprise</b> , indicates how the ICM software calculates the service level for the service:	DBSMALLINT	NOT NULL
	<b>0</b> = Use the default specified for the associated peripheral.		
	<b>1</b> = Ignore Abandoned Calls. (Remove the abandoned calls from the calculation.)		
	2 = Abandoned Calls have Negative Impact. (Treat the abandoned calls as though they exceeded the service level threshold.)		
	<b>3</b> = Abandoned Calls have Positive Impact. (Treat the abandoned calls as through they were answered within the service level threshold.)		
	Note Regardless of which calculation you choose, the ICM software always tracks separately the number of calls abandoned before the threshold expired.		
	For IPCC Enterprise the value of this field is always 1 (ignore abandoned calls) for services associated with CallManager peripherals. This is because calls to a CallManager peripheral have no service associated with them while they are queued, and therefore calls abandoned while queued cannot affect the computation of service level for a CallManager service.		
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK, FK NOT NULL

### **Related tables:**

Enterprise\_Service\_Member Table (via SkillTargetID)

Media\_Routing\_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

Route Table (via SkillTargetID)

Schedule Table (via ScheduleID)

Service\_Array\_Member Table (SkillTargetID maps to Service\_Array\_Member.ServiceSkillTargetID)

Service\_Five\_Minute Table (via SkillTargetID)

Service\_Half\_Hour Table (via SkillTargetID)

Service\_Member Table (via SkillTargetID)

Service\_Real\_Time Table (via SkillTargetID)

Skill\_Target Table (via SkillTargetID)

# Service\_Array Table

A service array is a collection of service which might be associated with different peripherals, but are all associated with the same Peripheral Gateway (PG). You can route calls to a service array and let the PG choose among the member services.

Use the Service Explorer tool to add, update, and delete Service\_Array records.

### Table 2-339 Service\_Array Table Constraints

Constraint	Field Name(s)
PK	SkillTargetID
AK-1	EnterpriseName
	LogicalControllerID ScheduleID

### Table 2-340 Service\_Array Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the service array.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the service array. This name must be unique among all service arrays in the enterprise.	VNAME32	AK-1 NOT NULL
LogicalControllerID	Identifies the Peripheral Gateway associated with the service array.	DBSMALLINT	FK NOT NULL
ScheduleID	Identifies a schedule associated with the service array.	DBINT	FK NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK NOT NULL

### **Related tables:**

Schedule Table (via ScheduleID)

Service\_Array\_Member Table (via SkillTargetID)

Logical\_Interface\_Controller Table (via LogicalControllerID)

# Service\_Array\_Member Table

Maps individual services to a service array. The member services in a service array must all be associated with the same Peripheral Gateway (PG), but may be associated with different peripherals.

Use the Service Explorer tool to add and delete Service\_Array\_Member records.

### Table 2-341 Service\_Array\_Member Table Constraints

Constraint	Field Name(s)
PK	ServiceArraySkillTargetID ServiceSkillTargetID
FK	ServiceArraySkillTargetID

### Table 2-342 Service\_Array\_Member Table

Field Name	Description	Data Type	Keys and Null Option
ServiceArraySkillTargetID	Identifies the service array.	DBINT	PK, FK
			NOT NULL
ServiceSkillTargetID	Identifies a service that is a member of the service	DBINT	PK
	array.		NOT NULL

### **Related tables:**

Service\_Array Table (ServiceArraySkillTargetID maps to Service\_Array.SkillTargetID)
Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

# Service\_Five\_Minute Table

Central database only.

Contains statistics about each service during the most recent five-minute interval.

The ICM software generates Service\_Five\_Minute records for each service.

## Table 2-343 Service\_Five\_Minute Table Constraints

Constraint	Field Name(s)
PK	DateTime SkillTargetID, TimeZone
AK-1	RecoveryKey
FK	SkillTargetID

### Table 2-344 Service\_Five\_Minute Table

Field Name	Description	Data Type	Keys and Null Option
AgentsTalking	Number of service agents in the talking state at the end of the five-minute interval.	DBINT	NULL
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue for the service during the five-minute interval.	DBINT	NULL
AvgDelayQNow	Average delay for calls currently queued for the service at the end of the five-minute interval.	DBINT	NULL
AvgHandleTimeTo5	The average handled calls time in seconds for calls to the service that ended during the five-minute interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call. The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed.	DBINT	NULL
AvgSpeedAnswerTo5	Average answer wait time for all incoming calls to the service during the five-minute interval.	DBINT	NULL
AvgTalkTimeTo5	The average talk time in seconds for calls to the service during the five-minute interval. Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the service or route. The field is updated in the database when all after-call work associated with the calls is completed.	DBINT	NULL

## Table 2-344 Service\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsAbandQToday	Number of calls to this service abandoned since midnight.	DBINT	NULL
CallsAnsweredTo5	Number of calls to the service answered by agents during the five-minute interval.	DBINT	NULL
CallsAnsweredToday	Number of calls to the service answered by agents since midnight.	DBINT	NULL
CallsHandledTo5	Number of calls handled for the service ending during the five-minute interval.	DBINT	NULL
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	<ul> <li>A non-voice task that the agent started working on then completed.</li> </ul>		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
CallsHandledToday	Number of calls handled to completion by the service since midnight.	DBINT	NULL
CallsIncomingToday	Number of incoming calls to this service since midnight. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	DBINT	NULL
CallsInProgress	Number of inbound and outbound calls that had previously been offered (for example, calls being played an announcement, queued calls, or connected calls) and are currently being handled for the service.	DBINT	NULL
CallsLeftQTo5	Number of calls to the service that were removed from queue during the five-minute interval (used to calculate expected delay).	DBINT	NULL
CallsOfferedTo5	Number of calls offered to the service during the five-minute interval.	DBINT	NULL
CallsOfferedToday	Number of incoming calls plus internal calls offered to this service since midnight.	DBINT	NULL
CallsQNow	Calls in queue for the service at the peripheral at the end of the five-minute interval. A call that queues multiple times will be counted as queued once for the service.	DBINT	NULL
CallsRoutedToday	Number of calls the ICM software routed to this service since midnight.	DBINT	NULL

## Table 2-344 Service\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DateTime	Date and time at the start of the five-minute interval.	DBSMALLDATE	PK NOT NULL
ExpectedDelay	Predicted delay for any new call added to the service queue at the end of the five-minute interval. This is valid only if no agents are available.	DBFLT4	NULL
LongestAvailAgent	Number of seconds the longest available agent for the service had been available as of the end of the five-minute interval. If no agent was available, the value is 0.	DBINT	NULL
LongestCallQ	Length of time that longest call in the queue for the service had been there at the end of the five-minute interval.	DBINT	NULL
OverFlowInTo5	Number of calls the peripheral re-targeted, or overflowed, into the service during the five-minute interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	DBINT	NULL
OverflowOutTo5	Number of calls the peripheral retargeted, or overflowed, out of the service during the five-minute interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	DBINT	NULL
PeriphServiceLevelTo5	Service level for the service during five-minute interval, as calculated by the peripheral.	DBFLT4	NULL
PeriphServiceLevelToday	Service level for the service since midnight, as calculated by the peripheral.	DBFLT4	NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
ServiceLevelAbandTo5	Number of calls to the service abandoned within the service level during the five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	Number of calls to the service abandoned within the service level since midnight.	DBINT	NULL
ServiceLevelCallsOfferedTo5	Number of calls to the service answered or abandoned during the five-minute interval.	DBINT	NULL
ServiceLevelCallsOfferedToday	Number of calls to the service answered or abandoned since midnight.	DBINT	NULL

Table 2-344 Service\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceLevelCallsQHeld	Number of calls to the service that had been in queue longer than the service level threshold at the end of the five-minute interval.	DBINT	NULL
ServiceLevelCallsTo5	Number of calls to the service handled within the service level during the five-minute interval.	DBINT	NULL
ServiceLevelCallsToday	Number of calls to the service handled within the service level today.	DBINT	NULL
ServiceLevelTo5	Service level during the five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsHandledTo5.	DBFLT4	NULL
ServiceLevelToday	Cumulative ICM service level for the service since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday.	DBFLT4	NULL
SkillTargetID	Foreign key from the Service table.	DBINT	PK, FK NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
Unused1	This field is not currently used.	DBINT	NULL

## **Related tables:**

Service Table (via SkillTargetID)

# Service\_Half\_Hour Table

Central database only.

Contains information about each service during the most recent 30-minute interval.

The ICM software generates Service\_Half\_Hour records for each service.

### Table 2-345 Service\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime SkillTargetID TimeZone
AK-1	RecoveryKey
FK	SkillTargetID
IE-1	DbDateTime

### Table 2-346 Service\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AnswerWaitTimeToHalf	The sum of AnswerWaitTime in seconds for all calls answered for the service during the last half-hour interval. AnswerWaitTime is the elapsed time from when the call is offered at the peripheral, to when it is answered. This includes all DelayTime, LocalQTime, and RingTime associated with the call.  For multimedia, the sum of the answer wait times of all tasks associated with this service that began in this half-hour interval.	DBINT	NULL
AutoOutCallsOnHoldTimeToHalf	Number of seconds that AutoOut (predictive) calls were placed on hold by this service during the half-hour interval. This data element is based on HoldTime. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .  Not valid for <b>IPCC Enterprise</b> .		
AutoOutCallsOnHoldToHalf	Number of ended AutoOut (predictive) calls that this service has placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for <b>IPCC Enterprise</b> .		

Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsTalkTimeToHalf	Total talk time, in seconds, for AutoOut (predictive) calls handled by the service taht ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for <b>IPCC Enterprise</b> .		
AutoOutCallsTimeToHalf	Total handle time, in seconds, for AutoOut (predictive) calls handled this service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		
AutoOutCallsToHalf	Number of AutoOut (predictive) calls made by this service that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for <b>IPCC Enterprise</b> .		
AvgDelayQAbandToHalf	Average delay time of calls to the service abandoned in queue during the half-hour interval. This value is calculated as follows:	DBINT	NULL
	DelayQAbandTimeToHalf / CallsAbandQToHalf		
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		

Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgDelayQToHalf	Average delay in the queue for calls to the service during the half-hour interval:	DBINT	NULL
	DelayQTimeToHalf / CallsQToHalf		
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
AvgHandleTimeToHalf	The average handled calls time in seconds for calls counted as handled by the service during the half-hour interval. HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call. The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed. The value is calculated as follows:	DBINT	NULL
	HandleTimeToHalf / CallsHandledToHalf		
	Valid for IPCC Enterprise.		
AvgSpeedAnswerToHalf	The average answer wait time that all calls offered to the service waited before being answered. This value is calculated as follows:	DBINT	NULL
	AnswerWaitTimeToHalf / CallsAnsweredToHalf		
	Valid for IPCC Enterprise.		
AvgTalkTimeToHalf	Average talk time in seconds for calls to the service ending during the half-hour interval. Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the service. The field is updated in the database when any after-call work associated with the calls is completed. The value is calculated as follows:	DBINT	NULL
	TalkTimeToHalf / CallsHandledToHalf		
	Valid for IPCC Enterprise.		
BlindTransfersOutToHalf	Number of calls that were blind transferred out by agents in this service during the half-hour interval.	DBINT	NULL
CallsAbandQToHalf	Number of calls abandoned in queue for the service during the half-hour interval.	DBINT	NULL
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		

Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsAnsweredToHalf	The number of calls handled for he service during the half-hour interval.	DBINT	NULL
	For <b>multi-media</b> , the number of tasks associated with this service that were ended in this half-hour interval.		
	Valid for IPCC Enterprise.		
CallsHandledToHalf	The number of tasks that became associated with this service in this half-hour interval. This is incremented when the Agent PG receives an Offer Task message, and when it receives a Start Task message without having received an Offer Task message.	DBINT	NULL
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	• A non-voice task that the agent started working on then completed.		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task		
	This field is applicable for <b>IPCC Enterprise</b> .		
CallsIncomingToHalf	Number of incoming calls to the service during the half-hour interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	DBINT	NULL
	Valid for ICM and IPCC Enterprise.		
CallsOfferedToHalf	Number of incoming calls plus internal calls offered to the service during the half-hour interval.	DBINT	NULL
	Valid for IPCC Enterprise.		
CallsOutToHalf	Number of outbound calls placed by agents for the service during the half-hour interval.	DBINT	NULL
	Not valid and IPCC Enterprise.		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
CallsQToHalf	Number of calls to the service in the queue during the half-hour interval. A call that queues multiple times will be counted as queued once for the service.	DBINT	NULL
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		

## Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsRoutedToHalf	Number of tasks routed by the ICM software to the service during the half-hour interval.	DBINT	NULL
	For <b>multi-media</b> , the number of tasks routed to the service during the half-hour interval.		
	Valid for IPCC Enterprise.		
CallsTerminatedOtherToHalf	Number of calls handled by the service but not otherwise accounted for during the half-hour interval. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.	DBINT	NULL
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
DateTime	Central Controller date and time at the start of the half-hour interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
DelayQAbandTimeToHalf	Number of seconds that calls for the service that were abandoned in queue waited during the interval. These are calls that existed in the queue but were abandoned before being handled by an agent or trunk device.	DBINT	NULL
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
DelayQTimeToHalf	Sum of delay time of all calls to the service in queue during the half-hour interval. This field is populated from the LocalQTime.	DBINT	NULL
	Not valid for IPCC Enterprise.		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
ForcedClosedCallsToHalf	Number of calls to the service that were determined to be closed following an interruption in data during the half-hour interval.  ForcedClosedCalls are calls that terminated because of errors tracking the call's state transition. Calls may become forced closed if there is lack of events from the ACD's CTI interfaces (for example, a lack of a Disconnect event, or failure on the switch's CTI connection).	DBINT	NULL
	Not valid for IPCC Enterprise.		

Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
HandleTimeToHalf	The total time in seconds that calls were handled for the service during the half-hour interval. HandleTime is tracked only for for inbound ACD calls that are counted as handled for he service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any HoldTime, TalkTime, and WorkTime associated with the call (from the Termination_Call_Detail table). The HandleTime value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	For multi-media, this is TalkTimeToHalf + HoldTimeToHalf + HandledWorkReadyTimeToHalf.		
	Valid for IPCC Enterprise.		
HoldTimeToHalf	The total time in seconds for calls to the service that ended during the half-hour interval.	DBINT	NULL
	For <b>multi-media</b> , the number of seconds that agents spent in the PAUSED state for tasks associated with this service that ended in this half-hour interval.		
	Valid for IPCC Enterprise.		
LongestCallAbandTime	Longest time in seconds a call was in queue for the service before being abandoned during the half-hour interval.	DBINT	NULL
	Not valid for IPCC Enterprise.		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
LongestCallDelayQTime	Longest time in seconds a call was in queue for the service before being answered during the half-hour interval.	DBINT	NULL
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
NumMissingTasks	Valid for multi-media only.	DBINT	NULL
	The number of tasks whose Start Task Timeout Period expired in this half-hour interval.		

### Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
OverflowInToHalf	Number of calls that the peripheral re-targeted, or overflowed, into this service during the half-hour interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	DBINT	NULL
	Not valid for IPCC Enterprise.		
OverflowOutToHalf	Number of calls that the peripheral re-targeted, or overflowed, out of this service during the half-hour interval. The ICM software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).	DBINT	NULL
	Not valid for IPCC Enterprise.		
PeriphServiceLevelCallsToHalf	Number of calls to the service answered within the service level, as counted by the peripheral, during the half-hour interval.	DBINT	NULL
	Not valid for IPCC Enterprise.		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
PeriphServiceLevelOfferToHalf	Number of offered calls used in the peripheral service level calculation for the half-hour interval.	DBINT	NULL
	Not valid for IPCC Enterprise.		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
PeriphServiceLevelToHalf	Peripheral service level during the half-hour interval.	DBFLT4	NULL
	Not valid for IPCC Enterprise.		
	Not valid for tasks. Set to zero by OPC.		
PreviewCallsOnHoldTimeToHalf	Number of seconds outbound Preview calls were placed on hold this service during the half-hour interval. This data element is based on HoldTime. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		

Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsOnHoldToHalf	Number of ended outbound Preview calls that this service placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		
PreviewCallsTalkTimeToHalf	Total talk time, in seconds, for outbound Preview calls handled by this service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call-work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		
PreviewCallsTimeToHalf	Total handle time, in seconds, for outbound Preview calls handled by this service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		
PreviewCallsToHalf	Number of outbound Preview calls made by this service that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL

Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsOnHoldTimeToHalf	Number of seconds agent reservation calls were placed on hold by this service during the half-hour interval. This data element is based on HoldTime. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for <b>IPCC Enterprise</b> .		
ReserveCallsOnHoldToHalf	Number of completed agent reservation calls that this service placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		
ReserveCallsTalkTimeToHalf	Total talk time, in seconds, for agent reservation calls handled by the service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	the e he sed ne e is	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		
ReserveCallsTimeToHalf	Total handle time, in seconds, for agent reservation calls handled by this service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		

Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsToHalf	Number of agent reservation calls made by this service that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Not currently used for <b>Outbound Option</b> .		
	Not valid for IPCC Enterprise.		
ServiceLevelAbandToHalf	Number of calls to the service abandoned within the service level threshold during the half-hour interval.	DBINT	NULL
	Set to zero for <b>IPCC Enterprise voice tasks</b> and for <b>non-voice tasks</b> .		
ServiceLevelCallsOfferedToHalf	Number of calls to the service that had service level events during the half-hour interval.	DBINT	NULL
	Not valid for IPCC Enterprise.		
ServiceLevelCallsToHalf	Number of calls to the service answered within the ICM service level threshold during the half-hour interval.	DBINT	NULL
	Not valid for IPCC Enterprise.		
ServiceLevelToHalf	ICM service level for the service during the half-hour interval.	DBFLT4	NULL
	For <b>non-voice tasks</b> and for <b>IPCC Enterprise</b> calls, the Service Level Type is always set to <i>ignore abandoned calls</i> .		
ServiceLevelType	Service Level Type used to calculate Service level for this interval.	DBINT	NULL
ShortCallsTimeToHalf	Time, in seconds, accumulated by calls that were too short to be counted as abandoned during the half-hour interval. These calls were abandoned before the abandoned call wait time expired.	DBINT	NULL
	Not valid for IPCC Enterprise.		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
ShortCallsToHalf	Number of calls to the service during the half-hour interval that were too short to be considered abandoned. A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned and they are not accounted for in any of the ICM abandoned calls calculations.	DBINT	NULL
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		

Table 2-346 Service\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	The SkillTargetID of this service. Foreign key from the Service table.	DBINT	PK, FK
TalkTimeToHalf	The number of seconds that agents spent in the ACTIVE state or the PAUSED state for tasks associated with this service that ended in this half-hour interval.	DBINT	NOT NULL NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TransferInCallsToHalf	Number of calls transferred into the service during the half-hour interval. This count includes consultative transfers and blind transfers to the service. The count is populated in the database when the after-call work associated with the call (if any) is finished.	DBINT	NULL
	Not valid for <b>IPCC Enterprise</b> .  Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		
TransferOutCallsToHalf	Number of calls transferred out of the service during the half-hour interval. This count includes consultative transfers and blind transfers made from the service. The count is populated in the database when the after-call work associated with the call (if any) is finished.	DBINT	NULL
	Not valid for <b>IPCC Enterprise</b> .		
	Not valid for <b>non-voice tasks</b> . Set to zero by OPC.		

## **Related tables:**

Service Table (via SkillTargetID)

# Service\_Level\_Threshold Table

The Service Level Threshold table specifies how the ICM calculates service level for a particular peripheral. Each row in this table contains specific default values for a PeripheralID-Media Routing Domain pair.

Table 2-347 Service\_Level\_Threshold Table Constraints

Constraint	Field Name(s)
PK	MRDomainID PeripheralID
FK	PeripheralID

### Table 2-348 Service\_Level\_Threshold Table

Field Name	Description	Data Type	Keys and Null Option
MRDomainID	Foreign key from the Media_Routing_Domain	DBINT	PK
	table.		NOT NULL
PeripheralID	The ICM ID of the peripheral with which this row	DBSMALLINT	PK, FK
	is associated.		NOT NULL
ServiceLevelThreshold	The default value of the ServiceLevelThreshold field for services associated with this peripheral and media routing domain.	DBSMALLINT	NOT NULL
ServiceLevelType	The default value for the ServiceLevelType field for each service associated with this peripheral and media routing domain. This value indicates how the ICM software calculates the service level.	DBSMALLINT	NOT NULL
	For IPCC Enterprise the value of this field is always 1 (ignore abandoned calls) for CallManager peripherals. This is because calls to a CallManager peripheral have no service associated with them while they are queued, and therefore calls abandoned while queued cannot affect the computation of service level for a CallManager service.		

#### **Related tables:**

Media\_Routing\_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

## **Service\_Member Table**

The Service Member table maps skill groups to services. Each service contains one or more member skill groups. Each skill group can be a member of one or more services.

Use the Service Explorer tool to add, update, and delete Service\_Member records.

Table 2-349 Service\_Member Table Constraints

Constraint	Field Name(s)
PK	ServiceSkillTargetID SkillGroupSkillTargetID
FK	ServiceSkillTargetID SkillGroupSkillTargetID
IE-1	SkillGroupSkillTargetID

### Table 2-350 Service\_Member Table

Field Name	Description	Data Type	Keys and Null Option
Priority	The priority level of the specified service for the specified skill group:	DBSMALLINT	NOT NULL
	1 = Primary 2 = Secondary		
	Any number of skill entries can be of any priority—not all need to be entered.		
ServiceSkillTargetID	SkillTargetID of the service.	DBINT	PK, FK
			NOT NULL
SkillGroupSkillTargetID	SkillTargetID of the skill group that is associated	DBINT	PK, FK
	with the service.		NOT NULL

### **Related tables:**

Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill\_Group Table (SkillGroupSkillTargetID maps to Skill\_Group.SkillTargetID)

## Service\_Real\_Time Table

Local database only.

Contains real time information about each service.

The ICM software automatically generates a Service\_Real\_Time record for each service.

#### Table 2-351 Service\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	SkillTargetID
FK	SkillTargetID

#### Table 2-352 Service\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AgentsTalking	Number of service agents currently in the talking state.	DBINT	NULL
AnswerWaitTimeHalf	Sum of answer wait time in seconds for all incoming calls to the service during the current half-hour interval.	DBINT	NULL

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AnswerWaitTimeTo5	Sum of answer wait time in seconds for all incoming calls to the service during the current five-minute interval.	DBINT	NULL
AnswerWaitTimeToday	Sum of answer wait time in seconds for all incoming calls to the service since midnight.	DBINT	NULL
AutoOutCallsHalf	Number of AutoOut (predictive) calls made by agents for this service that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for Outbound Option.		
AutoOutCallsNow	Number of agents currently talking on AutoOut (predictive) calls for the service.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
AutoOutCallsOnHoldHalf	Number of ended AutoOut (predictive) calls that agents in the service have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for Outbound Option.		
AutoOutCallsOnHoldTimeHalf	Number of seconds that AutoOut (predictive) calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
AutoOutCallsOnHoldTimeTo5	Total handle time, in seconds, for AutoOut (predictive) calls handled by agents for this service that ended since midnight. Handle time includes WorkTime, TalkTime, and HoldTime. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
AutoOutCallsOnHoldTimeToday	Number of seconds AutoOut (predictive) calls were placed on hold by agents for this service since midnight. This data element is based on HoldTime. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		

AutoOutCallsOnHoldTo5  Total number of AutoOut (predictive) calls made for this service that ended since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsOnHoldToday  Number of ended AutoOut (predictive) calls that agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTalkTimeHalf  Total talk time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call.  AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTalkTimeTo5  Total talk time, in seconds, for complete Unsupported for Outbound Option.d AutoOut (predictive) calls handled by the service during the	DBINT	NULL NULL
AutoOutCallsOnHoldToday  Number of ended AutoOut (predictive) calls that agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTalkTimeHalf  Total talk time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call.  AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTalkTimeTo5  Total talk time, in seconds, for complete Unsupported for Outbound Option.d AutoOut	DBINT	NIII I
agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTalkTimeHalf  Total talk time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call.  AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTalkTimeTo5  Total talk time, in seconds, for complete Unsupported for Outbound Option.d AutoOut	DBINT	NHLI
AutoOutCallsTalkTimeHalf  Total talk time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed. Unsupported for Outbound Option.  AutoOutCallsTalkTimeTo5  Total talk time, in seconds, for complete Unsupported for Outbound Option.d AutoOut		NULL
(predictive) calls handled by the service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call.  AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTalkTimeTo5  Total talk time, in seconds, for complete Unsupported for Outbound Option.d AutoOut		
AutoOutCallsTalkTimeTo5  Total talk time, in seconds, for complete Unsupported for <b>Outbound Option</b> .d AutoOut	DBINT	NULL
Unsupported for <b>Outbound Option</b> .d AutoOut		
current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for <b>Outbound Option</b> .	DBINT	NULL

Table 2-352 Service\_Real\_Time Table (continued)

AutoOutCallsTalkTimeToday  Total talk time, in seconds, for AutoOut (predictive) calls handled by agents for this service that ended since midnight. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call.  AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTimeHalf  Total handle time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTimeTo5  Total handle time, in seconds, for AutoOut (predictive) calls handled by this service that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and		Null Option
AutoOutCallsTimeHalf  Total handle time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed. Unsupported for Outbound Option.  AutoOutCallsTimeTo5  Total handle time, in seconds, for AutoOut (predictive) calls handled by this service that ended during the current five-minute interval.	DBINT	NULL
(predictive) calls handled by the service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime.  The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call.  The value is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for Outbound Option.  AutoOutCallsTimeTo5  Total handle time, in seconds, for AutoOut (predictive) calls handled by this service that ended during the current five-minute interval.		
AutoOutCallsTimeTo5  Total handle time, in seconds, for AutoOut (predictive) calls handled by this service that ended during the current five-minute interval.	DBINT	NULL
(predictive) calls handled by this service that ended during the current five-minute interval.		
HoldTime. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  Unsupported for <b>Outbound Option</b> .	DBINT	NULL

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsTimeToday	Total handle time, in seconds, for AutoOut (predictive) calls handled by agents for this service that ended since midnight. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
AutoOutCallsTo5	Number of AutoOut (predictive) calls made by agents for the service that ended during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.		NULL
	Unsupported for <b>Outbound Option</b> .		
AutoOutCallsToday	Total number of AutoOut (predictive) calls made for this service that ended since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue during the current five-minute interval. This value is calculated as follows:	DBINT	NULL
	DelayQAbandTimeTo5 / CallsAbandQTo5		
AvgDelayQNow	Average delay for calls currently in queue for the service.	DBINT	NULL

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgHandleTimeTo5	Average handle time in seconds for calls to the service during the current five-minute interval. The value is calculated as follows:	DBINT	NULL
	HandleTimeTo5 / CallsHandledTo5		
	HandleTime is tracked only for inbound ACD calls that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call. The AvgHandleTime value is updated in the database when the after-call work time associated with the call has completed.		
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the service during the current five-minute interval: AnswerWaitTimeTo5 / CallsAnsweredTo5.	DBINT	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the service ending during the current five-minute interval. The value is calculated as follows:	DBINT	NULL
	TalkTimeTo5 / CallsHandledTo5		
	Talk time includes the time that calls were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the service or route. The field is updated in the database when all after-call work associated with the calls is completed.		
CallsAbandQHalf	Number of calls to the service abandoned while in queue or ringing during the half-hour interval.	DBINT	NULL
CallsAbandQTo5	Number of calls to the service abandoned while in queue or ringing during the current five-minute interval.	DBINT	NULL
CallsAbandQToday	Number of calls to the service abandoned while in queue or ringing since midnight.	DBINT	NULL
CallsAnsweredHalf	Number of calls to the service answered by agents during the current half-hour interval.	DBINT	NULL
CallsAnsweredTo5	Number of calls to the service answered by agents during the current five-minute interval.	DBINT	NULL
CallsAnsweredToday	Number of calls answered by service agents since midnight.	DBINT	NULL

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsHandledHalf	Number of calls handled for this service during the current half-hour interval.	DBINT	NULL
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	<ul> <li>A non-voice task that the agent started working on then completed.</li> </ul>		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
CallsHandledTo5	Number of calls to the service handled during the current five-minute interval.	DBINT	NULL
CallsHandledToday	Number of calls handled for this service since midnight.	DBINT	NULL
CallsIncomingHalf	Number of incoming calls for this service during the current half-hour interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	DBINT	NULL
CallsIncomingTo5	Number of incoming calls to the service during the current five-minute interval. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	DBINT	NULL
CallsIncomingToday	Number of incoming calls for this service since midnight. Incoming calls include only Inbound ACD calls arriving on trunks (that is, calls that are not internally generated).	DBINT	NULL
CallsInNow	Number of incoming calls for the service currently in progress.	DBINT	NULL
CallsInProgress	Number of inbound and outbound calls currently that had previously been offered (for example, calls being played an announcement, queued calls, or connected calls) and are currently being handled for the service.	DBINT	NULL
CallsLeftQTo5	Number of calls to the service that were removed from queue during the current five-minute interval (used to calculate expected delay).	DBINT	NULL
CallsOfferedHalf	Number of incoming calls plus internal calls offered to this service during the current half-hour interval.	DBINT	NULL
CallsOfferedTo5	Number of calls offered to the service during the current five-minute interval.	char(18)	NULL

Field Name	Description	Data Type	Keys and Null Option
CallsOfferedToday	Number of incoming calls plus internal calls offered to this service since midnight.	DBINT	NULL
CallsOutHalf	Number of outbound calls made by agents for the service during the current half-hour interval.	DBINT	NULL
CallsOutNow	Number of outbound calls by agents for the service that are currently in progress.	DBINT	NULL
CallsOutTo5	Number of outbound calls made by agents for the service during the current five-minute interval.	DBINT	NULL
CallsOutToday	Number of outbound calls made by agents for the service since midnight.	DBINT	NULL
CallsQNow	Number of calls in queue for the service now at the peripheral.	DBINT	NULL
CallsQNowTime	Total time of all calls to the service currently in queue.	DBINT	NULL
CallsRoutedHalf	Number of calls routed to this service by the ICM software for the current half-hour interval.	DBINT	NULL
CallsRoutedToday	Number of calls routed to this service by the ICM software since midnight.	DBINT	NULL
CallsTerminatedOtherHalf	Number of calls offered to the service but not otherwise accounted for during the current half-hour interval. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.	DBINT	NULL
CallsTerminatedOtherTo5	Number of calls offered to the service but not otherwise accounted for during the current five-minute interval. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.	DBINT	NULL
CallsTerminatedOtherToday	Number of offered to the service but not otherwise accounted for since midnight. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.	DBINT	NULL
DateTime	Central Controller date and time that this data was last updated.	DBDATETIME	NOT NULL
DelayQAbandTimeTo5	Sum of delay time of all calls to the service abandoned in queue during the current five-minute interval.	DBINT	NULL

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ExpectedDelay	Predicted delay for any new call added to the service queue. This is valid only if no agents are available.	DBFLT4	NULL
HandleTimeHalf	Total handle time in seconds for calls to the service ending during the current half-hour interval.	DBINT	NULL
HandleTimeTo5	Total handle time in seconds for calls to the service ending during the five-minute interval.	DBINT	NULL
HandleTimeToday	Total handle time in seconds for calls to the service since midnight.	DBINT	NULL
HoldTimeHalf	The total hold time in seconds for calls to the service that ended during the current half-hour interval.	DBINT	NULL
HoldTimeTo5	The total hold time in seconds for calls to the service that ended during the current five-minute interval.	DBINT	NULL
HoldTimeToday	The total hold time in seconds for calls to the service that ended since midnight.	DBINT	NULL
LongestAvailAgent	Time that the longest available agent for the service became available.	DBDATETIME	NULL
LongestCallQ	Time that the longest call in the queue for the service was put there.	DBDATETIME	NULL
OverflowInHalf	Number of calls the peripheral overflowed into this service during the current half-hour interval.	DBINT	NULL
OverflowInMode	The service accepts overflow in calls if the delay for the longest delayed call is less then this value. If 0, the service always accepts overflow in calls; if 127, the service never accepts overflow in calls.	DBTINYINT	NULL
OverflowInNow	Number of calls overflowed into this service that are currently queued or in progress.	DBINT	NULL
OverflowInTo5	Number of calls the peripheral overflowed into this service during the current five-minute interval.	DBINT	NULL
OverflowInToday	Number of calls overflowed into this service since midnight.	DBINT	NULL
OverflowOutHalf	Number of calls overflowed out of this service during the current half-hour interval.	DBINT	NULL
OverflowOutMode	The service attempts to overflow out calls if the delay for the longest delayed call is greater than this value. If 0, the service attempts to overflow out all calls; if 127, the service never attempts to overflow out calls.	DBTINYINT	NULL

Field Name	Description	Data Type	Keys and Null Option
OverflowOutNow	Number of calls overflowed out of this service that are currently queued or in progress elsewhere.	DBINT	NULL
OverflowOutTo5	Number of calls overflowed out of this service during the current five-minute interval.	DBINT	NULL
OverflowOutToday	Number of calls overflowed out of this service since midnight.	DBINT	NULL
PeriphServiceLevelCallsHalf	Number of calls to the service handled within the peripheral service level during the current half-hour interval.	DBINT	NULL
PeriphServiceLevelCallsToday	Number of calls to this service handled within the peripheral service level since midnight.	DBINT	NULL
PeriphServiceLevelHalf	Service level for the service calculated by the peripheral during the current half-hour interval.	DBFLT4	NULL
PeriphServiceLevelOfferHalf	Number of offered calls used to calculate the peripheral service level for the current half-hour interval.	DBINT	NULL
PeriphServiceLevelOfferToday	Number of offered calls used to calculate the peripheral service level since midnight.	DBINT	NULL
PeriphServiceLevelTo5	Service level for the service calculated by the peripheral during the current five-minute interval.	DBFLT4	NULL
PeriphServiceLevelToday	Service level for the service calculated by the peripheral since midnight.	DBFLT4	NULL
PreviewCallsHalf	Number of outbound Preview calls made by agents for this service that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
PreviewCallsNow	Number of agents currently talking on outbound Preview calls for the service.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
PreviewCallsOnHoldHalf	Number of ended outbound Preview calls that agents for the service have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		

of seconds outbound Preview calls were hold by agents for this service during the interval. This data element is based on e. The value is updated in the database after-call work associated with the call has completed.  Interval of the control of seconds outbound Preview calls were hold by agents for this service during the late interval. This data element is based on e. The value is updated in the database	DBINT	NULL
of seconds outbound Preview calls were a hold by agents for this service during the atteinterval. This data element is based on e. The value is updated in the database	DBINT	NULL
hold by agents for this service during the ate interval. This data element is based on e. The value is updated in the database	DBINT	NULL
after-call work associated with the call as completed.	DBINT	
rted for <b>Outbound Option</b> .		
n hold by agents for this service since . This data element is based on e. The value is updated in the database after-call work associated with the call	DBINT	NULL
rted for <b>Outbound Option</b> .		
ce have placed on hold at least once e five-minute interval. The value is in the database when the after-call work ociated with the call (if any) has	DBINT	NULL
rted for <b>Outbound Option</b> .		
the skill group that ended during the interval. The value is updated in the when the after-call work time associated call (if any) has completed.	DBINT	NULL
	reted for Outbound Option.  of seconds outbound Preview calls were in hold by agents for this service since in hold at element is based on it. The value is updated in the database in a scompleted.  In of outbound Option.  of outbound Preview calls that agents for it is the database when the after-call work in the skill group that ended during the interval. The value is updated in the when the after-call work time associated call (if any) has completed.  In or Outbound Option.	orted for Outbound Option.  of seconds outbound Preview calls were in hold by agents for this service since in the data element is based on it. This data element is based on it. The value is updated in the database in after-call work associated with the call in it. The value is updated in the database of outbound Option.  of outbound Preview calls that agents for it. The value is in the database when the after-call work in the skill group that ended during the resistance in the value is updated in the when the after-call work time associated call (if any) has completed.

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTalkTimeHalf	Total talk time, in seconds, for outbound Preview calls handled by the service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.		NULL
	Unsupported for <b>Outbound Option</b> .		
PreviewCallsTalkTimeTo5	Total talk time, in seconds, for outbound Preview calls handled by the service that ended during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
PreviewCallsTalkTimeToday	Total talk time, in seconds, for outbound Preview calls handled by agents for this service that ended since midnight. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time aDBINTssociated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
PreviewCallsTimeHalf	Total handle time, in seconds, for outbound Preview calls handled by this service that ended during the half-hour DBINTerval. Handle time includes WorkTime, TalkTime, and HoldTime. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTimeTo5	Total handle time, in seconds, for outbound Preview calls handled by the service that ended during the current five-minute DBINTerval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
PreviewCallsTimeToday	Total handle time, in seconds, for outbound Preview calls handled by agents for this service that ended since midnight. Handle time includes WorkTime, TalkTime, and HoldTime. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
PreviewCallsTo5	Number of outbound Preview calls made by agents for the service during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
PreviewCallsToday	Number of outbound Preview calls made by agents for this service since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for Outbound Option.		
ReserveCallsHalf	Number of agent reservation calls made by agents for the service that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsNow	Number of agents currently talking on agent reservation calls for the service.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsOnHoldHalf	Number of ended agent reservation calls that agents for the service have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsOnHoldTimeHalf	Number of seconds agent reservation calls were placed on hold by agents for the service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
22 2	DBINT	NULL	
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsOnHoldTimeToday	Number of agent reservation calls were placed on hold by agents for this service since midnight. This data element is based on HoldTime. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsOnHoldTo5	Number of agent reservation calls that agents for this service have placed on hold at least once during the five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsOnHoldToday	Number of ended agent reservation calls that agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsTalkTimeHalf	Total talk time, in seconds, for agent reservation calls handled by the service that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for Outbound Option.		
ReserveCallsTalkTimeTo5	Total talk time, in seconds, for agent reservation calls handled by agents for the service that ended during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsTalkTimeToday	Total talk time, in seconds, for agent reservation calls handled by agents for this service that ended since midnight. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTimeHalf	Total handle time, in seconds, for agent reservation calls handled by the service that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsTimeTo5	Total handle time, in seconds, for agent reservation calls handled by agents for the service that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsTimeToday	Total handle time, in seconds, for agent reservation calls handled by agents for this service that ended since midnight. Handle time includes WorkTime, TalkTime, and HoldTime. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ReserveCallsTo5	Number of agent reservation calls made by agents for this service during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsToday	Number of agent reservation calls made by agents for this service since midnight. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	Unsupported for <b>Outbound Option</b> .		
ServiceLevelAbandHalf	Number of calls to the service abandoned within the service level threshold during the current half-hour interval.	DBINT	NULL
ServiceLevelAbandTo5	Number of calls to the service abandoned within the service level threshold during the current five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	Number of calls to the service abandoned within the ICM service level threshold since midnight.	DBINT	NULL
ServiceLevelCallsHalf	Number of calls to the service answered within the service level threshold during the current half-hour interval.	DBINT	NULL
ServiceLevelCallsOfferedHalf	Number of calls to the service for which a service level event occurred during the current half-hour interval.	DBINT	NULL
ServiceLevelCallsOfferedTo5	Number of calls to the service for which a service level event occurred during the current five-minute interval.	DBINT	NULL
ServiceLevelCallsOfferedToday	Number of calls to the service for which a service level event occurred since midnight.	DBINT	NULL
ServiceLevelCallsQHeld	Number of calls to the service currently queued for longer than the service level threshold.	DBINT	NULL
ServiceLevelCallsTo5	Number of calls to the service answered within the ICM service level during the current five-minute interval.	DBINT	NULL
ServiceLevelCallsToday	Number of calls to the service that were answered within the service level threshold since midnight.	DBINT	NULL
ServiceLevelHalf	ICM service level for the service during the current half-hour interval.	DBFLT4	NULL
ServiceLevelTo5	ICM service level during the current five-minute interval.	DBFLT4	NULL
ServiceLevelToday	ICM service level for the service since midnight.	DBFLT4	NULL

Table 2-352 Service\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ServiceModeIndicator	The current mode of the service:  1 = Day service 2 = Night service 3 = Closed with answer	DBINT	NULL
	4 = Closed, no answer 5 = Transition 6 = Open 13 = Pilot Status Other.		
	<b>Note</b> This field may also be used to encode overflow information for a Galaxy ACD.		
SkillTargetID	Foreign key from Service table.	DBINT	PK, FK NOT NULL
TalkTimeHalf	Total talk time in seconds for calls to the service ending during the current half-hour interval.	DBINT	NULL
TalkTimeTo5	Total talk time in seconds for calls to the service ending during the current five-minute interval.	DBINT	NULL
TalkTimeToday	Total talk time in seconds for calls to the service ending since midnight.	DBINT	NULL
TransferInCallsHalf	Number of calls transferred into the service during the current half-hour interval.	DBINT	NULL
TransferInCallsTo5	Number of calls transferred into the service during the current five-minute interval.	DBINT	NULL
TransferInCallsToday	Number of calls transferred into the service since midnight.	DBINT	NULL
TransferOutCallsHalf	Number of calls transferred out of the service during the current half-hour interval.	DBINT	NULL
TransferOutCallsTo5	Number of calls transferred out of the service during the current five-minute interval.	DBINT	NULL
TransferOutCallsToday	Number of calls transferred out of the service since midnight.	DBINT	NULL

## **Related tables:**

Service Table (via SkillTargetID)

## **Shift Table**

Provides the name, start time, and end time of the current shift.

### Table 2-353 Shift Table Constraints

Constraint	Field Name(s)
PK	ShiftName

### Table 2-354 ShiftTable

Field Name	Description	Data Type	Keys and Null Option
ShiftName	Name of the Shift scheduled.	VNAME32	PK NOT NULL
StartTime	Shift start time.	SMALLDATETIME	NOT NULL
StopTime	Shift end time.	SMALLDATETIME	NOT NULL

# **Skill\_Group Table**

Each row describes a skill group associated with a peripheral. A skill group is a collection of agents who have common skills.

Use the Skill Group Explorer tool to add, update, and delete Skill\_Group records.

### Table 2-355 Skill\_Group Table Constraints

Constraint	Field Name(s)
PK	SkillTargetID
AK-1	EnterpriseName
AK-2	PeripheralID PeripheralNumber Priority
FK	BaseSkillTargetID MRDomainID PeripheralID ScheduleID SkillTargetID
IE-1	ScheduleID
IE-2	BaseSkillTargetID

### Table 2-356 Skill\_Group Table

Field Name	Description	Data Type	Keys and Null Option
AvailableHoldoffDelay	Number of seconds before an agent becomes available after a call terminates. If this value is 0xFFFF, then the default value from the Peripheral record is used.	DBSMALLINT	NOT NULL
BaseSkillTargetID	If Priority is not 0, indicates the base group for the skill. If this record is for the base group, Priority is 0 and this field is NULL.	DBINT	FK, IE-2 NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	A string of parameters the ICM software sends to the peripheral to initialize the skill group.	varchar(255)	NULL

## Table 2-356 Skill\_Group Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DefaultEntry	Normal entries are 0 (zero). Any records with DefaultEntry value > (greater than) 0 will be considered a default skill group for configuration purposes. Records having a DefaultEntry value of 1 are used by OPC as the default target skill group.	DBINT	NOT NULL
	Where only a base default is created, it has a DefaultEntry value of 1. If sub-skill group records are created, the primary sub-group has a DefaultEntry value of 1, while the others have a DefaultEntry value of 2.		
	Note An automatic DefaultEntry is created with each possible combination of Peripheral and MRDomain (PeripheralID and MRDOmainID) in the system. These entries are visible to configuration applications but cannot be directly modified.		
Deleted	Deleted Flag. Stored as a character:	DBCHAR	NOT NULL
	$\mathbf{Y} = \mathbf{Yes}$ $\mathbf{N} = \mathbf{No}$		
Description	Additional information about the group.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the skill group. This name must be unique among all skill groups in the enterprise.	VNAME32	AK-1 NOT NULL
Extension	The extension number for the service (used by Lucent DEFINITY ECS).	VTELNO10	NULL
IPTA	Indicates whether or not this is an 'ICM picks the agent (IPTA)' skill group:	DBCHAR	NOT NULL
	$\mathbf{Y} = \mathbf{Yes}$ , this is an IPTA skill group. $\mathbf{N} = \mathbf{No}$ , this is not an IPTA skill group.		
MRDomainID	The Media Routing Domain with which this skill group is associated. The default value is 1.	DBINT	FK NOT NULL
PeripheralID	Foreign key from Peripheral table.	DBSMALLINT	AK-2, FK NOT NULL
PeripheralName	Skill group name as known by the peripheral.	VNAME32	NOT NULL
PeripheralNumber	Skill group number as known by the peripheral.	DBINT	AK-2
			NOT NULL

### Table 2-356 Skill\_Group Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Priority	The routing priority of this group for the skill:	DBSMALLINT	AK-2
	<ul> <li>1 = primary</li> <li>2 = secondary</li> <li>3 = tertiary; etc.</li> <li>Note The value 0 indicates a base skill group.</li> </ul>		NOT NULL
ScheduleID	Identifies an imported schedule associated with the skill group.	DBINT	FK, IE-1 NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK, FK, NOT NULL
SubGroupMaskType	Indicates whether to use the SubSkillGroupMask field for the skill group or to use the peripheral default:	DBSMALLINT	NOT NULL
	<ul><li>0 = Use peripheral default.</li><li>1 = Override the peripheral default.</li></ul>		
SubSkillGroupMask	A series of characters (Y and N) indicating which sub-skill groups to create for the skill group. Ignored if SubGroupMaskType is 0.	varchar(64)	NULL

#### **Related tables:**

Enterprise\_Skill\_Group\_Member Table (via SkillTargetID)

Media\_Routing\_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

Schedule Table (via ScheduleID)

Service\_Member Table (via SkillTargetID)

Skill\_Group\_Five\_Minute Table (via SkillTargetID)

Skill\_Group\_Half\_Hour Table (via SkillTargetID)

Skill\_Group\_Member Table (via SkillTargetID)

Skill\_Group\_Real\_Time Table (via SkillTargetID)

Skill\_Target Table (via SkillTargetID)

# **Skill\_Group\_Five\_Minute Table**

Central database only.

Contains statistics about each skill group during the last five-minute interval.

The ICM generates Skill\_Group\_Five\_Minute records for each skill group.

### Table 2-357 Skill\_Group\_Five\_Minute Table Constraints

Constraint	Field Name(s)
PK	DateTime SkillTargetID TimeZone
AK-1	RecoveryKey
FK	SkillTargetID

### Table 2-358 Skill\_Group\_Five\_Minute Table

Field Name	Description	Data Type	Keys and Null Option
Avail	Number of agents in group in the Available state at the end of the five-minute interval.	DBINT	NULL
AvailTimeTo5	The total time, in seconds, that agents in the skill group were in the Available state for any skill group during the five-minute interval. AvailTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the five-minute interval. This value is calculated as follows:	DBINT	NULL
	HandledCallsTalkTimeTo5 / CallsHandledTo5		
	AvgHandledCallsTalkTime is calculated only for handled calls, which are calls that are finished (that is, any after-call work associated with the call has been completed). This field is updated in the database when any after-call work associated with the call is completed.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

## Table 2-358 Skill\_Group\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgHandledCallsTimeTo5	The average talk time in seconds for calls counted as handled by the skill group during the five-minute interval. This value is calculated as follows:	DBINT	NULL
	HandledCallsTimeTo5 / CallsHandledTo5		
	The AvgHandledCallsTime value is updated in the database when any after-call work time associated with the call is completed.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
BusyOther	Number of agents in the BusyOther state at the end of the five-minute interval.	DBINT	NULL
BusyOtherTimeTo5	Number of seconds agents spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallsAnsweredTo5	Number of calls answered by agents in the skill group during the past five minutes. The count for CallsAnswered is updated at the time the call is answered.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallsHandledTo5	Calls that by been answered and have completed wrap-up by the skill group during the five-minute interval.	DBINT	NULL
	This field is applicable for both ICM, IPCC Enterprise and Outbound Option.		
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	A non-voice task that the agent started working on then completed.		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
DateTime	Central Controller date and time at the start of the five-minute interval.	DBSMALLDATE	PK NOT NULL

Table 2-358 Skill\_Group\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LoggedOn	Number of agents in the skill group logged on at the end of the five-minute interval.	DBINT	NULL
LongestAvailAgent	Time in seconds that the longest available agent for the skill group has been available.	DBINT	NULL
NotReady	Number of agents in the skill group in the Not Ready state at the end of the five-minute interval.	DBINT	NULL
NotReadyTimeTo5	The total time in seconds that agents in the skill group were in the Not Ready state for any skill group during the five-minute interval.  NotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
PercentUtilizationTo5	Percentage of Ready time that agents in the skill group spent talking or doing call work during the five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	DBFLT4	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
Ready	Number of agents in the skill group in the Ready state at the end of the five-minute interval.	DBINT	NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
ReservedStateTimeTo5	Time agents in the skill group spent in the Reserved state during the past five minutes. ReservedStateTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
SkillTargetID	The SkillTargetID of the agent. Together with the SkillGroupSkillTargetID, identifies the skill group member. Foreign key from skill group table.	DBINT	PK, FK NOT NULL
TalkingIn	Number of agents in the skill group talking on inbound calls at the end of the five-minute interval. Inbound calls are ACD calls arriving on trunks (that is, calls that are not internally generated).	DBINT	NULL
TalkingOther	Number of agents in the skill group talking on internal calls (neither inbound nor outbound) at the end of the five-minute interval. Examples of "other calls include agent-to-agent transfers and supervisor calls.	DBINT	NULL

## Table 2-358 Skill\_Group\_Five\_Minute Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TalkingOut	Number of agents in the skill group talking on outbound calls at the end of the five-minute interval.	DBINT	NULL
TalkTimeTo5	Number of seconds agents in the skill group were in the Talking state during the five-minute interval.	DBINT	NULL
	This field is applicable for both ICM, IPCC Enterprise and Outbound Option.		
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK, NOT NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
Unused1	This field is not used.	DBINT	NULL
WorkNotReady	Number of agents in the skill group in the Work Not Ready state at the end of the five-minute interval.	DBINT	NULL
WorkNotReadyTimeTo5	Number of seconds agents in the skill group were in the Work Not Ready state during the five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
WorkReady	Number of agents in the skill group in the Work Ready state at the end of the five-minute interval.	DBINT	NULL
WorkReadyTimeTo5	Number of seconds agents in the skill group were in the Work Ready state during the five-minute interval. WorkReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

## **Related tables:**

Skill\_Group Table (via SkillTargetID)

# Skill\_Group\_Half\_Hour Table

Central database only.

Contains statistics about each skill group during the last 30-minute interval.

The ICM generates Skill\_Group\_Half\_Hour records for each skill group.

### Table 2-359 Skill\_Group\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime SkillTargetID TimeZone
AK-1	RecoveryKey
IE-1	DbDateTime

### Table 2-360 Skill\_Group\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AbandonHoldCallsToHalf	The total number of ACD calls to the skill group that abandoned while being held at an agent's position. The value is updated in the database at the time the call disconnects.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AbandonRingCallsToHalf	Total number of ACD calls to the skill group that were abandoned while ringing at an agent's position. The value is updated in the database at the time the call disconnects.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AbandonRingTimeToHalf	Total ring time associated with ACD calls to the skill group that were abandoned while alerting an agent's position. RingTime occurs after any DelayTime and LocalQTime. The value is updated in the database at the time the call disconnects.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentOutCallsOnHoldTimeToHalf	Total number of seconds outbound ACD calls were placed on hold by agents associated with this skill group. This value updated in the database when after-call work associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

## Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AgentOutCallsOnHoldToHalf	The total number of outbound ACD calls an agent associated with this skill group that ended during the current half-hour interval that were placed on hold at least once during the life of the call. The value is updated in the database when the after-call work associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentOutCallsTalkTimeToHalf	Total talk time, in seconds, outbound ACD calls handled by agents associated with this skill group that ended during the half-hour interval. The value includes the time spent from the call being initiated by the agent to the time the agent begins after call work for the call. This includes HoldTime associated with the call. The value is updated in the database when the after-call-work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentOutCallsTimeToHalf	The total handle time, in seconds, for outbound ACD calls handled by the skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentOutCallsToHalf	The total number of outbound ACD calls made by agents in the skill group that ended during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.  This field is applicable for both ICM and IPCC	DBINT	NULL
	Enterprise.		
AgentTerminatedCallsToHalf	Not currently used.	DBINT	NULL

Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AnswerWaitTimeToHalf	The sum of the answer wait times of all tasks agents associated with the skill group answered during this half-hour interval. It is updated in the database at the time the call is answered.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
	It is the current half-hour interval total of:		
	• In ICM, the time in seconds from when the call first arrives at the ACD to when the agent answers the call.		
	AnswerWaitTime is based on the following:		
	- DelayTime		
	- LocalQTime		
	- RingTime		
	• In IPCC Enterprise, the number of seconds calls spent between first being queued to the skillgroup through Select (LAA) or Queue to Skillgroup nodes to when they were answered by an agent.		
	AnswerWaitTime is based on the following:		
	- DelayTime		
	- LocalQTime		
	- RingTime		
	- NetworkQTime		
AutoOutCallsOnHoldTimeToHalf	The total number of seconds that AutoOut (predictive) calls were placed on hold by agents associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AutoOutCallsOnHoldToHalf	The total number of ended AutoOut (predictive) calls that agents associated with this skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both ICM and IPCC Enterprise.		

## Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsTalkTimeToHalf	Total talk time, in seconds, for AutoOut (predictive) calls handled by agents associated with this skill group that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
AutoOutCallsTimeToHalf	The total handle time, in seconds, for AutoOut (predictive) calls handled by agents associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AutoOutCallsToHalf	The total number of AutoOut (predictive) calls made by agents associated with this skill group that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	kill group l. The value er-call work	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AvailTimeToHalf	Total time in seconds agents associated with this skill group were in the Not_Active state with respect to this skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> and <b>Outbound Option</b> .		

Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AvgHandledCallsTalkTimeToHalf	Average talk time in seconds for inbound calls associated with the skill group that were handled during the half-hour interval. This value is calculated as follows:	DBINT	NULL
	HandledCallsTalkTimeToHalf / CallHandledToHalf		
	AvgHandledCallsTalkTime is calculated only for handled calls, which are calls that are finished (that is, any after-call work associated with the call has been completed). This field is updated in the database when any after-call work associated with the call is completed.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AvgHandledCallsTimeToHalf	Average handle time in seconds for inbound calls associated with the skill group that were handled during the half-hour interval. This value is calculated as follows:	DBINT	NULL
	HandledCallsTimeToHalf / CallsHandledToHalf		
	The AvgHandledCallsTime value is updated in the database when any after-call work time associated with the call is completed.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
BargeInCallsToHalf	The number of calls associated with this skill group barged in on either by the supervisor or by the agent.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise only</b> .		
BusyOtherTimeToHalf	Number of seconds agents have spent in the BusyOther state with respect to this skill group during the half-hour interval. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallbackMessagesTimeToHalf	Number of seconds the skill group spent processing callback messages during the half-hour interval.	DBINT	NULL
CallbackMessagesToHalf	Number of callback messages processed by the skill group during the half-hour interval.	DBINT	NULL

Field Name	Description	Data Type	Keys and Null Option
CallsAnsweredToHalf	Number of calls answered by agents associated with this skill group during the half-hour interval. The number of calls answered includes only handled calls and internal calls received, which are tracked in the CallsHandledToHalf and InternalCallsReceivedToHalf fields, respectively. The count for CallsAnswered is updated in the database at the time the call is answered.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallsHandledToHalf	The number of inbound ACD calls answered and wrap-up completed by agents associated with this skill group during the half-hour interval.	DBINT	NULL
	This field is applicable for ICM, IPCC Enterprise and Outbound Option.		
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	• A call associated with Outbound Option that the agent answered, and then completed.		
	<ul> <li>A non-voice task that the agent started working on then completed.</li> </ul>		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
CallsOfferedToHalf	The number of calls received by this skill group for the half-hour interval.	DBINT	NULL
CallsQueuedToHalf	The number of calls queued to this skill group by the ACD in the half-hour interval.	DBINT	NULL
	Note Not applicable to IPCC Enterprise.		
ConferencedInCallsTimeToHalf	The number of seconds agents associated with this skill group were involved in incoming conference calls. Conferenced in calls include both ACD and non-ACD. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ConferencedInCallsToHalf	The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConferencedOutCallsTimeToHalf	The number of seconds that agents spent on conference calls that they initiated. This includes time spent on both ACD and non-ACD conference calls initiated by the agent. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConferencedOutCallsToHalf	The number of conference calls that the skill group agents initiated. The conferenced out calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.		NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConsultativeCallsTimeToHalf	The number of seconds agents associated with this skill group spent handling a consultative call. The value is updated in the database when the after-call work time associated with the consultative call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConsultativeCallsToHalf	The number of consultative calls agents associated with the skill group that ended in this half-hour. The count is updated in the database when the after-call work time associated with the consultative call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
DateTime	The date and time at the start of the half-hour interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL

Field Name	Description	Data Type	Keys and Null Option
EmergencyAssistsToHalf	The number of emergency assist requests either by the agent or by the supervisor.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise only</b> .		
HandledCallsTalkTimeToHalf	The number of seconds that agents spent in TalkTime for calls associated with this skill group that ended in this half-hour interval.	DBINT	NULL
	This field is applicable for both ICM, IPCC Enterprise and Outbound Option.		
HandledCallsTimeToHalf	The time in seconds agents spent on calls that were handled within the half-hour interval.	DBINT	NULL
	This field is applicable for both ICM, IPCC Enterprise and Outbound Option.		
HoldTimeToHalf	Number of seconds where <b>all calls</b> to an agent are on hold during the half-hour interval. HoldTime is counted only while the agent is doing no other call-related activity. HoldTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
IncomingCallsOnHoldTimeToHalf	Total number of seconds that inbound ACD calls calls that agents associated with the skill group placed on hold that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.		NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
IncomingCallsOnHoldToHalf	The total number of inbound ACD calls that agents associated with the skill group placed on hold at least once during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InterceptCallsToHalf	The number of calls intercepted either by the supervisor or by the agent.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise only</b> .		

Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InternalCallsOnHoldTimeToHalf	The total number of seconds internal calls agents associated with the skill group ended in this half-hour ever put on hold. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsOnHoldToHalf	The total number of internal calls that agents associated with the skill group ended in this half-hour that were ever placed on hold. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsRcvdTimeToHalf	The total number of seconds spent on internal calls associated with this skill group that were received by an agent that ended in this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsRcvdToHalf	Number of internal calls associated with this skill group that were received by an agent and that ended during this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	S	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsTimeToHalf	Total number of seconds agents associated with this skill group spent on internal calls that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InternalCallsToHalf	Number of internal calls agents associated with this skill group ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
InterruptedTimeToHalf	This field not currently supported.	DBINT	NULL

Field Name	Description	Data Type	Keys and Null Option
LoggedOnTimeToHalf	Total time, in seconds, agents associated with this skill group were logged on during the half-hour interval. This value is based on the following:	DBINT	NULL
	• HoldTimeToHalf		
	• TalkInTimeToHalf		
	• TalkOutTimeToHalf		
	• TalkOtherTimeToHalf		
	• AvailTimeToHalf		
	• NotReadyTimeToHalf		
	• WorkReadyTimeToHalf		
	• WorkNotReadyTimeToHalf		
	• BusyOtherTimeToHalf		
	• ReservedStateTimeToHalf		
	• TalkAutoOutTimeToHalf		
	• TalkPreviewTimeToHalf		
	• TalkReservedTimeToHalf		
	This field is applicable for both ICM, IPCC Enterprise and Outbound Option.		
MonitorCallsToHalf	The number of calls monitored either by the supervisor or by the agent.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise only</b> .		
NotReadyTimeToHalf	Total seconds agents were in the Not Ready state with respect to this skill group during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
PercentUtilizationToHalf	Percentage of Ready time that agents associated with this skill group spent talking or doing call work during the half-hour interval. This is the percentage of time these agents spent working on calls versus the time agents were ready.	DBFLT4	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsOnHoldTimeToHalf	The total number of seconds outbound Preview calls were placed on hold by agents associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
PreviewCallsOnHoldToHalf	The total number of ended outbound Preview calls that agents associated with this skill group have placed on hold at least once during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.		NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
PreviewCallsTalkTimeToHalf	Total talk time, in seconds, for outbound Preview calls handled by agents associated with this skill group that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.  This field is applicable for both ICM and IPCC Enterprise.	DBINT	NULL
PreviewCallsTimeToHalf	Total handle time, in seconds, for outbound Preview calls handled by agents associated with this skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  This field is applicable for both ICM and IPCC Enterprise.	DBINT	NULL

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsToHalf	Total number of outbound Preview calls made by agents associated with this skill group that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	I	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RedirectNoAnsCallsTimeToHalf	The number of seconds ACD calls to the skill group rang at an agent's terminal before being redirected on failure to answer on failure to answer. The value is updated in the database at the time the call is diverted to another device.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

The **Redirection on No Answer** feature ensures that if an agent does not answer a call within a specified amount of time, the call is assigned to a different skill group or agent and the original agent is made Not Ready so that he or she is not routed additional calls. This feature is implemented differently depending on whether you are installing IP-IVR or ISN as the VRU for your IPCC Enterprise system.

RedirectNoAnsCallsToHalf	The number of ACD calls to the skill group that rang at an agent's terminal and redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.  This field is applicable for both ICM and IPCC Enterprise.	DBINT	NULL
ReserveCallsOnHoldTimeToHalf	The total number of seconds agent reservation calls were placed on hold by agents associated with this skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.  This field is applicable for both ICM and IPCC Enterprise.	DBINT	NULL

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsOnHoldToHalf	The total number of ended agent reservation calls that agents associated with this skill group have placed on hold at least once during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReserveCallsTalkTimeToHalf	Total talk time, in seconds, for agent reservation calls handled by agents associated with this skill group that ended during the half-hour interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReserveCallsTimeToHalf	Total handle time, in seconds, for agent reservation calls handled by agents associated with the skill group that ended during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReserveCallsToHalf	Total number of agent reservation calls made by agents in the skill group that ended during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Field Name	Description	Data Type	Keys and Null Option
ReservedStateTimeToHalf	Time, in seconds, agents spent in the Reserved state with respect to this skill group during the half-hour interval.	DBINT	NULL
	ReservedStateTime includes the time an agent's phone is ringing (for IPCC Enterprise - the ReserveStateTime also includes the time from when the IPCC Router assigns a call to an agent to the time the call arrives at an agents device) and is included in the calculation of LoggedOnTime.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterCallsAbandQToHalf	Number of calls queued to the group by the CallRouter that were abandoned during the half-hour interval. This field is set by the CallRouter.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterQueueCallsToHalf	Number of calls queued to the group by the ICM CallRouter during the half-hour interval. This field is set by the CallRouter.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ShortCallsToHalf	The number of calls answered by agents associated with this skill group where the duration of the calls falls short of the AnsweredShortCalls threshold. You might choose to factor these calls out of handle time statistics. Short calls are considered handled, not abandoned.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
SkillTargetID	The SkillTargetID of the skill group. Together with the SkillGroupSkillTargetID, identifies the skill group member.	DBINT	PK, FK NOT NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
SupervAssistCallsTimeToHalf	Number of seconds agents associated with this skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> .		

Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SupervAssistCallsToHalf	Number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise</b> .		
TalkAutoOutTimeToHalf	Number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTimeToHalf is included in the calculation of LoggedOnTimeToHalf.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkInTimeToHalf	Number of seconds agents associated with this skill group spent talking on inbound ACD calls (neither internal nor outbound) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkOtherTimeToHalf	Number of seconds agents spent talking on other calls (neither inbound nor outbound) during the half-hour interval. Examples of "other calls include agent-to-agent transfers and supervisor calls. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkOutTimeToHalf	Number of seconds agents associated with this skill group spent talking on external outbound or consultive transfer calls during the half-hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkPreviewTimeToHalf	Number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkAutoOutTimeToHalf is included in the calculation of LoggedOnTimeToHalf.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Field Name	Description	Data Type	Keys and Null Option
TalkReserveTimeToHalf	Number of seconds the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTimeToHalf is included in the calculation of LoggedOnTimeToHalf.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkTimeToHalf	Total seconds agents associated with this skill group were in the Talking state during the half-hour interval. This value is based on the following:	DBINT	NULL
	• TalkInTimeToHalf		
	• TalkOutTimeToHalf		
	• TalkOtherTimeToHalf		
	• TalkAutoOutTime		
	• TalkPreviewTime		
	• TalkReservedTime		
	This field is applicable for both ICM, IPCC Enterprise and Outbound Option.		
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TransferInCallsTimeToHalf	Number of seconds agents associated with this skill group spent handling transferred in calls that ended during this half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TransferInCallsToHalf	Number of calls transferred into the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TransferOutCallsToHalf	Number of calls transferred out of the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-360 Skill\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
WhisperCallsToHalf	The number of calls coached either by the supervisor or by the agent.	DBINT	NULL
	This field is applicable for <b>IPCC Enterprise only</b> .		
WorkNotReadyTimeToHalf	Total time in seconds agents associated with this skill group were in the WORK_NOT_READY state during the half-hour interval.  WorkNotReadyTime is included as in the calculation of LoggedOnTime.  This field is applicable for both ICM and IPCC	DBINT	NULL
	Enterprise.		
WorkReadyTimeToHalf	Total seconds agents in the skill group were in the WORK_READY state for tasks associated with this skill group that ended during this half-hour interval. WorkReadyTime is included in the calculation of LoggedOnTime.	e DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

#### **Related tables:**

Skill\_Group Table (via SkillTargetID)

## Skill\_Group\_Member Table

The Skill Group Member table maps agents to skill groups. Each skill group contains one or more member agents. Each agent can be a member of one or more skill groups.

Use the Skill Group Route Explorer tool to add, update, and delete Skill\_Group\_Member records.

Table 2-361 Skill\_Group\_Member Table Constraints

Constraint	Field Name(s)
PK	AgentSkillTargetID SkillGroupSkillTargetID
FK	AgentSkillTargetID SkillGroupSkillTargetID
IE-1	AgentSkillTargetID

#### Table 2-362 Skill\_Group\_Member Table

Field Name	Description	Data Type	Keys and Null Option
AgentSkillTargetID	The agent's SkillTargetID value.	DBINT	PK, FK, IE-1 NOT NULL
SkillGroupSkillTargetID	The skill group's SkillTargetID value.	DBINT	PK, FK NOT NULL

#### **Related tables:**

Agent Table (AgentSkillTargetID maps to Agent.SkillTargetID)
Skill\_Group Table (SkillGroupSkillTargetID maps to Skill\_Group.SkillTargetID)

## Skill\_Group\_Real\_Time Table

Local database only.

Contains real time information about each skill group.

The ICM software generates a Skill\_Group\_Real\_Time record for each skill group.

#### Table 2-363 Skill\_Group\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	SkillTargetID
FK	SkillTargetID

#### Table 2-364 Skill\_Group\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AgentOutCallsTimeTo5	The total handle time, in seconds, for outbound ACD calls associated with this skill group that ended during the five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime.	DBINT	NULL
	The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) is completed.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AgentOutCallsTo5	The total number of outbound ACD calls associated with this skill group that ended during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Field Name	Description	Data Type	Keys and Null Option
AnswerWaitTimeTo5	AnswerWaitTime is associated only with calls counted as handled. It is updated in the database at the time the call is answered.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
	It is the current five-minute interval total of:		
	• In ICM, the time in seconds from when the call first arrives at the ACD to when the agent answers the call.		
	AnswerWaitTime is calculated from the following:		
	- DelayTime		
	- LocalQTime		
	- RingTime		
	• In IPCC Enterprise, the number of seconds calls spent between first queued being queued to the skillgroup through Select (LAA) or Queue to Skillgroup nodes to when they were answered by an agent.		
	AnswerWaitTime is calculated from the following:		
	- DelayTime		
	- LocalQTime		
	- RingTime		
	<ul><li>NetworkQTime</li></ul>		
ApplicationAvailable	The number of agents belonging to this skill group who are currently <i>ApplicationAvailable</i> with respect to the MRD to which the skill group belongs.	DBINT	NULL
	An agent is <i>Application available</i> if the agent is Not Routable and Available for the MRD. This means that the agent can be routed a task by the Web Collaboration Option or E-Mail Manager.		

Field Name	Description	Data Type	Keys and Null Option
AutoOutCallsTalkTimeTo5	Total talk time, in seconds, for AutoOut (predictive) calls handled by agents in the skill group that ended during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
AutoOutCallsTimeTo5	Total handle time, in seconds, for AutoOut (predictive) calls handled by agents in the skill group that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AutoOutCallsTo5	Total number of AutoOut (predictive) calls made by agents in the skill group that ended during the current five-minute interval. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
Avail	Number of agents for the skill group in Not_Active state with respect to this skill group.	DBINT	NULL
AvailTimeTo5	Total seconds agents in the skill group have been in the Not_Active state during the current five-minute interval. AvailTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Field Name	Description	Data Type	Keys and Null Option
AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the current five-minute interval. This value is calculated as follows:	DBINT	NULL
	HandledCallsTalkTimeTo5 / CallHandledTo5		
	AvgHandledCallsTalkTime is calculated only for calls counted as handled. This field is updated in the database when any after-call work associated with the call is completed.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
AvgHandledCallsTimeTo5	Average handle time in seconds for calls counted as handled by the skill group during the current five-minute interval. The value is calculated as follows:	DBINT	NULL
	HandledCallsTimeTo5 / CallsHandledTo5		
	The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
BusyOther	Number of agents currently in the BusyOther state with respect to this skill group.	DBINT	NULL
BusyOtherTimeTo5	Number of seconds agents have spent in the BusyOther state during the current five-minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
CallsAnsweredTo5	Number of calls associated with this skill group that were answered during the past five minutes. The count for CallsAnswered is updated at the time the call is answered.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-364 Skill\_Group\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallsHandledTo5	The number of calls that were handled by the skill group during the current five-minute interval.	DBINT	NULL
	This field is applicable for both ICM, IPCC Enterprise and Outbound Option.		
	A handled call is:		
	• An incoming ACD call that was answered by an agent, and then completed.		
	A call associated with Outbound Option that the agent answered, and then completed.		
	<ul> <li>A non-voice task that the agent started working on then completed.</li> </ul>		
	A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.		
CallsInProgress	The number of calls currently associated with this skill group.	DBINT	NULL
CallsOfferedTo5	Number of calls offered to the skill group during the current five-minute interval. In real-time data, a call is counted as offered as soon as it is sent to a skill group.	DBINT	NULL
CallsQueuedNow	The number of calls currently queued to this skill group by the ACD.	DBINT	NULL
	<b>Note</b> Not applicable to <b>IPCC Enterprise</b> .		
DateTime	Central Controller date and time that this data was last updated.	DBDATETIME	NOT NULL
HandledCallsTalkTimeTo5	Total talk time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. It is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both ICM and IPCC Enterprise.		

Field Name	Description	Data Type	Keys and Null Option
HandledCallsTimeTo5	Total handle time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed after-call work associated with the call. HandledCallsTime is based on HoldTime, WorkTime, and TalkTime. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
Hold	The number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.	DBINT	NULL
HoldTimeTo5	Number of seconds where all calls to the agent are on hold during the current five-minute interval. HoldTime is counted only while the agent is doing no other call related activity. HoldTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
IcmAvailable	The number of agents belonging to this skill group who are currently <i>ICMAvailable</i> with respect to the MRD to which the skill group belongs.	DBINT	NULL
	An agent is <i>ICM available</i> if s/he is Routable and Available for the MRD. This means that the agent can be routed a task by ICM software.		
InterruptedTimeTo5	Not currently supported.	DBINT	NULL
LoggedOn	Number of agents that are currently logged on to the skill group. This count is updated each time an agent logs on and each time an agent logs off.	DBINT	NULL

Table 2-364 Skill\_Group\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LoggedOnTimeTo5	Total time, in seconds, agents were logged on to the skill group during the current five-minute interval. This value is based on the following:	DBINT	NULL
	• HoldTimeTo5		
	• TalkInTimeTo5		
	• TalkOutTimeTo5		
	• TalkOtherTimeTo5		
	• AvailTimeTo5		
	• NotReadyTimeTo5		
	• WorkReadyTimeTo5		
	• WorkNotReadyTimeTo5		
	• BusyOtherTimeTo5		
	• ReservedStateTimeTo5		
	• TalkAutoOutTimeTo5		
	• TalkPreviewTimeTo5		
	• TalkReservedTimeTo5		
	This field is applicable for both ICM, IPCC Enterprise and Outbound Option.		
LongestAvailAgent	A date and time value that specifies the time that the longest available agent for the skill group became available. If no agent was available, the value is 0	DBDATETIME	NULL
LongestCallQ	The date and time that the longest call in the queue for the skill group was placed in the queue.	DBDATETIME	NULL
	Note Not applicable to IPCC Enterprise.		
NotReady	Number of agents in the Not Ready state for the skill group.	DBINT	NULL
NotReadyTimeTo5	Total seconds agents in the skill group have been in the Not Ready state during the current five-minute interval. NotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
NumAgentsInterruptedNow	The number of agents whose state with respect to this skill group is currently Interrupted.	DBINT	NULL
PercentUtilizationTo5	Percentage of Ready time that agents in the skill group spent talking or doing call work during the current five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	DBFLT4	NULL

Table 2-364 Skill\_Group\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PreviewCallsTalkTimeTo5	Total handle time, in seconds, for outbound Preview calls handled by agents in the skill group that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  This field is applicable for both ICM and IPCC Enterprise.	DBINT	NULL
PreviewCallsTimeTo5	Total handle time, in seconds, for outbound Preview calls handled by agents in the skill group that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  This field is applicable for both ICM and IPCC	DBINT	NULL
PreviewCallsTo5	Enterprise.  Total number of outbound Preview calls made by agents in the skill group that ended during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.  This field is applicable for both ICM and IPCC	DBINT	NULL
Ready	Enterprise.  Number of agents in the Ready state for the skill	DBINT	NULL
ReserveCallsTalkTimeTo5	Total talk time, in seconds, for agent reservation calls handled by agents in the skill group that ended during the current five-minute interval. This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Table 2-364 Skill\_Group\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ReserveCallsTimeTo5	Total handle time, in seconds, for agent reservation calls handled by agents in the skill group that ended during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReserveCallsTo5	Total number of agent reservation calls made by agents in the skill group that ended during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
ReservedAgents	Number of agents for the skill group currently in the Reserved state.	DBINT	NULL
ReservedStateTimeTo5	Time, in seconds, agents for the skill group have spent in the Reserved state for the past five minutes. ReservedStateTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterCallsQNow	Number of calls currently queued for the skill group at the CallRouter.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
RouterLongestCallInQ	The time when the longest call in queue was queued for this skill group.	DBDATETIME	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
SkillTargetID	Foreign key from the Skill Group table. The SkillTargetID of the agent. Together with the SkillGroupSkillTargetID, identifies the skill group member.	DBINT	PK, FK NOT NULL
	This field is applicable for both ICM and IPCC Enterprise.		

Field Name	Description	Data Type	Keys and Null Option
TalkAutoOutTimeTo5	Number of seconds agents in the skill group spent talking on AutoOut (predictive) calls during the current five-minute interval.	DBINT	NULL
TalkingAutoOut	Number of agents in the skill group currently talking on AutoOut (predictive) calls.	DBINT	NULL
TalkingIn	Number of agents in the skill group currently talking on inbound calls.	DBINT	NULL
TalkingOther	Number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of "other calls include agent-to-agent transfers and supervisor calls.	DBINT	NULL
TalkingOut	Number of agents in the skill group currently talking on outbound calls.	DBINT	NULL
TalkingPreview	Number of agents in the skill group currently talking on outbound Preview calls.	DBINT	NULL
TalkingReserve	Number of agents in the skill group currently talking on agent reservation calls.	DBINT	NULL
TalkInTimeTo5	Total seconds agents spent talking on inbound calls for the skill group during the current five-minute interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkOtherTimeTo5	Total seconds agents spent talking on other calls (neither inbound nor outbound) for the skill group during the current five-minute interval.  TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkOutTimeTo5	Total seconds agents spent talking on outbound calls for the skill group during the current five-minute interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkPreviewTimeTo5	Number of seconds agents in the skill group spent talking on outbound Preview calls during the current five-minute interval.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Field Name	Description	Data Type	Keys and Null Option
TalkReserveTimeTo5	Number of seconds agents in the skill group spent talking on agent reservation calls during the current five-minute interval.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TalkTimeTo5	Total seconds agents in the skill group have been in the Talking state during the current five-minute interval. This value is calculated as follows:	DBINT	NULL
	TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5		
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TransferInCallsTimeTo5	Total number of seconds agents spent on calls transferred into the skill group that ended during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
TransferInCallsTo5	Number of calls transferred into the skill group that ended during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
TransferOutCallsTo5	Number of calls transferred out of the skill group that ended during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		
WorkNotReady	Number of agents in the skill group in the Work Not Ready state.	DBINT	NULL
WorkNotReadyTimeTo5	Total seconds agents have been in the Work Not Ready state during the current five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
	This field is applicable for both <b>ICM</b> and <b>IPCC Enterprise</b> .		

Field Name	Description	Data Type	Keys and Null Option
WorkReady	Number of agents in the skill group in the Work Ready state.	DBINT	NULL
WorkReadyTimeTo5	Total seconds agents have been in the Work Ready state during the current five-minute interval.  WorkReadyTime is included in the calculation of LoggedOnTime.  This field is applicable for both ICM and IPCC Enterprise.	DBINT	NULL

## **Related tables:**

Skill\_Group Table (via SkillTargetID)

## Skill\_Target Table

Establishes a unique identifier for every agent, skill group, service, service array, and translation route in the enterprise.

The Skill Group Explorer maintains the Skill\_Target table when you create or delete agents, skill groups, services, service arrays, or translation routes.

#### Table 2-365 Skill\_Target Table Constraints

Constraint	Field Name(s)
PK	SkillTargetID

#### Table 2-366 Skill\_Target Table

Field Name	Description	Data Type	Keys and Null Option
SkillTargetID	A unique identifier for the skill target.	DBINT	PK NOT NULL
SkillTargetType	Type of target:  1 = Service 2 = Skill Group 3 = Agent 4 = Translation Routes 5 = Service Array	DBSMALLINT	NOT NULL

#### **Related tables:**

Agent Table (via SkillTargetID)

Route Table (via SkillTargetID)

Service Table (via SkillTargetID)

Service\_Array Table (via SkillTargetID)

Skill\_Group Table (via SkillTargetID)

Translation\_Route Table (via SkillTargetID)

# Termination\_Call\_Detail Table

Central database only.

Contains information about how each call was handled at a peripheral.

The ICM software generates a Termination\_Call\_Detail record for each call that arrives at the peripheral.

#### Table 2-367 Termination\_Call\_Detail Table Constraints

Constraint	Field Name(s)
AK-1	RecoveryKey
AK-2	DateTime PeripheralID ICRCallKey
FK	AgentSkillTargetID MRDomainID NetworkTargetID PeripheralID RouteID SkillGroupSkillTargetID SkillSkillTargetID TrunkGroupID
IE-1	DateTime
IE-2	DbDateTime

#### Table 2-368 Termination\_Call\_Detail Table

Field Name	Description	Data Type	Keys and Null Option
AgentPeripheralNumber	The peripheral number of the agent that the call.	varchar(32)	NULL
AgentSkillTargetID	Identifies which agent andled the call. This value (for example, 5001), is unique among all skill targets in the enterprise. It is taken from the Agent table in the ICM central database.  AgentSkillTargetIDs are generated automatically when the agent is first configured in the Agent Configuration window of ICM Configuration Manager.  The AgentSkillTargetID is used only if agents are configured. If agents are not configured, the value for AgentSkillTargetID is null. If agents are not configured, you can use the AgentPeripheralNumber to determine the peripheral number for the agent that handled the call.	DBINT	FK NULL
ANI	The ANI value for the call.	varchar(32)	NULL

## Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
AnsweredWithinServiceLevel	Indicates whether the call was answered with the service level defined for the service:	DBCHAR	NULL
	Y = yes		
	N = no		
ApplicationData	Additional data passed in the End Task message for this task.	varchar(100)	NULL
ApplicationTaskDisposition	A field passed in the End Task message for this task. This is an application-specific code that indicates why the task was ended. For example, E-Mail Manager might use the ApplicationTaskDisposition field to indicate that the task ended because an agent closed an e-mail without responding to it.	DBINT	NULL
BadCallTag	Indicates whether the call was marked as bad by the agent. Stored as a character:	DBCHAR	NULL
	<ul><li>Y = the call was marked "bad"</li><li>N = the call was not marked "bad"</li></ul>		
BillRate	Reserved for future use.	DBSMALLINT	NULL

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition	The final disposition of call (or how the call terminated):	DBSMALLINT	NOT NULL
	1 = Abandoned in Network		
	In <b>ICM</b> , indicates the call was abandoned, or dropped, before being terminated at a target device (for instance, an ACD, IVR, Desklink, etc.).		
	In IPCC Enterprise, indicates that the call was routed to an agent but it never arrived or arrived after the PIM reservation timed-out. (The default timeout is 7 seconds.) An agent will be set to Not Ready if it misses two consecutive routed calls, Peripheral Call Type will normally be two, and the Call Type ID and Network Target ID will be filled in.		
	In <b>Outbound Option</b> , this result code indicates customer phone not in service.		
	2 = Abandoned in Local Queue		
	In <b>ICM</b> , indicates the call was abandoned in the ACD queue while queued to an ACD answering resources (for instance, a skill group, voice port, trunk, etc.)		
	Does not apply to <b>IPCC Enterprise</b> .		
	In <b>Outbound Option</b> , this result code indicates an outbound call was abandoned either by the customer or dialer.		
	3 = Abandoned Ring		
	In <b>ICM</b> , indicates the call was abandoned while ringing at a device. For example, the caller did not wait for the call to be answered but hung up while the call was ringing.		
	In <b>IPCC Enterprise</b> , indicates that the caller hung up while phone was ringing at the agent desktop.		
	4 = Abandoned Delay		
	In <b>ICM</b> , indicates the call was abandoned without having been answered but <b>not</b> while ringing or in a queue. Typically, a call marked Abandoned Delay was delayed due to switch processing. Because of the delay, the caller ended up dropping the call before it could be answered.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	In <b>IPCC Enterprise</b> , indicates that the destination was not connected when the call terminated. This might mean that:	DBSMALLINT	NOT NULL
	<ul> <li>The agent logged out</li> </ul>		
	<ul> <li>The agent picked up the phone and then hung up without dialing digits.</li> </ul>		
	<ul> <li>Route requests were logged on the Call Manager PG that were not immediately redirected to an agent.</li> </ul>		
	5 = Abandoned Interflow		
	In ICM, indicates an interflow call that dropped before the call could be handled by an answering resource. Interflow calls are calls between ACDs. Abandoned Interflow is supported only by PIMs that track interflow calls. Currently, this includes only the Aspect CallCenter PIM.		
	Does not apply to IPCC Enterprise.		
	6 = Abandoned Agent Terminal		
	In <b>ICM</b> , indicates the call was dropped while being held at an agent device. For example, the caller is connected to an agent; the agent puts the caller on hold; the caller gets tired of waiting and hangs up.		
	In IPCC Enterprise, indicates that the caller hung up while on hold on the CallManager PG, which generally indicates a training issue for the agent. On the VRU PG with Service Control Queue reporting checked, this normally indicates caller abandoned.		
	7 = Short		
	In ICM, indicates the call was abandoned before reaching the abandoned call wait time. Short calls are technically abandoned calls, but they are not counted in the ICM CallsAbandoned counts for the associated service/route. Short calls are, however, counted as offered calls in the CallsOffered and ShortCall counts.		
	Also applies to <b>IPCC Enterprise</b> . In addition, route requests would be counted as short calls if so configured.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	8 = Busy	DBSMALLINT	NOT NULL
	Not used in ICM.		
	Does not apply to IPCC Enterprise.		
	In <b>Outbound Option</b> , this result code indicates an outbound call resulted in a busy signal.		
	9 = Forced Busy		
	The call was made busy by the ACD because there were no answering resources available to handle the call. Currently, only the Nortel Meridian and Symposium PIMs support Forced Busy.		
	Does not apply to IPCC Enterprise.		
	10 = Disconnect/drop no answer		
	Only the Galaxy and Meridian PIMs support the disconnect/drop no answer call disposition. For Rockwell Galaxy ACDs, disconnect/drop no answer indicates that the PIM received a disposition of "failed routing" from the Galaxy MIS records. For the Meridian ACD, disconnect/drop no answer indicates that the ACD performed a "forced disconnect." Disconnect/drop no answer calls are counted as either abandoned or short calls in the ICM software's service and route tables.  In IPCC Enterprise, indicates that an		
	agent-initiated call was not answered. (If agent picked up the phone but did not dial any digits, the CallDisposition would be 4, Abandoned Delay.)		
	11 = Disconnect/drop busy		
	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a "disconnect forward busy" disposition from the Galaxy MIS records. Disconnect/drop busy calls are counted as either abandoned or short calls in the <b>ICM</b> software's service, route, and skill group tables.		
	Does not apply to <b>IPCC Enterprise</b> .		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	12 = Disconnect/drop reorder	DBSMALLINT	NOT NULL
(commuea)	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept invalid" from the Galaxy MIS records. Disconnect/drop reorder calls are counted as either abandoned or short calls in the ICM software's service, route, and skill group tables.		
	Does not apply to <b>IPCC Enterprise</b> .		
	13 = Disconnect/drop handled primary route		
	In ICM, indicates the call was handled by an agent and was neither conferenced nor transferred. These calls are counted as handled calls in the ICM Schema's service, route, and skill group tables.		
	In IPCC Enterprise, indicates that a call was routed to an agent on the Call Manager PG and handled without a transfer or conference. This call disposition is also used for non-routed calls handled by the agent if wrap up is used. On the VRU PG, this indicates that the call was not routed, but caller did not abandon. The script ended without routing the call. Route Call Detail records would provide more data in the RouterErrorCode field as to why.		
	14 = Disconnect/drop handled other		
	In ICM and IPCC Enterprise, indicates the call was handled by a non-agent or unmonitored device (for example, a voice mail system). These calls are counted as handled calls in the ICM schema's service, route, and skill group tables.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition	15 = Redirected	DBSMALLINT	NOT NULL
(continued)	In ICM, this indicates the call was redirected such that the PIM no longer can receive events for the call. In other words, the PIM no longer has a way of referencing or tracking the call. For example, the call might have been redirected to a non-ICM monitored device and then returned to the switch with a different call ID. The ICM generates the Termination Call Detail record with only the data originally tracked for the call. Calls marked as Redirected are counted as Overflow Out calls in the ICM service and route tables.		
	In IPCC Enterprise, to more accurately reflect call status, CallDisposition is set to 15 (Redirected) instead of 4 (Abandon Delay) when:		
	<ul> <li>A call leaves a CTI route point to be sent to an IVR.</li> </ul>		
	<ul> <li>An agent transfers the call to another skillgroup and no agent is available, so the call is sent to an IVR.</li> </ul>		
	16 = Cut Through		
	Not currently used.		
	17 = Intraflow		
	Not currently used.		
	18 = Interflow		
	Not currently used.		
	19 = Ring No Answer		
	Not currently used in <b>ICM</b> .		
	In <b>IPCC Enterprise</b> , this indicates the call wasn't answered by the agent within the Ring No Answer Time (set in the agent desktop setting in ICM Configuration).		
	In <b>Outbound Option</b> , this result code indicates an outbound call was not answered in the alloted time.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	20 = Intercept reorder	DBSMALLINT	NOT NULL
	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept unknown" from the Galaxy MIS records.		
	Does not apply to IPCC Enterprise.		
	In <b>Outbound Option</b> , this result code indicates the Dialer did not receive a ring back from the ACD on the network.		
	21 = Intercept denial		
	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept restriction" from the Galaxy MIS records.		
	Does not apply to IPCC Enterprise.		
	In <b>Outbound Option</b> , this result code indicates the customer call was intercepted by the operator.		
	22 = Time Out		
	Supported only by the Lucent DEFINITY ECS and Nortel Meridian PIMs. Time out indicates that for an unknown reason the PIM is no longer receiving events for the call. The Time Out call disposition provides a way to "clean up" the call since events for the call can no longer be monitored. Time out calls are counted as TerminatedOther in the ICM service and route tables.		
	Does not apply to IPCC Enterprise.		
	In <b>Outbound Option</b> , this result code indicates the Dialer is unable to detect a dial tone.		
	23 = Voice Energy		
	Not currently used in ICM.		
	In <b>IPCC Enterprise</b> , this indicates the outbound call was picked up by a person or an answering machine.		
	In <b>Outbound Option</b> , this result code indicates the outbound call was picked up by a person.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	24 = Non-classified Energy Detected	DBSMALLINT	NOT NULL
	Not currently used in <b>ICM</b> .		
	In <b>Outbound Option</b> , this result code indicates the outbound call reached a FAX machine.		
	25 = No Cut Through		
	Not currently used.		
	26 = U-Abort		
	In the <b>ICM</b> , this indicates the call ended abnormally.		
	In IPCC Enterprise, the Call Manager indicated the call ended due to one of the following reasons: network congestion, network not obtainable, or resource not available. Such reasons suggest errors in media set up.		
	In <b>Outbound Option</b> , this result code indicates the outbound call was stopped before the customer picked up.		
	27 = Failed Software		
	In <b>ICM</b> , either the PIM detected an error condition or an event did not occur for a call for an extended period of time. For example, an inbound call with Call ID 1 and associated with Trunk 1 might be marked failed if the PIM received a different call ID associated with Trunk 1. This would indicate a missing Disconnect event for Call ID 1.		
	If no events are being tracked for the call, the call is eventually timed out. The failed call is marked as a Forced Closed call in the ICM Service and Route tables.		
	In IPCC Enterprise, generally indicates that Call Manager PG terminated the call because it had exceeded the time allowed for this state. (The default is 1 hour in the NULL state when agent has been removed, and 8 hours in the connected state. The value is configurable.)		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition	28 = Blind Transfer	DBSMALLINT	NOT NULL
(continued)	In the <b>ICM</b> , a transfer scenario involves a primary call and a secondary call. If the secondary call is transferred to a queue or another non-connected device, then the primary call (the one being transferred) is set to Blind Transfer.		
	In <b>IPCC Enterprise</b> (Call Manager PG), this indicates that the call was transferred before the destination answered. For ICM (VRU PG), this indicates that the IVR indicated the call was successfully redirected.		
	29 = Announced Transfer		
	In ICM and IPCC Enterprise, a transfer scenario involves a primary call and a secondary call. If the secondary call is connected to another answering device, or is put on hold at the device, then the primary call (the call being transferred) is marked as Announced Transfer.		
	30 = Conferenced		
	In <b>ICM</b> and <b>IPCC Enterprise</b> , the call was terminated (dropped out of the conference). Conference time is tracked in the ICM software's Skill Group tables for the skill group that initiated the conference.		
	31 = Duplicate Transfer		
	Supported only on the Siemens HICOM 300E PIM. The call was diverted or transferred off-switch or to an unmonitored device.		
	Does not apply to IPCC Enterprise.		
	32 = Unmonitored Device		
	Not currently used.		
	33 = Answering Machine		
	In <b>ICM</b> , this indicates the call was answered by an answering machine.		
	Does not apply to <b>IPCC Enterprise</b> .		
	In <b>Outbound Option</b> , indicates the call was picked up by an answering machine.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	34 = Network Blind Transfer	DBSMALLINT	NOT NULL
	In <b>ICM</b> , indicates the call was transferred by the network to a different peripheral.		
	Does not apply to <b>IPCC Enterprise unless</b> there is an <b>ISN installation</b> .		
	35 = Task Abandoned in Router		
	The NewTask dialogue associated with the task was terminated before the Router could send a DoThisWithTask message to the application instance that issued the NewTask.		
	36 = Task Abandoned Before Offered		
	A task is abandoned <b>before</b> offered if the Start Task Timeout period for the task's "pre-call" message expired <b>before</b> the Agent PG received a Start or Offer Task message for the task.		
	37 = Task Abandoned While Offered		
	This disposition is only defined for multi-session chat tasks. A task is given this disposition if an agent who is working on one chat session is assigned another chat session, and the customer involved in the new chat session hangs up before the agent begins chatting with him.		
	38 = Normal End Task		
	The task was handled by an agent.		
	Only applies to non-voice tasks.		
	39 = Can't Obtain Task ID		
	When an application sends the ICM software an Offer Application Task or Start Application Task request, it waits for the ICM to send a response containing that Task ID that ICM has assigned to the task. If OPC is unable to obtain a task ID from the Router (because the Router is down, or the network connection between OPC and the Router is down), OPC will terminate the task with disposition 39 "Can't Obtain Task ID".		
	40 = Agent Logged Out During Task		
	The agent logged out of an MRD without terminating the task.		
	Not currently used.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallDisposition (continued)	41 = Maximum Task Lifetime Exceeded	DBSMALLINT	NOT NULL
	The ICM software did not receive an End Task message for this task within the maximum task lifetime of the MRD with which the task is associated.		
	42 = Application Path Went Down		
	The Task Life timed out while the ICM software was attempting to communicate with the application instance associated with the task. (This might have occurred either because the application instance was down, or the network connection between ICM and the application instance was down.)		
	43 = ICM Routing Complete		
	Not currently used.		
	44 = ICM Routing Disabled		
	Not currently used.		
	45 = Application Invalid MRD ID		
	Not currently used.		
	46 = Application Invalid Dialog ID		
	Not currently used.		
	47 = Application Duplicate Dialogue ID		
	Not currently used.		
	48 = Application Invalid Invoke ID		
	Not currently used.		
	49 = Application Invalid Script Selector		
	Not currently used.		
	50 = Application Terminate Dialogue		
	Not currently used.		
	51 = Task Ended During Application Init		
	The application instance notified the ICM software that a task that existed prior to the loss of connection was not initialized by the application once connection was restored.		
	52 = Called Party Disconnected.		
	Not currently supported.		
CallDispositionFlag	A series of flags providing detail on the call disposition.	DBINT	NULL

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
CallSegmentTime	Time, in seconds, that the system took to segment a private network call. For example, if the ICM software handed the caller off to a menu of choices, CallSegmentTime reflects how long the caller spent in the menu.	DBINT	NULL
CallTypeID	In <b>ICM</b> and <b>IPCC Enterprise</b> , indicates which call type, and therefore which routing script, was used to route this call.	DBINT	NULL
	Note This field contains a value only if the call was translation-routed or sent to an IPCC Enterprise agent.		
CED	The Caller Entered Digits (CED) associated with the call. This is filled for <i>Outbound Option Reservation</i> or <i>Personal Callback Calls</i> . The values are:	varchar(30)	NULL
	ICM_BA_Reservation_Call - Reservation call		
	Callback - Personal Callback customer call  This Callback customer callback customer call  This Callback customer callback customer call  This Callback customer ca		
	This field is applicable for <b>ICM</b> and <b>IPCC Enterprise</b> .		
ConferenceTime	The cumulative number of seconds that the call was in conference with more than two parties. ConferenceTime is recorded for both ACD and non-ACD calls. The value includes any HoldTime associated with the call. It is updated when the agent drops off the call or the call becomes a simple two-party call.	DBINT	NULL
	Depending on who initiated the call, ConferenceTime from Termination_Call_Detail is used in the following Skill Group and Agent Skill Group tables:		
	- Conferenced Out Calls Time To Half		
	- ConferencedInCallsTimeToHalf		
DateTime	The date/time that the Termination_Call_Detail table record is generated by the Peripheral Gateway (PG). The Termination_Call_Detail table record is generated by the PG when the call has either physically left the PG (for example, IVR routes the call to an agent) or when wrap-up is completed for the call after the call has left the agent device (either by dicsconnect, or through transfer completion).	DBDATETIME	AK-2, IE-1 NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-2 NULL

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
DelayTime	The time in seconds that the call is active on the switch but not queued to a skill group or trunk resource. For example, if a call arrives at an ACD and an announcement is played before the call is queued, from the time the call arrives at the ACD to the time the call gets queued is the DelayTime. DelayTime includes all time the call spent on announcements. For ACDs that can de-queue calls, a call can go back into the delay state and DelayTime can begin accumulating again.	DBINT	NULL
	DelayTime is used to calculate Duration in the Termination_Call_Detail record. It is also used to calculate the following fields in the Service and Route half-hour tables:		
	- DelayQAbandTimeToHalf		
	- LongestCallAbandTimeToHalf		
	- AnswerWaitTimeToHalf		
DigitsDialed	The digits dialed for an outbound call initiated on the ACD. These digits are not provided by all ACDs. Currently, only IVRs, the Aspect CallCenter, and the DEFINITY ECS provide values in the DigitsDialed field. In addition, if a call is translation routed, the receiving PG also reports this field even though the call is inbound.	varchar(40)	NULL
	This field is set for <b>IPCC Enterprise</b> .		
DNIS	The DNIS value, provided by the ACD, that arrives with the call.	VNAME32	NULL
Duration	Duration of the call in seconds. This is the time that the switch is processing the call. The Duration field comprises several fields of the Termination_Call_Detail table:	DBINT	NULL
	LocalQTime + RingTime + TalkTime + WorkTime + HoldTime + DelayTime + NetQTime		
HoldTime	The cumulative time, in seconds, that the call was put on hold by at least one agent device. A call may be put on hold by more than one agent device during its duration. The call might be finished by being abandoned, transferred, handled to completion, etc.	DBINT	NULL
	<b>Note:</b> This is used in CallHandleTimeHalf field of the Call_Type_Half_Hour table only when there is a valid CallTypeID in the Termination_Call_Detail table.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ICRCallKey	A unique number generated at the PG. Values are	DBINT	AK-2
	reused after about 250 million calls.		NOT NULL
ICRCallKeyChild	Link to the ICRCallKey field of a child call (used for transfers and multiple-way conference calls).	DBINT	NULL
ICRCallKeyParent	Link to the ICRCallKey field of a parent call (used for transfers and conference calls).	DBINT	NULL
InstrumentPortNumber	Instrument number or extension number of the device that handled the call at the peripheral.	DBINT	NULL
	This field is also populated for outbound calls.		
LocalQTime	ICM 5.0: Measures the cumulative time, in seconds, that the call spent queued at the local ACD and the time the call spent queued in the network VRU.	DBINT	NULL
	<b>ICM 6.0:</b> Measures only the cumulative time, in seconds, that the call spent queued at the local ACD. <i>NetQTime</i> measures the time the call spends queued in the network VRU.		
	<b>Both:</b> During its duration, a call can be queued to multiple answering resources (for example, a trunk, voice port, skill group, etc.). LocalQTime includes time the call spent queued to any of these resources.		
	LocalQTime does not include any DelayTime (before the call is queued), or RingTime (after the call leaves the queue). LocalQTime is a completed call time, not an agent state time.		
	LocalQTime is used in the calculation of Duration in Termination_Call_Detail, and to calculate the following Service and Route values:		
	LongestCallDelayQTime		
	• LongestCallAbandTime		
	• DelayQAbandTime		
	• DelayQTime		
	AnswerWaitTime		
	LocalQTime is also used to calculate the AnswerWaitTime in the Skill Group and Agent Skill Group tables.		
MRDomainID	An identifier for the Media Routing Domain in the ICM system configuration.	DBINT	FK NULL

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
NetQTime	Represents the time the call spent on Network Queue in the CallRouter. The LocalQTime field is used for local ACD queuing.	DBINT	NULL
NetworkTargetID	The identifier of the peripheral target to which the call was delivered.	DBINT	FK NULL
NetworkTime	The number of seconds between the PG receiving a "pre-call message from the CallRouter for the task and an Offer Task (or Start Task, if an Offer Task is not sent) message for the task.	DBINT	NULL
NewTransaction	Call has been re-classified via transfer, overflow, or new transaction. Indicates that there is at least one more row in Termination Call Detail for this call.	DBCHAR	NULL
PeripheralCallKey	An identifier assigned to the call by the peripheral (ACD, IVR). The range and type of value used in this field varies depending on the type of peripheral. Some ACDs might view an original call, a transfer, and a consultative call as three separate calls (e.g., Call IDs 1001, 1002, 1003); other ACDs might view all three calls as a continuation of the same call (e.g., Call IDs 1001, 1001, 1001); others might view the original and transfer as the same call, but the consultative call as a second call (e.g., Call IDs 1001, 1002, 1001); and still other ACDs might view the original call as one call and the original and transfer as another call (e.g., Call IDs 1001, 1002, 1002).  In addition, the values used may not be unique, depending on the peripheral's implementation. For example, the Aspect CallCenter and the DEFINITY ECS ACDs reuse identifiers in this field.	DBINT	NULL

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeripheralCallType	Type of call reported by the peripheral. Valid settings for this field are:	DBSMALLINT	NULL
	1 = ACD In		
	In ICM (VRU PG), all calls are of this type.		
	In <b>IPCC Enterprise</b> (Call Manager PG), generally indicates that this ai a post-route request.		
	2 = Pre-Route ACD In		
	In <b>IPCC Enterprise</b> , indicates call was routed to this destination so the Call manager PG has routing information to associate with the call (router call key, call context).		
	3 = Pre-Route Direct Agent		
	Does not apply to IPCC Enterprise.		
	4 = Transfer In		
	In <b>IPCC Enterprise</b> , indicates the call was transferred from another agent or device. The name value is misleading because it is used for calls trnasferred in or out.)		
	5 = Overflow In		
	Does not apply to IPCC Enterprise.		
	6 = Other In		
	In <b>IPCC Enterprise</b> , used for inbound cals that do not have route information/call contenxt associated. Indicates that call did not come from and agent on the same peripheral.		
	7 = Auto Out		
	In <b>Outbound option</b> , indicates a Predictive /Progressive customer call.		
	8 = Agent Out		
	Does not apply to IPCC Enterprise.		
	9 = Out		
	In <b>IPCC Enterprise</b> , indicates call was placed outside the Call Manager cluster or that a network reached event was received.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeripheralCallType (continued)	10 = Agent Inside	DBSMALLINT	NULL
	11 = Offered		
	Does not apply to IPCC Enterprise.		
	12 = Consult		
	13 = Consult Offered		
	14 = Consult Conference		
	Does not apply to IPCC Enterprise.		
	15 = Conference		
	16 = Unmonitored		
	Does not apply to IPCC Enterprise.		
	17 = Preview		
	In <b>Outbound Option</b> indicates a Preview/Callback customer call.		
	18 = Reserve		
	In <b>Outbound Option</b> indicates a Reservation call.		
	19 = Supervisor Assist		
	20 = Emergency Call		
	21 = Supervisor Monitor		
	Does not apply to IPCC Enterprise.		
	22 = Supervisor Whisper		
	Does not apply to IPCC Enterprise.		
	23 = Supervisor Barge In		
	24 = Supervisor Intercept		
	25 = Route by ICM		
	Does not apply to IPCC Enterprise.		
	26 = Route by Application Instance		
	Does not apply to IPCC Enterprise.		
	Note CallDisposition values can be interpreted as Outbound Option Result Codes if the PeripheralCallType is 07 (Auto Out), 17 (Preview), or 18 (Reserve).		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
PeripheralID	Identifies which peripheral handled the call. This value (for example, 5002), is unique among all peripherals in the enterprise. It is taken from the Peripheral table in the ICM central database. Peripheral IDs are generated automatically when a peripheral is configured in the Peripheral Configuration window of ICM Configuration Manager.	DBSMALLINT	FK, AK-2 NOT NULL
Priority	Used by the DEFINITY ECS to indicate the priority of the call.	DBSMALLINT	NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RingTime	The number of seconds that the call spent ringing at the agent's teleset before it was answered. Ring time occurs after any DelayTime and LocalQTime. For diverted calls (that is, calls that rang at an agent's teleset before being redirected on failure to answer), RingTime is the sum of the time that the call spent ringing at each teleset.  RingTime is added to the	DBINT	NULL
	AbandonedRingTimeToHalf Skill Group and Agent Skill Group half-hour tables when the call completes.  RingTime is also used to compute the following Route and Service half-hour values:		
	- DelayQAbandTimeToHalf		
	- LongestCallDelayQTimeToHalf		
	- LongestCallAbandTimeToHalf		
RouteID	Identifies the route where the call was sent. The value (for example, 6), is unique among all routes in the enterprise. It is taken from the Route table in the ICM central database. Route IDs are generated automatically when a route is configured in the Route Configuration window of ICM Configuration Manager.	DBINT	FK NULL
RouterCallKey	This value is created by the ICM software and forms the unique portion of the 64-bit key for the call. The ICM resets this counter at midnight.	DBINT	NULL
	Note This field contains a value only if the call was translation-routed or sent to an IPCC Enterprise agent.		

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
RouterCallKeyDay	The day that the call was taken and the Termination_Call_Detail record was created. This field contains a value only for calls that were translation-routed or post-routed to or from an ACD.	DBINT	NULL
	Together with RouterCallKey, the Day value forms a unique 64-bit key for the call. The PG might not have this information for all calls, but if it does, it allows you to track all states of a call between the Route_Call_Detail and the Termination_Call_Detail tables by using the cradle-to-grave call tracking facility. (For calls that span a day, the day may not correspond to the day specified in the DateTime field.)		
	Note This field contains a value only if the call was translation-routed, post-routed to/from an ACD, or sent to an IPCC Enterprise agent.		
RouterCallKeySequenceNumber	A sequence number used for ordering rows for cradle-to-grave call tracking. This number defines the order in which the <i>calls</i> were created. This <b>is not</b> the order in which the Termination_Call_Detail records were created. (This field also exists in the Route_Call_Detail table, where it defines the order in which the route requests were created.)	DBINT	NULL
ServiceSkillTargetID	Identifies which service handled the call. This value (for example, 5004) is unique among all skill targets in the enterprise. It is taken from the Service table in the ICM central database. ServiceSkillTargetIDs are generated automatically when a service is configured in the Service Configuration window of ICM Configuration Manager. If the call is handled by a non-configured service, this field is set to null. In addition, if the call is not associated with a service, the field is set to null (for example, in the case of non-ACD calls).	DBINT	FK NULL

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
SkillGroupSkillTargetID	Identifies which skill group handled the call. This value (for example, 5010) is unique among all skill targets in the enterprise. It is taken from the Skill_Group table in the ICM central database. SkillGroupSkillTargetIDs are generated automatically when a skill group is configured in the Skill Group Configuration window of ICM Configuration Manager.	DBINT	FK NULL
	If the call is handled by a non-configured skill group, this field is set to null.		
SourceAgentPeripheralNumber	Peripheral number of agent that initiated the call.	varchar(32)	NULL
SourceAgentSkillTargetID	The identifier for the agent that initiated the call. This value is set only if the agent associated with SourceAgentPeripheralNumber is configured in the ICM software.	DBINT	NULL
TalkTime	The cumulative time, in seconds, that the call was in a talking state on the destination device.  TalkTime is a completed call time, not an agent state time.	DBINT	NULL
	TalkTime is used in the calculation of Duration in the Termination_Call_Detail record. It is also used to calculate TalkTime in the Services and Route tables.		
	Note In the Termination_Call_Detail, Skill_Group, and Agent_Skill_Group tables, TalkTime does not include HoldTime; however, in the Services and Route tables, TalkTime does include HoldTime.		
TimeToAband	The elapsed time in seconds before the call was abandoned. This can include DelayTime, LocalQTime, and RingTime, depending on when the call was abandoned. This value is set only when the call is not answered by an agent or trunk resource.	DBINT	NULL
TimeZone	The time zone used for DateTime. The value is the offset in minutes from GMT.	DBINT	NULL
Trunk	The number (as known to the peripheral) of the trunk on which the call arrived.	DBINT	NULL
TrunkGroupID	The identifier of the trunk group on which the call arrived at the peripheral.	DBINT	FK NULL
UserToUser	ISDN User to User information for a private network call.	varchar(131)	NULL

Table 2-368 Termination\_Call\_Detail Table (continued)

Field Name	Description	Data Type	Keys and Null Option
Variable1	First of five variables used for call segmentation. Can also contain data entered during call wrap-up. (Maps to Aspect variable A.)	varchar(40)	NULL
Variable2	Call segmentation variable (maps to Aspect variable B).	varchar(40)	NULL
Variable3	Call segmentation variable (maps to Aspect variable C).	varchar(40)	NULL
Variable4	Call segmentation variable (maps to Aspect variable D).	varchar(40)	NULL
Variable5	Call segmentation variable (maps to Aspect variable E).	varchar(40)	NULL
Variable6	Call segmentation variable.	varchar(40)	NULL
Variable7	Call segmentation variable.	varchar(40)	NULL
Variable8	Call segmentation variable.	varchar(40)	NULL
Variable9	Call segmentation variable.	varchar(40)	NULL
Variable10	Call segmentation variable.	varchar(40)	NULL
WorkTime	The cumulative number of seconds of after-call work time associated with the call. After-call work includes post-call activities such as completing paperwork or consulting with associates. Work time is a completed call time, not an agent state time.  WorkTime is used to calculate Duration in the	DBINT	NULL
	Termination_Call_Detail table and HandleTime in the ICM Service, Route, and Call_Type tables.		
WrapupData	Data entered by the agent during call wrap- up.	varchar(40)	NULL

#### **Related Tables:**

Agent Table (AgentSkillTargetID maps to Agent.SkillTargetID; SourceAgentSkillTargetID maps to Agent.SkillTargetID)

Call\_Type Table (via CallTypeID)

Media\_Routing\_Domain Table (via MRDomainID)

Peripheral Table (via PeripheralID)

Route Table (via RouteID)

Route\_Call\_Detail Table (via Day + RouterCallKey)

Service Table (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill\_Group Table (SkillGroupSkillTargetID maps to Skill\_Group.SkillTargetID)

Termination\_Call\_Variable Table (RecoveryKey maps to

Termination\_Call\_Variable.TCDRecoveryKey)

## Termination\_Call\_Variable Table

Central database only.

Each row records the value of an expanded call variable for a call handled at a peripheral. If the expanded call variable is an array, one Termination\_Call\_Variable row is generated for each element of the array.

The ICM software generates a Termination\_Call\_Variable record for each enabled expanded call variable for every call processed at a peripheral.

Table 2-369 Termination\_Call\_Variable Table Constraints

Constraint	Field Name(s)
AK-1	RecoveryKey
AK-2	ArrayIndex ExpandedCallVariableID TCDRecoveryKey
IE-1	DateTime
IE-2	DbDateTime

#### Table 2-370 Termination\_Call\_Variable Table

Field Name	Description	Data Type	Keys and Null Option
ArrayIndex	If the expanded call variable is an array, this identifies the array element: 0 to N-1, where N is the size of the array.	DBINT	AK-2 NOT NULL
DateTime	The date and time when the call was routed.	DBSMALLDATE	IE-1 NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-2 NULL
ECCValue	The value of the call variable or array element.	varchar(255)	NULL
ExpandedCallVariableID	Identifies the expanded call variable.	DBSMALLINT	AK-2, FK NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
TCDRecoveryKey	The RecoveryKey value from the associated Termination_Call_Detail row.	DBFLT8	AK-2 NOT NULL

#### **Related tables:**

Expanded\_Call\_Variable Table (via ExpandedCallVariableID)

Termination\_Call\_Detail Table (TCDRecoveryKey maps to Termination\_Call\_Detail.RecoveryKey)

## **Translation\_Route Table**

Each row defines a special route that is used for sending additional information with the call. When the peripheral receives a call targeted at a translation route, it requests the true route from the ICM CallRouter process.

Use the Translation Route Explorer or Translation Route Wizard to add, update, and delete Translation\_Route records.

Table 2-371 Translation\_Route Table Constraints

Constraint	Field Name(s)
PK	SkillTargetID
AK-1	EnterpriseName
FK	LogicalControllerID SkillTargetID
IE-1	LogicalControllerID

#### Table 2-372 Translation\_Route Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the translation route.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the translation route. This name must be unique among all translation routes in the enterprise.	VNAME32	AK-1 NOT NULL
LogicalControllerID	The Logical Interface Controller associated with the translation route.	DBSMALLINT	FK, IE-1 NOT NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK, FK NOT NULL
Туре	The type of translation route:  1 = DNIS 2 = CDPD	DBINT	NOT NULL

#### **Related tables:**

Logical\_Interface\_Controller Table (via LogicalControllerID)
Skill\_Target Table (via SkillTargetID)

## **Trunk Table**

Each row describes a trunk associated with a peripheral. Trunks are grouped by the Trunk Group table. Use the Trunk bulk configuration tools to add, update, and delete Trunk records.

#### Table 2-373 Trunk Table Constraints

Constraint	Field Name(s)
PK	TrunkID
AK-1	TrunkGroupID TrunkNumber
FK	TrunkGroupID

#### Table 2-374 Trunk Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CircuitProvider	The carrier that provides the circuit.	VNAME32	NULL
TrunkGroupID	Foreign key from the Trunk Group table.	DBINT	AK-1, FK NOT NULL
TrunkID	A unique identifier for the trunk.	DBINT	PK NOT NULL
TrunkNumber	Trunk number as understood by the peripheral.	DBINT	AK-1 NOT NULL
TrunkType	Type of trunk:  1 = Local C.O.  2 = Foreign Exchange  3 = WATS  4 = DID/DNIS  5 = PRI  6 = Tie Line  7 = Interflow	DBSMALLINT	NOT NULL

#### **Related tables:**

Trunk\_Group Table (via TrunkGroupID)

## Trunk\_Group Table

Each row defines a group of trunks. A peripheral determines how to handle a call based on the DNIS and the trunk group on which it arrives.

Use the Trunk Group bulk configuration tools to add, update, and delete Trunk\_Group records.

#### Table 2-375 Trunk\_Group Table Constraints

Constraint	Field Name(s)
PK	TrunkGroupID
AK-1	EnterpriseName
AK-2	PeripheralID PeripheralNumber
FK	NetworkTrunkGroupID PeripheralID
IE-1	NetworkTrunkGroupID

#### Table 2-376 Trunk\_Group Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	A string of parameters the ICM software sends to the peripheral to initialize the trunk group.	DESCRIPTION	NULL
Deleted	Deleted Flag. Stored as a character:  Y = Yes  N = No	DBCHAR	NOT NULL
Description	Additional information about the trunk group.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the trunk group. This must be unique among all trunk groups in the enterprise.	VNAME32	AK-1 NOT NULL
Extension	The extension number for the trunk group (used by the Definity ECS ACD).	VTELNO10	NULL
NetworkTrunkGroupID	Optionally, the network trunk group to which this trunk group belongs.	DBINT	FK, NULL
PeripheralID	Foreign key from the Peripheral table.	DBSMALLINT	AK-2, FK
			NOT NULL
PeripheralName	Trunk group name as given by the peripheral.	VNAME32	NOT NULL
PeripheralNumber	Trunk group number as given by the peripheral.	DBINT	AK-2 NOT NULL

#### Table 2-376 Trunk\_Group Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TrunkCount	The number of trunks in the trunk group. If the value is -1 (the default), the ICM software determines the number of trunks in the group dynamically by examining the Trunk table. Do not change this value unless the Trunk data are not reliable.	DBINT	NOT NULL
TrunkGroupID	Unique identifier for this trunk group.	DBINT	PK NOT NULL

#### **Related tables:**

Network\_Trunk\_Group Table (via NetworkTrunkGroupID)

Peripheral Table (via PeripheralID)

Trunk\_Group\_Five\_Minute Table (via TrunkGroupID)

Trunk\_Group\_Half\_Hour Table (via TrunkGroupID)

Trunk\_Group\_Real\_Time Table (via TrunkGroupID)

Trunk Table (via TrunkGroupID)

# Trunk\_Group\_Five\_Minute Table

Central database only.

Contains information about a trunk group collected during each five-minute interval.

The ICM software generates Trunk\_Group\_Five\_Minute records for each trunk group.

#### Table 2-377 Trunk\_Group\_Five\_Minute Table Constraints

Constraint	Field Name(s)
PK	DateTime TimeZone TrunkGroupID
AK-1	RecoveryKey
FK	TrunkGroupID

#### Table 2-378 Trunk\_Group\_Five\_Minute Table

Field Name	Description	Data Type	Keys and Null Option
AllTrunksBusyToHalf	Total time, in seconds, during the current half-hour interval that all trunks in the group were busy.	DBINT	NULL
DateTime	Central Controller date and time at the start of the five-minute interval.	DBSMALLDATE	PK NOT NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TrunkGroupID	Foreign key from the Trunk Group table.	DBINT	PK, FK NOT NULL
TrunksIdle	Number of non-busy trunks in the group at the end of the five-minute interval.	DBINT	NULL
TrunksInService	Number of trunks in this trunk group in service at the end of the five-minute interval.	DBINT	NULL

### **Related tables:**

Trunk\_Group Table (via TrunkGroupID)

## Trunk\_Group\_Half\_Hour Table

Central database only.

Contains information about a trunk group collected during each 30-minute interval.

The ICM software generates Trunk\_Group\_Half\_Hour records for each trunk group.

### Table 2-379 Trunk\_Group\_Half\_Hour Table Constraints

Constraint	Field Name(s)
PK	DateTime TimeZone TrunkGroupID
AK-1	RecoveryKey
FK	TrunkGroupID

#### Table 2-380 Trunk\_Group\_Half\_Hour Table

Field Name	Description	Data Type	Keys and Null Option
AllTrunksBusyToHalf	Total time, in seconds, during the half-hour interval that all trunks in the group were busy.	DBINT	NULL
CallsAbandonedToHalf	Number of calls to the trunk group abandoned during the current half-hour interval.	DBINT	NULL
CallsInToHalf	Number of incoming calls received on the trunk group during the half-hour interval.	DBINT	NULL
CallsOutToHalf	Number of outbound calls sent on the trunk group during the half-hour interval.	DBINT	NULL
DateTime	Central Controller date and time at the start of the half-hour interval.	DBSMALLDATE	PK NOT NULL
DbDateTime	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	DBDATETIME	IE-1 NULL
InServiceTimeToHalf	Aggregate number of seconds trunks in the group were in service during the half-hour interval.	DBINT	NULL
InUseInboundTimeToHalf	Aggregate number of seconds trunks in the group were used for inbound calls during the half-hour interval.	DBINT	NULL
InUseOutboundTimeToHalf	Aggregate number of seconds trunks in the group were used for outbound calls during the half-hour interval.	DBINT	NULL
RecoveryDay	Currently not used, set to zero (0).	DBINT	NOT NULL
RecoveryKey	A unique ID assigned to each record and used internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL

### Table 2-380 Trunk\_Group\_Half\_Hour Table (continued)

Field Name	Description	Data Type	Keys and Null Option
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TrunkGroupID	Foreign key from the Trunk Group table.	DBINT	PK, FK NOT NULL
TrunksIdle	Number of non-busy trunks in the group at the end of the half-hour interval.	DBINT	NULL
TrunksInService	Number of trunks in the group in service at the end of the half-hour interval.	DBINT	NULL

## **Related tables:**

Trunk\_Group Table (via TrunkGroupID)

## Trunk\_Group\_Real\_Time Table

Local database only.

Contains real time information about each trunk group.

The ICM software generates a Trunk\_Group\_Real\_Time record for each trunk group.

#### Table 2-381 Trunk\_Group\_Real\_Time Table Constraints

Constraint	Field Name(s)
PK	TrunkGroupID
FK	TrunkGroupID

## Table 2-382 Trunk\_Group\_Real\_Time Table

Field Name	Description	Data Type	Keys and Null Option
AllTrunksBusyHalf	Total number of seconds during the current half-hour interval that all trunks in the group were busy.	DBINT	NULL
AllTrunksBusyToday	Total number of seconds since midnight that all trunks in the group were busy.	DBINT	NULL
CallsAbandonedHalf	Number of calls to the trunk group abandoned in queue during the current half-hour interval.	DBINT	NULL
CallsAbandonedToday	Number of calls to the trunk group abandoned in queue since midnight.	DBINT	NULL
CallsInHalf	Number of inbound calls received on the trunk group during the current half-hour interval.	DBINT	NULL
CallsInNow	Number of inbound calls currently in progress on the trunk group.	DBINT	NULL
CallsInToday	Number of inbound calls received on the trunk group since midnight.	DBINT	NULL
CallsOutHalf	Number of outbound calls received on the trunk group during the current half-hour interval.	DBINT	NULL
CallsOutNow	Number of outbound calls currently in progress on the trunk group.	DBINT	NULL
CallsOutToday	Number of outbound calls received on the trunk group since midnight.	DBINT	NULL
DateTime	Central Controller date and time that this data was last updated.	DBDATETIME	NOT NULL
InServiceTimeHalf	Aggregate number of seconds trunks in the group have been in service during the current half-hour interval.	DBINT	NULL
InServiceTimeToday	Aggregate number of seconds trunks in the group have been in service since midnight.	DBINT	NULL

Table 2-382 Trunk\_Group\_Real\_Time Table (continued)

Field Name	Description	Data Type	Keys and Null Option
InUseInboundTimeHalf	Aggregate number of seconds trunks in the group have been in use for inbound calls during the current half-hour interval.	DBINT	NULL
InUseInboundTimeToday	Aggregate number of seconds trunks in the group have been in use for inbound calls since midnight.	DBINT	NULL
InUseOutboundTimeHalf	Aggregate number of seconds trunks in the group have been in use for outbound calls during the current half-hour interval.	DBINT	NULL
InUseOutboundTimeToday	Aggregate number of seconds trunks in the group have been in use for outbound calls since midnight.	DBINT	NULL
TrunkGroupID	Foreign key from the Trunk Group table.	DBINT	PK, FK NOT NULL
TrunksIdle	Number of non-busy trunks in the group now.	DBINT	NULL
TrunksInService	Number of trunks in the trunk group in service now.	DBINT	NULL

### **Related tables:**

Trunk\_Group Table (via TrunkGroupID)

## **User\_Formula Table**

Each row describes a custom function. A custom function is a shorthand for an expression. It may, optionally, accept parameters. The expression associated with the function is stored in the User\_Formula\_Equation table.

Use the Script Editor to create, modify, and delete custom functions.

#### Table 2-383 User\_Formula Table Constraints

Constraint	Field Name(s)
PK	UserFormulaID
AK-1	EnterpriseName

#### Table 2-384 User\_Formula Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Description	Additional information about the function.	DESCRIPTION	NULL
EnterpriseName	An enterprise name for the function. Custom function names always begin with "user".	VNAME32	AK-1 NOT NULL
Length	The number of bytes in the expression for the function.	DBINT	NOT NULL
ParamCount	The number of parameters the function accepts.	DBINT	NOT NULL
UserFormulaID	A unique identifier for the function.	DBINT	PK NOT NULL

### **Related tables:**

User\_Formula\_Equation Table (via UserFormulaID)

## **User\_Formula\_Equation Table**

Each row contains all or part of the expression associated with a custom formula.

Use the Script Editor to add, modify, and delete custom formulas.

### Table 2-385 User\_Formula\_Equation Table Constraints

Constraint	Field Name(s)
PK	RowOrder UserFormulaID
FK	UserFormulaID

#### Table 2-386 User\_Formula\_Equation Table

Field Name	Description	Data Type	Keys and Null Option
EquationString	The expression string.	varchar(255)	NULL
RowOrder	Specifies the order of strings for a formula. A formula may have one or more strings.	DBINT	PK NOT NULL
UserFormulaID	Foreign key from the User_Formula table.	DBINT	PK, FK
			NOT NULL

### **Related tables:**

User\_Formula Table (via UserFormulaID)

## **User\_Group Table**

Lists the groups of users to which specific access rights apply. A record in this table can represent a group of users (with multiple associated records in the User\_Group\_Member table) or a single user (with a single associated record in the User\_Group\_Member table).

Use Configuration Manager to create, update, and delete user groups.

#### Table 2-387 User\_Group Table Constraints

Constraint	Field Name(s)
PK	UserGroupID
AK-1	UserGroupName
FK	CustomerDefinitionID FeatureSetID
IE-1	CustomerDefinitionID

#### Table 2-388 User\_Group Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CustomerDefinitionID	Identifies the customer associated with the user group.	DBINT	FK, IE-1 NULL
Description	Additional information about the group.	DESCRIPTION	NULL
FeatureSetID	Identifies a feature set from the Feature_Control_Set Table.	DBINT	FK NULL
ReadOnly	Valid options include:  Y = Read-only user.  N = Normal user.	DBCHAR	NOT NULL
ServiceProvider	Valid options include:  Y = Service provider or normal customer.  N = Service bureau customer.	DBCHAR	NOT NULL
UserGroupID	A unique identifier for the group.	DBINT	PK NOT NULL
UserGroupName	The name of the group.	varchar(30)	AK-1 NOT NULL
UserGroupType	The type of the group:  U = for an individual user. G = for a group of users.	char(1)	NOT NULL

#### **Related tables:**

Class\_Security Table (via UserGroupName)

Customer\_Definition Table (via CustomerDefinitionID)

Object\_Security Table (via UserGroupName)

User\_Group\_Member Table (via UserGroupName)

## **User\_Group\_Member Table**

Lists the specific users that are members of each user group. If the group is of type "U then it has a single User\_Group\_Member record. If the group is of type 'G' is can have multiple User\_Group\_Member records. A single user can be a member of multiple user groups.

Use Configuration Manager to create, update, and delete User Group Member records.

#### Table 2-389 User\_Group\_Member Table Constraints

Constraint	Field Name(s)
PK	UserGroupMemberID
AK-1	UserGroupName UserName
IE-1	UserName

#### Table 2-390 User\_Group\_Member Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
UserGroupMemberID	A unique identifier for the record.	DBINT	PK NOT NULL
UserGroupName	The group to which the member belongs.	varchar(30)	AK-1 NOT NULL
UserName	The username as registered with SQL Server.	varchar(30)	AK-1, IE-1
			NOT NULL

#### **Related tables:**

User\_Group Table (via UserGroupName)

## **User\_Security\_Control Table**

Specifies the security access that individual users have to specific objects. The ICM software builds this table from the data in the other security tables.

Table 2-391 User\_Security\_Control Table Constraints

Constraint	Field Name(s)
PK	ObjectID
	ObjectType
	UserName
FK	ObjectType
IE-1	UserName
IE-2	UserGroupID

#### Table 2-392 User\_Security\_Control Table

Field Name	Description	Data Type	Keys and Null Option
AccessLevel	The level of access that the user has for the object:  10 = Read 20 = Reference 30 = Maintenance (create/read/update/delete)	DBINT	NOT NULL
ObjectID	Together with ObjectType, identifies the object.	DBINT	PK NOT NULL
ObjectType	Together with ObjectID, identifies the object.	DBINT	PK, FK NOT NULL
UserGroupID	Foreign key from the User_Group table.	DBINT	IE-2 NOT NULL
UserName	The SQL Server username of the user.	varchar(30)	PK, IE-1 NOT NULL

### **Related tables:**

Ids Table (via ObjectType and ObjectID)

User\_Group\_Member Table (via UserName)

## **User\_Supervisor\_Map Table**

Used to allow an agent to log in as a Supervisor. When an agent logs in as a Supervisor, an entry for the agent is created in the User Group table to allow the agent login.

#### Table 2-393 ser\_Supervisor\_Map Table Constraints

Constraint	Field Name(s)
PK	AgentSkillTargetID UserGroupID
AK-1	AgentSkillTargetID
FK	UserGroupID

#### Table 2-394 User\_Supervisor\_Map Table

Field Name	Description	Data Type	Keys and Null Option
AgentSkillTargetID	The identifier for the SkillTargetID for an agent that is a supervisor.	DBINT	PK, AK-1 NOT NULL
	<b>Note</b> The SupervisorAgent field for this agent must be Y.		
UserGroupID	The identifier for the user.	DBINT	PK, FK
	Note The UserGroupType for this user must be U.		NOT NULL

#### **Related tables:**

User\_Group Table (via UserGroupID)

## **User\_Variable Table**

Contains the definitions of user variables. You can optionally associate a variable with an object type (such as service or skill group). The ICM software then creates an instance of the variable for each object of that type (for example, for each service or each skill group). You can set and reference variables within scripts. If a variable is persistent, its value is stored in the Persistent\_Variable table.

Use the User Variable list tool to create, update, and delete definitions of user variables.

Table 2-395 User\_Variable Table Constraints

Constraint	Field Name(s)
PK	UserVariableID
AK-1	ObjectType VariableName

#### Table 2-396 User\_Variable Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DataType	Indicates the type of the variable:	DBSMALLINT	NOT NULL
	0 = Long 1 = Float 2 = Char 3 = Date		
Description	Additional information about the variable.	DESCRIPTION	NULL
Instance	Not currently used.	DBCHAR	NOT NULL
ObjectType	The type of object with which the variable is associated:	DBSMALLINT	AK-1 NOT NULL
	<ul> <li>0 = Unknown</li> <li>1 = Service</li> <li>2 = Skill Group</li> <li>3 = Agent</li> <li>4 = Translation Route</li> <li>5 = Agent Administration Group</li> <li>6 = Announcement</li> <li>7 = Call Type</li> <li>8 = Enterprise Service</li> <li>9 = Enterprise Skill Group</li> <li>10 = Region</li> <li>11 = Dialed Number</li> <li>12 = Logical Interface Controller</li> <li>13 = Physical Interface Controller</li> <li>14 = Peripheral</li> <li>15 = Routing Client</li> </ul>		

Table 2-396 User\_Variable Table (continued)

Field Name	Description	Data Type	Keys and Null Option
ObjectType	<b>16</b> = Trunk Group	DBSMALLINT	AK-1
(continued)	<b>17</b> = Route		NOT NULL
	18 = Peripheral Target		NOT NOLL
	19 = Label		
	20 = Master Script		
	21 = Script Table		
	22 = Script Table Column		
	<b>23</b> = Script		
	<b>24</b> = Schedule		
	<b>25</b> = ICR View		
	<b>26</b> = View Column		
	27 = Network Trunk Group		
	28 = Service Array		
	29 = Application Gateway		
	30 = Device Target		
	31 = User Variable		
	32 = User Formula		
	33 = Network VRU Script		
	34 = Scheduled Target		
	35 = Network VRU		
	36 = Skill Group Member		
	37 = Expanded Call Variable		
	38 = Agent Team		
	39 = Campaign		
	40 = Dialer		
	41 = Import Rule		
	42 = Query Rule 43 = Campaign Query Rule		
	44 = Dialer Port Map		
	45 = Message Category 46 = Message Destination		
	47 = Response Template		
	1		
Persistent	Indicates whether to preserve the value of the	DBCHAR	NOT NULL
	variable between script invocations. Stored as a		
	character:		
	$\mathbf{Y} = \mathbf{yes}$		
	N = no		
ReportingMethod	Not currently used.	DBSMALLINT	NOT NULL
UserVariableID	A unique identifier for the variable.	DBINT	PK
			NOT NULL
VariableName	The name of the variable. User variable names	GLOBALID	AK-1
variablervallie		OLOBALID	
	must begin with "user".		NOT NULL

## **Related tables:**

Persistent\_Variable Table (via UserVariableID)

## **Version Table**

A system table containing a single row which indicates the current version of the ICM database schema installed in the central and local databases. This table is maintained by the ICM software installation process.

#### Table 2-397 Version Table Constraints

Constraint	Field Name(s)
IE-1	Major

#### Table 2-398 Version Table

Field Name	Description	Data Type	Keys and Null Option
AWMinor	The incremental version number of the local database schema on the AW. For example, if the version is 1.3, this value is 3.	DBINT	NOT NULL
CCMinor	The incremental version number of the central database schema. For example, if the version is 1.2, this value is 2.	DBINT	NOT NULL
Major	The number of the major version; for example, if the version is 1.2, this value is 1.	DBINT	IE-1 NOT NULL

## View\_Column Table

Describes how the ICM software interprets one column of imported schedule data.

### Table 2-399 View\_Column Table Constraints

Constraint	Field Name(s)
PK	ViewColumnID
AK-1	ColumnNumber ICRViewID
AK-2	ICRViewID ViewName
FK	ICRViewID

## Table 2-400 View\_Column Table

Field Name	Description	Data Type	Keys and Null Option
BaseName	The name used for the column in the system from which it imported.	VNAME32	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ColumnNumber	Indicates the position of the column within the Schedule Import table.	DBINT	AK-1 NOT NULL
Description	Additional information about the column.	DESCRIPTION	NULL
Edit	Indicates whether the View_Column record can be modified. Stored as a character:	DBCHAR	NOT NULL
	Y = yes $N = no$		
ICRViewID	Identifies the view to which the column belongs.	DBINT	AK-1, AK-2, FK NOT NULL
Mask	Indicates which bit positions to use in the value. An AND operation is applied to the mask value and the field value.	DBINT	NULL
Shift	The number of bit positions to shift the value to the left.	DBINT	NULL
ViewColumnID	A unique identifier for the column.	DBINT	PK NOT NULL
ViewName	The name used for the column within the ICM software.	VNAME32	AK-2 NOT NULL

## **Related tables:**

ICR\_View Table (via ICRViewID)

# **VRU\_Currency Table**

This table contains a list of currencies supported by VRU micro-applications.

### Table 2-401 VRU\_Currency Table Constraints

Constraint	Field Name(s)
PK	CurrencyID
AK-1	CurrencyName

#### Table 2-402 VRU\_Currency Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CurrencyID	A unique identifier.	DBINT	PK NOT NULL
CurrencyName	Specifies the currency supported by the VRU micro-application:  1 = U.S. Dollar (default)  2 = Euro  3 = Pound Sterling  4 = French franc  5 = Deutschmark  6 = Lira  7 = Peseta  0 = Other	varchar(10)	AK-1 NOT NULL

## **Related tables:**

VRU\_Defaults Table (via CurrencyID)

# **VRU\_Defaults Table**

This table contains a single row of data that contains the default values for a particular VRU micro-application.

### Table 2-403 VRU\_Defaults Table Constraints

Constraint	Field Name(s)
PK	VruDefaultsID
AK-1	EnterpriseName
FK	CurrencyID LocaleID

### Table 2-404 VRU\_Defaults Table

Field Name	Description	Data Type	Keys and Null Option
AppMediaLib	A path to library of application media files/prompts specific to a set of related ICM scripts. (Example: customer menus.) The <b>default</b> entry is <b>app</b> .	varchar(255)	NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
CurrencyID	The currency supported by VRU micro-applications. The <b>default</b> value is <b>1</b> , CURRENCY_DOLLAR.	DBINT	FK NOT NULL
Description	A description of the row. There is no default value in this field.	DESCRIPTION	NULL
DTMFTermKey	DTMF Termination key:  0-9 (digits)  * (asterisk)  # (pound sign, the default)  N (no termination key)	char(1)	NOT NULL
EnterpriseName	A unique name for the enterprise.	VNAME32	AK-1 NOT NULL
InterDigitTimeout	The number of seconds a caller is allowed between entering digits. If exceeded, the system times-out. Valid options are the digits 1-99 (default: 3).	DBINT	NOT NULL
InvalidEntryTries	Number of times ISN repeats the Get Digits cycle when the caller enters invalid data. (Total includes the first cycle.) Valid options are the digits 1-9 (default: 3).	DBINT	NOT NULL

### Table 2-404 VRU\_Defaults Table (continued)

Field Name	Description	Data Type	Keys and Null Option
LocaleID	A combination of language and country specifying the language the VRU micro-application executes in:  en-us = U.S. English (default)	DBINT	FK NOT NULL
	en-gb = Great Britain English es-es = European Spanish es-mx = Mexican Spanish		
MediaServerSet	Base URL for all media files used in the VRU script. The default value is file:/MediaFiles	varchar(255)	NOT NULL
NoEntryTimeout	The number of seconds a caller is allowed to begin entering digits. If exceeded, the system times-out. Valid options are the digits 0-99 (default: 5).	DBINT	NOT NULL
NoEntryTries	Number of times ISN repeats the Get Digits cycle when a caller doesn't enter any data after being given the prompt. (Total includes first cycle.) Valid options are the digits 1-9 (default: 3).	DBINT	NOT NULL
SystemMediaLib	A path to library of system media files/prompts for individual digits, months, default error messages, etc. The default entry is sys.	varchar(255)	NULL
VruDefaultsID	A unique identifier.	DBINT	PK
			NOT NULL

### **Related tables:**

VRU\_Locale Table (via LocaleID)

VRU\_Currency Table (via CurrencyID)

# **VRU\_Locale Table**

This table contains a list of locales (a locale is a combination of language and country) supported by VRU micro-applications.

#### Table 2-405 RU\_Local Table Constraints

Constraint	Field Name(s)
PK	LocaleID
AK-1	Locale

#### Table 2-406 VRU\_Locale Table

Field Name	Description	Data Type	Keys and Null Option
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
Locale	A combination of language and country specifying the language the VRU micro-application executes in:  en-us = U.S. English (default) en-gb = Great Britain English es-es = European Spanish es-mx = Mexican Spanish	varchar(10)	AK-1 NOT NULL
LocaleID	A unique identifier.	DBINT	PK
			NOT NULL

#### **Related tables:**

VRU\_Defaults Table (via LocaleID)

## VRU\_Port\_Map Table

In cases where ACD and VRU PIMs are controlled by the same PG, the VRU\_Port\_Map table is used to specify how VRU ports map to ACD ports or trunks.

Use the VRU Port Map and Bulk Insert tool to map VRU ports to ACD ports or trunks.

#### Table 2-407 VRU\_Port\_Map Table Constraints

Constraint	Field Name(s)
PK	TrunkID
FK	TrunkID

#### Table 2-408 VRU\_Port\_Map Table

Field Name	Description	Data Type	Keys and Null Option
ACDPeripheralID	The ID of ACD peripheral if Type is 1.	DBSMALLINT	NULL
ACDPort	The ACD port if Type is 1.	VNAME32	NULL
ACDTrunkID	The ID of the ACD trunk if Type is 0.	DBSMALLINT	NULL
TrunkID	The ID of the VRU trunk to be mapped.	DBINT	PK, FK NOT NULL
Туре	The type of VRU-to-ACD mapping:	DBINT	NOT NULL
	<ul><li>0 = A VRU trunk-to-ACD trunk mapping</li><li>1 = A VRU trunk-to-ACD port mapping.</li></ul>		

#### **Related tables:**

Trunk Table (via TrunkID)



## **Field Values**

Some fields within the ICM databases use integer codes to indicate various values. This chapter lists the possible values and their meanings for each of these fields.

## **AgentState**

Several tables use the AgentState field, which indicates the agent's state.



The Meaning for this field varies depending on the table that uses it.

Table 3-1 AgentState Values

Value	Meaning (Agent_Real_Time / Agent_Skill_Group_Real_Time)	Meaning (Agent_State_Trace)
0	Logged Off	Logged Off
1	Logged On	Logged On
2	Not Ready	Not Ready
3	Ready	Ready
4	Talking	Talking
5	Work Not Ready	Work Not Ready
6	Work Ready	Work Ready
7	Busy Other	Busy Other
8	Reserved	Reserved
9	Unknown	Call Initiated
10	Calls On Hold	Call Held
11	N/A	Call Retrieved
12	N/A	Call Transferred
13	N/A	Call Conferenced
14	N/A	Unknown

#### **Access Levels**

Several tables include an AccessLevel field that indicates the rights a user or group has to access an object or class.

Table 3-2 AccessLevel Values

Value	Meaning
10	Read
20	Reference
30	Maintenance (create, read, update, delete)

### **Object Types**

Several tables related to security include an ObjectType field that indicates the type of object to which security is applied.

Table 3-3 ObjectType Values

Value	Meaning
2000	Dialed Number
2001	Call Type
2002	Peripheral
2003	Trunk Group
2004	Service
2005	Skill Group
2006	Agent
2007	Announcement
2008	Translation Route
2009	Label
2010	Route
2011	Script Table
2012	Business Entity
2013	Master Script
2014	Enterprise Service
2015	Enterprise Skill Group
2016	Schedule
2017	Schedule Source
2018	Agent Desk Settings
2019	Agent Team
2020	Application Gateway

Table 3-3 ObjectType Values (continued)

Value	Meaning
2021	Enterprise Agent Group
2022	Network Trunk Group
2023	Service Array
2024	Device Target
2025	Logical Interface Controller
2026	User Variable
2027	User Formula
2028	Schedule Report
2029	Network VRU Script
2030	Scheduled Target
2031	Network VRU
2032	Expanded Call Variable
2033	Campaign
2034	Dialer
2035	Import Rule
2036	Query Rule
2100	System
2101	Network Interface
2102	Peripheral Global
2103	Call
2104	Network/Peripheral

# Admin\_Script\_Schedule\_Map Fields

The Type field indicates the recurrence pattern of the schedule.

Table 3-4 Admin\_Script\_Schedule\_Map.Type Values

Value	Meaning
1	Daily (the DayType field indicates which days of the week)
2	Weekly (the DayType field indicates which days of the week)
3	Biweekly (the DayType field indicates which days of the week)
4	Monthly (the Day field specifies the day of month)
5	Monthly (the DayPosition and DayType fields indicate day of the month)
6	Yearly (the month and day fields specify the day of year)

Table 3-4 Admin\_Script\_Schedule\_Map.Type Values (continued)

Value	Meaning
7	Yearly (the DayPosition, DayType, and Month specify the day of year)
8	Range (the starting and ending date and times specify the range)

The Recurring\_Schedule\_Map.Type field uses these same values.

# **Customer\_Options Fields**

The Customer\_Options. Type field indicates a type of option that is enabled or disabled for a customer.

Table 3-5 Customer\_Options.Type Values

Value	Meaning
1	Allow quick-edit of Announcement node
2	Allow quick-edit of Call Type node
3	Allow quick-edit of Caller Entered Digits node
4	Allow quick-edit of Calling Line ID node
5	Allow quick-edit of Dialed Number node
6	Allow quick-edit of Goto Script node
7	Allow quick-edit of Percent Allocation node
8	Allow quick-edit of Requalify node
9	Allow quick-edit of Run VRU Script node
10	Allow quick-edit of Scheduled Select node
11	Allow quick-edit of Switch node
12	Allow quick-edit of Time node
50	Bill for VRU time
51	Customer billing data

### Dialed\_Number\_Map Fields

The ANIWildCardType field indicates how the ICM software should interpret the value given in the ANIWildCard field.

Table 3-6 Dialed\_Number\_Map.ANIWildCardType Values

Value	Meaning
0	Unknown
1	NPA (3-digit match)
2	NPA-NXX (6-digit match)
3	Match (all digits match)
4	Region
5	All (match all ANIs)
6	Prefix

If the value is 4, then the ANIWildCard value is ignored and the RegionID value is used.

#### **Event Fields**

The SystemType field indicates the type of system within the ICM software that generated the event.

Table 3-7 Event.SystemType Values

Value	Meaning
0	Unknown
1	CallRouter
2	Peripheral Gateway (PG)
3	Network Interface Controller (NIC)
4	Admin Workstation (AW)
5	Logger
6	Listener
7	CTI Gateway (CG)
8	Blended Agent Dialer

If the event is generated by a PG or an AT&T NIC, the Event.SystemId field indicates the specific machine. For a CallRouter or Logger, Event.SystemId is always 0.

## ICR\_Locks Fields

The LockType field indicates a kind of lock.

Table 3-8 ICR\_Locks.LockType Values

Value	Meaning
0	Master lock (applies to configuration data and scripts)
1	Configuration lock (no longer used)
2	Script lock (applies to a individual script)
3	Application Gateway lock (no longer used)

#### **Label Fields**

The LabelType field indicates the type of the routing label.

Table 3-9 Label.LabelType Values

Value	Meaning
0	Normal
1	DNIS Override (the ICM software returns the specific DNIS value to be used with the label)
2	Busy (instructs the routing client to play a busy signal to caller)
3	Ring (instructs the routing client to play an unanswered ring to caller)
4	Post-Query (instructs the routing client to re-enter its call processing plan at a specific point)
5	Resource (used internally for special routing client resources, such as a network VRU)



Not all label types are valid for all routing client types.

## **Logical\_Interface\_Controller Fields**

The LogicalControllerType field uses a subset of the values for Event.SystemType listed in Table 3-10. The ClientType field indicates the type of peripheral or routing client associated with the controller:

Table 3-10 Logical\_Interface\_Controller.ClientType Values

Value	Meaning
1	Avaya DEFINITY ECS, without Expert Agent Selection (EAS) <sup>1</sup>
2	MCI
3	Sprint
4	Aspect CallCenter
5	Nortel Meridian
6	Rockwell Galaxy without priority enhancements (r1.3) <sup>2</sup>
7	AT&T GTN
8	Generic Network Interface Controller (GenNIC)
9	Avaya G2
10	Rockwell Galaxy
11	Rockwell Spectrum
12	Avaya DEFINITY ECS, with Expert Agent Selection (EAS)
13	Voice Response Unit (VRU)
14	British Telecom NIC
15	Voice Response Unit (VRU), polled
16	INCRP NIC
17	Nortel NIC
18	DMS 100
19	Siemens Hicom 300 E, 9006
20	France Telecom
21	Stentor NIC
22	Ameritech
23	BT INAP NIC
24	Siemens ROLM 9751 CBX, 9005
25	ICR Protocol (ICRP) NIC
26	Alcatel 4400
27	NEC NEAX 2x00
28	ACP 1000
29	Nortel Symposium
30	Enterprise Agent
31	Call Routing Service Protocol (CRSP) NIC
32	Ericsson MD110

Table 3-10 Logical\_Interface\_Controller.ClientType Values (continued)

Value	Meaning
33	Cable & Wireless Corp. (CWC) INAP NIC
34	Energis INAP NIC
35	AUCS INAP NIC
36	Concert NIC
37	Deutsche Telecom NIC
38	CAIN NIC
39	Telfort INAP NIC
40	BT V2 NIC
41	TIM INAP NIC
42	Generic PG
43	CeM

- 1. This value was also formerly used for the AT&T USS network.
- 2. This value is for backwards compatibility with ICM software Release 1.3 only.

### Network\_Vru Fields

The Type field indicates the type of interface the ICM software uses to communicate with the VRU.

Table 3-11 Network\_Vru.Type Values

Value	Interface
1	Normal label type and a correlation ID.
2	Normal label type and a DNIS.
3	Resource label type and a correlation ID. The routing client can automatically take back the call from the VRU when the ICM software returns a destination label.
4	Resource label type and a DNIS.
5	Resource label type and either a correlation ID or a DNIS.
6	No label, no correlation ID, and no DNIS (call is already at the VRU).
7	Similar to Type 3, but the ICM software automatically instructs the VRU to release the call when it sends a destination label to the routing client.

#### **Peripheral Fields**

The values for Peripheral.ServiceLevelType are a subset of the values for Service.ServiceLevelType listed in Table 3-15.

The values for Peripheral.ServiceLevelType are a subset of the values for Service.PeripheralServiceLevelType listed in Table 3-16.

The values for Peripheral.ClientType are a subset of the values for Logical\_Interface\_Controller.ClientType listed in Table 3-10.

## Recurring\_Schedule\_Map

The values for the Type field are the same as the values for Admin\_Script\_Schedule\_Map.Type listed in Table 3-4.

#### Route\_Call\_Detail Fields

The RequestType field indicates the type of route request processed.

Table 3-12 Route\_Call\_Detail.RequestType Values

Value	Meaning
1	Pre-Routing request
2	Blind transfer or network VRU
3	Announced transfer or MCI 800 call
4	Overflow
5	Re-route
6	Post-Routing request

The OriginatorType field indicates where the route request came from.

Table 3-13 Route\_Call\_Detail.OriginatorType Values

Value	Meaning
0	Unknown
1	Trunk
2	Teleset
3	Voice Response Unit (VRU)
4	Trunk Group

# **Script\_Cross\_Reference Fields**

The TargetType field indicates the type of object referenced by the script. That is, it indicates the table referenced by the Script\_Cross\_Reference.ForeignKey field.

Table 3-14 Script\_Cross\_Reference.TargetType Values

Value	Meaning
0	Unknown
1	Service
2	Skill Group
3	Agent
4	Translation Route
5	Agent Administration Group
6	Announcement
7	Call Type
8	Enterprise Service
9	Enterprise Skill Group
10	Region
11	Dialed Number
12	Logical Interface Controller
13	Physical Interface Controller
14	Peripheral
15	Routing Client
16	Trunk Group
17	Route
18	Peripheral Target
19	Label
20	Master Script
21	Script Table
22	Script Table Column
23	Script
24	Schedule
25	ICR View
26	View Column
27	Network Trunk Group
28	Service Array
29	Application Gateway
30	Device Target
31	User Variable

Table 3-14 Script\_Cross\_Reference.TargetType Values (continued)

Value	Meaning
32	User Formula
33	Network VRU Script
34	Scheduled Target
35	Network VRU
36	Skill Group Member
37	Expanded Call Variable
38	Agent Team
39	Campaign
40	Dialer
41	Import Rule
42	Query Rule
43	Campaign Query Rule
44	Dialer Port Map
45	Message Category
46	Message Destination
47	Response Template
48	Enterprise Route
49	Person
50	Media Routing Domain Member
51	Media Routing Domain
52	Application Path
53	Peripheral MRD
54	Script Queue Meters
55	Campaign Target Sequence
56	Microapp Defaults
57	Microapp Currency
58	Microapp Locale

The Script\_Cross\_Reference.LocalID field indicates the script object that references the target. The Script\_Cross\_Reference.ForeignKey indicates the specific configuration record referenced.

#### **Service Fields**

The ICM software can use any of three formulas to calculate the service level for a service. The formulas differ in the way they treat calls that were abandoned before the service level threshold expired. The value of the ServiceLevelType field indicates the type of service level calculation used.

Table 3-15 Service. ServiceLevelType Values

Value	Meaning
0	Use default value from Peripheral record.
1	Ignore Abandoned Calls. Remove the abandoned calls from the calculation.
2	Abandoned Calls have Negative Impact. Treat abandoned calls as though they exceeded the service level threshold.
3	Abandoned Calls have Positive Impact. Treat the abandoned calls as through they were answered within the service level threshold.

Note that regardless of which calculation you choose, the ICM software always tracks separately the number of calls abandoned before the threshold expired.

In addition to tracking the service level as calculated by the ICM software, the historical and real-time tables also track the service level as calculated by the peripheral. The PeripheralServiceLevelType field indicates how the peripheral itself calculates the service level. Aspect CallCenter ACDs can calculate service level in several different ways.

Table 3-16 Service.PeripheralServiceLevelType Values

Value	Meaning
0	Use default from Peripheral record.
1	Aspect Service Level 1.
2	Aspect Service Level 2.
3	Aspect Service Level 3.
4	Service Level as Calculated by Call Center.

If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).

#### Schedule\_Report\_Input Fields

The TargetType field uses the same values as the Script\_Cross\_Reference.TargetType field as shown in Table 3-14.

#### Service\_Real\_Time Fields

The ServiceModeIndicator field indicates the current mode of the service.

Table 3-17 Service\_Real\_Time.ServiceModeIndicator Values

Value	Meaning
1	Day Service
2	Night Service
3	Closed with Answer
4	Closed with No Answer
5	Transition
6	Open
13	Pilot Status Other

This field may also be used to encode overflow information for a Galaxy ACD.

#### Skill\_Target Fields

The values for the SkillTargetType field is a subset of the values for Script\_Cross\_Reference.TargetType listed in Table 3-14.

### **Termination\_Call\_Detail Fields**

The PeripheralCallType field indicates the type of the call as reported by the peripheral.

Table 3-18 Termination\_Call\_Detail.PeripheralCallType Values

Value	Meaning
1	ACD in
2	Pre-Route ACD in
3	Pre-Route ACD Direct Agent
4	Transfer In
5	Overflow In
6	Other In
7	Auto Out
8	Agent Out
9	Out
10	Agent Inside
11	Offered
12	Consult

Table 3-18 Termination\_Call\_Detail.PeripheralCallType Values (continued)

Value	Meaning
13	Consult Offered
14	Consult Conference
15	Conference
16	Unmonitored
17	Preview
18	Reserve
19	Supervisor Assist
20	Emergency Call
21	Supervisor Monitor
22	Supervisor Whisper
23	Supervisor Barge In
24	Supervisor Intercept
25	Route by ICM
26	Route by Application Instance

The CallDisposition field indicates the final disposition of the call.

Table 3-19 Termination\_Call\_Detail.CallDisposition Values

Value	Meaning	Description
1	Abandoned in Network	The call was abandoned or dropped before being terminated at a target device (e.g., ACD, IVR, agent desktop, etc.).
2	Abandoned in Local Queue	The call was abandoned in the ACD queue while queued to an ACD answering resource (e.g., skill group, voice port, trunk, etc.)
3	Abandoned Ring	The call was abandoned while ringing at a device. For example, the caller did not wait for the call to be answered but hung up while the call was ringing.
4	Abandoned Delay	The call was abandoned without having been answered. However, the call was not abandoned while ringing or in a queue. Typically, a call marked as Abandonded Delay was delayed due to switch processing. Because of the delay, the caller ended up dropping the call before it could be answered.
5	Abandoned Interflow	An interflow call that dropped before the call could be handled by an answering resource. Interflow calls are calls between ACDs. Abandoned Interflow is supported only by PIMs that track interflow calls. Currently, this includes only the Aspect CallCenter PIM.
6	Abandoned Agent Terminal	The call was dropped while being held at an agent device. For example, the caller is connected to an agent; the agent puts the caller on hold; the caller gets tired of waiting and hangs up.

Table 3-19 Termination\_Call\_Detail.CallDisposition Values (continued)

Value	Meaning	Description
7	Short	The call was abandoned before reaching the abandoned call wait time. Short calls are technically abandoned calls, but they are not counted in the ICM CallsAbandoned counts for the associated service/route. Short calls are, however, counted as offered calls in the CallsOffered and ShortCall counts.
8	Busy	Not currently used.
9	Forced Busy	The call was made busy by the ACD because there were no answering resources available to handle the call. Currently, only the Nortel Meridian and Symposium PIMs support Forced Busy.
10	Disconnect/drop no answer	Only the Galaxy and Meridian PIMs support the disconnect/drop no answer call disposition. For Rockwell Galaxy ACDs, disconnect/drop no answer indicates that the PIM received a disposition of "failed routing" from the Galaxy MIS records. For the Meridian ACD, disconnect/drop no answer indicates that the ACD performed a "forced disconnect." Disconnect/drop no answer calls are counted as either abandoned or short calls in the ICM software's service and route tables.
11	Disconnect/drop busy	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a "disconnect forward busy" disposition from the Galaxy MIS records. Disconnect/drop busy calls are counted as either abandoned or short calls in the ICM software service, route, and skill group tables.
12	Disconnect/drop reorder	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept invalid" from the Galaxy MIS records. Disconnect/drop reorder calls are counted as either abandoned or short calls in the ICM software's service, route, and skill group tables.
13	Disconnect/drop handled primary route	The call was handled by an agent and was neither conferenced nor transferred. These calls are counted as handled calls in the ICM software's service, route, and skill group tables.
14	Disconnect/drop handled other	The call was handled by a non-agent device (for example, by a voice mail system). These calls are counted as handled calls in the ICM software's service, route, and skill group tables.
15	Redirected	The call was redirected such that the PIM no longer can receive events for the call. In other words, the PIM no longer has a way of referencing or tracking the call. For example, the call might have been redirected to a non-ICM monitored device and then returned to the switch with a different call ID. The ICM generates the termination call detail record with only the data originally tracked for the call. Calls marked as Redirected are counted as Overflow Out calls in the ICM service and route tables.
16	Cut Through	Not currently used.
17	Intraflow	Not currently used.
18	Interflow	Not currently used.
19	Ring No Answer	Not currently used.

Table 3-19 Termination\_Call\_Detail.CallDisposition Values (continued)

Value	Meaning	Description
20	Intercept reorder	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept unknown" from the Galaxy MIS records.
21	Intercept denial	Supported only by the Galaxy PIM. This indicates that the Galaxy PIM received a disposition of "intercept restriction" from the Galaxy MIS records.
22	Time Out	Supported only by the Lucent DEFINITY ECS and Nortel Meridian PIMs. Time out indicates that for an unknown reason the PIM is no longer receiving events for the call. The Time Out call disposition provides a way to "clean up" the call since events for the call can no longer be monitored. Time out calls are counted as TerminatedOther in the ICM service and route tables.
23	Voice Energy	Not currently used.
24	Non-Classified Energy Detected	Not currently used.
25	No Cut Through	Not currently used.
26	U-Abort	Not currently used.
27	Failed Software	The call is marked failed if the PIM detects an error condition or an event does not occur for a call for an extended period of time. For example, an inbound call with Call ID 1 and associated with Trunk 1 might be marked failed if the PIM received a different call ID associated with Trunk 1. This would indicate a missing Disconnect event for Call ID 1. If no events are being tracked for the call, the call is eventually timed out. The failed call is marked as a Forced Closed call in the ICM service and route tables.
28	Blind Transfer	A transfer scenario involves a primary call (e.g., Call ID 1) and a secondary call (e.g., Call ID 2). If the secondary call is transferred to a queue or another non-connected device, then the primary call (the one being transferred) is set to Blind Transfer.
29	Announced Transfer	A transfer scenario involves a primary call (e.g., Call ID 1) and a secondary call (e.g., Call ID 2). If the secondary call is connected to another answering device, or is put on hold at the device, then the primary call (the call being transferred) is marked as Announced Transfer.
30	Conferenced	A call that ends up in conference state. In other words, when the call was terminated the last state of the call was In Conference. Conference time is tracked in the ICM software's skill group tables for the skill group that initiated the conference.
31	Duplicate Transfer	Indicates that the call was diverted or transferred off-switch or to an unmonitored device. (Used only on the Siemens HICOM 300E PIM.)
32	Unmonitored Device	Not currently used.
33	Answering Machine	This value is set when a call classifier determines that the call should be terminated because it has been answered by an answering machine.

Table 3-19 Termination\_Call\_Detail.CallDisposition Values (continued)

Value	Meaning	Description
34	Network Blind Transfer	This value is set when a call leg is terminated due to the call being transferred by the network to a different peripheral.
36	Task Abandoned Before Offered	A task is abandoned <b>before</b> offered if the Start Task Timeout period for the task's "pre-call" message expired <b>before</b> the Agent PG received a Start or Offer Task message for the task.
37	Task Abandoned While Offered	A task is abandoned <b>while</b> offered if the Agent PG receives an Offer Task message for the task and then receives an End Task message for the task without previously receiving a Start Task message and if the disposition field of the End Task message contains the value 37.
38	Normal End Task	The task terminated normally.
39	Can't Obtain Task ID	When an application sends the ICM software an Offer Application Task or Start Application Task request, it waits for the ICM to send a response containing that Task ID that ICM has assigned to the task. If OPC is unable to obtain a task ID from the Router (because the Router is down, or the network connection between OPC and the Router is down), OPC will terminate the task with disposition 39 "Can't Obtain Task ID."
40	Agent Logged Out During Task	The agent logged out of an MRD without terminating the task.
41	Maximum Task Lifetime Exceeded	The ICM software did not receive an End Task message for this task within the maximum task lifetime of the MRD with which the task is associated.
42	Application Path Went Down	The Task Life timed out while the ICM software was attempting to communicate with the application instance associated with the task. (This might have occurred either because the application instance was down, or the network connection between ICM and the application instance was down.)
43	ICM Routing Complete	The ICM software successfully routed a task and a DO_THIS_WITH_TASK message has been sent to application.
44	ICM Routing Disabled	The MR PG has detected that ICM routing is disabled on this PG. One of the causes is the broken communication between ICM Router and OPC.
45	Application Invalid MRD ID	The application has sent a message to MR-PIM with an invalid MRD ID.
46	Application Invalid Dialog ID	The application has sent a message to MR-PIM with an invalid Dialog ID.
47	Application Duplicate Dialogue ID	The application has sent a message to MR-PIM with a duplicated Dialog ID.
48	Application Invalid Invoke ID	The application has sent a message to MR-PIM with an invalid or unknown Invoke ID.

Table 3-19 Termination\_Call\_Detail.CallDisposition Values (continued)

Value	Meaning	Description
49	Application Invalid Script Selecto	The application has sent a message with a invalid script selector. (The script selector is the dial number configured in ICM configuration. ICM uses the dail number to trigger the execution of an ICM routing script.)
50	Application Terminate Dialogue	The application has requested to terminate the dialog.
51	Task Ended During Application Ini	The application instance notified the ICM software that the task no longer existed, even though the task had existed at the time that ICM software lost contact with the application instance and the task's Task Life had not timed out when contact was reestablished.
52	Called Party Disconnected	The called party disconnected.

## **User\_Variable Fields**

The ObjectType field uses a subset of the values for the Script\_Cross\_Reference.TargetType field listed in Table 3-14.



A	Galaxy_Gate_Delayed_Call Table 2-165
	Abandoned90
AbandonDetectCount	Galaxy_Gate_Delayed_Call Table 2-165
Campaign_Query_Rule_Real_Time 2-102	AbandonedCallWaitTime
AbandonDetectToday	Peripheral Table 2-224
Dialer_Real_Time Table <b>2-137</b>	AbandonedNoAnswer
AbandonDetectToHalf	Galaxy_PBX Table 2-171
Campagn_Query_Rule_Half_Hour Table 2-99	AbandonedOver180
AbandonDetectToHalfHalf	Galaxy_Gate_Delayed_Call Table 2-165
Dialer_Half_Hour Table 2-133	AbandonEnabled
Abandoned0	Campaign Table 2-93
Galaxy_Gate_Delayed_Call Table 2-164	AbandonHoldCallsToHalf
Abandoned10	Agent_Skill_Group_Half_Hour Table 2-21
Galaxy_Gate_Delayed_Call Table 2-164	Skill_Group_Half_Hour Table <b>2-361</b>
Abandoned120	AbandonPercent
Galaxy_Gate_Delayed_Call Table 2-165	Campaign Table 2-93
Abandoned15	AbandonRingCallsToHalf
Galaxy_Gate_Delayed_Call Table 2-164	Agent_Skill_Group_Half_Hour Table 2-21
Abandoned180	Skill_Group_Half_Hour Table <b>2-361</b>
Galaxy_Gate_Delayed_Call Table 2-165	AbandonRingTimeToHalf
Abandoned20	Agent_Skill_Group_Half_Hour Table 2-21
Galaxy_Gate_Delayed_Call Table 2-164	Skill_Group_Half_Hour Table 2-361
Abandoned25	AbandonTimeout
Galaxy_Gate_Delayed_Call Table 2-164	Application_Gateway_Connection Table 2-51
Abandoned30	Application_Gateway_Globals Table 2-53
Galaxy_Gate_Delayed_Call Table 2-164	AbandonTo5
Abandoned40	Routing_Client_Five_Minute Table 2-281
Galaxy_Gate_Delayed_Call Table 2-164	AbandonToIVRCount
Abandoned5	Campaign_Query_Rule_Real_Time 2-102
Galaxy_Gate_Delayed_Call Table 2-164	AbandonToIVRToHalf
Abandoned50	Campagn_Query_Rule_Half_Hour Table 2-99
Galaxy_Gate_Delayed_Call Table 2-165	Dialer_Half_Hour Table 2-133
Abandoned60	AcceptedOnRoute1

Galaxy_Overflow Table 2-167	Script_Table Table 2-310
AcceptedOnRoute10	AccountNumber
Galaxy_Overflow Table 2-167	Dialer_Port_Real_Time Table <b>2-136</b>
AcceptedOnRoute11	ACDPeripheralID
Galaxy_Overflow Table 2-167	VRU_Port_Map Table 2-438
AcceptedOnRoute12	ACDPort
Galaxy_Overflow Table 2-167	VRU_Port_Map Table 2-438
AcceptedOnRoute13	ACDTrunkID
Galaxy_Overflow Table 2-168	VRU_Port_Map Table 2-438
AcceptedOnRoute14	ActiveCTIServerTimeToHalf
Galaxy_Overflow Table 2-168	Peripheral_Half_Hour Table 2-230
AcceptedOnRoute15	ActivePeripheralDataTimeToHalf
Galaxy_Overflow Table 2-168	Peripheral_Half_Hour Table 2-230
AcceptedOnRoute16	ActivePeripheralTimeToHalf
Galaxy_Overflow Table 2-168	Peripheral_Half_Hour Table 2-230
AcceptedOnRoute2	ActivePGAgentSideATimeToHalf
Galaxy_Overflow Table 2-167	Physical_Controller_Half_Hour Table 2-242
AcceptedOnRoute3	ActivePGAgentSideBTimeToHalf
Galaxy_Overflow Table 2-167	Physical_Controller_Half_Hour Table 2-242
AcceptedOnRoute4	ActiveRoutingClientTimeToHalf
Galaxy_Overflow Table 2-167	Peripheral_Half_Hour Table 2-230
AcceptedOnRoute5	ActivityIndicator
Galaxy_Overflow Table 2-167	Galaxy_Agent_Performance Table 2-154
AcceptedOnRoute6	ActivityTestTo5
Galaxy_Overflow Table 2-167	Routing_Client_Five_Minute Table 2-281
AcceptedOnRoute7	Address
Galaxy_Overflow Table 2-167	Application_Gateway_Connection Table 2-51
AcceptedOnRoute8	Admin_Script_Schedule_Map Table 2-1
Galaxy_Overflow Table 2-167	Agent_Desk_Settings Table 2-6
AcceptedOnRoute9	Agent_Distribution Table 2-9
Galaxy_Overflow Table 2-167	Agent_Event_Detail Table 2-11
AccessLevel	Agent_Half_Hour Table 2-13
Class_Access_Xref Table 2-114	Agent_Logout Table 2-15
Class_Security Table 2-116	Agent_Real_Time Table 2-16
Group_Security_Control Table 2-180	Agent_Skill_Group_Half_Hour Table 2-21
Object_Access_Xref Table 2-221	Agent_Skill_Group_Logout Table 2-37
Object_Security Table 2-223	Agent_Skill_Group_Real_Time Table 2-38
User_Security_Control Table 2-428	Agent_State_Trace Table 2-40
AccessType	Agent_Team_Member Table 2-44

Agent_Team_Supervisor Table 2-45	AgentOutCallsTo5	
Agent_Team Table 2-43	Skill_Group_Real_Time Table 2-379	
AgentAutoConfig	AgentOutCallsToHalf	
Peripheral Table 2-224	Agent_Skill_Group_Half_Hour Table 2-23	
AgentCanSelectGroup	Skill_Group_Half_Hour Table 2-362	
Agent_Desk_Settings Table 2-6	AgentPeripheralNumber	
AgentClosedCount	Termination_Call_Detail Table 2-392	
Campaign_Query_Rule_Real_Time 2-102	AgentPhoneNumber	
AgentClosedDetectToHalf	Galaxy_Agent_Performance Table 2-154	
Campagn_Query_Rule_Half_Hour Table 2-99	AgentRejectedCount	
Dialer_Half_Hour Table 2-133	Campaign_Query_Rule_Real_Time 2-102	
AgentDeskSettingsID	AgentRejectedDetectToHalf	
Agent_Desk_Settings Table 2-6	Campagn_Query_Rule_Half_Hour Table 2-99	
Agent Table 2-4	Dialer_Half_Hour Table 2-133	
Peripheral Table 2-224	AgentReporting	
AgentDistributionID	Peripheral Table 2-224	
Agent_Distribution Table 2-9	AgentSkillTargetID	
AgentEventDetail	Skill_Group_Member Table 2-378	
Peripheral Table 2-224	Termination_Call_Detail Table 2-392	
AgentID	User_Supervisor_Map Table 2-429	
Galaxy_Agent_Performance Table 2-154	AgentsLoggedOn	
AgentIGroup	Peripheral_Real_Time Table 2-234	
Galaxy_Agent_Call_Count Table 2-150	AgentsTalking	
AgentName	Route_Five_Minute Table 2-266	
Galaxy_Agent_Performance Table 2-154	Route_Real_Time Table 2-274	
Agent Out Calls On Hold Time To Half	Service_Five_Minute Table <b>2-319</b>	
Agent_Skill_Group_Half_Hour Table 2-22	Service_Real_Time Table <b>2-335</b>	
Skill_Group_Half_Hour Table 2-361	AgentState	
Agent Out Calls On Hold To Half	Agent_Real_Time Table 2-16	
Agent_Skill_Group_Half_Hour Table 2-22	Agent_Skill_Group_Real_Time Table 2-38	
Skill_Group_Half_Hour Table 2-362	Agent_State_Trace Table 2-40	
Agent Out Calls Talk Time To Half	AgentStateTrace	
Agent_Skill_Group_Half_Hour Table 2-22	Agent Table 2-4	
Skill_Group_Half_Hour Table 2-362	Agent Status	
AgentOutCallsTimeTo5	Agent_Real_Time Table 2-16	
Skill_Group_Real_Time Table 2-379	Agent Table 2-4	
AgentOutCallsTimeToHalf	AgentTeamID	
Agent_Skill_Group_Half_Hour Table 2-22	Agent_Team_Member Table 2-44	
Skill Group Half Hour Table 2-362	Agent Team Supervisor Table 2-45	

Agent_Team Table 2-43	Dialed_Number_Map Table <b>2-127</b>
AgentTerminatedCallsToHalf	Announcement Table 2-46
Agent_Skill_Group_Half_Hour Table 2-23	AnnouncementTo5
Skill_Group_Half_Hour Table 2-362	Routing_Client_Five_Minute Table 2-281
AgentToAgentCallsAllowed	AnnouncementType
Agent_Desk_Settings Table 2-6	Announcement Table 2-46
AlarmCode	AnsInterval1
Galaxy_Alarm Table 2-157	Call_Type_Half_Hour Table 2-68, 2-70
AlarmData1	AnsInterval10
Galaxy_Alarm Table 2-157	Call_Type_Half_Hour Table 2-69, 2-71
AlarmData2	AnsInterval2
Galaxy_Alarm Table 2-157	Call_Type_Half_Hour Table 2-68
AlarmProcessor	AnsInterval3
Galaxy_Alarm Table 2-157	Call_Type_Half_Hour Table 2-68, 2-70
AlarmSubCode	AnsInterval4
Galaxy_Alarm Table 2-157	Call_Type_Half_Hour Table 2-69, 2-70
AlarmTime	AnsInterval5
Galaxy_Alarm Table 2-157	Call_Type_Half_Hour Table 2-69, 2-70
AllowMultipleAppInstances	AnsInterval6
Cfg_Mngr_User_Desktop_Snap Table 2-109	Call_Type_Half_Hour Table 2-70
AllTrunksBusyHalf	AnsInterval7
Network_Trunk_Group_Real_Time Table 2-215	Call_Type_Half_Hour Table 2-69, 2-70
Trunk_Group_Real_Time Table 2-422	AnsInterval8
AllTrunksBusyTime	Call_Type_Half_Hour Table 2-69, 2-71
Galaxy_Trunk_IGroup Table 2-178	AnsInterval9
AllTrunksBusyToday	Call_Type_Half_Hour Table 2-69, 2-71
Network_Trunk_Group_Real_Time Table 2-215	AnswerDetectEnabled
Trunk_Group_Real_Time Table 2-422	Campaign Table 2-93
AllTrunksBusyToHalf	Answered Short Calls Threshold
Network_Trunk_Group_Half_Hour Table 2-213	Peripheral Table 2-224
Trunk_Group_Five_Minute Table 2-419	AnsweredWithinServiceLevel
Trunk_Group_Half_Hour Table 2-420	Termination_Call_Detail Table 2-393
AMDTreatmentMode 2-93	AnsweringMachineCount
ANI	Campaign_Query_Rule_Real_Time 2-102
Route_Call_Detail Table 2-258	AnsweringMachineDetectToday
Termination_Call_Detail Table 2-392	Dialer_Real_Time Table <b>2-137</b>
ANIWildCard	Answering Machine Detect To Half
Dialed_Number_Map Table 2-127	Campagn_Query_Rule_Half_Hour Table 2-99
ANIWildCardType	Dialer Half Hour Table 2-133

AnswerTo5	Application_Gateway_Globals Table 2-53
Routing_Client_Five_Minute Table 2-281	Application_Gateway Table 2-49
AnswerWaitTimeHalf	ApplicationID
Call_Type_Real_Time Table 2-82	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
Route_Real_Time Table 2-274	Cfg_Mngr_View Table 2-113
Service_Real_Time Table 2-335	ApplicationInstanceID
AnswerWaitTimeTo5	Application_Instance Table 2-57
Call_Type_Real_Time Table 2-82	Application_Path Table 2-58
Route_Real_Time Table 2-274	ApplicationKey
Service_Real_Time Table 2-336	Application_Instance Table 2-57
Skill_Group_Real_Time Table 2-380	ApplicationOpen
AnswerWaitTimeToday	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
Call_Type_Real_Time Table 2-82	ApplicationPathID
Route_Real_Time Table 2-274	Application_Path_Member Table 2-59
Service_Real_Time Table 2-336	Application_Path_Real_Time Table 2-60
AnswerWaitTimeToHalf	Application_Path Table 2-58
Agent_Skill_Group_Half_Hour Table 2-23	ApplicationTaskDisposition
Call_Type_Half_Hour Table 2-71	Termination_Call_Detail Table 2-393
Route_Half_Hour Table 2-269	AppMediaLib
Service_Half_Hour Table 2-323	VRU_Defaults Table 2-435
Skill_Group_Half_Hour Table 2-363	ArrayIndex
Application_Event Table 2-47	Route_Call_Variable Table 2-265
Application_Gateway_Connection Table 2-51	Termination_Call_Variable Table 2-414
Application_Gateway_Globals Table 2-53	AssignedTime
Application_Gateway_Half_Hour Table 2-55	Galaxy_Agent_Igroup Table 2-152
Application_Gateway Table 2-49	AssistQueueCount
Application_Instance Table 2-57	Galaxy_Agent_Performance Table 2-154
Application_Path_Member Table 2-59	AtCommand
Application_Path_Real_Time Table 2-60	Import_Schedule Table 2-196
Application_Path Table 2-58	AttemptedCount
ApplicationAvailable	Campaign_Query_Rule_Real_Time 2-102, 2-103
Skill_Group_Real_Time Table 2-380	Author
ApplicationData	Script Table 2-301
Termination_Call_Detail Table 2-393	AutoAnswerEnabled
ApplicationGatewayID	Agent_Desk_Settings Table 2-6
Application_Gateway_Connection Table 2-51	AutoOutCallsHalf
Application_Gateway_Half_Hour Table 2-55	Service_Real_Time Table 2-336
Application_Gateway Table 2-49	AutoOutCallsNow
ApplicationGatewayType	Service Real Time Table 2-336

AutoOutCallsOnHoldHalf	Agent_Skill_Group_Half_Hour Table 2-24
Service_Real_Time Table 2-336	Service_Half_Hour Table 2-324
AutoOutCallsOnHoldTimeHalf	Skill_Group_Half_Hour Table 2-364
Service_Real_Time Table 2-336	AutoOutCallsTo5
AutoOutCallsOnHoldTimeTo5	Service_Real_Time Table <b>2-339</b>
Service_Real_Time Table 2-336	Skill_Group_Real_Time Table 2-381
AutoOutCallsOnHoldTimeToday	AutoOutCallsToday
Service_Real_Time Table 2-336	Service_Real_Time Table <b>2-339</b>
AutoOutCallsOnHoldTimeToHalf	AutoOutCallsToHalf
Agent_Skill_Group_Half_Hour Table 2-23	Agent_Skill_Group_Half_Hour Table 2-24
Service_Half_Hour Table 2-323	Service_Half_Hour Table 2-324
Skill_Group_Half_Hour Table 2-363	Skill_Group_Half_Hour Table 2-364
AutoOutCallsOnHoldTo5	AutoRecordOnEmergency
Service_Real_Time Table 2-337	Agent_Desk_Settings Table 2-6
AutoOutCallsOnHoldToday	AutoRetrieve
Service_Real_Time Table 2-337	Cfg_Mngr_User_Desktop_Snap Table <b>2-109</b>
AutoOutCallsOnHoldToHalf	AutotAnswerReservationCall
Agent_Skill_Group_Half_Hour Table 2-24	Campaign_Skill_Group Table 2-104
Service_Half_Hour Table 2-323	Avail
Skill_Group_Half_Hour Table 2-363	Skill_Group_Five_Minute Table 2-357
AutoOutCallsTalkTimeHalf	Skill_Group_Real_Time Table 2-381
Service_Real_Time Table 2-337	AvailableHoldoffDelay
AutoOutCallsTalkTimeTo5	Peripheral Table 2-225
Service_Real_Time Table 2-337	Skill_Group Table 2-354
Skill_Group_Real_Time Table 2-381	AvailableInMRD
AutoOutCallsTalkTimeToday	Agent_Real_Time Table 2-16
Service_Real_Time Table 2-338	A vailable In MRDT ime To Half
AutoOutCallsTalkTimeToHalf	Agent_Half_Hour Table 2-13
Agent_Skill_Group_Half_Hour Table 2-24	AvailableTime
Service_Half_Hour Table 2-324	Galaxy_Agent_Igroup Table 2-152
Skill_Group_Half_Hour Table 2-364	AvailAfterIncoming
AutoOutCallsTimeHalf	Agent_Desk_Settings Table 2-6
Service_Real_Time Table 2-338	AvailAfterOutgoing
AutoOutCallsTimeTo5	Agent_Desk_Settings Table <b>2-6</b>
Service_Real_Time Table 2-338	AvailTime
Skill_Group_Real_Time Table 2-381	Galaxy_Agent_Performance Table 2-154
AutoOutCallsTimeToday	AvailTimeTo5
Service_Real_Time Table 2-339	Skill_Group_Five_Minute Table <b>2-357</b>
AutoOutCallsTimeToHalf	Skill Group Real Time Table 2-381

AvailTimeToHalf	Service_Half_Hour Table 2-325
Agent_Half_Hour Table 2-13	AvgRouterDelayQHalf
Agent_Skill_Group_Half_Hour Table 2-25	Call_Type_Real_Time Table 2-82
Skill_Group_Half_Hour Table 2-364	AvgRouterDelayQNow
AvgDelayQAbandTo5	Call_Type_Real_Time Table 2-82
Route_Five_Minute Table <b>2-266</b>	AvgRouterDelayQTo5
Route_Real_Time Table 2-274	Call_Type_Real_Time Table 2-82
Service_Five_Minute Table 2-319	AvgRouterDelayQToday
Service_Real_Time Table 2-339	Call_Type_Real_Time Table 2-82
AvgDelayQAbandToHalf	AvgRouterDelayQToHalf
Route_Half_Hour Table 2-269	Call_Type_Half_Hour Table 2-71
Service_Half_Hour Table 2-324	AvgSpeedAnswerTo5
AvgDelayQNow	Route_Five_Minute Table 2-266
Route_Five_Minute Table 2-266	Route_Real_Time Table 2-274
Route_Real_Time Table 2-274	Service_Five_Minute Table 2-319
Service_Five_Minute Table 2-319	Service_Real_Time Table 2-340
Service_Real_Time Table 2-339	AvgSpeedAnswerToHalf
AvgDelayQToHalf	Route_Half_Hour Table 2-270
Route_Half_Hour Table 2-269	Service_Half_Hour Table 2-325
Service_Half_Hour Table 2-325	AvgTalkTimeTo5
AvgDelayToHalf	Route_Five_Minute Table 2-266
Application_Gateway_Half_Hour Table 2-55	Route_Real_Time Table 2-274
AvgHandledCallsTalkTimeTo5	Service_Five_Minute Table 2-319
Skill_Group_Five_Minute Table 2-357	Service_Real_Time Table 2-340
Skill_Group_Real_Time Table 2-382	AvgTalkTimeToHalf
Avg Handled Calls Talk Time To Half	Route_Half_Hour Table 2-270
Skill_Group_Half_Hour Table 2-365	Service_Half_Hour Table 2-325
AvgHandledCallsTimeTo5	AWControl Table 2-61
Skill_Group_Five_Minute Table 2-358	AWMinor
Skill_Group_Real_Time Table 2-382	Version Table 2-432
Avg Handled Calls Time To Half	AWType
Skill_Group_Half_Hour Table 2-365	AWControl Table 2-61
AvgHandleTimeTo5	
Route_Five_Minute Table <b>2-266</b>	В
Route_Real_Time Table 2-274	В
Service_Five_Minute Table 2-319	BadCallTag
Service_Real_Time Table 2-340	Termination_Call_Detail Table 2-393
AvgHandleTimeToHalf	BadRecords
Route_Half_Hour Table 2-270	Import_Rule_History Table 2-194

Import_Rule_Real_Time Table <b>2-195</b>	Bucket_Intervals Table 2-63
BargeInCallsToHalf	Call_Type_Half_Hour Table 2-71
Agent_Skill_Group_Half_Hour Table 2-25	Call_Type Table 2-66
Skill_Group_Half_Hour Table 2-365	ICR_Globals Table 2-181
BaseName	Buff
View_Column Table 2-433	Rename Table 2-255
BaseSkillTargetID	Business_Entity Table 2-65
Skill_Group Table 2-354	BusyCallback
BaseTableName	Campaign Table 2-93
ICR_View Table 2-187	BusyCount
BeganCallTypeDateTime	Campaign_Query_Rule_Real_Time 2-102
Route_Call_Detail Table 2-258	BusyDetectToday
BeganRoutingDateTime	Dialer_Real_Time Table 2-137
Route_Call_Detail Table 2-258	BusyDetectToHalf
BillRate	Campagn_Query_Rule_Half_Hour Table 2-99
Termination_Call_Detail Table 2-393	Dialer_Half_Hour Table 2-133
BinData	BusyOther
Application_Event Table 2-47	Skill_Group_Five_Minute Table 2-358
Event Table 2-146	Skill_Group_Real_Time Table 2-382
Blended_Agent_Options Table 2-62	BusyOtherTimeTo5
Blended Agent Options	Skill_Group_Five_Minute Table 2-358
Blended_Agent_Options Table 2-62	Skill_Group_Real_Time Table 2-382
BlindTransferOutToHalf	BusyOtherTimeToHalf
Route_Half_Hour Table 2-270	Agent_Skill_Group_Half_Hour Table 2-25
BlindTransfersOutToHalf	Skill_Group_Half_Hour Table 2-365
Service_Half_Hour Table 2-325	BusyRetryEnabled
Bool1 <b>2-248</b>	Campaign Table 2-93
Recurring_Schedule_Map Table 2-248	BusyTimer
Schedule_Import_Real_Time Table 2-290	Galaxy_Single_Trunk Table 2-173
Schedule_Import Table 2-288	
Bool2 <b>2-248</b>	C
Recurring_Schedule_Map Table 2-248	C
Schedule_Import_Real_Time Table 2-290	Call_Type_Half_Hour Table 2-68
Schedule_Import Table 2-288	Call_Type_Map Table 2-81
BreakTime	Call_Type_Real_Time Table 2-82
Galaxy_Agent_Igroup Table 2-152	Call_Type Table 2-66
Galaxy_Agent_Performance Table 2-154	CallBackCount
Bucket_Intervals Table 2-63	Campaign_Query_Rule_Real_Time 2-102
BucketIntervalID	CallbackMessagesTimeToHalf

Agent_Skill_Group_Half_Hour Table 2-25	Trunk_Group_Real_Time Table 2-422
Skill_Group_Half_Hour Table 2-365	CallsAbandonedToHalf
CallbackMessagesToHalf	Network_Trunk_Group_Half_Hour Table 2-213
Agent_Skill_Group_Half_Hour Table 2-25	Trunk_Group_Half_Hour Table 2-420
Skill_Group_Half_Hour Table 2-365	CallsAbandQHalf
CallbackTimeLimit	Route_Real_Time Table 2-274
Campaign Table 2-93	Service_Real_Time Table 2-340
CallControlVariableMap	CallsAbandQTo5
Peripheral Table 2-225	Route_Real_Time Table <b>2-275</b>
CallCount	Service_Real_Time Table 2-340
Galaxy_Agent_Call_Count Table 2-150	CallsAbandQToday
Galaxy_Trunk_Call_Count Table 2-176	Route_Five_Minute Table 2-266
CallDisposition	Route_Real_Time Table <b>2-275</b>
Termination_Call_Detail Table 2-392, 2-394	Service_Five_Minute Table 2-320
CallDispositionFlag	Service_Real_Time Table 2-340
Termination_Call_Detail Table 2-403	CallsAbandQToHalf
CallDuration	Route_Half_Hour Table 2-270
Galaxy_DNIS Table 2-158	Service_Half_Hour Table 2-325
Galaxy_PBX Table <b>2-171</b>	CallsAnsweredHalf
CalledPartyBusyTo5	Call_Type_Real_Time Table <b>2-83</b>
Routing_Client_Five_Minute Table 2-281	Route_Real_Time Table <b>2-275</b>
CallEventReportTo5	Service_Real_Time Table <b>2-340</b>
Routing_Client_Five_Minute Table 2-281	CallsAnsweredTo5
CallGapTo5	Call_Type_Real_Time Table 2-83
Routing_Client_Five_Minute Table 2-281	Route_Five_Minute Table 2-266
CallLegID	Route_Real_Time Table 2-275
Network_Event_Detail Table 2-209	Service_Five_Minute Table 2-320
CallRouterQueueTo5	Service_Real_Time Table <b>2-340</b>
Routing_Client_Five_Minute Table 2-281	Skill_Group_Five_Minute Table 2-358
Calls	Skill_Group_Real_Time Table <b>2-382</b>
Script_Real_Time Table <b>2-309</b>	CallsAnsweredToday
CallsAbandoned	Call_Type_Real_Time Table 2-83
Galaxy_Gate Table 2-160	Route_Five_Minute Table <b>2-267</b>
Galaxy_Trunk_IGroup Table 2-178	Route_Real_Time Table 2-275
CallsAbandonedHalf	Service_Five_Minute Table 2-320
Network_Trunk_Group_Real_Time Table 2-215	Service_Real_Time Table 2-340
Trunk_Group_Real_Time Table 2-422	CallsAnsweredToHalf
CallsAbandonedToday	Agent_Skill_Group_Half_Hour Table 2-25
Network Trunk Group Real Time Table 2-215	Call Type Half Hour Table 2-72

Route_Half_Hour Table 2-270	Service_Real_Time Table 2-341
Service_Half_Hour Table 2-326	CallsIncomingToday
Skill_Group_Half_Hour Table 2-366	Route_Five_Minute Table 2-267
CallSegmentTime	Route_Real_Time Table 2-275
Route_Call_Detail Table 2-258	Service_Five_Minute Table 2-320
Termination_Call_Detail Table 2-392, 2-404	Service_Real_Time Table 2-341
CallsHandled	CallsIncomingToHalf
Galaxy_Trunk_IGroup Table 2-178	Route_Half_Hour Table 2-271
CallsHandledHalf	Service_Half_Hour Table 2-326
Call_Type_Half_Hour Table 2-72	CallsInHalf
Call_Type_Real_Time Table 2-83	Network_Trunk_Group_Real_Time Table 2-215
Route_Real_Time Table 2-275	Trunk_Group_Real_Time Table 2-422
Service_Real_Time Table 2-341	CallsInNow
CallsHandledTo5	Network_Trunk_Group_Real_Time Table 2-215
Call_Type_Real_Time Table 2-83	Service_Real_Time Table <b>2-341</b>
Route_Five_Minute Table 2-267	Trunk_Group_Real_Time Table 2-422
Route_Real_Time Table 2-275	CallsInProgress
Service_Five_Minute Table 2-320	Agent_Real_Time Table 2-16
Service_Real_Time Table 2-341	Agent_Skill_Group_Real_Time Table 2-38
Skill_Group_Five_Minute Table 2-358	Peripheral_Real_Time Table <b>2-234</b>
Skill_Group_Real_Time Table 2-383	Route_Five_Minute Table 2-267
CallsHandledToday	Route_Real_Time Table 2-275
Call_Type_Real_Time Table 2-83	Scheduled_Target_Real_Time Table 2-300
Route_Five_Minute Table 2-267	Service_Five_Minute Table 2-320
Route_Real_Time Table 2-275	Service_Real_Time Table 2-341
Service_Five_Minute Table 2-320	Skill_Group_Real_Time Table 2-383
Service_Real_Time Table 2-341	CallsInToday
CallsHandledToHalf	Network_Trunk_Group_Real_Time Table 2-215
Agent_Skill_Group_Half_Hour Table 2-26	Trunk_Group_Real_Time Table 2-422
Route_Half_Hour Table 2-271	CallsInToHalf
Service_Half_Hour Table 2-326	Network_Trunk_Group_Half_Hour Table 2-213
CallsHeld	Trunk_Group_Half_Hour Table 2-420
Galaxy_Gate Table 2-160	CallsLeftQTo5
Galaxy_Trunk_IGroup Table 2-178	Call_Type_Real_Time Table 2-83
CallsIncomingHalf	Route_Five_Minute Table 2-267
Route_Real_Time Table 2-275	Route_Real_Time Table 2-275
Service_Real_Time Table 2-341	Service_Five_Minute Table 2-320
CallsIncomingTo5	Service_Real_Time Table 2-341
Script_Five_Minute Table 2-306	CallsOfferedHalf

Call_Type_Real_Time Table 2-83	Service_Half_Hour Table <b>2-326</b>
Peripheral_Real_Time Table 2-234	Trunk_Group_Half_Hour Table 2-420
Route_Real_Time Table 2-275	CallsPerNode
Service_Real_Time Table 2-341	Script_Five_Minute Table <b>2-306</b>
CallsOfferedTo5	CallsQHandledToHalf
Call_Type_Real_Time Table 2-84	Call_Type_Half_Hour Table 2-72
Route_Five_Minute Table <b>2-267</b>	CallsQNow
Route_Real_Time Table 2-275	Route_Five_Minute Table <b>2-268</b>
Service_Five_Minute Table 2-320	Route_Real_Time Table 2-276
Service_Real_Time Table 2-341	Service_Five_Minute Table 2-320
Skill_Group_Real_Time Table 2-383	Service_Real_Time Table 2-342
CallsOfferedToday	CallsQNowTime
Call_Type_Real_Time Table 2-84	Route_Real_Time Table 2-276
Peripheral_Real_Time Table 2-234	Service_Real_Time Table 2-342
Route_Five_Minute Table <b>2-267</b>	CallsQToHalf
Route_Real_Time Table 2-276	Route_Half_Hour Table 2-271
Service_Five_Minute Table 2-320	Service_Half_Hour Table 2-326
Service_Real_Time Table 2-342	CallsQueuedNow
CallsOfferedToHalf	Skill_Group_Real_Time Table <b>2-383</b>
Peripheral_Half_Hour Table 2-230	CallsQueuedToHalf
Route_Half_Hour Table 2-271	Skill_Group_Half_Hour Table <b>2-366</b>
Service_Half_Hour Table 2-326	CallsRONAHalf
Skill_Group_Half_Hour Table 2-366	Call_Type_Real_Time Table 2-84
CallsOutHalf	CallsRONATo5
Network_Trunk_Group_Real_Time Table 2-215	Call_Type_Real_Time Table 2-84
Service_Real_Time Table 2-342	CallsRONAToday
Trunk_Group_Real_Time Table 2-422	Call_Type_Real_Time Table 2-84
CallsOutNow	CallsRONAToHalf
Network_Trunk_Group_Real_Time Table 2-215	Call_Type_Half_Hour Table 2-73
Service_Real_Time Table 2-342	CallsRoutedHalf
Trunk_Group_Real_Time Table 2-422	Peripheral_Real_Time Table <b>2-234</b>
CallsOutTo5	Route_Real_Time Table 2-276
Service_Real_Time Table 2-342	Service_Real_Time Table <b>2-342</b>
CallsOutToday	Calls Routed Non Agent Half
Network_Trunk_Group_Real_Time Table 2-215	Call_Type_Real_Time Table 2-84
Service_Real_Time Table 2-342	CallsRoutedNonAgentTo5
Trunk_Group_Real_Time Table 2-422	Call_Type_Real_Time Table <b>2-84</b>
CallsOutToHalf	Calls Routed Non Agent Today
Network_Trunk_Group_Half_Hour Table 2-213	Call_Type_Real_Time Table 2-84

CallsRoutedNonAgentToHalf	Dialed_Number_Map Table 2-127
Call_Type_Half_Hour Table 2-73	Route_Call_Detail Table 2-258
CallsRoutedTo5	Termination_Call_Detail Table 2-404
Script_Five_Minute Table <b>2-306</b>	CallTypeServiceLevelThreshold
CallsRoutedToday	ICR_Globals Table 2-181
Call_Type_Real_Time Table 2-84	CallTypeServiceLevelType
Peripheral_Real_Time Table <b>2-234</b>	ICR_Globals Table 2-181
Route_Five_Minute Table 2-268	Campaign_Query_Rule_Half_Hour Table 2-99
Route_Real_Time Table 2-276	Campaign_Query_Rule_Real_Time Table 2-102
Service_Five_Minute Table 2-320	Campaign_Query_RuleTable 2-97
Service_Real_Time Table 2-342	Campaign_Skill_Group Table 2-104
CallsRoutedToHalf	Campaign_Target_Sequence Table <b>2-106</b>
Call_Type_Half_Hour Table 2-73	CampaignID 2-104
Call_Type_Real_Time Table 2-85	Agent_Real_Time Table 2-17
Route_Half_Hour Table 2-271	Campaign_Query_Rule_Half_Hour Table 2-99
Service_Half_Hour Table 2-327	Campaign_Query_Rule_Real_Time 2-102
CallsTerminatedOtherHalf	Campaign_Query_Rule Table 2-97
Service_Real_Time Table 2-342	Campaign_Target_Sequence Table 2-106
CallsTerminatedOtherTo5	Campaign Table 2-94
Service_Real_Time Table 2-342	Dialer_Port_Real_Time Table <b>2-136</b>
CallsTerminatedOtherToday	CampaignName
Service_Real_Time Table 2-342	Campaign Table 2-94
CallsTerminatedOtherToHalf	CampaignPurposeTyp 2-94
Service_Half_Hour Table 2-327	Campaign Table 2-93
CallsTransferredIn	CancelledDetectCount
Galaxy_Gate Table 2-160	Campaign_Query_Rule_Real_Time 2-102
CallsTransferredOut	CancelledDetectToHalf
Galaxy_Agent_Igroup Table 2-152	Campagn_Query_Rule_Half_Hour Table 2-99
Galaxy_Gate Table 2-160	Dialer_Half_Hour Table 2-133
CallTrace	Category
Route_Call_Detail Table 2-258	Application_Event Table 2-47
CallTypeAbandonCallWaitTime	Event Table 2-146
ICR_Globals Table 2-181	CCDomainName
CallTypeID	ICR_Globals Table 2-181
Call_Type_Half_Hour Table 2-73	CCMinor
Call_Type_Map Table 2-81	Version Table 2-432
Call_Type_Real_Time Table 2-85	CDPD
Call_Type Table 2-66	Route_Call_Detail Table 2-259
Default Call Type Table 2-121	CED

Route_Call_Detail Table 2-259	Cfg_Mngr_View Table 2-113
Termination_Call_Detail Table 2-404	Class_Security Table 2-116
CEDWildCard	Customer_Definition Table 2-119
Dialed_Number_Map Table <b>2-127</b>	Device_Target Table 2-122
CentralControllerFileTime	Dial_Number_Plan Table 2-129
Application_Event Table 2-47	Dialed_Number Table 2-124
Event Table 2-146	Dialer Table 2-131
CentralControllerTimeZone	Enterprise_Agent_Group Table 2-138
Event Table 2-146	Enterprise_Route Table 2-140
CentralControllerTimZone	Enterprise_Service Table 2-142
Application_Event Table 2-47	Enterprise_Skill_Group Table 2-144
CentralControllerVirtualTime	Expanded_Call_Variable Table 2-148
Application_Event Table 2-47	Feature_Control_Set Table 2-149
Event Table 2-146	ICR_Globals Table 2-181
Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>	ICR_Instance Table 2-184
Cfg_Mngr_Globals Table 2-108	ICR_Locks Table 2-185
Cfg_Mngr_User_Desktop_Snap Table <b>2-109</b>	ICR_Node Table <b>2-186</b>
Cfg_Mngr_User_Menu Table 2-111	ICR_View Table 2-187
Cfg_Mngr_User_Settings Table 2-112	Import_Rule Table 2-190
Cfg_Mngr_View Table 2-113	Import_Schedule Table 2-196
ChangeStamp	Label Table 2-197
Agent_Desk_Settings Table 2-6	Logical_Interface_Controller Table 2-202
Agent_Distribution Table 2-9	Master_Script Table 2-204
Agent_Team Table 2-43	Media_Class Table 2-206
Agent Table 2-4	Media_Routing_Domain Table 2-207
Announcement Table 2-46	Network_Trunk_Group Table 2-212
Application_Gateway_Globals Table 2-53	Network_Vru_Script Table 2-218
Application_Gateway Table 2-49	Network_Vru Table 2-217
Application_Instance Table 2-57	Object_Security Table 2-223
Application_Path Table 2-58	Peripheral_Monitor Table 2-232
Blended_Agent_Options Table 2-62	Peripheral_Target Table 2-239
Bucket_Intervals Table 2-63	Peripheral Table 2-225
Business_Entity Table 2-65	Person Table 2-241
Call_Type Table <b>2-66</b>	Physical_Interface_Controller Table 2-243
Campaign Table 2-94	Query_Rule Table 2-244
Cfg_Mngr_Globals Table 2-108	Reason_Code Table 2-246
Cfg_Mngr_User_Desktop_Snap Table 2-109	Region_Prefix Table 2-252
Cfg_Mngr_User_Menu Table 2-111	Region_View Table 2-253
Cfg_Mngr_User_Settings Table 2-112	Region Table 2-250

Route Table 2-256	Class_List Table 2-115
Routing_Client Table 2-278	Class_Security Table 2-116
Schedule_Map Table 2-292	ClassID_To_ObjectType Table 2-117
Schedule_Report_Input Table 2-295	ClassID_To_ObjectType Table <b>2-117</b>
Schedule_Report Table 2-293	ClassSecurityID
Schedule_Source Table 2-298	Class_Security Table 2-116
Scheduled_Target Table 2-299	CLIDMaskingDigitsToMask
Schedule Table 2-286	ICR_Globals Table 2-181
Script_Print_Control Table 2-307	CLIDMaskingEnable
Script_Table_Column Table 2-311	ICR_Globals Table 2-181
Script_Table Table <b>2-310</b>	CLIDMaskingMaskCharacter
Script Table 2-301	ICR_Globals Table 2-181
Service_Array Table 2-317	CLIDMaskingRemoveDigits
Service Table 2-314	ICR_Globals Table 2-181
Skill_Group Table 2-354	ClientType
Translation_Route Table 2-415	Logical_Interface_Controller Table 2-202
Trunk_Group Table 2-417	Peripheral Table 2-226
Trunk Table 2-416	Routing_Client Table 2-278
User_Formula Table 2-424	ClosedCount
User_Group_Member Table 2-427	Campaign_Query_Rule_Real_Time 2-102
User_Group Table 2-426	Color
User_Variable Table 2-430	Region_View_Member Table 2-254
View_Column Table 2-433	ColumnName
VRU_Currency Table 2-434	Script_Table_Column Table 2-311
VRU_Defaults Table 2-435	ColumnNumber
VRU_Locale Table 2-437	View_Column Table 2-433
ChildNodeID	Command
Cfg_Mngr_View Table 2-113	Application_Gateway_Connection Table 2-51
CircuitProvider	CommandParam
Trunk Table 2-416	Application_Gateway_Connection Table 2-51
CircularRouteResponsesTo5	Comment
Routing_Client_Five_Minute Table 2-282	Region_Info Table 2-251
Class_Access_Xref Table 2-114	CompanyName
Class_List Table 2-115	ICR_Globals Table 2-181
Class_Security Table <b>2-116</b>	ComputerName
ClassAccessXrefID	Dialer Table 2-131
Class_Access_Xref Table 2-114	Conferenced In Calls Time To Half
ClassID	Agent_Skill_Group_Half_Hour Table 2-26
Class_Access_Xref Table 2-114	Skill_Group_Half_Hour Table 2-366

ConferencedInCallsToHalf	Agent_Skill_Group_Half_Hour Table 2-27
Agent_Skill_Group_Half_Hour Table 2-26	Skill_Group_Half_Hour Table 2-367
Skill_Group_Half_Hour Table 2-367	ContactsAttemptedToHalf
Conferenced Out Calls Time To Half	Campaign_Query_Rule_Half_Hour Table 2-99
Agent_Skill_Group_Half_Hour Table 2-26	ContactsDialedToday
Skill_Group_Half_Hour Table 2-367	Dialer_Real_Time Table 2-137
ConferencedOutCallsToHalf	ContactsDialedToHalf
Agent_Skill_Group_Half_Hour Table 2-27	Dialer_Half_Hour Table 2-133
Skill_Group_Half_Hour Table 2-367	ContactTableName
ConferenceTime	Import_Rule Table 2-190
Termination_Call_Detail Table 2-392, 2-404	Controller_Time Table 2-118
Config_Message_Log Table 2-118	ControllerConfigChangeKey
Config Changed By System Name	AWControl Table 2-61
AWControl Table 2-61	ControllerConfigChangeTime
Config Changed By User Name	AWControl Table 2-61
AWControl Table 2-61	CpuTime
ConfigMessage	Script_Real_Time Table 2-309
Config_Message_Log Table 2-118	CTIServerOnline
ConfigMessagesTo5	Peripheral_Real_Time Table <b>2-234</b>
Logger_Meters Table 2-200	CurrencyID
ConfigParam 2-94, 2-106	VRU_Currency Table 2-434
Agent Table 2-4	VRU_Defaults Table 2-435
Device_Target Table 2-122	CurrencyName
ICR_Node Table 2-186	VRU_Currency Table 2-434
Logical_Interface_Controller Table 2-202	CurrentHalfHour
Network_Vru_Script Table 2-218	Peripheral_Real_Time Table 2-234
Peripheral Table 2-226	CurrentVersion
Routing_Client Table 2-279	Master_Script Table 2-204
Service Table 2-314	Customer_Definition Table 2-119
Skill_Group Table 2-354	Customer_Options Table 2-120
Trunk_Group Table 2-417	CustomerAbandonDetectCount
ConnectInfo	Campaign_Query_Rule_Real_Time 2-102
Application_Gateway_Connection Table 2-51	Customer Abandon Detect To Half
ConnectTo5	Campagn_Query_Rule_Half_Hour Table 2-100
Routing_Client_Five_Minute Table 2-282	Dialer_Half_Hour Table 2-133
Consultative Calls Time To Half	CustomerAccountNumber
Agent_Skill_Group_Half_Hour Table 2-27	Agent_Real_Time Table 2-17
Skill_Group_Half_Hour Table 2-367	CustomerDefinitionID
ConsultativeCallsToHalf	Call_Type Table 2-66

Customer_Definition Table 2-119	Campaign_Query_Rule_Half_Hour Table 2-100
Customer_Options Table 2-120	Campaign_Query_Rule_Real_Time 2-102
Dialed_Number Table 2-124	Dialer_Half_Hour Table 2-133
Label Table 2-197	Dialer_Port_Real_Time Table 2-136
Master_Script Table 2-204	Dialer_Real_Time Table 2-137
Network_Vru_Script Table 2-218	Galaxy_Agent_Call_Count Table 2-150
Scheduled_Target Table 2-299	Galaxy_Agent_Igroup Table 2-152
User_Group Table 2-426	Galaxy_Alarm Table 2-157
CustomerId	Galaxy_DNIS Table 2-158
Application_Event Table 2-47	Galaxy_Gate_Delayed_Call Table 2-165
Event Table 2-146	Galaxy_Gate Table 2-160
CustomerIDShadow	Galaxy_Overflow Table 2-168
Master_Script Table 2-204	Galaxy_PBX Table 2-171
CustomerPhoneNumber	Galaxy_Single_Trunk Table 2-173
Agent_Real_Time Table 2-17	Galaxy_Transaction_Code Table 2-175
	Galaxy_Trunk_Call_Count Table 2-176
<u> </u>	Galaxy_Trunk_IGroup Table 2-178
D	ICR_Locks Table 2-185
DataFld	Import_Log Table 2-189
ICR_Locks Table 2-185	Import_Rule_Real_Time Table <b>2-195</b>
DataMessagesTo5	Logger_Admin Table 2-199
Logger_Meters Table 2-200	Logger_Meters Table 2-200
DataPagesAllocated	Network_Event_Detail Table 2-209
Logger_Meters Table 2-200	Network_Trunk_Group_Half_Hour Table 2-213
DataPagesUsed	Network_Trunk_Group_Real_Time Table 2-215
Logger_Meters Table 2-200	Peripheral_Half_Hour Table 2-230
DataType	Peripheral_Real_Time Table <b>2-234</b>
User_Variable Table 2-430	Physical_Controller_Half_Hour Table 2-242
DateTime <b>2-118, 2-150, 2-152, 2-168, 2-173, 2-288, 2-411</b>	Recovery Table 2-247
Agent_Event_Detail Table 2-11	Route_Call_Detail Table 2-259
Agent_Half_Hour Table 2-13	Route_Call_Variable Table 2-265
Agent_Real_Time Table 2-17	Route_Five_Minute Table 2-268
Agent_Skill_Group_Half_Hour Table 2-27	Route_Half_Hour Table 2-271
Agent_Skill_Group_Real_Time Table 2-38	Route_Real_Time Table 2-276
Agent_State_Trace Table 2-40	Routing_Client_Five_Minute Table 2-282
Application_Gateway_Half_Hour Table 2-55	Schedule_Import_Real_Time Table 2-290
Application_Path_Real_Time Table 2-60	Schedule_Import Table 2-288
Call_Type_Half_Hour Table 2-73	Scheduled_Target_Real_Time Table 2-300
Call Type Real Time Table 2-85	Script_Five_Minute Table 2-306

Script_Queue_Real_Time Table 2-308	Region_Prefix Table 2-252
Script_Real_Time Table 2-309	DaylightSavingsStart
Script Table 2-301	Region_Prefix Table 2-252
Service_Five_Minute Table 2-321	DayOfMonth
Service_Half_Hour Table 2-327	Admin_Script_Schedule_Map Table 2-1
Service_Real_Time Table 2-342	Import_Rule Table 2-190
Skill_Group_Five_Minute Table 2-358	Recurring_Schedule_Map Table 2-248
Skill_Group_Half_Hour Table 2-367	DayPosition
Skill_Group_Real_Time Table 2-383	Admin_Script_Schedule_Map Table 2-2
Termination_Call_Detail Table 2-404	Recurring_Schedule_Map Table 2-248
Termination_Call_Variable Table 2-414	DayType
Trunk_Group_Five_Minute Table 2-419	Admin_Script_Schedule_Map Table 2-2
Trunk_Group_Half_Hour Table 2-420	Recurring_Schedule_Map Table 2-248
Trunk_Group_Real_Time Table 2-422	DbDateTime
DateTime1	Agent_Event_Detail Table 2-11
Schedule_Import_Real_Time Table 2-290	Agent_Half_Hour Table 2-13
Schedule_Import Table 2-288	Agent_Skill_Group_Half_Hour Table 2-27
DateTime2	Application_Gateway_Half_Hour Table 2-55
Schedule_Import_Real_Time Table 2-290	Call_Type_Half_Hour Table 2-69, 2-70, 2-73
Schedule_Import Table 2-288	Campagn_Query_Rule_Half_Hour Table 2-100
DateTime3	Dialer_Half_Hour Table 2-134
Schedule_Import_Real_Time Table 2-290	Network_Trunk_Group_Half_Hour Table 2-213
Schedule_Import Table 2-288	Peripheral_Half_Hour Table 2-230
DateTimeLastModeChange	Physical_Controller_Half_Hour Table 2-242
Agent_Real_Time Table 2-17	Route_Call_Detail Table 2-259
DateTimeLastStateChange	Route_Call_Variable Table <b>2-265</b>
Agent_Real_Time Table 2-17	Route_Half_Hour Table 2-271
Agent_Skill_Group_Real_Time Table 2-38	Service_Half_Hour Table 2-327
DateTimeLogin	Skill_Group_Half_Hour Table 2-367
Agent_Real_Time Table 2-18	Termination_Call_Detail Table 2-404
Agent_Skill_Group_Real_Time Table 2-38	Termination_Call_Variable Table 2-414
DateTimeStart	Trunk_Group_Half_Hour Table 2-420
Import_Rule_Real_Time Table 2-195	DecimalPlaces
DateTimeTaskLevelChange	Import_Rule_Clause Table 2-193
Agent_Real_Time Table 2-18	Default_Call_Type Table 2-121
DayFlags	DefaultCallTypeID
Admin_Script_Schedule_Map Table 2-1	ICR_Globals Table 2-182
Recurring_Schedule_Map Table 2-248	DefaultDevicePortAddress
DavlightSavingsEnd	Agent Desk Settings Table 2-6

DefaultEntry	Physical_Interface_Controller Table 2-243
Skill_Group Table 2-355	Query_Rule Table 2-244
DefaultMRDomainID	Reason_Code Table <b>2-246</b>
Routing_Client Table 2-279	Route Table 2-256
DefaultNetworkTargetID	Routing_Client Table 2-279
ICR_Globals Table 2-182	Schedule Table 2-286
DelayBeforeQueue	Script Table 2-301
Peripheral_Target Table 2-239	Service Table 2-314
DelayQAbandTimeHalf	Skill_Group Table 2-355
Call_Type_Half_Hour Table 2-73	Trunk_Group Table 2-417
Call_Type_Real_Time Table 2-85	DepartmentNumber
DelayQAbandTimeTo5	Galaxy_PBX Table 2-171
Call_Type_Real_Time Table 2-85	Description
Route_Real_Time Table 2-276	Admin_Script_Schedule_Map Table 2-2
Service_Real_Time Table 2-342	Agent_Desk_Settings Table 2-7
DelayQAbandTimeToday	Agent_Team Table 2-43
Call_Type_Real_Time Table 2-85	Agent Table 2-4
DelayQAbandTimeToHalf	Announcement Table 2-46
Route_Half_Hour Table 2-271	Application_Gateway_Connection Table 2-51
Service_Half_Hour Table 2-327	Application_Gateway Table 2-49
DelayQTimeToHalf	Application_Instance Table 2-57
Route_Half_Hour Table 2-271	Application_Path Table 2-58
Service_Half_Hour Table 2-327	Business_Entity Table <b>2-65</b>
DelayTime	Call_Type_Map Table 2-81
Termination_Call_Detail Table 2-392, 2-405	Call_Type Table <b>2-66</b>
DelayTimeToAbandoned	Campaign Table 2-94
Galaxy_Gate Table 2-160	Class_List Table 2-115
DelayTimeToHandle	Customer_Definition Table 2-119
Galaxy_Gate Table 2-160	Device_Target Table 2-122
Deleted 2-148	Dial_Number_Plan Table 2-129
Agent Table 2-4	Dialed_Number_Map Table 2-127
Call_Type Table 2-66	Dialed_Number Table 2-124
Campaign Table 2-94	Dialer Table 2-131
Dialed_Number Table 2-124	Enterprise_Agent_Group Table 2-138
Dialer Table 2-131	Enterprise_Route Table 2-140
Import_Rule Table 2-190	Enterprise_Service Table 2-142
Logical_Interface_Controller Table 2-202	Enterprise_Skill_Group Table 2-144
Peripheral Table 2-227	Expanded_Call_Variable Table 2-148
Person Table 2-241	Feature Control Set Table 2-149

Galaxy_Transaction_Code Table 2-175	User_Variable Table 2-430
ICR_Instance Table 2-184	View_Column Table 2-433
ICR_Node Table 2-186	VRU_Defaults Table 2-435
ICR_View Table 2-187	DesktopSnapShotID
Import_Schedule Table 2-196	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
Label Table 2-197	Cfg_Mngr_User_Desktop_Snap Table <b>2-109</b>
Logical_Interface_Controller Table 2-202	Cfg_Mngr_User_Menu Table 2-111
Master_Script Table 2-204	DesktopSnapShotName
Media_Class Table 2-206	Cfg_Mngr_User_Desktop_Snap Table <b>2-109</b>
Network_Trunk_Group Table 2-212	Destination
Network_Vru_Script Table 2-218	Agent_Real_Time Table 2-18
Network_Vru Table 2-217	DestinationTo5
Object_List Table 2-222	Routing_Client_Five_Minute Table 2-282
Peripheral_Target Table 2-239	Device_Target Table 2-122
Peripheral Table 2-227	DeviceAddressType <b>2-122</b>
Person Table 2-241	DeviceTargetType
Physical_Interface_Controller Table 2-243	Device_Target Table 2-122
Query_Rule Table 2-244	Dial_Number_Plan Table 2-129
Reason_Code Table <b>2-246</b>	Dialed_Number_Label Table 2-126
Region_View Table 2-253	Dialed_Number_Map Table 2-127
Region Table 2-250	DialedNumberID
Route Table 2-256	Agent_Team Table 2-43
Routing_Client Table 2-279	Dial_Number_Plan Table 2-129
Schedule_Map Table 2-292	Dialed_Number_Label Table 2-126
Schedule_Report_Input Table 2-295	Dialed_Number_Map Table <b>2-128</b>
Schedule_Report Table 2-293	Dialed_Number Table 2-124
Schedule_Source Table 2-298	Route_Call_Detail Table 2-259
Scheduled_Target Table 2-299	Dialed Number Label Map Present
Schedule Table 2-286	Routing_Client Table 2-279
Script_Table_Column Table 2-311	DialedNumberString
Script_Table Table 2-310	Dialed_Number Table 2-124
Script Table 2-301	Route_Call_Detail Table 2-259
Service_Array Table <b>2-317</b>	DialEndHours
Service Table 2-314	Blended_Agent_Options Table 2-62, 2-63
Skill_Group Table 2-355	Dialer_Half_Hour Table 2-133
Translation_Route Table 2-415	Dialer_Port_Map Table <b>2-135</b>
Trunk_Group Table 2-417	Dialer_Port_Real_Time Table 2-136
User_Formula Table 2-424	Dialer_Real_Time Table 2-137
User_Group Table 2-426	DialerID

Dialer_Half_Hour Table 2-134	Peripheral_Target Table <b>2-239</b>
Dialer_Port_Map Table 2-135	Termination_Call_Detail Table 2-405
Dialer_Port_Real_Time Table <b>2-136</b>	DomainName
Dialer_Real_Time Table 2-137	ICR_Node Table 2-186
Dialer Table 2-131	Double1
DialerName	Schedule_Import_Real_Time Table 2-290
Dialer Table 2-131	Schedule_Import Table 2-288
Dialer Table 2-131	Double10
DialNumberPlanID	Schedule_Import_Real_Time Table 2-290
Dial_Number_Plan Table 2-129	Schedule_Import Table 2-288
DialNumberPlanType	Double2
Dial_Number_Plan Table 2-129	Schedule_Import_Real_Time Table 2-290
DialogErrorConfTo5	Schedule_Import Table 2-288
Routing_Client_Five_Minute Table 2-282	Double3
DialogFailTo5	Schedule_Import_Real_Time Table 2-290
Routing_Client_Five_Minute Table 2-282	Schedule_Import Table 2-288
DialStartHours	Double4
Blended_Agent_Options Table 2-62	Schedule_Import_Real_Time Table 2-290
DialStartMinutes	Double5
Blended_Agent_Options Table 2-62	Schedule_Import_Real_Time Table 2-290
DialString	Double6
Dial_Number_Plan Table 2-129	Schedule_Import_Real_Time Table 2-290
DialToneDetectEnabled	Double7
Dialer Table 2-131	Schedule_Import_Real_Time Table 2-290
DigitsDialed	Schedule_Import Table 2-288
Termination_Call_Detail Table 2-392, 2-405	Double8
Direction	Schedule_Import_Real_Time Table 2-290
Agent_Real_Time Table 2-18	Schedule_Import Table 2-288
Agent_State_Trace Table 2-40	Double9
DiscardedCallsTo5	Schedule_Import_Real_Time Table 2-290
Routing_Client_Five_Minute Table 2-282	Schedule_Import Table 2-288
DisconnectTo5	DTMFTermKey
Routing_Client_Five_Minute Table 2-282	VRU_Defaults Table 2-435
DistributorSiteName	Duration
Agent_Distribution Table 2-9	Agent_Event_Detail Table 2-11
DMPInServiceTimeToHalf	Campaign_Query_Rule Table 2-97
Physical_Controller_Half_Hour Table 2-242	Network_Event_Detail Table 2-209
DNIS	Termination_Call_Detail Table 2-405
Galaxy DNIS Table 2-158	DurationEnabled

Campaign_Query_Rule Table 2-97	Campaign Table 2-94
Dword1	Dialer Table 2-131
Application_Event Table 2-47	Expanded_Call_Variable Table 2-148
Event Table 2-146	Import_Rule Table 2-190
Dword2	Query_Rule Table 2-244
Application_Event Table 2-47	Enable Expanded Call Context
Event Table 2-146	ICR_Globals Table 2-182
Dword3	Encryption
Application_Event Table 2-47	Application_Gateway Table 2-49
Event Table 2-146	EndDateTime
Dword4	Import_Rule_History Table 2-194
Application_Event Table 2-47	EndDay
Event Table 2-146	Admin_Script_Schedule_Map Table 2-2
Dword5	Recurring_Schedule_Map Table 2-248, 2-249
Application_Event Table 2-47	EndHour
Event Table 2-146	Admin_Script_Schedule_Map Table 2-2
	Recurring_Schedule_Map Table 2-248, 2-249
	— EndHours
E	Campaign_Query_Rule Table 2-97
ECCArray	EndMinute
Expanded_Call_Variable Table 2-148	Admin_Script_Schedule_Map Table 2-2
ECCValue	Recurring_Schedule_Ma 2-248
Route_Call_Variable Table 2-265	Recurring_Schedule_Map Table 2-249
Termination_Call_Variable Table 2-414	EndMinutes
EdgeDetectEnabled	Campaign_Query_Rule Table 2-97
Campaign Table 2-94	EndMonth
Edit	Admin_Script_Schedule_Map Table 2-2
View_Column Table 2-433	Recurring_Schedule_Map Table 2-248, 2-249
ElapsedTime	EndSecond
Script_Real_Time Table <b>2-309</b>	Admin_Script_Schedule_Map Table 2-2
EmergencyAssistsToHalf	Recurring_Schedule_Map Table 2-248, 2-249
Agent_Skill_Group_Half_Hour Table 2-27	EndTime
Skill_Group_Half_Hour Table 2-368	Logger_Admin Table 2-199
EmergencyCallMethod	Recovery Table 2-247
Agent_Desk_Settings Table 2-7	EndYear
EMSMessagesTo5	Admin_Script_Schedule_Map Table 2-2
Logger_Meters Table 2-200	Recurring_Schedule_Map Table 2-248, 2-249
Enabled	EnterpiseName
Agent Distribution Table 2-10	Media_Class Table 2-206

Media_Routing_Domain Table 2-207	Peripheral Table 2-227
Enterprise_Agent_Group_Member Table 2-139	Physical_Interface_Controller Table 2-243
Enterprise_Agent_Group Table 2-138	Region_View Table 2-253
Enterprise_Route_Member Table 2-141	Region Table 2-250
Enterprise_Route Table 2-140	Route Table 2-256
Enterprise_Service_Member Table 2-143	Routing_Client Table 2-279
Enterprise_Service Table 2-142	Schedule_Report Table 2-293
Enterprise_Skill_Group_Member Table 2-145	Scheduled_Target Table 2-299
Enterprise_Skill_Group Table 2-144	Schedule Table 2-286
EnterpriseAgentGroupID	Script_Table Table 2-310
Enterprise_Agent_Group_Member Table 2-139	Service_Array Table <b>2-317</b>
Enterprise_Agent_Group Table 2-138	Service Table 2-314
EnterpriseName	Skill_Group Table 2-355
Agent_Desk_Settings Table 2-7	Translation_Route Table 2-415
Agent_Team Table 2-43	Trunk_Group Table 2-417
Agent Table 2-5	User_Formula Table 2-424
Announcement Table 2-46	VRU_Defaults Table 2-435
Application_Gateway Table 2-49	EnterpriseRouteID
Application_Instance Table 2-57	Enterprise_Route_Member Table 2-141
Application_Path Table 2-58	Enterprise_Route Table 2-140
Bucket_Intervals Table 2-63	EnterpriseServiceID
Call_Type Table 2-66	Enterprise_Service_Member Table 2-143
Customer_Definition Table 2-119	Enterprise_Service Table 2-142
Device_Target Table 2-122	EnterpriseSkillGroupID
Dialed_Number Table 2-124	Enterprise_Skill_Group_Member Table 2-145
Enterprise_Agent_Group Table 2-138	Enterprise_Skill_Group Table 2-144
Enterprise_Route Table 2-140	EntityID
Enterprise_Service Table 2-142	Business_Entity Table <b>2-65</b>
Enterprise_Skill_Group Table 2-144	Enterprise_Agent_Group Table 2-138
Expanded_Call_Variable Table 2-148	Enterprise_Route Table <b>2-140</b>
Feature_Control_Set Table 2-149	Enterprise_Service Table 2-142
ICR_Instance Table 2-184	Enterprise_Skill_Group Table 2-144
ICR_Node Table 2-186	Master_Script Table 2-204
ICR_View Table 2-187	Schedule_Report Table 2-293
Logical_Interface_Controller Table 2-202	Schedule_Source Table 2-298
Master_Script Table 2-204	Schedule Table 2-286
Network_Trunk_Group Table 2-212	EntityName
Network_Vru_Script Table 2-218	Business_Entity Table 2-65
Network Vru Table 2-217	EquationString

User_Formula_Equation Table 2-425	F
ErrorCountToday	<b>F</b>
Call_Type_Real_Time Table 2-85	FaultTolerance
ErrorCountToHalf	Application_Gateway Table 2-49
Call_Type_Half_Hour Table 2-74	FaxDetectToHalf
Call_Type_Real_Time Table 2-86	Campagn_Query_Rule_Half_Hour Table 2-100
ErrorsToHalf	Dialer_Half_Hour Table 2-134
Application_Gateway_Half_Hour Table 2-55	Feature_Control_Set Table 2-149
ErrorThreshold	FeatureSetData
Application_Gateway_Connection Table 2-51	Feature_Control_Set Table 2-149
Application_Gateway_Globals Table 2-53	FeatureSetID
Event	Customer_Definition Table 2-119
Agent_Event_Detail Table 2-11	Feature_Control_Set Table 2-149
Network_Event_Detail Table 2-209	User_Group Table 2-426
EventName	FieldName
Agent_State_Trace Table 2-41	Import_Rule_Clause Table 2-193
Event Table 2-146	Schedule_Map Table 2-292
ExhaustedCallsEnabled	FieldValue
Campaign Table 2-94	Schedule_Map Table 2-292
Expanded_Call_Variable Table 2-148	FilePath
ExpandedCallVariableID	Import_Rule Table 2-190
Expanded_Call_Variable Table 2-148	Schedule_Source Table 2-298
Route_Call_Variable Table 2-265	FilePollingEnabled
Termination_Call_Variable Table 2-414	Import_Rule Table 2-190
ExpectedDelay	Filter1
Service_Five_Minute Table 2-321	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
Service_Real_Time Table 2-343	Filter2
Extension 2-417	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
Agent_Real_Time Table 2-18	Filter3FieldName
Peripheral_Monitor Table 2-232	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
Service Table 2-314	Filter3FieldType
Skill_Group Table 2-355	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
Trunk_Group Table 2-417	Filter3OptionSelection
ExtensionNumber	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
Galaxy_PBX Table 2-171	Filter3Selection
ExternalAuthentication	Cfg_Mngr_App_Snapshot_State Table <b>2-107</b>
ICR_Globals Table 2-182	FinalObjectID
	Route_Call_Detail Table 2-259
	FirstName

Person Table 2-241	Galaxy_Trunk_IGroup Table 2-178
FiveMinuteHistoryTo5	GateID
Logger_Meters Table 2-200	Galaxy_Gate_Delayed_Call Table 2-165
FixedFormatEnabled	Galaxy_Gate Table 2-160
Import_Rule Table 2-190	Galaxy_Overflow Table 2-168
ForcedClosedCallsToHalf	GateValid
Route_Half_Hour Table 2-272	Galaxy_Trunk_IGroup Table 2-178
Service_Half_Hour Table 2-327	GeoTelProvided
ForeignKey	Expanded_Call_Variable Table 2-148
Schedule_Report_Input Table 2-295	GlobalAddress
Script_Cross_Reference Table <b>2-303</b>	Device_Target Table 2-122
ForeignKey1	GMT
Persistent_Variable Table 2-240	Region_Prefix Table 2-252
ForwardedCalls	GoodRecords
Galaxy_PBX Table 2-171	Import_Rule_History Table 2-194
FridayEnabled	Import_Rule_Real_Time Table 2-195
Import_Rule Table 2-190	Group_Security_Control Table 2-180
FromRecoveryKey	
Logger_Admin Table 2-199	<del></del>
Recovery Table 2-247	Н
FunctionName	HalfHourHistoryTo5
Logger_Admin Table 2-199	Logger_Meters Table 2-200
	Handled0
	Galaxy_Gate_Delayed_Call Table 2-165
G	Handled10
Galaxy_Agent_Call_Count Table 2-150	Galaxy_Gate_Delayed_Call Table 2-165
Galaxy_Agent_Igroup Table 2-152	Handled120
Galaxy_Agent_Performance Table 2-154	Galaxy_Gate_Delayed_Call Table 2-166
Galaxy_Alarm Table 2-157	Handled15
Galaxy_DNIS Table 2-158	Galaxy_Gate_Delayed_Call Table 2-165
Galaxy_Gate_Delayed_Call Table 2-164	Handled180
Galaxy_Gate Table 2-160	Galaxy_Gate_Delayed_Call Table 2-166
Galaxy_Overflow Table 2-167	Handled20
Galaxy_PBX Table <b>2-171</b>	Galaxy_Gate_Delayed_Call Table 2-165
Galaxy_Single_Trunk Table 2-173	Handled25
Galaxy_Transaction_Code Table 2-175	Galaxy_Gate_Delayed_Call Table 2-165
Galaxy_Trunk_Call_Count Table 2-176	Handled30
Galaxy_Trunk_IGroup Table 2-178	Galaxy_Gate_Delayed_Call Table 2-165
GateAssignment	Handled40

Galaxy_Gate_Delayed_Call Table 2-166	AWControl Table 2-61
Handled5	HeartbeatLimit
Galaxy_Gate_Delayed_Call Table 2-165	Application_Gateway_Connection Table 2-51
Handled50	Application_Gateway_Globals Table 2-53
Galaxy_Gate_Delayed_Call Table 2-166	HeartbeatRetry
Handled60	Application_Gateway_Connection Table 2-51
Galaxy_Gate_Delayed_Call Table 2-166	Application_Gateway_Globals Table 2-53
Handled90	HeartbeatTimeout
Galaxy_Gate_Delayed_Call Table 2-166	Application_Gateway_Connection Table 2-52
HandledCallsTalkTimeTo5	Application_Gateway_Globals Table 2-53
Skill_Group_Real_Time Table 2-383	HeatbeatInterval
HandledCallsTalkTimeToHalf 2-368	Application_Gateway_Connection Table 2-52
Agent_Skill_Group_Half_Hour Table 2-27	Application_Gateway_Globals Table 2-53
HandledCallsTimeTo5	Histogram0
Skill_Group_Real_Time Table 2-384	Routing_Client_Five_Minute Table 2-282
HandledCallsTimeToHalf	Histogram1
Agent_Skill_Group_Half_Hour Table 2-27	Routing_Client_Five_Minute Table 2-282
Skill_Group_Half_Hour Table 2-368	Histogram10
HandledOver180	Routing_Client_Five_Minute Table 2-283
Galaxy_Gate_Delayed_Call Table 2-166	Histogram11
HandleTimeHalf	Routing_Client_Five_Minute Table 2-283
Call_Type_Real_Time Table 2-86	Histogram12
Route_Real_Time Table 2-276	Routing_Client_Five_Minute Table 2-283
Service_Real_Time Table 2-343	Histogram13
HandleTimeTo5	Routing_Client_Five_Minute Table 2-283
Call_Type_Real_Time Table 2-86	Histogram14
Route_Real_Time Table 2-276	Routing_Client_Five_Minute Table 2-283
Service_Real_Time Table 2-343	Histogram15
HandleTimeToday	Routing_Client_Five_Minute Table 2-283
Call_Type_Real_Time Table 2-86	Histogram16
Route_Real_Time Table 2-276	Routing_Client_Five_Minute Table 2-283
Service_Real_Time Table 2-343	Histogram17
HandleTimeToHalf	Routing_Client_Five_Minute Table 2-283
Call_Type_Half_Hour Table 2-74	Histogram18
Route_Half_Hour Table 2-272	Routing_Client_Five_Minute Table 2-283
Service_Half_Hour Table 2-328	Histogram19
HangupTime	Routing_Client_Five_Minute Table 2-283
Dialer Table 2-132	Histogram2
HDSPropertyEnabled	Routing Client Five Minute Table 2-282

Histogram3	Service_Half_Hour Table 2-328
Routing_Client_Five_Minute Table 2-282	Skill_Group_Half_Hour Table 2-368
Histogram4	HomeEnabled
Routing_Client_Five_Minute Table 2-282	Campaign Table 2-94
Histogram5	HomeEndHours
Routing_Client_Five_Minute Table 2-282	Campaign Table 2-94
Histogram6	HomeEndMinutes 2-94
Routing_Client_Five_Minute Table 2-282	HomeStartHours
Histogram7	Campaign Table 2-94
Routing_Client_Five_Minute Table 2-282	HomeStartMinutes
Histogram8	Campaign Table 2-94
Routing_Client_Five_Minute Table 2-282	HuntGroupInformation
Histogram9	Galaxy_PBX Table 2-171
Routing_Client_Five_Minute Table 2-283	
HitRate	<u> </u>
Campaign_Query_Rule Table 2-97	•
HitRateEnabled	IcmAvailable
Campaign_Query_Rule Table 2-97	Skill_Group_Real_Time Table 2-384
Hold	ICR_Globals Table 2-181
Skill_Group_Real_Time Table 2-384	ICR_Instance Table 2-184
HoldTime	ICR_Locks Table 2-185
Termination_Call_Detail Table 2-405	ICR_Node Table 2-186
HoldTimeHalf	ICR_View Table 2-187
Call_Type_Real_Time Table 2-86	ICRCallKey
Route_Real_Time Table 2-276	Agent_State_Trace Table 2-41
Service_Real_Time Table 2-343	Termination_Call_Detail Table 2-392, 2-406
HoldTimeTo5	ICRCallKeyChild
Call_Type_Real_Time Table 2-86	Termination_Call_Detail Table 2-392, 2-406
Route_Real_Time Table 2-276	ICRCallKeyParent
Service_Real_Time Table 2-343	Termination_Call_Detail Table 2-406
Skill_Group_Real_Time Table 2-384	ICRDefaultRoutedToday
HoldTimeToday	Call_Type_Real_Time Table 2-86
Call_Type_Real_Time Table 2-86	ICRDefaultRoutedToHalf
Route_Real_Time Table 2-276	Call_Type_Half_Hour Table 2-74
Service_Real_Time Table 2-343	Call_Type_Real_Time Table 2-87
HoldTimeToHalf	ICRInstanceID
Agent_Skill_Group_Half_Hour Table 2-28	Application_Gateway Table 2-49
Call_Type_Half_Hour Table 2-74	Customer_Definition Table 2-119
Route_Half_Hour Table 2-272	ICR_Instance Table 2-184

ICR_Node Table 2-186	Agent_Skill_Group_Half_Hour Table 2-28
Label Table 2-197	Skill_Group_Half_Hour Table 2-368
ICRNodeID	IncomingCallsOnHoldToHalf
ICR_Node Table <b>2-186</b>	Agent_Skill_Group_Half_Hour Table 2-28
ICRType	Skill_Group_Half_Hour Table 2-368
ICR_Globals Table 2-182	IncompleteCallsHalf
ICRViewID	Call_Type_Half_Hour Table 2-75
ICR_View Table 2-187	IndexColumnEnabled
Schedule Table 2-286	Import_Rule_Clause Table 2-193
View_Column Table 2-433	InODCallsAbandoned
ID	Galaxy_Trunk_IGroup Table 2-178
Application_Gateway_Globals Table 2-53	InODCallsHandled
IdleReasonRequired	Galaxy_Trunk_IGroup Table 2-178
Agent_Desk_Settings Table 2-7	InODCallsRejected
Ids Table 2-188	Galaxy_Trunk_IGroup Table 2-179
IGroupID	InService
Galaxy_Agent_Igroup Table 2-152	Application_Gateway_Connection Table 2-52
Galaxy_Trunk_IGroup Table 2-178	InServiceTimeHalf
Import_Log Table 2-189	Network_Trunk_Group_Real_Time Table 2-215
Import_Rule_Clause Table 2-193	Trunk_Group_Real_Time Table 2-422
Import_Rule_History Table 2-194	InServiceTimeToday
Import_Rule_Real_Time Table <b>2-195</b>	Network_Trunk_Group_Real_Time Table 2-216
Import_Rule Table <b>2-190</b>	Trunk_Group_Real_Time Table 2-422
Import_Schedule Table 2-196	InServiceTimeToHalf
ImportRuleID	Network_Trunk_Group_Half_Hour Table 2-213
Import_Rule_Clause Table 2-193	Trunk_Group_Half_Hour Table 2-420
Import_Rule_History Table 2-194	Instance
Import_Rule_Real_Time Table 2-195	User_Variable Table 2-430
Import_Rule Table 2-191	InstrumentPortNumber
Query_Rule Table 2-244	Termination_Call_Detail Table 2-392, 2-406
ImportRuleName	InterceptCallsToHalf
Import_Rule Table 2-191	Agent_Skill_Group_Half_Hour Table 2-28
ImportScheduleID	Skill_Group_Half_Hour Table 2-368
Import_Schedule Table 2-196	InterDigitTimeout
ImportType	VRU_Defaults Table 2-435
Import_Rule Table 2-191	Internal Calls On Hold Time To Half
InCalls	Agent_Skill_Group_Half_Hour Table 2-28
Galaxy_PBX Table <b>2-171</b>	Skill_Group_Half_Hour Table 2-369
IncomingCallsOnHoldTimeToHalf	InternalCallsOnHoldToHalf

Agent_Skill_Group_Half_Hour Table 2-28	Network_Trunk_Group_Real_Time Table <b>2-216</b>
Skill_Group_Half_Hour Table 2-369	Trunk_Group_Real_Time Table 2-423
InternalCallsRcvdTimeToHalf	InUseInboundTimeToday
Agent_Skill_Group_Half_Hour Table 2-29	Network_Trunk_Group_Real_Time Table <b>2-216</b>
Skill_Group_Half_Hour Table 2-369	Trunk_Group_Real_Time Table 2-423
InternalCallsRcvdToHalf	In Use In bound Time To Half
Agent_Skill_Group_Half_Hour Table 2-29	Network_Trunk_Group_Half_Hour Table 2-213
Skill_Group_Half_Hour Table 2-369	Trunk_Group_Half_Hour Table 2-420
InternalCallsTimeToHalf	In Use Out bound Time Half
Agent_Skill_Group_Half_Hour Table 2-29	Network_Trunk_Group_Real_Time Table 2-216
InternalCallsToHalf	Trunk_Group_Real_Time Table 2-423
Agent_Skill_Group_Half_Hour Table 2-29	InUseOutboundTimeToday
InterruptedTimeTo5	Network_Trunk_Group_Real_Time Table 2-216
Skill_Group_Real_Time Table 2-384	Trunk_Group_Real_Time Table 2-423
InterruptedTimeToHalf	In Use Out bound Time To Half
Agent_Skill_Group_Half_Hour Table 2-29	Network_Trunk_Group_Half_Hour Table 2-213
Skill_Group_Half_Hour Table 2-369	Trunk_Group_Half_Hour Table 2-420
Interruptible	InvalidEntryTries
Media_Routing_Domain Table 2-207	VRU_Defaults Table 2-435
Network_Vru_Script Table 2-218	IPAMDEnabled 2-95
IntervalUpperBound1	IPDirectDialPreview 2-62
Bucket_Intervals Table 2-63	IPTA
IntervalUpperBound2	Skill_Group Table <b>2-355</b>
Bucket_Intervals Table 2-63	IPTerminatingBeepDetect 2-95
IntervalUpperBound3	ISDNCallByCallLimitRejects
Bucket_Intervals Table 2-63	Galaxy_Single_Trunk Table 2-173
IntervalUpperBound4	ISDNCallByCallRejects
Bucket_Intervals Table 2-63, 2-64	Galaxy_Trunk_IGroup Table 2-179
IntervalUpperBound5	ISDNCallsWIthAniSid
Bucket_Intervals Table 2-63, 2-64	Galaxy_Trunk_IGroup Table 2-179
IntervalUpperBound6	Item
Bucket_Intervals Table 2-63, 2-64	Call_Type_Map Table 2-81
IntervalUpperBound7	Dialed_Number_Map Table 2-128
Bucket_Intervals Table 2-63, 2-64	
IntervalUpperBound8	K
Bucket_Intervals Table 2-63, 2-64	• • • • • • • • • • • • • • • • • • • •
IntervalUpperBound9	KeepNScriptVersions
Bucket_Intervals Table 2-63, 2-64	ICR_Globals Table 2-182
InUseInboundTimeHalf	

L	Campaign Table <b>2-95</b>
	LinkTestThreshold
Label	Application_Gateway_Connection Table 2-52
Label Table 2-197	Application_Gateway_Globals Table 2-54
Route_Call_Detail Table 2-259	ListOrder
LabelID	Campaign_Query_Rule Table 2-97
Dialed_Number_Label Table 2-126	LoadODOutHoldTime
Dialed_Number Table 2-124	Galaxy_Trunk_IGroup Table 2-179
Label Table 2-197	LoadTransferOut
Route_Call_Detail Table 2-259	Galaxy_Trunk_IGroup Table 2-179
Label Table 2-197	LoadTransferOutCalls
LabelType	Galaxy_Gate Table 2-160
Label Table 2-197	LocalAreaCode
LastDesktopSnapShotID	Dialer Table 2-132
Cfg_Mngr_User_Settings Table 2-112	Locale 2-437
LastName	VRU_Locale Table 2-437
Person Table 2-241	LocaleID
LastRetrievalKey	VRU_Defaults Table 2-436
AWControl Table 2-61	VRU_Locale Table 2-437
LastRetrievalTime	LocalID
AWControl Table 2-61	Script_Cross_Reference Table 2-303
LastUpdateKey	LocalQTime
ICR_Instance Table 2-184	Termination_Call_Detail Table 2-392, 2-406
LateCallsTo5	Location
Routing_Client_Five_Minute Table 2-283	Peripheral Table 2-227
LatesToHalf	Region_Info Table 2-251
Application_Gateway_Half_Hour Table 2-55	LockID
LateThreshold	ICR_Locks Table 2-185
Routing_Client Table 2-280	LockName
LateTimeout	ICR_Locks Table 2-185
Application_Gateway_Connection Table 2-52	LockType
Application_Gateway_Globals Table 2-54	ICR_Locks Table 2-185
LeaveMessageEnabled	LoggedOn
Campaign Table 2-95	Skill_Group_Five_Minute Table 2-359
Length	Skill_Group_Real_Time Table 2-384
Import_Rule_Clause Table 2-193	LoggedOnTimeTo5
Script Table 2-301	Skill_Group_Real_Time Table <b>2-385</b>
User_Formula Table 2-424	LoggedOnTimeToHalf
LinesPerAgent	Agent_Half_Hour Table 2-13

Agent_Skill_Group_Half_Hour Table 2-30	LogoutNonActivityTime
Skill_Group_Half_Hour Table 2-370	Agent_Desk_Settings Table 2-7
Logger_AdminTable 2-199	LogoutReasonRequired
Logger_Meters Table 2-200	Agent_Desk_Settings Table 2-7
Logger_Type Table 2-201	LogPagesAllocated
LoggerType	Logger_Meters Table 2-200
Logger_Type Table 2-201	LogPagesUsed
Logical_Interface_Controller Table 2-202	Logger_Meters Table 2-200
LogicalControllerID	Long1 <b>2-248</b>
Application_Path Table 2-58	Recurring_Schedule_Map Table 2-248, 2-249
Logical_Interface_Controller Table 2-202	Schedule_Import_Real_Time Table 2-290
Network_Trunk_Group Table 2-212	Schedule_Import Table 2-288
Peripheral Table 2-227	Long10
Physical_Interface_Controller Table 2-243	Schedule_Import_Real_Time Table 2-291
Routing_Client Table 2-280	Schedule_Import Table 2-289
Service_Array Table 2-317	Long11
Translation_Route Table 2-415	Schedule_Import_Real_Time Table 2-291
LogicalControllerType	Schedule_Import Table 2-289
Logical_Interface_Controller Table 2-202	Long12
LoginCaseUnique	Schedule_Import_Real_Time Table 2-291
ICR_Globals Table 2-182	Schedule_Import Table 2-289
LoginDateTime	Long13
Agent_Event_Detail Table 2-11	Schedule_Import_Real_Time Table 2-291
LoginDuration	Schedule_Import Table 2-289
Agent_Logout Table 2-15	Long14
LoginEnabled	Schedule_Import_Real_Time Table 2-291
Person Table 2-241	Long15
LoginName	Schedule_Import_Real_Time Table 2-291
Cfg_Mngr_User_Settings Table 2-112	Long2 <b>2-248</b>
Person Table 2-241	Recurring_Schedule_Map Table 2-249
Schedule_Source Table 2-298	Schedule_Import_Real_Time Table 2-290
LoginNameShadow	Schedule_Import Table 2-288
Person Table 2-241	Long3 <b>2-248</b>
LogOperation	Recurring_Schedule_Map Table 2-248, 2-249
Config_Message_Log Table 2-118	Schedule_Import_Real_Time Table 2-290
Import_Log Table 2-189	Schedule_Import Table 2-288
LogoutDateTime	Long4 <b>2-248</b>
Agent_Logout Table 2-15	Recurring_Schedule_Map Table 2-248, 2-249
Agent_Skill_Group_Logout Table 2-37	Schedule_Import_Real_Time Table 2-290

Long5 Schedule_Import_Real_Time Table 2-290 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-393 Skill_Group_Five_Minute Table 2-343 Skill_Group_Five_Minute Table 2-385 Skill_Group_Real_Time Table 2-328 LongestCallAbandTime Route_Half_Hour Table 2-328 LongestCallDelayQTime Route_Half_Hour Table 2-328 LongestCallQ Route_Five_Minute Table 2-328 LongestCallQ Scrvice_Half_Hour Table 2-328 Route_Real_Time Table 2-338 Route_Real_Time Table 2-343 MaxDelayToHalf Application_Guteway_Half_Hour Table 2-383 MaxDelayToHalf Application_Guteway_Half_Hour Table 2-384 MaximumArraySize Expanded_Call_Variable Table 2-148 MaximumLineAgent Call_Variable Table 2-148 MaximumLineAgent Call_Variable Table 2-148 MaximumLineAgent Call_Variable Table 2-148 MaximumLineAgent Call_Variable Table 2-148 MaximumLine	Schedule_Import Table 2-288	Version Table 2-432
Schedule_Import Table 2-288  Long6 Schedule_Import_Real_Time Table 2-290 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-321 Service_Real_Time Table 2-343 Skill_Group_Five_Minute Table 2-385 LongestCallAbandTime Route_Hall_Hour Table 2-328 LongestCallDelayOTime Route_Hall_Hour Table 2-328 LongestCallDelayOTime Route_Five_Minute Table 2-328 LongestCallCallCall_Variable Table 2-328 Schedule_Time Table 2-328 Schedule_Time Table 2-328 Schedule_Import_Real_Time Table 2-328 Schedule_Import_Real_Time Table 2-328 LongestCallCallCall_Variable Table 2-328 Schedule_Import_Real_Time Table 2-328 Schedule_Import_Real_Time Table 2-328 Schedule_Import_Real_Time Table 2-328 Schedule_Import_Real_Time Table 2-328 MaxCalls.nprogress Peripheral_Half_Hour Table 2-207 MaxCalls.nprogress MaxCalls.nprogress Schedule_Target_Real_Time Table 2-320 MaxCalls.nprogress Schedule_Target_Real_Time Table 2-320 MaxCalls.nprogress Schedule_Target_Real_Time Table 2-321 Schedule_Target_Real_Time Table 2-328 MaxDelayTohalf Application_Gateway_Half_Hour Table 2-328 MaxDelayTohalf Application_Gateway_Half_Hour Table 2-328 MaxDelayTohalf Application_Gateway_Half_Hour Table 2-328 MaxDelayTohalf Application_Gateway_Half_Hour 2-328 MaximumLineApdent Campaign Table 2-348 MaximumLineApdent Campaign Table 2-348 MaximumLineApdent Campaign Table 2-349 MaxCalls.nprogr	Long5	MajorVersion
Long6 Schedule_Import_Real_Time Table 2.290 Schedule_Import_Real_Time Table 2.290 Schedule_Import Table 2.289 Long7 Admin_Script_Schedule_Map Table 2.2 Schedule_Import_Real_Time Table 2.290 Schedule_Import_Real_Time Table 2.290 Long8 Schedule_Import_Real_Time Table 2.291 Schedule_Import_Real_Time Table 2.301 MaxCallsInQueue  Service_Five_Minute Table 2.305 Skill_Group_Five_Minute Table 2.305 Skill_Group_Real_Time Table 2.328 LongestCallQ Route_Half_Hour_Table 2.272 Scrvice_Half_Hour_Table 2.272 Scrvice_Half_Hour_Table 2.272 Scrvice_Half_Hour_Table 2.272 Scrvice_Half_Hour_Table 2.272 Scrvice_Minute Table 2.272 Scrvice_Minute Table 2.272 Scrvice_Minute Table 2.273 Scrvice_Real_Time Table 2.274 Scrvice_Real_Time Table 2.275 Scrvice_Real_Time Table 2.231 Scrvice_Real_Time Table 2.333 Skill_Group_Real_Time Table 2.343 Skill_Group_Real_Time Table 2.345 Scrvice_Real_Time Table 2.345 Skill_Group_Real_Time Table 2.345 MaximumLineAgent Campaign Table 2.95 MaxPartitions	Schedule_Import_Real_Time Table <b>2-290</b>	Region_Info Table 2-251
Schedule_Import_Real_Time Table 2-290 Schedule_Import Table 2-289 Long7 Schedule_Import_Real_Time Table 2-290 Schedule_Import_Real_Time Table 2-290 Schedule_Import_Real_Time Table 2-290 Schedule_Import_Real_Time Table 2-290 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-393 Schedule_Import_Real_Time Table 2-393 Skill_Group_Five_Minute Table 2-395 Skill_Group_Real_Time Table 2-395 LongestCallDelayQTime Route_Half_Hour Table 2-212 Scrvice_Half_Hour Table 2-228 LongestCallQ MaxCallsInQueuePerCallType Media_Routing_Domain Table 2-207 MaxCallsInQueuePerCallType Media_Routing_Domain Table 2-207 MaxCallsInQueuePerCallType ICR_Globals Table 2-182 MaxDelayToHalf Application_Gateway_Half_Hour Table 2-283 MaxDelayToHalf Application_Gateway_Half_Hour Table 2-283 Maximum_Client_Five_Minute Table 2-284 Maximum_Length Galaxy_Gate_Delayed_Call Table 2-166 Maximum_Length  Galaxy_Gate_Delayed_Call Table 2-166 Maximum_Length Campaign Table 2-95 MaxPartitions	Schedule_Import Table 2-288	Mask
Schedule_Import Table 2-289  Long7  Schedule_Import_Real_Time Table 2-290  Schedule_Import_Real_Time Table 2-290  Schedule_Import Table 2-289  Long8  Schedule_Import_Real_Time Table 2-291  Schedule_Import_Real_Time Table 2-291  Schedule_Import Table 2-289  Long9  Long9  Call_Type_Real_Time Table 2-204  Schedule_Import_Real_Time Table 2-291  Schedule_Import Table 2-289  Long9  Schedule_Import_Real_Time Table 2-291  Schedule_Import Table 2-289  LongestAvailAgent  Service_Five_Minute Table 2-343  Skill_Group_Five_Minute Table 2-343  Skill_Group_Five_Minute Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  LongestCallQ  Route_Five_Minute Table 2-321  Service_Real_Time Table 2-328  LongestCallQ  Route_Five_Minute Table 2-321  Service_Real_Time Table 2-323  Service_Real_Time Table 2-334  Skill_Group_Real_Time Table 2-335  LongestCallQ  Route_Five_Minute Table 2-326  Service_Real_Time Table 2-336  Routing_Client_Five_Minute Table 2-385  LongestCallQ  Route_Five_Minute Table 2-321  Service_Real_Time Table 2-333  Skill_Group_Real_Time Table 2-335  Service_Real_Time Table 2-336  Service_Real_Time Table 2-337  Service_Real_Time Table 2-338  Routing_Client_Five_Minute Table 2-385  MaximumDelayQueueLength  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxPartitions  MI	Long6	View_Column Table 2-433
Admin_Script_Schedule_Map Table 2-2   Schedule_Import_Real_Time Table 2-290   Call_Type_Map Table 2-81   Call_Type_Real_Time Table 2-87   Master_Script Table 2-204   Schedule_Import_Real_Time Table 2-291   Script Table 2-204   Schedule_Import_Real_Time Table 2-291   Script Table 2-301   MaxAttempts   Campaign Table 2-95	Schedule_Import_Real_Time Table 2-290	Master_Script Table 2-204
Schedule_Import_Real_Time Table 2-289  Schedule_Import Table 2-289  Long8  Schedule_Import_Real_Time Table 2-291  Schedule_Import_Real_Time Table 2-291  Schedule_Import Table 2-289  Long9  Schedule_Import Table 2-289  LongestAvailAgent  Service_Five_Minute Table 2-343  Skill_Group_Five_Minute Table 2-343  Skill_Group_Five_Minute Table 2-359  Skill_Group_Real_Time Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-288  Route_Five_Minute Table 2-288  Route_Five_Minute Table 2-288  Route_Real_Time Table 2-288  Route_Real_Time Table 2-281  Service_Real_Time Table 2-321  Service_Real_Time Table 2-321  Service_Real_Time Table 2-321  Service_Half_Hour Table 2-288  Routing_Client_Five_Minute Table 2-283  MaxDelayToHalf  Application_Gateway_Half_Hour Table 2-283  MaximumArraySize  Expanded_Call_Variable Table 2-148  MaximumArraySize  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-35  MaxPartitions	Schedule_Import Table 2-289	MasterScriptID
Schedule_Import Table 2-289  Long8  Schedule_Import_Real_Time Table 2-291  Schedule_Import_Real_Time Table 2-291  Schedule_Import Table 2-289  Long9  Schedule_Import Table 2-289  Schedule_Import Table 2-289  Schedule_Import Table 2-289  Max Attempts  Campaign Table 2-95  MaxBusyAttempts  Campaign Table 2-95  MaxCallInQueue  Media_Routing_Domain Table 2-207  MaxCallsInQueue  MaxCallsInProgress  Peripheral_Half_Hour Table 2-231  Scheduled_Target_Real_Time Table 2-300  MaxCallsInQueuePerCallType  Media_Routing_Domain Table 2-207  MaxCorrelationNumber  ICR_Globals Table 2-182  MaxDelay  MaxDelay Tohalf  Application_Gateway_Half_Hour Table 2-283  MaxDelayToHalf  Application_Gateway_Half_Hour Table 2-283  MaxDelayToHalf  Application_Gateway_Half_Hour Table 2-283  MaxInummArraySize  Expanded_Call_Variable Table 2-148  MaximumDelayQueueLength  Scrive_Real_Time Table 2-385  LongestCallQ  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Long7	Admin_Script_Schedule_Map Table 2-2
Long8 Schedule_Import_Real_Time Table 2-291 Schedule_Import Table 2-289 Long9 Schedule_Import Table 2-289 Long9 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-299 Schedule_Import_Real_Time Table 2-299 Schedule_Import_Real_Time Table 2-289 LongestAvailAgent Service_Five_Minute Table 2-321 Service_Real_Time Table 2-343 Skill_Group_Five_Minute Table 2-343 Skill_Group_Five_Minute Table 2-385 LongestCallAbandTime Route_Half_Hour Table 2-328 LongestCallDelayQTime Route_Half_Hour Table 2-272 Service_Half_Hour Table 2-272 Service_Half_Hour Table 2-272 Service_Half_Hour Table 2-288 LongestCallQ Route_Five_Minute Table 2-268 Route_Real_Time Table 2-321 Service_Real_Time Table 2-321 Service_Real_Time Table 2-321 Service_Real_Time Table 2-343 Skill_Group_Real_Time Table 2-343 Skill_Group_Real_Time Table 2-385 LongestDelay Galaxy_Gate_Delayed_Call Table 2-166  MaxMarimumLineAgent Campaign Table 2-295 MaxPartitions	Schedule_Import_Real_Time Table 2-290	Call_Type_Map Table 2-81
Schedule_Import_Real_Time Table 2-291 Schedule_Import Table 2-289 Long9 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-291 Schedule_Import_Real_Time Table 2-299 Schedule_Import_Real_Time Table 2-299 Schedule_Import Table 2-289 LongestAvailAgent Service_Five_Minute Table 2-343 Skill_Group_Five_Minute Table 2-343 Skill_Group_Five_Minute Table 2-343 Skill_Group_Five_Minute Table 2-385 LongestCallAbandTime Route_Half_Hour Table 2-272 Service_Half_Hour Table 2-272 Service_Half_Hour Table 2-228 LongestCallDelayQTime Route_Half_Hour Table 2-228 Route_Half_Hour Table 2-228 Route_Five_Minute Table 2-238 LongestCallQ Route_Five_Minute Table 2-268 Route_Real_Time Table 2-321 Service_Real_Time Table 2-321 Service_Real_Time Table 2-321 Service_Real_Time Table 2-321 Service_Real_Time Table 2-343 Skill_Group_Real_Time Table 2-385 LongestDelay Galaxy_Gate_Delayed_Call Table 2-166  MaxMaxIttempts  Campaign Table 2-395 MaxCallsInQueuePerCallTope Media_Routing_Domain Table 2-231 MaxCorrelationNumber ICR_Globals Table 2-182 MaxDelay MaxDelay ToHalf Application_Gateway_Half_Hour Table 2-383 MaxDelayToHalf Application_Gateway_Half_Hour Table 2-385 MaximumDelayQueueLength Galaxy_Gate_Delayed_Call Table 2-148 MaximumLength Expanded_Call_Variable Table 2-148 MaximumLineAgent Campaign Table 2-95 MaxPartitions	Schedule_Import Table 2-289	Call_Type_Real_Time Table <b>2-87</b>
Schedule_Import Table 2-289  Long9  Schedule_Import_Real_Time Table 2-291  Schedule_Import_Real_Time Table 2-289  LongestAvailAgent  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Five_Minute Table 2-359  Skill_Group_Real_Time Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-328  LongestCallIQ  Route_Half_Hour Table 2-328  LongestCallQ  Route_Real_Time Table 2-328  LongestCallQ  Route_Real_Time Table 2-328  LongestCallQ  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallQ  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-268  Route_Real_Time Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  LongestCallQ  Route_Real_Time Table 2-321  Service_Real_Time Table 2-321  Service_Real_Time Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Long8	Master_Script Table 2-204
Campaign Table 2-95  Schedule_Import_Real_Time Table 2-289  LongestAvailAgent  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Five_Minute Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  Routing_Client_Five_Minute Table 2-328  Routing_Client_Five_Minute Table 2-328  Routing_Client_Five_Minute Table 2-328  Application_Gateway_Half_Hour Table 2-358  Route_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Schedule_Import_Real_Time Table 2-291	Script Table 2-301
Schedule_Import_Real_Time Table 2-291 Schedule_Import Table 2-289  LongestAvailAgent Service_Five_Minute Table 2-321 Service_Real_Time Table 2-343 Skill_Group_Five_Minute Table 2-385  LongestCallAbandTime Route_Half_Hour Table 2-328  LongestCallDelayQTime Route_Half_Hour Table 2-328  LongestCallQ Route_Five_Minute Table 2-321 Service_Real_Time Table 2-326  Route_Real_Time Table 2-321 Service_Real_Time Table 2-321 Service_Real_Time Table 2-334 Skill_Group_Real_Time Table 2-335  LongestDelay Galaxy_Gate_Delayed_Call Table 2-166  MaximumLineAgent Campaign Table 2-95 MaxPartitions	Schedule_Import Table 2-289	MaxAttempts
Schedule_Import Table 2-289  LongestAvailAgent  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Five_Minute Table 2-359  Skill_Group_Real_Time Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  Route_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxCallInQueue  Media_Routing_Domain Table 2-231  Scheduled_Target_Real_Time Table 2-300  MaxCallsInQueuePerCallType  Media_Routing_Domain Table 2-300  MaxCallsInQueuePerCallType  MaxCallsInQueuePerCallType  MaxCallsInQueuePerCallType  MaxCallsInQueuePerCallType  MaxCallsInQueuePerCallTable 2-300  MaxCallsInQueuePerCallType  MaxCallsInQueuePerCallType  MaxCallsInQueuePerCallType  MaxCallsinQueuePerCallType  MaxCallsinQueuePerCallType  MaxCallsinQueuePerCallType  MaxCallsinQueuePerCallType	Long9	Campaign Table <b>2-95</b>
LongestAvailAgent  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Five_Minute Table 2-359  Skill_Group_Five_Minute Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  Route_Real_Time Table 2-328  Route_Real_Time Table 2-321  Service_Real_Time Table 2-321  Service_Real_Time Table 2-321  Service_Real_Time Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaxPartitions  MaxCallInQueue  Media_Routing_Domain Table 2-231  MaxCallSInProgress  MexCallSinProgress  MexCallSinProgres  MexCallSinPugue  Media_Routing_Domain Table 2-30  MexCallSinPugue  MexCallSinPugue  MexCallSinPugue  MexCallSinPugue  MexCallSinPugue  MexCallSinPugue  MexCallSinPugue  MexCallSinPuge  MexCallSinPuge  MexCallSinPuge  MexCallSinPuge  MexCallSinPu	Schedule_Import_Real_Time Table 2-291	MaxBusyAttempts
Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Five_Minute Table 2-359  Skill_Group_Five_Minute Table 2-359  Skill_Group_Real_Time Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-288  LongestCallQ  Route_Five_Minute Table 2-288  LongestCallQ  Route_Five_Minute Table 2-268  Route_Real_Time Table 2-268  Route_Real_Time Table 2-321  Service_Five_Minute Table 2-343  Skill_Group_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLength  Campaign Table 2-95  MaxPartitions	Schedule_Import Table 2-289	Campaign Table <b>2-95</b>
Service_Real_Time Table 2-343  Skill_Group_Five_Minute Table 2-359  Skill_Group_Real_Time Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-283  LongestCallQ  Route_Five_Minute Table 2-268  Route_Five_Minute Table 2-268  Route_Real_Time Table 2-276  Service_Five_Minute Table 2-343  Skill_Group_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	LongestAvailAgent	MaxCallInQueue
Skill_Group_Five_Minute Table 2-359 Skill_Group_Real_Time Table 2-385  LongestCallAbandTime Route_Half_Hour Table 2-272 Service_Half_Hour Table 2-328  LongestCallDelayQTime Route_Half_Hour Table 2-328  LongestCallDelayQTime Route_Half_Hour Table 2-328  LongestCallDelayQTime Route_Half_Hour Table 2-328  LongestCallQ Route_Five_Minute Table 2-328  LongestCallQ  Route_Five_Minute Table 2-268 Route_Real_Time Table 2-276 Service_Five_Minute Table 2-321 Service_Real_Time Table 2-321 Service_Real_Time Table 2-343 Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLength  Campaign Table 2-95  MaxPartitions	Service_Five_Minute Table <b>2-321</b>	Media_Routing_Domain Table 2-207
Skill_Group_Real_Time Table 2-385  LongestCallAbandTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-272  Service_Half_Hour Table 2-272  MaxCorrelationNumber  ICR_Globals Table 2-182  MaxDelay  Route_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-328  Route_Real_Time Table 2-268  Route_Real_Time Table 2-268  Route_Real_Time Table 2-321  Service_Real_Time Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Service_Real_Time Table 2-343	MaxCallsInProgress
LongestCallAbandTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-272  Service_Half_Hour Table 2-272  Service_Half_Hour Table 2-283  LongestCallQ  Route_Five_Minute Table 2-268  Route_Real_Time Table 2-276  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxPartitions  MaxCallsInQueuePerCallType  Media_Routing_Domain Table 2-207  MaxCorrelationNumber  ICR_Globals Table 2-182  MaxDelay  Routing_Client_Five_Minute Table 2-283  MaxDelayToHalf  Application_Gateway_Half_Hour Table 2-58  MaximumArraySize  Expanded_Call_Variable Table 2-148  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Skill_Group_Five_Minute Table <b>2-359</b>	Peripheral_Half_Hour Table <b>2-231</b>
Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-272  Service_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-268  Route_Real_Time Table 2-276  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLength  Campaign Table 2-95  MaxPartitions	Skill_Group_Real_Time Table 2-385	Scheduled_Target_Real_Time Table <b>2-300</b>
Service_Half_Hour Table 2-328  LongestCallDelayQTime  Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-268  Route_Real_Time Table 2-276  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaxCorrelationNumber  ICR_Globals Table 2-182  MaxDelay  Routing_Client_Five_Minute Table 2-283  Application_Gateway_Half_Hour Table 2-58  MaximumArraySize  Expanded_Call_Variable Table 2-148  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	LongestCallAbandTime	MaxCallsInQueuePerCallType
LongestCallDelayQTime Route_Half_Hour Table 2-272 Service_Half_Hour Table 2-328 LongestCallQ Route_Five_Minute Table 2-268 Route_Real_Time Table 2-276 Service_Five_Minute Table 2-321 Service_Real_Time Table 2-343 Skill_Group_Real_Time Table 2-385 LongestDelay Galaxy_Gate_Delayed_Call Table 2-166  MaxDelay MaxDelay MaxDelayToHalf Application_Gateway_Half_Hour Table 2-58 MaximumArraySize Expanded_Call_Variable Table 2-148 MaximumDelayQueueLength Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength Expanded_Call_Variable Table 2-148 MaximumLength Campaign Table 2-95 MaxPartitions	Route_Half_Hour Table 2-272	Media_Routing_Domain Table <b>2-207</b>
Route_Half_Hour Table 2-272  Service_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-268  Route_Real_Time Table 2-276  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaxDelay  MaxDelay  MaxDelay  MaxDelayToHalf  Application_Gateway_Half_Hour Table 2-55  MaximumArraySize  Expanded_Call_Variable Table 2-148  MaximumDelayQueueLength  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Service_Half_Hour Table 2-328	MaxCorrelationNumber
Service_Half_Hour Table 2-328  LongestCallQ  Route_Five_Minute Table 2-268  Route_Real_Time Table 2-276  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLength  Campaign Table 2-95  MaxPartitions	LongestCallDelayQTime	ICR_Globals Table 2-182
LongestCallQ  Route_Five_Minute Table 2-268  Route_Real_Time Table 2-276  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumDelayQueueLength  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Route_Half_Hour Table 2-272	MaxDelay
Route_Five_Minute Table 2-268  Route_Real_Time Table 2-276  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Service_Half_Hour Table 2-328	Routing_Client_Five_Minute Table 2-283
Route_Real_Time Table 2-276  Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumDelayQueueLength  Galaxy_Gate_Delayed_Call Table 2-166  Expanded_Call_Variable Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	LongestCallQ	MaxDelayToHalf
Service_Five_Minute Table 2-321  Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-166  MaximumLength  Expanded_Call_Variable 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Route_Five_Minute Table 2-268	Application_Gateway_Half_Hour Table 2-55
Service_Real_Time Table 2-343  Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Route_Real_Time Table <b>2-276</b>	MaximumArraySize
Skill_Group_Real_Time Table 2-385  LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  MaximumLength  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Service_Five_Minute Table <b>2-321</b>	Expanded_Call_Variable Table 2-148
LongestDelay  Galaxy_Gate_Delayed_Call Table 2-166  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions	Service_Real_Time Table 2-343	MaximumDelayQueueLength
Galaxy_Gate_Delayed_Call Table 2-166  Expanded_Call_Variable Table 2-148  MaximumLineAgent  Campaign Table 2-95  MaxPartitions		, ,
MaximumLineAgent  Campaign Table 2-95  MaxPartitions	LongestDelay	MaximumLength
MaximumLineAgent  Campaign Table 2-95  MaxPartitions	•	-
Campaign Table 2-95  MaxPartitions		
MaxPartitions		_
	M	2 2
	Major	ICR_Globals Table 2-183

MaxTaskDuration	Region_Info Table 2-251
Media_Class Table 2-206	MinPasswordLength
Media_Routing_Domain Table 2-207	ICR_Globals Table 2-183
MaxTasks	MinScriptSchedTime
Agent_Real_Time Table 2-18	ICR_Globals Table 2-183
MaxTimeInQueue	Mode
Media_Routing_Domain Table 2-207	Peripheral_Real_Time Table <b>2-234</b>
MDSMessagesTo5	MondayEnabled
Logger_Meters Table 2-200	Import_Rule Table 2-191
MeanResponseTo5	MonitorCallsToHalf
Routing_Client_Five_Minute Table 2-283	Agent_Skill_Group_Half_Hour Table 2-30
Media_Class Table 2-206	Skill_Group_Half_Hour Table 2-370
Media_Routing_Domain Table 2-207	MonthlyEnabled
MediaClassID	Import_Rule Table 2-191
Media_Class Table 2-206	MonthOfYear
Media_Routing_Domain Table 2-208	Admin_Script_Schedule_Map Table 2-2
MediaServerSet	Recurring_Schedule_Map Table 2-248, 2-249
VRU_Defaults Table 2-436	MRDomainID 2-392
MenuID	Agent_Event_Detail Table 2-12
Cfg_Mngr_User_Desktop_Snap Table 2-109	Agent_Half_Hour Table 2-14
Cfg_Mngr_User_Menu Table 2-111	Agent_Logout Table 2-15
Cfg_Mngr_View Table 2-113	Agent_Real_Time Table 2-18
MenuName	Agent_State_Trace Table 2-41
Cfg_Mngr_User_Menu Table 2-111	Application_Path_Member Table 2-59
Message	Dialed_Number Table 2-125
Import_Log Table 2-189	Media_Routing_Domain Table 2-208
MessageId	Peripheral_Default_Route Table 2-229
Application_Event Table 2-47	Peripheral_Half_Hour Table 2-231
Event Table 2-146	Peripheral_Real_Time Table <b>2-234</b>
MessageString	Service_Level_Threshold Table 2-334
Application_Event Table 2-47	Service Table 2-314
Event Table 2-146	Skill_Group Table 2-355
MessageTimeTo5	Termination_Call_Detail Table 2-406
Logger_Meters Table 2-200	Msg
MinCorrelationNumber	Rename Table 2-255
ICR_Globals Table 2-183	MsgOrigin
MinimumCallDuration	Route_Call_Detail Table 2-259
Campaign Table 2-95	
MinorVersion	

N	Galaxy_Overflow Table 2-168
	NetworkOnRoute11
Name	Galaxy_Overflow Table 2-168
Class_List Table 2-115	NetworkOnRoute12
Object_List Table 2-222	Galaxy_Overflow Table 2-168
NetQTime	NetworkOnRoute13
Route_Call_Detail Table 2-260	Galaxy_Overflow Table 2-168
Termination_Call_Detail Table 2-407	NetworkOnRoute14
Network_Event_Detail Table 2-209	Galaxy_Overflow Table 2-168
Network_Target Table 2-211	NetworkOnRoute15
Network_Trunk_Group_Half_Hour Table 2-213	Galaxy_Overflow Table 2-169
Network_Trunk_Group_Real_Time Table 2-215	NetworkOnRoute16
Network_Trunk_Group Table 2-212	Galaxy_Overflow Table 2-169
Network_Vru_Script Table 2-218	NetworkOnRoute2
Network_Vru Table 2-217	Galaxy_Overflow Table 2-168
NetworkAnnouncementToday	NetworkOnRoute3
Call_Type_Real_Time Table <b>2-87</b>	Galaxy_Overflow Table 2-168
NetworkAnnouncementToHalf	NetworkOnRoute4
Call_Type_Half_Hour Table 2-75	Galaxy_Overflow Table 2-168
Call_Type_Real_Time Table <b>2-87</b>	NetworkOnRoute5
NetworkAnsMachineCount	Galaxy_Overflow Table 2-168
Campaign_Query_Rule_Real_Time 2-103	NetworkOnRoute6
Network Ans Machine Detect To Half	Galaxy_Overflow Table 2-168
Campagn_Query_Rule_Half_Hour Table 2-100	NetworkOnRoute7
Dialer_Half_Hour Table 2-134	Galaxy_Overflow Table 2-168
NetworkBusyTo5	NetworkOnRoute8
Routing_Client_Five_Minute Table 2-283	Galaxy_Overflow Table 2-168
Network Default Routed Today	NetworkOnRoute9
Call_Type_Real_Time Table 2-87	Galaxy_Overflow Table 2-168
Network Default Routed To Half	NetworkPostQueryTo5
Call_Type_Half_Hour Table 2-75	Routing_Client_Five_Minute Table 2-283
Call_Type_Real_Time Table 2-87	NetworkResourceTo5
NetworkDefaultTo5	Routing_Client_Five_Minute Table 2-283
Routing_Client_Five_Minute Table 2-283	NetworkRingTo5
NetworkICRInstanceID	Routing_Client_Five_Minute Table 2-283
ICR_Instance Table 2-184	NetworkRoutingClient
NetworkOnRoute1	Routing_Client Table 2-280
Galaxy_Overflow Table 2-168	NetworkTargetID <b>2-119</b>
NetworkOnRoute10	Agent_Logout Table 2-15

Agent_Real_Time Table 2-18	Campaign Table 2-95
Announcement Table 2-46	NoAnswerDetectCount
Device_Target Table 2-122	Campaign_Query_Rule_Real_Time 2-103
Label Table 2-198	NoAnswerDetectToday
Network_Target Table 2-211	Dialer_Real_Time Table <b>2-137</b>
Network_Vru_Script Table 2-218	NoAnswerDetectToHalf
Network_Vru Table 2-217	Campagn_Query_Rule_Half_Hour Table 2-100
Peripheral_Target Table 2-239	Dialer_Half_Hour Table <b>2-134</b>
Peripheral Table 2-227	NoAnswerRingLimit
Route_Call_Detail Table 2-260	Campaign Table 2-95
Scheduled_Target_Real_Time Table 2-300	NoAnswerTo5
Scheduled_Target Table 2-299	Routing_Client_Five_Minute Table 2-284
Termination_Call_Detail Table 2-407	NodeID
NetworkTargetType	Cfg_Mngr_View Table 2-113
Network_Target Table 2-211	NoDialToneDetectCount
NetworkTime	Campaign_Query_Rule_Real_Time 2-103
Termination_Call_Detail Table 2-407	NoDialToneDetectToHalf
NetworkTransferPreferred	Dialer_Half_Hour Table 2-134
Routing_Client Table 2-280	NoEntryTimeout
NetworkTrunkGroupID	VRU_Defaults Table 2-436
Network_Trunk_Group_Half_Hour Table 2-213	NoEntryTries
Network_Trunk_Group_Real_Time Table 2-216	VRU_Defaults Table 2-436
Network_Trunk_Group Table 2-212	NonACDCallsAllowed
Peripheral_Target Table 2-239	Agent_Desk_Settings Table 2-7
Trunk_Group Table 2-417	NoRingBackDetectCount
NetworkVRUScriptID	Campaign_Query_Rule_Real_Time 2-103
Network_Vru_Script Table 2-218	NoRingBackDetectToHalf
NewCallTo5	Campagn_Query_Rule_Half_Hour Table 2-100
Routing_Client_Five_Minute Table 2-284	Dialer_Half_Hour Table 2-134
NewTransaction	NotReady
Termination_Call_Detail Table 2-407	Skill_Group_Five_Minute Table 2-359
Next_Available_Number Table 2-220	Skill_Group_Real_Time Table <b>2-385</b>
NextAvailableNumber	NotReadyTimeTo5
Next_Available_Number Table 2-220	Skill_Group_Five_Minute Table 2-359
NextAvailableVersion	Skill_Group_Real_Time Table <b>2-385</b>
Master_Script Table 2-204	NotReadyTimeToHalf
NextHuntGroupPhone	Agent_Half_Hour Table 2-14
Galaxy_PBX Table 2-171	Agent_Skill_Group_Half_Hour Table 2-30
NoAnswerCallback	Skill_Group_Half_Hour Table 2-370

NowTime	User_Security_Control Table 2-428
Controller_Time Table 2-118	ObjectSecurityID
NullEnabled	Object_Security Table 2-223
Import_Rule_Clause Table 2-193	ObjectType 2-117
NumAgentsInterruptedNow	ClassID_To_ObjectType Table 2-117
Skill_Group_Real_Time Table 2-385	Group_Security_Control Table 2-180
Number	Ids Table 2-188
ICR_Instance Table 2-184	Object_Access_Xref Table 2-221
NumberCallsAbandoned	Object_List Table 2-222
Galaxy_DNIS Table 2-158	Object_Security Table 2-223
NumberCallsAnswered	User_Security_Control Table 2-428
Galaxy_DNIS Table 2-158	User_Variable Table 2-430
NumberOfSamples	ODAbandoned
Peripheral_Half_Hour Table 2-231	Galaxy_Gate Table 2-161
NumBlindTransferConfTo5	ODInRejected
Routing_Client_Five_Minute Table 2-284	Galaxy_Gate Table 2-161
NumCallFailedEventTo5	ODOutCallsHandled
Routing_Client_Five_Minute Table 2-284	Galaxy_Overflow Table 2-169
NumCancelInd	OnHold
Routing_Client_Five_Minute Table 2-284	Agent_Real_Time Table 2-18
NumMissingTasks	Online
Service_Half_Hour Table 2-328	Peripheral_Real_Time Table 2-235
NumReleasInd	OnLineDateTime
Routing_Client_Five_Minute Table 2-284	Application_Path_Real_Time Table 2-60
NumTransferEventTo5	OpenAppsOnLoad
Routing_Client_Five_Minute Table 2-284	Cfg_Mngr_User_Desktop_Snap Table <b>2-109</b>
	OpenTimeout
	Application_Gateway_Connection Table 2-52
0	Application_Gateway_Globals Table 2-54
Object_Access_Xref Table 2-221	OptionValue
Object_List Table 2-222	Customer_Options Table 2-120
Object_Security Table 2-223	Originator
ObjectAccessXrefID	Route_Call_Detail Table 2-260
Object_Access_Xref Table 2-221	OriginatorType
ObjectID	Route_Call_Detail Table 2-260
ClassID_To_ObjectType Table 2-117	OriginClassID
Group_Security_Control Table 2-180	Group_Security_Control Table 2-180
Ids Table 2-188	OriginObjectID
Object_Security Table 2-223	Group_Security_Control Table 2-180

OutboundAccessInternational	OverFlowInTo5
Agent_Desk_Settings Table 2-7	Service_Five_Minute Table 2-321
OutboundAccessOperatorAssisted	OverflowInTo5
Agent_Desk_Settings Table 2-7	Service_Real_Time Table <b>2-343</b>
OutboundAccessPBX	OverflowInToday
Agent_Desk_Settings Table 2-7	Service_Real_Time Table <b>2-343</b>
OutboundAccessPrivateNet	OverflowInToHalf
Agent_Desk_Settings Table 2-7	Route_Half_Hour Table 2-272
OutboundAccessPublicNet	Service_Half_Hour Table 2-329
Agent_Desk_Settings Table 2-8	Overflow OD Call Work Time
OutCalls	Galaxy_Gate Table 2-161
Galaxy_Agent_Igroup Table 2-152	OverflowODHandled
Galaxy_Agent_Performance Table 2-154	Galaxy_Gate Table 2-161
Galaxy_Gate Table 2-161	OverflowODTalkTime
Galaxy_PBX Table 2-172	Galaxy_Gate Table 2-161
Galaxy_Trunk_IGroup Table 2-179	OverflowOutHalf
OutCallTalkTime	Call_Type_Half_Hour Table 2-76
Galaxy_Agent_Igroup Table 2-152	Call_Type_Real_Time Table 2-87
Galaxy_Gate Table 2-161	Service_Real_Time Table <b>2-343</b>
Galaxy_Trunk_IGroup Table 2-179	OverflowOutMode
OutCallTime	Service_Real_Time Table <b>2-343</b>
Galaxy_Agent_Performance Table 2-154	OverflowOutNow
OutODCallsAccepted	Route_Real_Time Table 2-276
Galaxy_Trunk_IGroup Table 2-179	Service_Real_Time Table 2-344
OutODCallsRejected	OverflowOutTo5
Galaxy_Trunk_IGroup Table 2-179	Call_Type_Real_Time Table 2-87
OverflowAgents	Service_Five_Minute Table 2-321
Campaign_Skill_Group Table 2-104	Service_Real_Time Table <b>2-344</b>
OverflowCallWorkTime	OverflowOutToday
Galaxy_Gate Table 2-161	Call_Type_Real_Time Table 2-87
OverflowHandled	Service_Real_Time Table <b>2-344</b>
Galaxy_Gate Table 2-161	OverflowOutToHalf
OverflowInHalf	Route_Half_Hour Table 2-272
Service_Real_Time Table <b>2-343</b>	Service_Half_Hour Table 2-329
OverflowInMode	OverflowTalkTime
Service_Real_Time Table <b>2-343</b>	Galaxy_Gate Table 2-161
OverflowInNow	Overridable
Route_Real_Time Table 2-276	Network_Vru_Script Table 2-219
Service_Real_Time Table 2-343	OverwriteEnabled

Import_Rule Table 2-191	PeripheralCallType	
	Termination_Call_Detail Table 2-408	
	— PeripheralData1	
P	Peripheral_Real_Time Table <b>2-235</b>	
ParamCount	PeripheralData10	
User_Formula Table 2-424	Peripheral_Real_Time Table 2-235	
ParamString	PeripheralData11	
Peripheral_Monitor Table 2-232	Peripheral_Real_Time Table <b>2-235</b>	
ParentObjectID	PeripheralData12	
Ids Table 2-188	Peripheral_Real_Time Table <b>2-235</b>	
ParentObjectType	PeripheralData13	
Ids Table 2-188	Peripheral_Real_Time Table <b>2-235</b>	
ParentRegionID	PeripheralData14	
Region_Member Table 2-251	Peripheral_Real_Time Table <b>2-235</b>	
PartitioningIndicator	PeripheralData15	
ICR_Globals Table 2-183	Peripheral_Real_Time Table <b>2-235</b>	
Password	PeripheralData16	
Person Table 2-241	Peripheral_Real_Time Table <b>2-235</b>	
PathName	PeripheralData2	
Schedule_Report Table 2-293	Peripheral_Real_Time Table <b>2-235</b>	
PeerNodeID	PeripheralData3	
Cfg_Mngr_View Table 2-113	Peripheral_Real_Time Table <b>2-235</b>	
Penetration	PeripheralData4	
Campaign_Query_Rule Table 2-98	Peripheral_Real_Time Table <b>2-235</b>	
PenetrationEnabled	PeripheralData5	
Campaign_Query_Rule Table 2-98	Peripheral_Real_Time Table <b>2-235</b>	
PercentUtilizationTo5	PeripheralData6	
Skill_Group_Five_Minute Table 2-359	Peripheral_Real_Time Table <b>2-235</b>	
Skill_Group_Real_Time Table 2-385	PeripheralData7	
PercentUtilizationToHalf	Peripheral_Real_Time Table 2-235	
Skill_Group_Half_Hour Table 2-370	PeripheralData8	
Peripheral_Default_Route Table 2-229	Peripheral_Real_Time Table 2-235	
Peripheral_Half_Hour Table <b>2-230</b>	PeripheralData9	
Peripheral_Monitor Table 2-232	Peripheral_Real_Time Table 2-235	
Peripheral_Real_Time Table <b>2-234</b>	PeripheralID	
Peripheral_Target Table 2-239	Agent_Distribution Table 2-10	
PeripheralCallKey	Agent_Team Table 2-43	
Agent_State_Trace Table 2-41	Agent Table 2-5	
Termination_Call_Detail Table 2-392, 2-407	Application_Path_Member Table 2-5	

Dialer Table 2-132	Trunk_Group Table 2-417
Galaxy_Agent_Call_Count Table 2-150	PeripheralQueueTo5
Galaxy_Agent_Igroup Table 2-152	Routing_Client_Five_Minute Table 2-280
Galaxy_Agent_Performance Table 2-154	PeripheralServiceLevelType
Galaxy_Alarm Table 2-157	Peripheral Table 2-227
Galaxy_DNIS Table 2-158	Service Table 2-315
Galaxy_Gate_Delayed_Call Table 2-166	Peripheral Table 2-224
Galaxy_Gate Table 2-161	PeripheralTimeOffset
Galaxy_Overflow Table 2-169	Peripheral_Real_Time Table <b>2-235</b>
Galaxy_PBX Table 2-172	PeripheralTimeZone
Galaxy_Single_Trunk Table 2-173	Galaxy_Agent_Call_Count Table 2-150
Galaxy_Transaction_Code Table 2-175	Galaxy_Agent_Igroup Table 2-152
Galaxy_Trunk_Call_Count Table 2-176	Galaxy_Agent_Performance Table 2-154
Galaxy_Trunk_IGroup Table 2-179	Galaxy_Alarm Table 2-157
Peripheral_Default_Route Table 2-229	Galaxy_DNIS Table 2-158
Peripheral_Half_Hour Table 2-231	Galaxy_Gate_Delayed_Call Table 2-166
Peripheral_Monitor Table 2-232	Galaxy_Gate Table 2-161
Peripheral_Real_Time Table <b>2-235</b>	Galaxy_Overflow Table 2-169
Peripheral Table 2-227	Galaxy_PBX Table 2-172
Routing_Client Table 2-280	Galaxy_Single_Trunk Table 2-173
Service_Level_Threshold Table 2-334	Galaxy_Transaction_Code Table 2-175
Service Table 2-314	Galaxy_Trunk_Call_Count Table 2-176
Skill_Group Table 2-355	Galaxy_Trunk_IGroup Table 2-179
Termination_Call_Detail Table 2-410	Peripheral_Real_Time Table 2-235
Trunk_Group Table 2-417	Periph Service Level Calls Half
PeripheralMonitorID	Service_Real_Time Table 2-344
Peripheral_Monitor Table 2-233	Periph Service Level Calls Today
PeripheralMonitorType	Service_Real_Time Table 2-344
Peripheral_Monitor Table 2-233	Periph Service Level Calls To Half
PeripheralName	Service_Half_Hour Table 2-329
Agent Table 2-5	PeriphServiceLevelHalf
Peripheral Table 2-227	Service_Real_Time Table 2-344
Service Table 2-314	Periph Service Level Offer Half
Skill_Group Table 2-355	Service_Real_Time Table 2-344
Trunk_Group Table 2-417	Periph Service Level Offer Today
PeripheralNumber	Service_Real_Time Table 2-344
Agent Table 2-5	Periph Service Level Offer To Half
Service Table 2-314	Service_Half_Hour Table 2-329
Skill Group Table 2-355	PerinhServiceLevelTo5

Service_Five_Minute Table 2-321	Dialer_Port_Map Table 2-135
Service_Real_Time Table 2-344	Dialer_Port_Real_Time Table 2-136
PeriphServiceLevelToday	PortStatus
Service_Five_Minute Table 2-321	Dialer_Port_Real_Time Table 2-136
Service_Real_Time Table 2-344	PostRoute
PeriphServiceLevelToHalf	Dial_Number_Plan Table 2-129
Service_Half_Hour Table 2-329	POSX
PermissionLevel	Cfg_Mngr_App_Snapshot_State Table 2-107
Application_Instance Table 2-57	POSY <b>2-107</b>
Persistent	PreferredSide
User_Variable Table 2-431	Application_Gateway Table 2-49
Persistent_Variable Table 2-240	PrefixDigits
Personalized Callback Enable	Dialer Table 2-132
Campaign Table 2-95	PreviewCallsHalf
PersonID	Service_Real_Time Table 2-344
Agent Table 2-5	PreviewCallsNow
Person Table 2-241	Service_Real_Time Table 2-344
Person Table 2-241	PreviewCallsOnHoldHalf
PhoneNumber	Service_Real_Time Table 2-344
Dialer_Port_Real_Time Table 2-136	PreviewCallsOnHoldTimeHalf
Galaxy_Agent_Call_Count Table 2-150	Service_Real_Time Table 2-345
Physical_Controller_Half_Hour Table 2-242	PreviewCallsOnHoldTimeTo5
Physical_Interface_Controller Table 2-243	Service_Real_Time Table 2-345
PhysicalControllerID	Preview Calls On Hold Time Today
Physical_Controller_Half_Hour Table 2-242	Service_Real_Time Table 2-345
Physical_Interface_Controller Table 2-243	Preview Calls On Hold Time To Half
Routing_Client_Five_Minute Table 2-284	Agent_Skill_Group_Half_Hour Table 2-30
PickedUpCalls	Service_Half_Hour Table 2-329
Galaxy_PBX Table 2-172	Skill_Group_Half_Hour Table 2-371
PlugInTime	PreviewCallsOnHoldTo5
Galaxy_Agent_Igroup Table 2-152	Service_Real_Time Table 2-345
PortID	PreviewCallsOnHoldToday
	Service_Real_Time Table 2-345
Galaxy_Agent_Call_Count Table 2-150	PreviewCallsOnHoldToHalf
Galaxy_Agent_Performance Table 2-154	Agent_Skill_Group_Half_Hour Table 2-31
Galaxy_PBX Table 2-172	Service_Half_Hour Table 2-330
Galaxy_Single_Trunk Table 2-173	Skill_Group_Half_Hour Table 2-371
Galaxy_Trunk_Call_Count Table 2-176	PreviewCallsTalkTimeHalf
PortNumber	Service Real Time Table 2-346

PreviewCallsTalkTimeTo5	Galaxy_Gate Table 2-161
Service_Real_Time Table 2-346	PrimaryCallsHandled
Skill_Group_Real_Time Table 2-386	Galaxy_Agent_Igroup Table 2-153
PreviewCallsTalkTimeToday	PrimaryCallWorkTime
Service_Real_Time Table <b>2-346</b>	Galaxy_Agent_Igroup Table 2-153
PreviewCallsTalkTImeToHalf	Galaxy_Gate Table 2-161
Agent_Skill_Group_Half_Hour Table 2-31	PrimaryCtiAddress
PreviewCallsTalkTimeToHalf	Logical_Interface_Controller Table 2-202
Service_Half_Hour Table 2-330	PrimaryHandled
Skill_Group_Half_Hour Table 2-371	Galaxy_Gate Table 2-162
PreviewCallsTimeHalf	PrimaryODCallsHandled
Service_Real_Time Table 2-346	Galaxy_Agent_Igroup Table 2-153
PreviewCallsTimeTo5	PrimaryODCallWorkTime
Service_Real_Time Table 2-347	Galaxy_Gate Table 2-162
Skill_Group_Real_Time Table 2-386	PrimaryODHandled
PreviewCallsTimeToday	Galaxy_Gate Table 2-162
Service_Real_Time Table 2-347	PrimaryODTalkTime
PreviewCallsTimeToHalf	Galaxy_Agent_Igroup Table 2-153
Agent_Skill_Group_Half_Hour Table 2-31	Galaxy_Gate Table 2-162
Service_Half_Hour Table 2-330	PrimaryPluggedTime
Skill_Group_Half_Hour Table 2-371	Galaxy_Gate Table 2-162
PreviewCallsTo5	PrimaryTalkTime
Service_Real_Time Table 2-347	Galaxy_Agent_Igroup Table 2-153
Skill_Group_Real_Time Table 2-386	Galaxy_Gate Table 2-162
PreviewCallsToday	PrintControlSettings
Service_Real_Time Table <b>2-347</b>	Script_Print_Control Table 2-307
PreviewCallsToHalf	Priority
Agent_Skill_Group_Half_Hour Table 2-31	Agent_Skill_Group_Real_Time Table 2-38
Service_Half_Hour Table <b>2-330</b>	Route_Call_Detail Table 2-260
Skill_Group_Half_Hour Table 2-372	Service_Member Table <b>2-335</b>
PriCallsHandled	Skill_Group Table 2-356
Galaxy_Agent_Performance Table 2-155	Termination_Call_Detail Table 2-392, 2-410
PriCallworkTime	PriSupervisorSkillTargetID
Galaxy_Agent_Performance Table 2-155	Agent_Team Table 2-43
PriGate	PriTalkTime
Galaxy_Agent_Performance Table 2-155	Galaxy_Agent_Performance Table 2-155
PrimaryAssignedTime	ProcName
Galaxy_Gate Table 2-161	Application_Event Table 2-47
PrimaryAvailableTime	Event Table 2-146

Protocol	ReadBaseTable
Application_Gateway_Connection Table 2-52	ICR_View Table 2-187
	ReadOnly
	User_Group Table 2-426
Q	Ready
QualityRecordingRate	Skill_Group_Five_Minute Table 2-359
Agent_Desk_Settings Table 2-8	Skill_Group_Real_Time Table 2-386
Query_Rule_Clause Table 2-245	Reason_Code Table 2-246
Query_Rule Table 2-244	ReasonCode
QueryRuleEnabled	Agent_Event_Detail Table 2-12
Campaign_Query_Rule Table 2-98	Agent_Logout Table 2-15
QueryRuleID	Agent_Real_Time Table 2-18
Agent_Real_Time Table 2-18	Agent_Skill_Group_Logout Table 2-37
Campaign_Query_Rule_Half_Hour Table 2-100	Agent_Skill_Group_Real_Time Table 2-38
Campaign_Query_Rule_Real_Time 2-103	Agent_State_Trace Table 2-41
Campaign_Query_Rule Table 2-98	Reason_Code Table 2-246
Dialer_Port_Real_Time Table 2-136	ReasonCodeID
Query_Rule_Clause Table 2-245	Reason_Code Table 2-246
Query_Rule Table 2-244	ReasonText
QueryRuleName	Reason_Code Table 2-246
Query_Rule Table 2-244	RecordingMode
QueueLimitingRejectCount	Agent_Desk_Settings Table 2-8
Galaxy_Gate Table 2-162	RecordsToCache
QueueNode	Campaign_Skill_Group Table 2-104
Script_Queue_Real_Time Table 2-308	RecoveryDay
QuickDetectEnabled 2-95	Application_Event Table 2-47
Campaign Table 2-95	Event Table 2-146
QuickEditBaseVersion	Network_Event_Detail Table 2-209
Script Table 2-301	Network_Trunk_Group_Half_Hour Table 2-214
	Route_Call_Detail Table 2-260
	Route_Five_Minute Table 2-268
R	Route_Half_Hour Table 2-272
RangeType	Routing_Client_Five_Minute Table 2-284
Campaign_Target_Sequence Table 2-106	Script_Five_Minute Table 2-306
RCDRecoveryKey	Service_Five_Minute Table 2-321
Route_Call_Variable Table 2-265	Service_Half_Hour Table 2-330
RevInErrorTo5	Skill_Group_Five_Minute Table 2-359
Routing_Client_Five_Minute Table 2-284	Skill_Group_Half_Hour Table 2-372
	Termination_Call_Detail Table 2-410

Trunk_Group_Five_Minute Table 2-419	Route_Call_Detail Table 2-260
Trunk_Group_Half_Hour Table 2-420	Route_Call_Variable Table 2-265
RecoveryKey	Route_Half_Hour Table 2-273
Agent_Event_Detail Table 2-12	Routing_Client_Five_Minute Table 2-284
Agent_Half_Hour Table 2-14	Schedule_Import Table 2-289
Agent_Logout Table 2-15	Script_Five_Minute Table 2-306
Agent_Skill_Group_Half_Hour Table 2-31	Service_Five_Minute Table 2-321
Agent_Skill_Group_Logout Table 2-37	Service_Half_Hour Table 2-330
Agent_State_Trace Table 2-41	Skill_Group_Five_Minute Table 2-359
Application_Event Table 2-47	Skill_Group_Half_Hour Table 2-372
Application_Gateway_Half_Hour Table 2-55	Termination_Call_Detail Table 2-410
Call_Type_Half_Hour Table 2-76	Termination_Call_Variable Table 2-414
Campaign_Query_Rule_Half_Hour Table 2-100	Trunk_Group_Five_Minute Table 2-419
Config_Message_Log Table 2-118	Trunk_Group_Half_Hour Table 2-420
Dialer_Half_Hour Table 2-134	Recovery Table 2-247
Event Table 2-146	Recurrence
Galaxy_Agent_Call_Count Table 2-150	Admin_Script_Schedule_Map Table 2-2
Galaxy_Agent_Igroup Table 2-153	RecurrenceFreq
Galaxy_Agent_Performance Table 2-155	Admin_Script_Schedule_Map Table 2-2
Galaxy_Alarm Table 2-157	Recurring_Schedule_Map Table 2-248
Galaxy_DNIS Table 2-158	Redirect No Ans Calls Time To Half
Galaxy_Gate_Delayed_Call Table 2-166	Agent_Skill_Group_Half_Hour Table 2-32
Galaxy_Gate Table 2-162	Skill_Group_Half_Hour Table 2-372
Galaxy_Overflow Table <b>2-169</b>	RedirectNoAnsCallsToHalf
Galaxy_PBX Table 2-172	Agent_Skill_Group_Half_Hour Table 2-32
Galaxy_Single_Trunk Table 2-173	Skill_Group_Half_Hour Table 2-372
Galaxy_Transaction_Code Table 2-175	Region_Info Table 2-251
Galaxy_Trunk_Call_Count Table 2-176	Region_Member Table 2-251
Galaxy_Trunk_IGroup Table 2-179	Region_Prefix Table 2-252
Import_Log Table 2-189	Region_View_Member Table 2-254
Import_Rule_History Table 2-194	Region_View Table 2-253
Logger_Admin Table 2-199	RegionID
Logger_Meters Table 2-200	Dialed_Number_Map Table 2-128
Network_Event_Detail Table 2-209	Region_Member Table 2-251
Network_Trunk_Group_Half_Hour Table 2-214	Region_Prefix Table 2-252
Peripheral_Half_Hour Table 2-231	Region_View_Member Table 2-254
Persistent_Variable Table 2-240	Region Table 2-250
Physical_Controller_Half_Hour Table 2-242	RegionPrefix
Recovery Table 2-247	Region Prefix Table 2-252

RegionPrefixID	Galaxy_Overflow Table 2-169
Region_Prefix Table 2-252	RejectedOnRoute9
Region Table 2-250	Galaxy_Overflow Table 2-169
RegionType	RejectsToHalf
Region Table 2-250	Application_Gateway_Half_Hour Table 2-55
RegionViewID	ReleaseCallbackEnabled
Region_View_Member Table 2-254	Campaign Table 2-96
Region_View Table 2-253	ReleaseOnSend
RegionViewType	ICR_Locks Table 2-185
Region_View Table 2-253	RenameEnabled
RejectedOnRoute1	Import_Rule Table 2-191
Galaxy_Overflow Table 2-169	RenameMaxVersions
RejectedOnRoute10	Import_Rule Table 2-191
Galaxy_Overflow Table 2-169	Rename Table 2-255
RejectedOnRoute11	ReportingMethod
Galaxy_Overflow Table 2-169	User_Variable Table 2-431
RejectedOnRoute12	ReportType
Galaxy_Overflow Table 2-169	Schedule_Report Table 2-293
RejectedOnRoute13	ReqInstrTo5
Galaxy_Overflow Table 2-169	Routing_Client_Five_Minute Table 2-285
RejectedOnRoute14	RequeryResult
Galaxy_Overflow Table 2-169	Route_Call_Detail Table 2-260
RejectedOnRoute15	RequestedSupervisorAssist
Galaxy_Overflow Table 2-170	Agent_Real_Time Table 2-19
RejectedOnRoute16	RequestsToHalf
Galaxy_Overflow Table 2-170	Application_Gateway_Half_Hour Table 2-56
RejectedOnRoute2	RequestTimeout
Galaxy_Overflow Table 2-169	Application_Gateway_Connection Table 2-52
RejectedOnRoute3	Application_Gateway_Globals Table 2-54
Galaxy_Overflow Table 2-169	RequestType
RejectedOnRoute4	Route_Call_Detail Table 2-260
Galaxy_Overflow Table 2-169	ReRouteReqTo5
RejectedOnRoute5	Routing_Client_Five_Minute Table 2-285
Galaxy_Overflow Table 2-169	RescheduleCallbackMode
RejectedOnRoute6	Campaign Table 2-96
Galaxy_Overflow Table 2-169	ReservationPercentage
RejectedOnRoute7	Campaign_Skill_Group Table 2-105
Galaxy_Overflow Table 2-169	ReserveCallsHalf
RejectedOnRoute8	Service Real Time Table 2-347

ReserveCallsNow	Service_Real_Time Table <b>2-350</b>
Service_Real_Time Table 2-348	ReserveCallsTimeToHalf
ReserveCallsOnHoldHalf	Agent_Skill_Group_Half_Hour Table 2-33
Service_Real_Time Table 2-348	Service_Half_Hour Table 2-331
Reserve Calls On Hold Time Half	Skill_Group_Half_Hour Table 2-373
Service_Real_Time Table 2-348	ReserveCallsTo5
ReserveCallsOnHoldTimeTo5	Service_Real_Time Table <b>2-350</b>
Service_Real_Time Table 2-348	Skill_Group_Real_Time Table 2-387
Reserve Calls On Hold Time Today	ReserveCallsToday
Service_Real_Time Table 2-348	Service_Real_Time Table <b>2-351</b>
Reserve Calls On Hold Time To Half	ReserveCallsToHalf
Agent_Skill_Group_Half_Hour Table 2-32	Agent_Skill_Group_Half_Hour Table 2-33
Service_Half_Hour Table 2-331	Service_Half_Hour Table 2-332
Skill_Group_Half_Hour Table 2-372	Skill_Group_Half_Hour Table 2-373
ReserveCallsOnHoldTo5	ReservedAgents
Service_Real_Time Table 2-348	Skill_Group_Real_Time Table 2-387
ReserveCallsOnHoldToday	ReservedStateTimeTo5
Service_Real_Time Table 2-349	Skill_Group_Five_Minute Table 2-359
Reserve Calls On Hold To Half	Skill_Group_Real_Time Table 2-387
Agent_Skill_Group_Half_Hour Table 2-32	ReservedStateTimeToHalf
Service_Half_Hour Table 2-331	Agent_Skill_Group_Half_Hour Table 2-33
Skill_Group_Half_Hour Table 2-373	Skill_Group_Half_Hour Table 2-374
Reserve Calls Talk Time Half	Response_Template Table 2-256
Service_Real_Time Table 2-349	ResponsesTo5
ReserveCallsTalkTimeTo5	Routing_Client_Five_Minute Table 2-285
Service_Real_Time Table 2-349	Retain
Skill_Group_Real_Time Table 2-386	Logger_Admin Table 2-199
Reserve Calls Talk Time Today	ReturnBusyToday
Service_Real_Time Table 2-349	Call_Type_Real_Time Table 2-88
Reserve Calls Talk Time To Half	ReturnBusyToHalf
Agent_Skill_Group_Half_Hour Table 2-32	Call_Type_Half_Hour Table 2-76
Service_Half_Hour Table 2-331	Call_Type_Real_Time Table 2-88
Skill_Group_Half_Hour Table 2-373	ReturnReleaseHalf
ReserveCallsTimeHalf	Call_Type_Real_Time Table 2-88
Service_Real_Time Table 2-350	ReturnReleaseToday
ReserveCallsTimeTo5	Call_Type_Real_Time Table 2-88
Service_Real_Time Table <b>2-350</b>	ReturnReleaseToHalf
Skill_Group_Real_Time Table 2-387	Call_Type_Half_Hour Table 2-76
ReserveCallsTimeToday	ReturnRingToday

Call_Type_Real_Time Table 2-88	RouterCallKeySequenceNumber 2-392
ReturnRingToHalf	Agent_State_Trace Table 2-41
Call_Type_Half_Hour Table 2-76	Network_Event_Detail Table 2-210
Call_Type_Real_Time Table 2-88	Route_Call_Detail Table 2-261
RingNoAnswerTime	Termination_Call_Detail Table 2-392, 2-411
Agent_Desk_Settings Table 2-8	RouterCallsAbandQHalf
RingTime	Call_Type_Real_Time Table <b>2-88</b>
Termination_Call_Detail Table 2-410	RouterCallsAbandQTo5
Routable	Call_Type_Real_Time Table <b>2-88</b>
Agent_Real_Time Table 2-19	RouterCallsAbandQToday
RoutableInMRDTimeToHalf	Call_Type_Real_Time Table <b>2-88</b>
Agent_Half_Hour Table 2-14	RouterCallsAbandQToHalf
Route_Call_Detail Table 2-258	Call_Type_Half_Hour Table <b>2-76</b>
Route_Call_Variable Table 2-265	Skill_Group_Half_Hour Table 2-374
Route_Five_Minute Table 2-266	RouterCallsQNow
Route_Half_Hour Table 2-269	Call_Type_Real_Time Table <b>2-88</b>
Route_Real_Time Table 2-274	Scheduled_Target_Real_Time Table 2-300
RouteCallDetailTo5	Skill_Group_Real_Time Table 2-387
Logger_Meters Table 2-201	RouterCallsQNowTime
RouteID	Call_Type_Real_Time Table <b>2-88</b>
Enterprise_Route_Member Table 2-141	RouterCallsQueueNow
Peripheral_Default_Route Table 2-229	Agent_Real_Time Table 2-19
Peripheral_Target Table 2-239	RouterErrorCode
Route_Call_Detail Table 2-261	Route_Call_Detail Table 2-261
Route_Five_Minute Table 2-268	RouterLongestCallInQ
Route_Half_Hour Table 2-273	Skill_Group_Real_Time Table <b>2-387</b>
Route_Real_Time Table 2-276	RouterLongestCallQ
Route Table 2-256	Agent_Real_Time Table <b>2-19</b>
Termination_Call_Detail Table 2-410	Call_Type_Real_Time Table <b>2-89</b>
RouterCallKey	RouterQueueCallsHalf
Agent_State_Trace Table 2-41	Call_Type_Real_Time Table <b>2-89</b>
Network_Event_Detail Table 2-210	RouterQueueCallsTo5
Route_Call_Detail Table 2-261	Call_Type_Real_Time Table <b>2-89</b>
Termination_Call_Detail Table 2-410	RouterQueueCallsToday
RouterCallKeyDay	Call_Type_Real_Time Table <b>2-89</b>
Agent_State_Trace Table 2-41	RouterQueueCallsToHalf
Network_Event_Detail Table 2-210	Call_Type_Half_Hour Table 2-76
Route_Call_Detail Table 2-261	Skill_Group_Half_Hour Table 2-374
Termination_Call_Detail Table 2-392, 2-411	RouterQueueCallTypeLimitToHalf

Call_Type_Half_Hour Table 2-76	Routing_Client_Five_Minute Table 2-285
RouterQueueGlobalLimitToHalf	
Call_Type_Half_Hour Table 2-77	<u>S</u>
RouterQueueTime	5
Route_Call_Detail Table 2-261	SaturdayEnabled
RouterQueueWaitTimeHalf	Import_Rule Table 2-191
Call_Type_Real_Time Table 2-89	SaveApplicationPosition
RouterQueueWaitTimeTo5	Cfg_Mngr_User_Desktop_Snap Table 2-109
Call_Type_Real_Time Table 2-89	SaveFilterData
RouterQueueWaitTimeToday	Cfg_Mngr_User_Desktop_Snap Table 2-110
Call_Type_Real_Time Table 2-89	SaveSnapShotOnExit
RouterQueueWaitTimeToHalf	Cfg_Mngr_User_Settings Table 2-112
Call_Type_Half_Hour Table 2-77	Schedule_Import_Real_Time Table 2-290
RouteSelectFailureTo5	Schedule_Import Table 2-288
Routing_Client_Five_Minute Table 2-285	Schedule_Map Table 2-292
Route Table 2-256	Schedule_Report_Input Table 2-295
Routing_Client_Five_Minute Table 2-281	Schedule_Report Table 2-293
Routing_Client Table 2-278	Schedule_Source Table 2-298
RoutingClientCallKey	Scheduled_Target_Real_Time Table 2-300
Route_Call_Detail Table 2-261	Scheduled_Target Table 2-299
RoutingClientID	ScheduledAt
Default_Call_Type Table 2-121	Logger_Admin Table 2-199
Dial_Number_Plan Table 2-129	ScheduleID <b>2-248</b>
Dialed_Number Table 2-125	Agent Table 2-5
Label Table 2-198	Import_Log Table 2-189
Route_Call_Detail Table 2-261	Import_Schedule Table 2-196
Routing_Client_Five_Minute Table 2-285	Recurring_Schedule_Map Table 2-248, 2-249
Routing_Client Table 2-280	Schedule_Import_Real_Time Table 2-291
RowOrder	Schedule_Import Table 2-289
Script_Data Table 2-305	Schedule_Map Table 2-292
User_Formula_Equation Table 2-425	Scheduled_Target Table 2-299
RowsCopied	Schedule Table 2-286
Import_Log Table 2-189	Service_Array Table 2-317
Recovery Table 2-247	Service Table 2-315
RowsPurged	Skill_Group Table 2-356
Logger_Admin Table 2-199	ScheduleMapID
RuleData	Schedule_Map Table 2-292
Query_Rule_Clause Table 2-245	SchedulePeriod
RunScriptTo5	Schedule Table 2-286

ScheduleReportID	Script_Print_Control Table 2-307
Schedule_Report_Input Table 2-295	ScriptRespTo5
Schedule_Report Table 2-293	Routing_Client_Five_Minute Table 2-285
Schedule Table 2-287	ScriptSchedule
ScheduleReportInputID	Call_Type_Map Table 2-81
Schedule_Report_Input Table 2-296	Script Table 2-301
ScheduleSourceID	ScriptTableColumnID
Schedule_Source Table 2-298	Script_Table_Column Table 2-311
Schedule Table 2-287	ScriptTableID
ScheduleStartHours	Script_Table_Column Table 2-311
Import_Rule Table 2-191	Script_Table Table 2-310
ScheduleStartMinutes	ScriptType
Import_Rule Table 2-191	Master_Script Table 2-204
Schedule Table 2-286	Sec_Group Table 2-312
ScheduleType	Sec_User Table 2-313
Schedule Table 2-287	SecCallsHandled
Script_Cross_Reference Table 2-303	Galaxy_Agent_Performance Table 2-155
Script_Data Table 2-305	SecCallworkTime
Script_Five_Minute Table 2-306	Galaxy_Agent_Performance Table 2-155
Script_Print_Control Table 2-307	SecondaryAssignedTime
Script_Queue_Real_Time Table 2-308	Galaxy_Gate Table 2-162
Script_Real_Time Table 2-309	SecondaryCallsHandled
Script_Table_Column Table 2-311	Galaxy_Agent_Igroup Table 2-153
Script_Table Table 2-310	SecondaryCallWorkTime
ScriptData	Galaxy_Agent_Igroup Table 2-153
Script_Data Table 2-305	Galaxy_Gate Table 2-162
ScriptID	SecondaryCtiAddress
Call_Type_Real_Time Table 2-89	Logical_Interface_Controller Table 2-202
Route_Call_Detail Table 2-261	SecondaryHandled
Script_Cross_Reference Table 2-303	Galaxy_Gate Table 2-162
Script_Data Table 2-305	SecondaryODCallsHandled
Script_Five_Minute Table 2-306	Galaxy_Agent_Igroup Table 2-153
Script_Print_Control Table 2-307	SecondaryODCallWorkTime
Script_Queue_Real_Time Table 2-308	Galaxy_Agent_Igroup Table 2-153
Script_Real_Time Table 2-309	Galaxy_Gate Table 2-162
Script Table 2-301	SecondaryODHandled
ScriptMeters	Galaxy_Gate Table 2-162
Script_Real_Time Table 2-309	SecondaryODTalkTime
ScriptPrintControlID	Galaxy_Agent_Igroup Table 2-153

Galaxy_Gate Table 2-162	Service_Array_Member Table 2-318
SecondaryPluggedTime	ServiceLevelAbandHalf
Galaxy_Gate Table 2-162	Call_Type_Half_Hour Table <b>2-77</b>
SecondaryTalkTime	Call_Type_Real_Time Table <b>2-90</b>
Galaxy_Agent_Igroup Table 2-153	Peripheral_Real_Time Table <b>2-235</b>
Galaxy_Gate Table 2-162	Route_Real_Time Table 2-276
SecondCallDuration	Service_Real_Time Table <b>2-351</b>
Galaxy_PBX Table 2-172	ServiceLevelAbandTo5
SecondCalls	Call_Type_Real_Time Table <b>2-90</b>
Galaxy_PBX Table 2-172	Route_Five_Minute Table 2-268
SecondsInPeriod	Route_Real_Time Table <b>2-276</b>
Galaxy_Agent_Igroup Table 2-153	Service_Five_Minute Table <b>2-321</b>
Galaxy_DNIS Table 2-158	Service_Real_Time Table <b>2-351</b>
Galaxy_Gate_Delayed_Call Table 2-166	ServiceLevelAbandToday
Galaxy_Gate Table 2-163	Call_Type_Real_Time Table <b>2-90</b>
Galaxy_Overflow Table 2-170	Peripheral_Real_Time Table <b>2-235</b>
Galaxy_Transaction_Code Table 2-175	Route_Five_Minute Table 2-268
Galaxy_Trunk_IGroup Table 2-179	Route_Real_Time Table 2-276
SecTalkTime	Service_Five_Minute Table <b>2-321</b>
Galaxy_Agent_Performance Table 2-155	Service_Real_Time Table <b>2-351</b>
SeizureCount	ServiceLevelAbandToHalf
Galaxy_Single_Trunk Table 2-173	Peripheral_Half_Hour Table 2-231
Sequence	Route_Half_Hour Table 2-273
Campaign_Target_Sequence Table 2-106	Service_Half_Hour Table <b>2-332</b>
SequenceNumber 2-248	ServiceLevelCallsHalf
Admin_Script_Schedule_Map Table 2-3	Call_Type_Half_Hour Table <b>2-77</b>
Import_Rule_Clause Table 2-193	Call_Type_Real_Time Table <b>2-90</b>
Query_Rule_Clause Table 2-245	Peripheral_Real_Time Table <b>2-236</b>
Recurring_Schedule_Map Table 2-248, 2-249	Route_Real_Time Table <b>2-277</b>
SerialNumber	Service_Real_Time Table <b>2-351</b>
Galaxy_Agent_Performance Table 2-155	ServiceLevelCallsOfferedHalf
Service_Array_Member Table 2-318	Call_Type_Half_Hour Table <b>2-77</b>
Service_Array Table 2-317	Call_Type_Real_Time Table <b>2-90</b>
Service_Five_Minute Table 2-319	Peripheral_Real_Time Table <b>2-236</b>
Service_Half_Hour Table 2-323	Route_Real_Time Table <b>2-277</b>
Service_Level_Threshold Table 2-333	Service_Real_Time Table <b>2-351</b>
Service_Member Table 2-334	Service Level Calls Offered To 5
Service_Real_Time Table <b>2-335</b>	Call_Type_Real_Time Table 2-91
ServiceArraySkillTargetID	Route_Five_Minute Table <b>2-268</b>

Route_Real_Time Table <b>2-277</b>	Service_Real_Time Table <b>2-351</b>
Service_Real_Time Table 2-351	ServiceLevelThreshold
ServiceLevelCallsOfferedToday	Call_Type Table <b>2-67</b>
Call_Type_Real_Time Table 2-91	Media_Routing_Domain Table 2-208
Peripheral_Real_Time Table <b>2-236</b>	Service_Level_Threshold Table 2-334
Route_Five_Minute Table 2-268	Service Table 2-315
Route_Real_Time Table 2-277	ServiceLevelTo5
Service_Real_Time Table 2-351	Call_Type_Real_Time Table <b>2-91</b>
ServiceLevelCallsOfferedToHalf	Route_Five_Minute Table 2-268
Peripheral_Half_Hour Table 2-231	Route_Real_Time Table <b>2-277</b>
Route_Half_Hour Table 2-273	Service_Five_Minute Table <b>2-322</b>
Service_Half_Hour Table 2-332	Service_Real_Time Table <b>2-351</b>
ServiceLevelCallsQHeld	ServiceLevelToday
Call_Type_Real_Time Table 2-91	Call_Type_Real_Time Table <b>2-91</b>
Route_Five_Minute Table 2-268	Peripheral_Real_Time Table 2-236
Route_Real_Time Table <b>2-277</b>	Route_Five_Minute Table 2-268
Service_Five_Minute Table 2-322	Route_Real_Time Table <b>2-277</b>
Service_Real_Time Table 2-351	Service_Five_Minute Table <b>2-322</b>
ServiceLevelCallsTo5	Service_Real_Time Table 2-351
Call_Type_Real_Time Table 2-91	ServiceLevelToHalf
Route_Five_Minute Table 2-268	Peripheral_Half_Hour Table 2-231
Route_Real_Time Table 2-277	Route_Half_Hour Table 2-273
Service_Five_Minute Table 2-322	Service_Half_Hour Table 2-332
Service_Real_Time Table 2-351	ServiceLevelType
ServiceLevelCallsToday	Call_Type_Half_Hour Table 2-78
Call_Type_Real_Time Table 2-91	Call_Type Table <b>2-67</b>
Peripheral_Real_Time Table <b>2-236</b>	Media_Routing_Domain Table 2-208
Route_Five_Minute Table 2-268	Peripheral_Half_Hour Table 2-231
Route_Real_Time Table 2-277	Route_Half_Hour Table 2-273
Service_Five_Minute Table 2-322	Service_Half_Hour Table 2-332
Service_Real_Time Table 2-351	Service_Level_Threshold Table 2-334
ServiceLevelCallsToHalf	Service Table 2-316
Peripheral_Half_Hour Table 2-231	ServiceModeIndicator
Route_Half_Hour Table 2-273	Service_Real_Time Table <b>2-352</b>
Service_Half_Hour Table 2-332	ServiceProvider
ServiceLevelHalf	User_Group Table 2-426
Call_Type_Real_Time Table <b>2-91</b>	ServiceSkillTargetID
Peripheral_Real_Time Table 2-236	Agent_Real_Time Table 2-19
Route_Real_Time Table 2-277	Route Table 2-256

Service_Array_Member Table 2-318	Galaxy_Agent_Performance Table 2-155
Service_Member Table 2-335	SilentMonitorAudibleIndication
Termination_Call_Detail Table 2-411	Agent_Desk_Settings Table 2-8
Service Table 2-314	SilentMonitorWarningMessage
SessionRetry	Agent_Desk_Settings Table 2-8
Application_Gateway_Connection Table 2-52	SITToneDetectCount
Application_Gateway_Globals Table 2-54	Campaign_Query_Rule_Real_Time 2-103
SessionRetryLimit	SITToneDetectToday
Application_Gateway_Connection Table 2-52	Dialer_Real_Time Table 2-137
Application_Gateway_Globals Table 2-54	SITToneDetectToHalf
Severity	Campagn_Query_Rule_Half_Hour Table 2-100
Application_Event Table 2-47	Dialer_Half_Hour Table 2-134
Event Table 2-146	Skill_Group_Five_Minute Table 2-357
Shift	Skill_Group_Half_Hour Table 2-361
View_Column Table 2-433	Skill_Group_Member Table 2-377
ShiftName	Skill_Group_Real_Time Table 2-379
Shift Table 2-353	Skill_Group Table 2-354
Shift Table 2-353	Skill_Target Table 2-391
ShortCallsHalf	SkillGroupSkillTargetID
Call_Type_Half_Hour Table 2-79	Agent_Real_Time Table 2-19
ShortCallsTimeToHalf	Agent_Skill_Group_Half_Hour Table 2-33
Route_Half_Hour Table 2-273	Agent_Skill_Group_Logout Table 2-37
Service_Half_Hour Table 2-332	Agent_Skill_Group_Real_Time Table 2-39
ShortCallsToHalf	Agent_State_Trace Table 2-42
Agent_Skill_Group_Half_Hour Table 2-33	Service_Member Table <b>2-335</b>
Route_Half_Hour Table 2-273	Skill_Group_Member Table 2-378
Service_Half_Hour Table 2-332	Termination_Call_Detail Table 2-412
Skill_Group_Half_Hour Table 2-374	SkillTargetID
Side	Agent_Event_Detail Table 2-12
Application_Event Table 2-47	Agent_Half_Hour Table 2-14
Application_Gateway_Connection Table 2-52	Agent_Logout Table 2-15
Event Table 2-146	Agent_Real_Time Table 2-19
SideA	Agent_Skill_Group_Half_Hour Table 2-34
Script_Table Table 2-310	Agent_Skill_Group_Logout Table 2-37
SideB	Agent_Skill_Group_Real_Time Table 2-39
Script_Table Table <b>2-310</b>	Agent_State_Trace Table 2-42
SignedInSeconds	Agent_Team_Member Table 2-44
Galaxy_Agent_Performance Table 2-155	Agent Table 2-5
SignInTime	Campaign_Skill_Group Table 2-105

Enterprise_Agent_Group_Member Table 2-139	Event Table 2-147
Enterprise_Service_Member Table 2-143	SPClosedRecordCount
Enterprise_Skill_Group_Member Table 2-145	Campaign Table <b>2-96</b>
Galaxy_Agent_Performance Table 2-155	SPClosedRecordEnabled
Galaxy_Gate_Delayed_Call Table 2-166	Campaign Table 2-96
Galaxy_Gate Table 2-163	SPPostImportEnabled
Galaxy_Overflow Table 2-170	Import_Rule Table 2-191
Route Table 2-256	SPPreImportEnabled
Service_Array Table 2-317	Import_Rule Table 2-192
Service_Five_Minute Table 2-322	StandardColumnType
Service_Half_Hour Table 2-333	Import_Rule_Clause Table 2-193
Service_Real_Time Table 2-352	StartDateTime
Service Table 2-316	Import_Rule_History Table 2-194
Skill_Group_Five_Minute Table 2-359	StartDay
Skill_Group_Half_Hour Table 2-374	Admin_Script_Schedule_Map Table 2-3
Skill_Group_Real_Time Table 2-387	Recurring_Schedule_Map Table 2-249
Skill_Group Table 2-356	StartHour
Skill_Target Table 2-391	Admin_Script_Schedule_Map Table 2-3
Translation_Route Table 2-415	Recurring_Schedule_Map Table 2-248, 2-249
SkillTargetIDPredictive	StartHours
Campaign_Skill_Group Table 2-105	Campaign_Query_Rule Table 2-98
SkillTargetIDPreview	StartMinute
Campaign_Skill_Group Table 2-105	Admin_Script_Schedule_Map Table 2-3
SkillTargetType	Recurring_Schedule_Map Table 2-249
Skill_Target Table 2-391	StartMinutes
SlaveNICR	Campaign_Query_Rule Table 2-98
Logger_Type Table 2-201	StartMonth
SourceAgentPeripheralNumber	Admin_Script_Schedule_Map Table 2-3
Termination_Call_Detail Table 2-412	Recurring_Schedule_Map Table 2-248, 2-249
SourceAgentSkillTargetID	StartSecond
Termination_Call_Detail Table 2-392, 2-412	Admin_Script_Schedule_Map Table 2-3
SourceFileTime	Recurring_Schedule_Map Table 2-248, 2-249
Application_Event Table 2-47	StartTime
Event Table 2-146	Logger_Admin Table 2-199
SourceSystemName	Recovery Table 2-247
Application_Event Table 2-48	Shift Table 2-353
Event Table 2-146	StartYear
SourceVirtualTime	Admin_Script_Schedule_Map Table 2-3
Application Event Table 2-48	Recurring Schedule Map Table 2-248, 2-249

Station	Schedule_Import Table 2-289
Dialer_Port_Map Table 2-135	SubGroupMaskType
Status	Skill_Group Table <b>2-356</b>
Import_Rule_Real_Time Table 2-195	SubscriberNumber
Peripheral_Real_Time Table 2-237, 2-238	Galaxy_PBX Table 2-172
StatusCode	SubSkillGroupMask
Application_Event Table 2-48	Peripheral Table 2-227
Event Table 2-147	Skill_Group Table <b>2-356</b>
StatusCodeString 2-147	SundayEnabled
Application_Event Table 2-48	Import_Rule Table 2-192
StatusCodeType	SupervAssistCallsTimeToHalf
Application_Event Table 2-48	Agent_Skill_Group_Half_Hour Table 2-34
Event Table 2-147	Skill_Group_Half_Hour Table 2-374
StopTime	SupervAssistCallsToHalf
Shift Table 2-353	Agent_Skill_Group_Half_Hour Table 2-34
String1	SupervisorAgent
Application_Event Table 2-48	Agent Table 2-5
Event Table 2-147	Supervisor Assist Call Method
Schedule_Import_Real_Time Table 2-291	Agent_Desk_Settings Table 2-8
Schedule_Import Table 2-289	SupervisorCallsAllowed
String2	Agent_Desk_Settings Table 2-8
Application_Event Table 2-48	SupervisorSkillTargetID
Event Table 2-147	Agent_Team_Supervisor Table 2-45
Schedule_Import_Real_Time Table 2-291	SystemId
Schedule_Import Table 2-289	Application_Event Table 2-48
String3	Event Table 2-147
Application_Event Table 2-48	SystemMediaLib
Event Table 2-147	VRU_Defaults Table 2-436
Schedule_Import_Real_Time Table 2-291	SystemName
Schedule_Import Table 2-289	ICR_Locks Table 2-185
String4	ICR_Node Table 2-186
Application_Event Table 2-48	Schedule_Report Table 2-293
Event Table 2-147	Schedule_Source Table 2-298
Schedule_Import_Real_Time Table 2-291	SystemPassword
Schedule_Import Table 2-289	Schedule_Source Table 2-298
String5	SystemTimeZone
Application_Event Table 2-48	Schedule_Report Table 2-293
Event Table 2-147	Schedule_Source Table 2-298
Schedule_Import_Real_Time Table 2-291	SystemType

Application_Event Table 2-48	Skill_Group_Real_Time Table 2-388	
Event Table 2-147	TalkOtherTimeToHalf	
Schedule_Source Table 2-298	Agent_Half_Hour Table 2-14	
	Agent_Skill_Group_Half_Hour Table 2-34	
	Skill_Group_Half_Hour Table 2-375	
Т	TalkOutTimeTo5	
TableName	Skill_Group_Real_Time Table 2-388	
Config_Message_Log Table 2-118	TalkOutTimeToHalf	
Logger_Admin Table 2-199	Agent_Skill_Group_Half_Hour Table 2-35	
Next_Available_Number Table 2-220	Skill_Group_Half_Hour Table 2-375	
Recovery Table 2-247	TalkPreviewTimeTo5	
Tablename	Skill_Group_Real_Time Table 2-388	
Rename Table 2-255	TalkPreviewTimeToHalf	
TalkAutoOutTimeTo5	Agent_Skill_Group_Half_Hour Table 2-35	
Skill_Group_Real_Time Table 2-388	Skill_Group_Half_Hour Table 2-375	
TalkAutoOutTimeToHalf	TalkReserveTimeTo5	
Agent_Skill_Group_Half_Hour Table 2-34	Skill_Group_Real_Time Table 2-389	
Skill_Group_Half_Hour Table 2-375	TalkReserveTimeToHalf	
TalkingAutoOut	Agent_Skill_Group_Half_Hour Table 2-35	
Skill_Group_Real_Time Table 2-388	Skill_Group_Half_Hour Table 2-376	
TalkingIn	TalkTime	
Skill_Group_Five_Minute Table 2-359	Termination_Call_Detail Table 2-392, 2-412	
Skill_Group_Real_Time Table 2-388	TalkTimeCount	
TalkingOther	Campaign_Query_Rule_Real_Time 2-103	
Skill_Group_Five_Minute Table 2-359	TalkTimeHalf	
Skill_Group_Real_Time Table 2-388	Call_Type_Half_Hour Table 2-79	
TalkingOut	Call_Type_Real_Time Table <b>2-92</b>	
Skill_Group_Five_Minute Table 2-360	Route_Real_Time Table <b>2-277</b>	
Skill_Group_Real_Time Table 2-388	Service_Real_Time Table <b>2-352</b>	
TalkingPreview	TalkTimeTo5	
Skill_Group_Real_Time Table 2-388	Call_Type_Real_Time Table 2-92	
TalkingReserve	Route_Real_Time Table <b>2-277</b>	
Skill_Group_Real_Time Table 2-388	Service_Real_Time Table <b>2-352</b>	
TalkInTimeTo5	Skill_Group_Five_Minute Table <b>2-360</b>	
Skill_Group_Real_Time Table 2-388	Skill_Group_Real_Time Table <b>2-389</b>	
TalkInTimeToHalf	TalkTimeToday	
Agent_Skill_Group_Half_Hour Table 2-34	Call_Type_Real_Time Table 2-92	
Skill_Group_Half_Hour Table 2-375	Route_Real_Time Table 2-277	
TalkOtherTimeTo5	Service_Real_Time Table <b>2-352</b>	

TalkTimeToHalf	Logger_Meters Table 2-201
Campaign_Query_Rule_Half_Hour Table 2-100	TerminationType
Route_Half_Hour Table 2-273	Galaxy_Agent_Call_Count Table 2-151
Service_Half_Hour Table 2-333	Galaxy_PBX Table 2-172
Skill_Group_Half_Hour Table 2-376	Galaxy_Single_Trunk Table 2-174
TargetLabel	Galaxy_Trunk_Call_Count Table 2-176
Route_Call_Detail Table 2-262	ТегТуре
TargetLabelID	Galaxy_Agent_Performance Table 2-156
Route_Call_Detail Table 2-262	Text1
TargetType	Application_Path_Real_Time Table 2-60
Campaign_Target_Sequence Table 2-106	Text10
Route_Call_Detail Table 2-263	Application_Path_Real_Time Table 2-60
Schedule_Report_Input Table 2-296	Text2
Script_Cross_Reference Table 2-303	Application_Path_Real_Time Table <b>2-60</b>
TaskLife	Text3
Media_Class Table 2-206	Application_Path_Real_Time Table <b>2-60</b>
Media_Routing_Domain Table 2-208	Text4
TasksQueued	Application_Path_Real_Time Table <b>2-60</b>
Script_Queue_Real_Time Table 2-308	Text5
TaskStartTimeout	Application_Path_Real_Time Table 2-60
Media_Class Table 2-206	Text6
Media_Routing_Domain Table 2-208	Application_Path_Real_Time Table 2-60
TCDRecoveryKey	Text7
Termination_Call_Variable Table 2-414	Application_Path_Real_Time Table 2-60
TemplateCategory	Text8
Schedule_Report Table 2-293	Application_Path_Real_Time Table 2-60
TemplateName	Text9
Schedule_Report Table 2-293	Application_Path_Real_Time Table 2-60
TemplateOptions	ThursdayEnabled
Schedule_Report Table 2-293	Import_Rule Table 2-192
TemplateScope	TimeInQueue
Schedule_Report Table 2-293	Script_Queue_Real_Time Table 2-308
TemporaryAgent	Timeout
Agent Table 2-5	Network_Vru_Script Table 2-219
TenDigitDialEnabled	TimeoutCallsTo5
Dialer Table 2-132	Routing_Client_Five_Minute Table 2-285
Termination_Call_Detail Table 2-392	TimeoutLimit
Termination_Call_Variable Table 2-414	Routing_Client Table 2-280
TerminationCallDetailTo5	TimeoutsToHalf

Application_Gateway_Half_Hour Table 2-56	Route_Call_Detail Table 2-264
TimeoutThreshold	Route_Five_Minute Table 2-269
Routing_Client Table 2-280	Route_Half_Hour Table <b>2-273</b>
TimeToAband	Routing_Client_Five_Minute Table 2-285
Termination_Call_Detail Table 2-412	Schedule_Import_Real_Time Table 2-291
TimeToAnswer	Schedule_Import Table 2-289
Galaxy_DNIS Table 2-158	Script_Five_Minute Table 2-306
TimeZone	Service_Five_Minute Table <b>2-322</b>
Agent_Event_Detail Table 2-12	Service_Half_Hour Table 2-333
Agent_Half_Hour Table 2-14	Skill_Group_Five_Minute Table <b>2-360</b>
Agent_Logout Table 2-15	Skill_Group_Half_Hour Table 2-376
Agent_Skill_Group_Half_Hour Table 2-35	Termination_Call_Detail Table 2-392, 2-412
Agent_Skill_Group_Logout Table 2-37	Trunk_Group_Five_Minute Table 2-419
Agent_State_Trace Table 2-42	Trunk_Group_Half_Hour Table 2-421
Application_Gateway_Half_Hour Table 2-56	TimeZoneName
Call_Type_Half_Hour Table 2-79	Controller_Time Table 2-118
Campaign_Query_Rule_Half_Hour Table 2-100	Tmp
Controller_Time Table 2-118	Rename Table 2-255
Dialer_Half_Hour Table 2-134	TollCalls
Galaxy_Agent_Call_Count Table 2-151	Galaxy_PBX Table 2-172
Galaxy_Agent_Igroup Table 2-153	ToRecoveryKey
Galaxy_Agent_Performance Table 2-156	Logger_Admin Table 2-199
Galaxy_Alarm Table 2-157	TotalBusyTime
Galaxy_DNIS Table 2-159	Galaxy_Single_Trunk Table 2-174
Galaxy_Gate_Delayed_Call Table 2-166	Total Calls In Progress Samples
Galaxy_Gate Table 2-163	Peripheral_Half_Hour Table 2-231
Galaxy_Overflow Table 2-170	TotalCount
Galaxy_PBX Table 2-172	Campaign_Query_Rule_Real_Time 2-103
Galaxy_Single_Trunk Table 2-174	TotalRecords
Galaxy_Transaction_Code Table 2-175	Import_Rule_History Table 2-194
Galaxy_Trunk_Call_Count Table 2-177	Import_Rule_Real_Time Table 2-195
Galaxy_Trunk_IGroup Table 2-179	TransactionCodeNumber
Import_Log Table 2-189	Galaxy_Transaction_Code Table 2-175
Import_Rule_History Table 2-194	TransferInCallsHalf
Logger_Meters Table 2-201	Service_Real_Time Table <b>2-352</b>
Network_Event_Detail Table 2-210	TransferInCallsTimeTo5
Network_Trunk_Group_Half_Hour Table 2-214	Skill_Group_Real_Time Table <b>2-389</b>
Peripheral_Half_Hour Table 2-231	Transfer In Calls Time To Half
Physical Controller Half Hour Table 2-242	Skill Group Half Hour Table 2-376

TransferInCallsTo5	TrunkGroup
Service_Real_Time Table 2-352	Galaxy_Single_Trunk Table 2-174
Skill_Group_Real_Time Table 2-389	TrunkGroupID 2-416
TransferInCallsToday	Galaxy_Trunk_IGroup Table 2-179
Service_Real_Time Table 2-352	Termination_Call_Detail Table 2-412
TransferInCallsToHalf	Trunk_Group_Five_Minute Table 2-419
Service_Half_Hour Table 2-333	Trunk_Group_Half_Hour Table 2-421
Skill_Group_Half_Hour Table 2-376	Trunk_Group_Real_Time Table 2-423
TransferOutCallsHalf	Trunk_Group Table 2-418
Service_Real_Time Table 2-352	TrunkID
TransferOutCallsTo5	Trunk Table 2-416
Service_Real_Time Table 2-352	VRU_Port_Map Table 2-438
Skill_Group_Real_Time Table 2-389	TrunkIdleTime
TransferOutCallsToday	Galaxy_Trunk_IGroup Table 2-179
Service_Real_Time Table 2-352	TrunkIGroup
TransferOutCallsToHalf	Galaxy_Single_Trunk Table 2-174
Service_Half_Hour Table 2-333	Galaxy_Trunk_Call_Count Table 2-177
Skill_Group_Half_Hour Table 2-376	TrunkNumber
TransferredInCallsTimeToHalf	Trunk Table 2-416
Agent_Skill_Group_Half_Hour Table 2-35	TrunksIdle
TransferredInCallsToHalf	Network_Trunk_Group_Half_Hour Table 2-214
Agent_Skill_Group_Half_Hour Table 2-35	Network_Trunk_Group_Real_Time Table 2-216
TransferredOutCallsToHalf	Trunk_Group_Five_Minute Table 2-419
Agent_Skill_Group_Half_Hour Table 2-35	Trunk_Group_Half_Hour Table 2-421
Translation_Route Table 2-415	Trunk_Group_Real_Time Table 2-423
TranslationRouteAbortedTo5	TrunksInService
Routing_Client_Five_Minute Table 2-285	Network_Trunk_Group_Half_Hour Table 2-214
TranslationRouteTimedOutTo5	Network_Trunk_Group_Real_Time Table 2-216
Routing_Client_Five_Minute Table 2-285	Trunk_Group_Five_Minute Table 2-419
Trunk	Trunk_Group_Half_Hour Table 2-421
Termination_Call_Detail Table 2-412	Trunk_Group_Real_Time Table 2-423
Trunk_Group_Five_Minute Table 2-419	Trunk Table 2-416
Trunk_Group_Half_Hour Table 2-420	TrunkType
Trunk_Group_Real_Time Table 2-422	Trunk Table 2-416
Trunk_Group Table 2-417	TuesdayEnabled
TrunkAssignedTime	Import_Rule Table 2-192
Galaxy_Trunk_IGroup Table 2-179	Туре
TrunkCount	Admin_Script_Schedule_Map Table 2-3
Trunk_Group Table 2-418	Customer_Options Table 2-120

ICR_Instance Table 2-184	UserGroupMemberID
ICR_Node Table <b>2-186</b>	User_Group_Member Table 2-427
Import_Rule_Clause Table 2-193	UserGroupName
Network_Vru Table 2-217	Class_Security Table 2-116
Recovery Table 2-247	Group_Security_Control Table 2-180
Recurring_Schedule_Map Table 2-249	Object_Security Table 2-223
Translation_Route Table 2-415	Sec_Group Table 2-312
VRU_Port_Map Table 2-438	Sec_User Table 2-313
	User_Group_Member Table 2-427
	- User_Group Table 2-426
U	UserGroupType
UnavailableToHalf	User_Group Table 2-426
Application_Gateway_Half_Hour Table 2-56	UserName
Unused	ICR_Locks Table 2-185
Route_Call_Detail Table 2-264	User_Group_Member Table 2-427
Unused1	User_Security_Control Table 2-428
Route_Five_Minute Table 2-269	UserSettingsID
Service_Five_Minute Table 2-322	Cfg_Mngr_User_Desktop_Snap Table 2-110
Skill_Group_Five_Minute Table 2-360	Cfg_Mngr_User_Settings Table 2-112
UseGMTFromRegionPrefix <b>2-96</b>	UserToUser
User_Formula_Equation Table <b>2-425</b>	Route_Call_Detail Table 2-264
User_Formula Table 2-424	Termination_Call_Detail Table 2-412
User_Group_Member Table 2-427	UserVariableID
User_Group Table 2-426	Persistent_Variable Table 2-240
User_Security_Control Table 2-428	User_Variable Table 2-431
User_Supervisor_Map Table 2-429	
User_Variable Table 2-430	V
UserControl	V
Peripheral_Real_Time Table 2-238	Valid
UserFormulaID	Script Table 2-301
User_Formula_Equation Table 2-425	ValidType
User_Formula Table 2-424	Galaxy_DNIS Table 2-159
UserGroupID	Value1
Group_Security_Control Table 2-180	Network_Event_Detail Table 2-210
Sec_Group Table 2-312	Value2
Sec_User Table 2-313	Network_Event_Detail Table 2-210
User_Group Table 2-426	ValueChar
User_Security_Control Table 2-428	Persistent_Variable Table 2-240
User_Supervisor_Map Table 2-429	ValueDateTime

Persistent_Variable Table 2-240	Script Table 2-301
ValueFloat	VersionID
Persistent_Variable Table 2-240	Cfg_Mngr_Globals Table <b>2-108</b>
ValueInt	VersionNum
Persistent_Variable Table 2-240	Application_Event Table 2-48
Variable1	Event Table 2-147
Route_Call_Detail Table 2-264	Version Table 2-432
Termination_Call_Detail Table 2-413	View_Column Table 2-432
Variable10	ViewColumnID
Route_Call_Detail Table 2-264	View_Column Table 2-433
Termination_Call_Detail Table 2-413	ViewName
Variable2	ICR_View Table 2-187
Route_Call_Detail Table 2-264	View_Column Table 2-433
Termination_Call_Detail Table 2-413	ViewType
Variable3	ICR_View Table 2-187
Route_Call_Detail Table 2-264	VoiceCount
Termination_Call_Detail Table 2-413	Campaign_Query_Rule_Real_Time 2-103
Variable4	VoiceDetectToday
Route_Call_Detail Table 2-264	Dialer_Real_Time Table <b>2-137</b>
Termination_Call_Detail Table 2-413	VoiceDetectToHalf
Variable5	Campaign_Query_Rule_Half_Hour Table 2-100
Route_Call_Detail Table 2-264	Dialer_Half_Hour Table 2-134
Termination_Call_Detail Table 2-413	VRU_Currency Table 2-434
Variable6	VRU_Defaults Table 2-435
Route_Call_Detail Table 2-264	VRU_Locale Table 2-437
Termination_Call_Detail Table 2-413	VRU_Port_Map Table 2-438
Variable7	VRUAssistedCallsToHalf
Route_Call_Detail Table 2-264	Call_Type_Half_Hour Table 2-79
Termination_Call_Detail Table 2-413	VruDefaultsID
Variable8	VRU_Defaults Table 2-436
Route_Call_Detail Table 2-264	VRUF or ced X ferred Calls To Half
Termination_Call_Detail Table 2-413	Call_Type_Half_Hour Table 2-79
Variable9	VRUHandledCallsToHalf
Route_Call_Detail Table 2-264	Call_Type_Half_Hour Table 2-79
Termination_Call_Detail Table 2-413	VRUOptOutUnhandled Calls To Half
VariableName	Call_Type_Half_Hour Table 2-80
User_Variable Table 2-431	VRUOtherCallsToHalf
Version	Call_Type_Half_Hour Table 2-80
Cfg_Mngr_Globals Table 2-108	VRUProgress

Route_Call_Detail Table 2-264	WorkReadyTimeTo5
VRUScriptedXferredCallsToHalf	Skill_Group_Five_Minute Table 2-360
Call_Type_Half_Hour Table 2-80	Skill_Group_Real_Time Table 2-390
VruScriptName	WorkReadyTimeToHalf
Network_Vru_Script Table 2-219	Agent_Skill_Group_Half_Hour Table 2-36
VruScripts	Skill_Group_Half_Hour Table 2-377
Route_Call_Detail Table 2-264	WorkStartHours
VRUUnhandledCallsToHalf	Campaign Table 2-96
Call_Type_Half_Hour Table 2-80	WorkStartMinutes
	Campaign Table 2-96
NAI	— WorkstationName
W	Import_Log Table 2-189
WednesdayEnabled	Import_Schedule Table 2-196
Import_Rule Table 2-192	WorkTime
WhisperCallsToHalf	Termination_Call_Detail Table 2-413
Agent_Skill_Group_Half_Hour Table 2-36	WrapupData
Skill_Group_Half_Hour Table 2-377	Termination_Call_Detail Table 2-392, 2-413
WildcardPattern	WrapupDataIncomingMode
Dial_Number_Plan Table 2-129	Agent_Desk_Settings Table 2-9
WorkEnabled	WrapupDataOutgoingMode
Campaign Table 2-96	Agent_Desk_Settings Table 2-9
WorkEndHours	WrapupTimeCount
Campaign Table 2-96	Campaign_Query_Rule_Real_Time 2-103
WorkEndMinutes	WrapupTimeToHalf
Campaign Table 2-96	Campaign_Query_Rule_Half_Hour Table <b>2-100</b>
WorkModeTimer	
Agent_Desk_Settings Table 2-8	
WorkNotReady	
Skill_Group_Five_Minute Table 2-360	
Skill_Group_Real_Time Table 2-389	
WorkNotReadyTimeTo5	
Skill_Group_Five_Minute Table 2-360	
Skill_Group_Real_Time Table 2-389	
WorkNotReadyTimeToHalf	
Agent_Skill_Group_Half_Hour Table 2-36	
Skill_Group_Half_Hour Table 2-377	
WorkReady	
Skill_Group_Five_Minute Table 2-360	
Skill_Group_Real_Time Table 2-390	

Index