CISCO SYSTEMS

Database Schema Handbook
Cisco ICM/IPCC Enterprise & Hosted Editions

Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.1(1)

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Preface

Purpose

This manual documents how data are organized in the databases for the Cisco ICM/IPCC 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 manual is intended for ICM/IPCC 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/IPCC software works.

The Schema Help, which you can open from the ICM Admin Workstation, has the same information as this PDF manual.

You can navigate the PDF file using the Contents, the Index, and the links. To return to your previous location, simply click the green back-arrow button at the bottom of the page.

Organization

The manual is divided into the following chapters:

Part/Chapter	Title	Description
Chapter 1	Introduction (page 9)	Describes the types of data stored in the database and the relationships among those data.
Chapter 2	All Tables (page 17)	Fully documents each table. Provides field descriptions and indexes.

Part/Chapter	Title	Description
Chapter 3	Major Tables by Group (page 379)	Explains major categories (groupings) of tables, arranged logically by their domains and interrelationships.
Chapter 4	Field Values (page 409)	Explains the coded values used for specific fields within the database.
Chapter 5	Database Rules (page 449)	Explains the dependencies and constraints that govern the relationships among tables.
Chapter 6	Troubleshooting (page 461)	Provides troubleshooting tips for common problems.
Glossary	Glossary (page 469)	An alphabetical list of terms.

There is also a complete interactive index with li nks to each field and table.

Related Documentation

For additional information about the Cisco ICM/IPCC software, see the **Cisco website** (http://www.cisco.com) listing all ICM and IPCC documentation.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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http://www.cisco.com/techsupport

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Product Documentation DVD

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Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL: **http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html**

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• Report security vulnerabilities in Cisco products.

• Obtain assistance with security incidents that involve Cisco products.

• Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL: **http://www.cisco.com/go/psirt**

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL: **http://www.cisco.com/en/US/products/products_psirt_rss_feed.html**

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- Emergencies - security-alert@cisco.com

  An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies - psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302

- 1 408 525-6532

Note: We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x. Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list: **http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on**

The link on this page has the current PGP key ID in use.

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The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Note: Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly

To open a service request by telephone, use one of the following numbers:

- Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

- EMEA: +32 2 704 55 55

- USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1) -- Your network is Ãƒ Â¢Ã¢â‚¬Å¡Ã¬Ã…â‚¬down,Ãƒ Â¢Ã¢â‚¬Å¡Ã¬Ã‚ or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2) -- Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3) -- Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4) -- You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

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- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

http://www.cisco.com/go/iqmagazine

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/ipj

- World-class networking training is available from Cisco. You can view current offerings at this URL:

http://www.cisco.com/en/US/learning/index.html

Chapter 1

Introduction

The ICM/IPCC Databases

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

- The central database that is part of the Central Controller.

- The local database on each distributor Admin Workstation.

- The Historical Data Server (HDS) database on a distributor Admin Workstation.

- Optionally, the WebView database (usually installed on the Admin Workstation that will be used for reporting).

ICM/IPCC 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/IPCC system is stored in the central database. This information is also stored in a special HDS 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.

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 shows a table with five columns. It contains three rows of data.

Figure 1: Columns and Rows

Announcement Table

NetworkTargetID	AnnouncementType	EnterpriseName	Description	DbFlags
1	0	ann503	Bad data	0
2	0	ann504	Delays	0
3	0	ann505	After hours	1

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 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 2: Table Relationships

Peripheral Table

PeripheralID	LogicalControllerID	EnterpriseName	. . .
1	1	Dallas_ACD1	
2	1	Dallas_ACD2	
3	2	Trenton_VRU	

Agent Table

SkillTargetID	PeripheralID	EnterpriseName	. . .
7	1	Dallas_ACD1.Cruz_A	
8	2	Dallas_ACD2.Poe_J	
9	2	Dallas_ACD2.Rey_M	
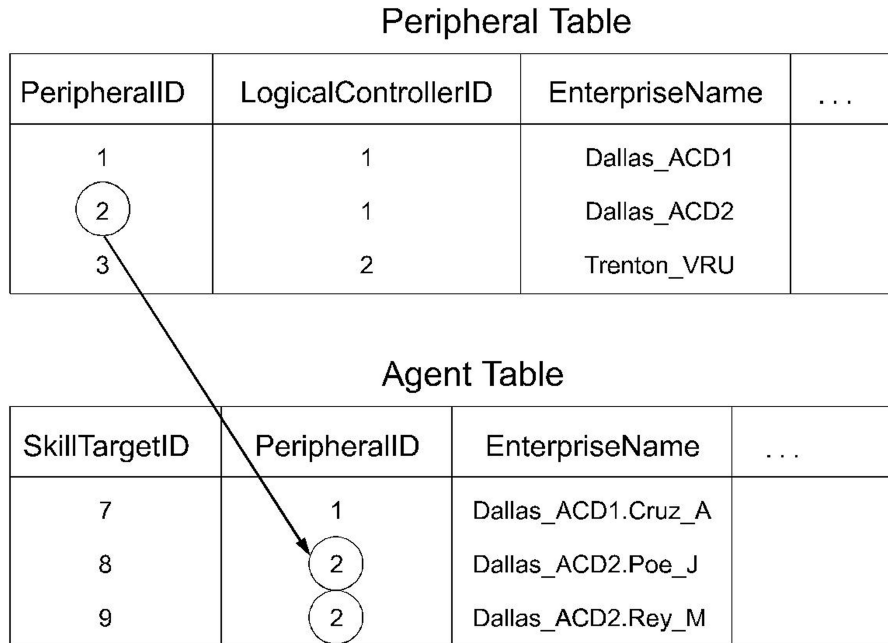
Relationships between tables can be one-to-one or one-to-many. For example, because one peripheral can be associated with many agents, the relationship between the Peripheral and Agent tables is one-to-many. On the other hand, each peripheral has a single peripheral default route and each peripheral default route belongs to only one peripheral. Therefore, the relationship between the Peripheral and Peripheral Default Route tables is one-to-one.

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 3 shows how the Skill Group Member table acts as a cross-reference table for the Agent and Skill Group tables.

Figure 3: Cross Reference

Skill Group Table

SkillTargetID	PeripheralID	EnterpriseName	. . .
15	1	Dallas_ACD1.Sales	
16	2	Dallas_ACD2.Sales	
17	2	Dallas_ACD1.Spanish	

Skill Group Member Table

SkillGroupSkillTargetID	AgentSkillTargetID	DbFlags
16	6	0
16	9	0
17	7	0

Agent Table

SkillTargetID	PeripheralID	EnterpriseName	. . .
7	1	Dallas_ACD1.Cruz_A	
8	2	Dallas_ACD2.Poe_J	
9	2	Dallas_ACD2.Rey_M	
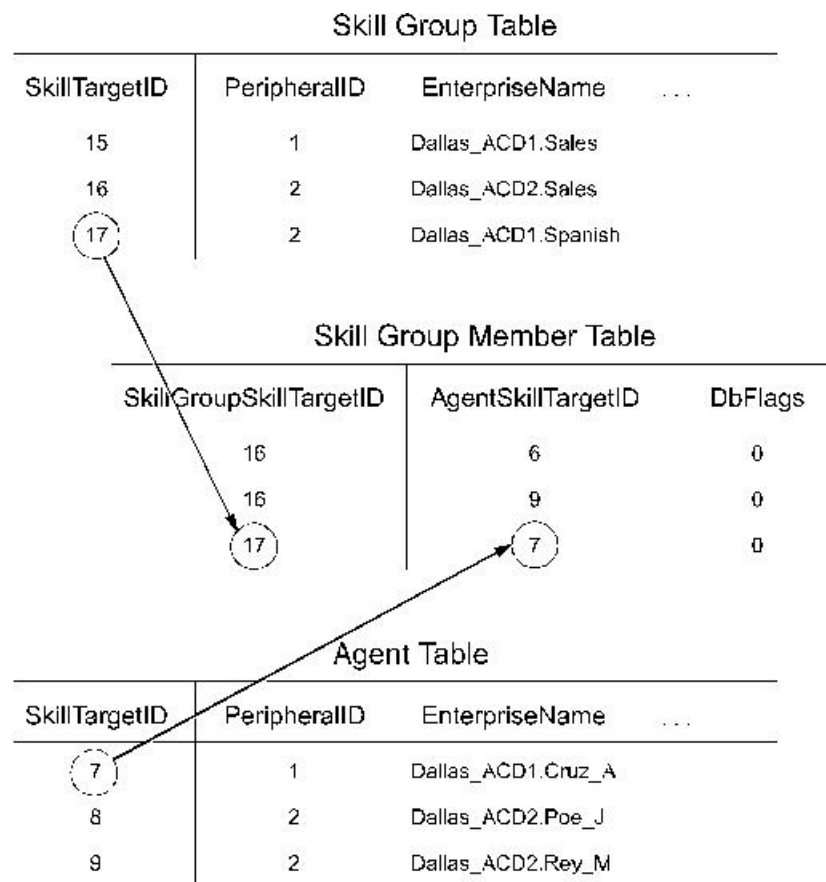
The Skill Group Member table contains one record for each member of each skill group. It has one-to-many relationships with both the Agent table and the Skill Group table. This avoids a direct many-to-many relationship between the Agent and Skill Group tables.

Key Fields

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.

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.

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. This table lists the types of keys and the codes used for them in the ICM database.

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 the section All Tables (page 17), the codes from this table 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.

Field Applicability

Unless specifically indicated otherwise, table fields apply to both ICM and IPCC.

Data Types

This table describes the data types used for fields in the ICM/IPCC database.

ICM/IPCC 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	datetime	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	float	An eight-byte floating-point value (15-digit precision).
DBSMALLDATE	smalldatetime	smalldatetime	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.
DBINT	int	NULL	A four-byte integer value between -2,147,483,648 and 2,147,483,647.
DBSMALLINT	smallint	NULL	A two-byte integer value between -32,768 and 32,767.
DESCRIPTION	varchar(255)	NULL	Up to 255 characters. The value 255 is the storage size.
DBTINYINT	tinyint	NOT NULL	A one-byte integer value between 0 and 255.
TELNO	char (10)	NULL	Up to 10 characters. The value 10 is the storage size.
VNAME32	varchar(32)	varchar(32)	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.
char(n)	char(n)	NULL	Up to n characters. The value n is the storage size.
varchar(n)	varchar(n)	NULL	Up to n characters. The value n is the storage size.
image	image	NULL	Up to 2,147,483,647 bytes of binary data. The storage size is determined by the length of the data.
datetime	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.
smalldatetime	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.

Partitioning

Customers who enable partitioning can refer to the *ICM Administration Guide for Cisco ICM Enterprise Edition* for information about security related to partitioning.

Real-time and Historical Data

ICM/IPCC 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/IPCC software adds an additional row for each route every half hour. (It has a one-to-many relationship with the Route table.)

ICM/IPCC software updates the CallsAbandQHalf), and since midnight (for example, CallsOfferedToday and CallsHandledToday).

ICM/IPCC software generates historical information on five- and 30-minute intervals, with the first interval beginning at midnight. For example, ICM/IPCC software adds a new row for each Route to the Route Five Minute table every five minutes. ICM/IPCC 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/IPCC 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/IPCC software that is unique among all requests handled that day. These two values together comprise a unique identifier for the call.

When ICM/IPCC 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.

Chapter 2

All Tables

All Tables in Alphabetical Order

This section lists all tables in alphabetical. Unless specifically indicated, fields are applicable to both ICM and IPCC. For information on major tables by group, click here (page 379).

Admin_Script_Schedule_Map Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related Table

Master Script (page 202) (via MasterScriptID)

Fields in Admin_Script_Schedule_Map Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
DayFlags	A bitmask specifying the days on which the script is executed. To see values, click here (page 414).	DBINT	NOT NULL
DayOfMonth	Indicates to which day of month the schedule applies. To see values, click here (page 414).	DBSMALLINT	NOT NULL
DayPosition	In conjunction with DayType, the position of a day within a month. To see values, click here (page 414).	DBSMALLINT	NOT NULL
DayType	Indicates to which day the schedule applies. To see values, click here (page 414).	DBSMALLINT	NOT NULL
Description	Additional information about the schedule.	DESCRIPTION	NULL

Admin_Script_Schedule_Map Table

Field Name:	Description:	Data Type:	Keys and Null Option:
EndDay	The day of the month on which the schedule expires. The value is **0** if the schedule has no end date.	DBSMALLINT	NOT NULL
EndHour	The hour of the day at which the schedule expires. The value is **0** if the schedule has no end time.	DBSMALLINT	NOT NULL
EndMinute	The minute of the hour at which the schedule expires. The value is **0** if the schedule has no end time.	DBSMALLINT	NOT NULL
EndMonth	The month in which the schedule expires. The value is **0** if the schedule has no end date.	DBSMALLINT	NOT NULL
EndSecond	The second of the minute at which the schedule expires. The value is **0** if the schedule has no end time.	DBSMALLINT	NOT NULL
EndYear	The year in which the schedule expires. The value is **0** 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: • **0** = Applies to every month • **1-12** = Specifies the month of year	DBSMALLINT	NOT NULL
Recurrence	The granularity of the script frequency interval: • **0** = hours • **1** = minutes • **2** = seconds	DBSMALLINT	NOT NULL
RecurrenceFreq	Specifies how many recurrence intervals occur between successive executions.	DBINT	NOT NULL
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
Type	The type of schedule.	DBSMALLINT	NOT NULL

Agent Table

This table is one of the Agent Detail tables in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

It 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 Configuration Manager to add, update, and delete Agent records.

Related Tables

Agent Desk Settings (page 20) (via AgentDeskSettingsID)	Agent Event Detail (page 26) (via SkillTargetID)	Agent Logout (page 30) (via SkillTargetID)
Agent Real Time (page 31) (via SkillTargetID)	Agent State Trace (page 50) (via SkillTargetID)	Agent Team Member (page 54) (via SkillTargetID)
Galaxy Agent Performance (page 164) (via SkillTargetID)	Peripheral (page 216) (via PeripheralID)	Person (page 228) (via PersonID)
Schedule (page 263) (via ScheduleID)	Skill Group Member (page 339) (via SkillTargetID)	Skill Target (page 352) (via SkillTargetID)
Termination Call Detail (page 353)(AgentSkillTargetID maps to Agent.SkillTargetID. SourceAgentSkillTargetID maps to Agent.SkillTargetID)		

Fields in Agent Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AgentDeskSettingsID	Identifies the agent desk settings associated with the agent.	DBINT	IE-2, FK NULL
AgentStateTrace	Indicates whether the software collects agent state trace data for the agent: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	A string of parameters the software sends to the peripheral to initialize the agent.	varchar(255)	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
Description	Additional information about the agent.	DESCRIPTION	NULL
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.	VNAME32	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.	VNAME32	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	NOT 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
UserDeletable	Indicates if the record can by deleted by a user. Default is Y.	DBCHAR	NOT NULL

Agent_Desk_Settings Table

This table is part of the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

Each row defines the features available to an enterprise agent and how the software handles certain state changes for the agent. Use ICM Configuration Manager to add, update, and delete Agent_Desk_Settings records.

Related Tables

Fields in 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: • **Y** = Yes, calls to other agents are allowed. • **N** = No, calls to other agents are not allowed.	DBCHAR	NOT NULL
AutoAnswerEnabled	Indicates whether calls to the agent are automatically answered: • **Y** = Yes, calls automatically answered. • **N** = No, calls are not automatically answered.	DBCHAR	NOT NULL
AutoRecordOnEmergency	Specifies whether to automatically record or not record when an emergency call request started: • **0** = Do not automatically record • **1** = Automatically record	DBINT	NULL
AvailAfterIncoming	Indicates whether to automatically consider the agent available after handling an incoming call: • Y = Yes, consider agent available. • N = No, do not consider agent available.	DBCHAR	NOT NULL
AvailAfterOutgoing	Indicates whether to automatically consider the agent available after handling an outbound call: • **Y** = Yes, consider agent available. • **N** = No, do not consider agent available.	DBCHAR	NOT NULL

Agent_Desk_Settings Table

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

Field Name:	Description:	Data Type:	Keys and Null Option:
OutboundAccessInternational	Indicates whether the agent can initiate international calls: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL
OutboundAccessOperatorAssisted	Indicates whether the agent can initiate operator assisted calls: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL
OutboundAccessPBX	Indicates whether the agent can initiate outbound PBX calls: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL
OutboundAccessPrivateNet	Indicates whether the agent can initiate calls through the private network: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL
OutboundAccessPublicNet	Indicates whether the agent can initiate calls through the public network: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBCHAR	NOT NULL
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 **default** is **0**, which means that call requests do not get routed through the CallManager PIM.	DBINT	NULL
RemoteAgentType	Determines how mobile agents who use this dial plan are handled. This field is not used until Release 7.2. Values are:	DBSMALLINT	NOT NULL

Agent_Desk_Settings Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	0 = local agent, no remote access allowed. This is the default 1 = use call by call mobile agent routing. 2 = use nailed connection for mobile agent routing 3 = agent chooses call by call or nailed connection at login.		
RemoteLoginWithoutDesktop	Y or N. If Y, mobile agent is permitted to login without a desktop. This field is not used until Release 7.2.	DBCHAR	NOT 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 IPCC Enterprise will create a consultative call or a blind conference call for the supervisor assistance request: • **Y** = Yes, agent can initiate calls. • **N** = No, agent cannot initiate calls.	DBINT	NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
WorkModeTimer	Specifies the auto wrap-up time out. The **default** value is **0** (auto wrap-up is disabled).	DBINT	NULL
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_Distribution Table

This is one of the Peripheral Detail tables in the Device (page 381) category. For database rules, click here (page 450).

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.

Related Table

Peripheral (page 216) ((via PeripheralID)

Fields in 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 data is sent.	VNAME32	AK-1 NOT NULL

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

Agent_Event_Detail Table

This table is one of the Agent Detail tables in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

Displays agent LOGIN, LOGOUT, and NOT_READY events.

Related tables

Agent (page 19) (via SkillTargetID)

Media Routing Domain (page 204) (via MRDomainID)

Fields in Agent_Event_Detail Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
DateTime	The date and time (in Central Controller local time) that the transition for the event occurred.	DBDATETIME	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
Duration	Duration in seconds associated with the EVENT: **LOGIN**: Typically set to zero **LOGOUT**: 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.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
Event	Event transition that occurred. This value represents the event that is triggered and does not correlate with Agent State values. • **1 = LOGIN** Agent logged in to the Media Routing Domain, • **2 = LOGOUT** Agent logged out of the Media Routing Domain, • **3 = NOT_READY** Agent transitioned out of the NOT_READY state.	DBINT	NOT NULL
LoginDateTime	DateTime (in Central Control local time) when the agent initially logged into the Media Routing Domain.	DBDATETIME	NOT NULL
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

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related Tables

Agent (page 19) (via SkillTargetID)

Media Routing Domain (page 204) (via MRDomainID)

Agent_Half_Hour Table

Fields in Agent_Half_Hour Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
AvailableInMRDTimeToHalf	The number of seconds in the half-hour interval that this agent was available with respect to this Media Routing Domain. 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.	DBINT	NULL
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
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
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	NULL
RoutableInMRDTimeToHalf	The number of seconds in the half-hour interval that this agent was routable with respect to this MRD.	DBINT	NULL
RouterCallsAbandQToHalf	Number of calls queued to the agent by the CallRouter that were abandoned during the half-hour interval. This field is valid only if calls are routed directly to an agent, via either the Queue-to-Agent node or the Send-to-Agent node in the routing script.	DBINT	NULL
RouterCallsAbandToHalf	The count of calls abandoned after they have been routed to an agent, during the half-hour interval. This field is valid only if calls are routed directly to an agent, via either the Queue-to-Agent node or the Send-to-Agent node in the routing script. This field is **applicable to IPCC Enterprise.**	DBINT	NULL
RouterCallsAnsweredToHalf	The count of calls that are answered by the agent in this Skill Group in the half-hour interval. This field is valid only if calls are routed directly to an agent, via either the Queue-to-Agent node or the Send-to-Agent node in the routing script. This field is **applicable to IPCC Enterprise.**	DBINT	NULL
RouterCallsDequeuedToHalf	This value is incremented when a call is dequeued from an agent to be routed to another agent in the half-hour interval. This field is valid only if calls are routed directly to an agent, via either the Queue-to-Agent node or the Send-to-Agent node in the routing script.	DBINT	NULL
RouterCallsHandledToHalf	The number of calls handled at this agent during the half-hour interval, reflecting the number of calls that were sent to this agent that have the Handled type of Call Disposition Flag value 1. For systems that use the Router Re-query feature, this is the count of re-query events for the call in the half-hour interval This field is valid only if calls are routed directly to an agent, via either the Queue-to-Agent node or the Send-to-Agent node in the routing script. This field is **applicable to IPCC Enterprise.**	DBINT	NULL
RouterErrorToHalf	The number of calls that resulted in an error condition in the half-hour interval. This field is valid only if calls are routed directly to an agent, via either the Queue-to-Agent node or the Send-to-Agent node in the routing script.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	This field is **applicable to IPCC Enterprise.**		
RouterCallsRedirectedToHalf	For systems that use the Router Re-query feature, this is the count of re-query events for the call in the half-hour interval. For systems using RONA, this is the count of TCDs with call disposition of DBCDF_REDIRECTED – 5. If a system has both configurations, both events will increment this field.. This field is valid only if calls are routed directly to an agent, via either the Queue-to-Agent node or the Send-to-Agent node in the routing script. This field is **applicable to IPCC Enterprise.**	DBINT	NULL
RouterCallsOfferedToHalf	The count of calls routed or queued to the agent in the half-hour interval. This field is valid only if calls are routed directly to an agent, via either the Queue-to-Agent node or the Send-to-Agent node in the routing script.	DBINT	NULL
RouterQueueCallsToHalf	Number of calls queued to the agent by the CallRouter during the half-hour interval.	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 **voice** media. For **non-voice** media, this is set to zero.	DBINT	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

Agent_Logout Table

This table is one of the Agent Detail tables in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related tables

Agent (page 19) (via SkillTargetID)

Device Target (page 144) (via NetworkTargetID)

Media Routing Domain (page 204) (via MRDomainID)

Fields in Agent_Logout Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
Extension	Foreign key from Translation Route	varchar	NULL
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 IPCC agents only.	DBINT	NULL
PhoneType	The kind of phone being used: 0 = normal ACD/IPCC phone, or non voice task 1 = remote phone, call by call 2 = remote phone, nailed connection All new agent logout data will have a NOT NULL value by default. During upgrade/migration, the value for this column will be NULL.	DBSMALLINT	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
RemotePhoneNumber	For a mobile agent working remotely, the current phone number.	VARCHAR (32)	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

Agent_Real_Time Table

This table is one of the Agent Detail tables in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related tables

Agent (page 19) (via SkillTargetID)

Device Target (page 144) (via NetworkTargetID)

Media Routing Domain (page 204) (via MRDomainID)

Fields in Agent_Real_Time Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
AgentStatus	Reserved for future use.	DBINT	NULL
AgentState	The current real time state of the agent with respect to this MRD. To see Agent State values, click here (page 409).	DBINT	NULL
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
CampaignID	The campaign ID for the campaign associated with this call. This field is populated when the call is answered by an agent. This field is applicable to **Outbound Option only**	DBINT	NULL
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. This field is applicable to **Outbound Option only**.	varchar(32)	NULL
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. This field is applicable to **Outbound Option only**.	VTELNO20	NULL
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 **mode** change in this MRD. An agent has a **mode** with respect to each Media Routing Domain the agent is logged in to. These **modes** are either **routable** or **not routable**. If the **mode** is **routable**, 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.	DBDATETIME	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	If the **mode** is **not routable**, the application instance (for example: E-Mail Manager) controls the agent and assigns tasks to the agent. The 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
DateTimeLogin	Date and time the agent logged on to this MRD. Date and time of the agent's last state change in this MRD.	DBDATETIME	NULL
DateTimeTaskLevelChange	The date and time of the agent's last *task level* change in this MRD. Chat agents have a maximum number of open slots. The *task level* 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 *task level* is always 0 or 1.	DBDATETIME	NULL
Destination	Destination type of outbound call the agent is currently working on: • **0** = None • **1** = ACD • **2** = Direct	DBINT	NULL
Direction	Direction of call agent is currently working on: • **NULL**= None • **0** = None • **1** = In • **2** =Out • **3** = Other	DBINT	NULL
Extension	Extension the agent is currently working on.	varchar(32)	NULL

Agent_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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 **IPCC Enterprise** agents only.	DBINT	FK NULL
OnHold	Extension the agent is currently working on.	DBINT	NULL
PhoneType	The kind of phone being used: 0 = normal ACD/IPCC phone, or non voice task 1 = remote phone, call by call 2 = remote phone, nailed connection	DBSMALLINT	NOT NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID. This field is applicable to **Outbound Option** only.	DBINT	NULL
ReasonCode	Code received from the peripheral indicating the reason for the agent's last state change.	DBINT	NULL
RemotePhoneNumber	For a mobile agent who is working remotely, the current phone number.	VARCHAR (32)	NULL
RequestedSupervisorAssist	Indicates whether the agent has requested supervisor assistance: **1**= Yes, the agent requested assistance. **0**= No, the agent did not request assistance. This field is applicable to **IPCC Enterprise only**.	DBINT	NULL
Routable	Indicates whether the agent is routable with respect to this Media Routing Domain: **Y** = 1, the agent is routable. **N** = 0, the agent is not routable. An agent has a mode with respect to each Media Routing Domain the agent is logged in to. These modes are either **routable** or **not routable**. If the mode is routable, 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 **not routable**, 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.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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**.		
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. If this agent is not working on a task in this MRD, this field is zero. If the agent is working on only one task in this MRD, this field is the ID of the service associated with that task. If the agent is working on more than one task in this MRD, and at least one of these tasks is ACTIVE, this field is the ID of the service associated with one of those active tasks. Otherwise, this field is the ID of the service associated with one of the tasks the agent is working on.	DBINT	NULL
SkillGroupSkillTargetID	Identifies the skill group for the call the agent is currently working on. If this agent is not working on a task in this MRD, this field is zero. If the agent is working on only one task in this MRD, this field is the ID of the skill group associated with that task. If the agent is working on more than one task in this MRD, and at least one of these tasks is ACTIVE, this field is the ID of the skill group associated with one of those active tasks. Otherwise, this field is the ID of the skill group associated with one of the tasks the agent is working on.	DBINT	NULL
SkillTargetID	Identifies the agent.	DBINT	PK, FK NOT NULL

Agent_Skill_Group_Half_Hour Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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 software generates an Agent_Skill_Group_Half_Hour records for each skill group member.

Related Table

Skill Group Member (page 339) (SkillTargetID + SkillGroupSkillTargetID maps to Skill_Group_Member.AgentSkillTargetID + Skill_Group_Member.SkillGroupSkillTargetID)

Fields in Agent_Skill_Group_Half_Hour Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
AbandonHoldCallsToHalf	During the half-hour interval, the total number of ACD calls that were abandoned while being held at an agent position. This value is counted at the time the call disconnects, and the database is updated every half hour.	DBINT	NULL
AbandonHoldOutCallsToHalf	During the half-hour interval, the total number of Outgoing calls that were abandoned while on hold.	DBINT	NULL
AbandonRingCallsToHalf	During the half-hour interval, the total number of ACD calls that abandoned while ringing at an agent's position. The value is incremented at the time the call disconnects.	DBINT	NULL
AbandonRingTimeToHalf	During the half-hour interval, the 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 counted at the time the call disconnects, and the database is updated every half hour.	DBINT	NULL
AgentOutCallsOnHoldTimeToHalf	During the half-hour interval, the 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
AgentOutCallsOnHoldToHalf	During the half-hour interval, the total number of outbound ACD calls an agent associated with this skill group ended and that were placed on hold at least once during the life of the call. The value is counted when the after-call work associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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 counted when the after-call-work time associated with the call (if any) is completed, and the database is updated every half hour.		
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
AgentOutCallsToHalf	The total number of outbound ACD calls made by an agent associated with this skill group that ended during the half-hour interval. The value is counted when any after-call work time associated with the call is completed, and the database is updated every half hour.	DBINT	NULL
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 the half-hour interval. It is counted at the time the call is answered, and the database is updated every half hour. 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**	DBINT	NULL

Agent_Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	- NetworkQTime		
AutoOutCallsOnHoldTimeToHalf	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 counted when the after-call work associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
AutoOutCallsOnHoldToHalf	During the half-hour interval, 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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
AvailTimeToHalf	Total time in seconds an agent associated with this skill group was in the Not_Active state with respect	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	to this skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.		
BargeInCallsToHalf	During the half-hour interval, the number of calls associated with an agent associated with the skill group barged in on either by the supervisor or by the agent This field is applicable for **IPCC Enterprise** only.	DBINT	NULL
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
CallbackMessagesTimeToHalf	Number of seconds the agent spent processing callback messages during the half-hour interval. This field applicable only to the **Aspect ACD**.	DBINT	NULL
CallbackMessagesToHalf	Number of callback messages processed by the agent during the half-hour interval. This field applicable only to the **Aspect ACD**.	DBINT	NULL
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 counted at the time the call is answered, and the database is updated every half hour.	DBINT	NULL
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. 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 **ICM, IPCC Enterprise** and **Outbound Option.**	DBINT	NULL
ConferencedInCallsTimeToHalf	During the half-hour interval, the number of seconds an agent associated with this skill group	DBINT	NULL

Agent_Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	was involved in incoming conference calls. Conferenced in calls include both ACD and non-ACD. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour. Note: For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.		
ConferencedInCallsToHalf	During the half-hour interval, the number of incoming calls the agent was conferenced into. Incoming calls include ACD and non-ACD calls. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour. Note: For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.	DBINT	NULL
ConferencedOutCallsTimeToHalf	During the half-hour interval, 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 counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour.	DBINT	NULL
ConferencedOutCallsToHalf	During the half-hour interval, the number of conference calls the agent initiated. The conferenced out calls include ACD and non-ACD calls. The count of ConferencedOutCalls is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour.	DBINT	NULL
ConsultativeCallsTimeToHalf	During the half-hour interval, the number of seconds agents spent handling consultative calls with at least one ACD call on hold. The value is counted when the after-call work time associated with the consultative call (if any) has completed, and the database is updated every half hour.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
ConsultativeCallsToHalf	The number of consultative calls an agent associated with this skill group that ended in the half-hour interval. The count is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every half hour.	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
EmergencyAssistsToHalf	During the half-hour interval, the number of emergency assist requests made either by the agent or by the supervisor. This field is applicable for **IPCC Enterprise** only.	DBINT	NULL
HandledCallsTalkTimeToHalf	Handle time includes the time spent from the call being answered by the agent to the time the agent completed after call work time for the call. The value for HandledCallsTime is updated in the database when the after-call work time associated with the call (if any) has completed. This field is applicable for **ICM, IPCC Enterprise** and **Outbound Option**.	DBINT	NULL
HandledCallsTimeToHalf	The time in seconds an agent spent on calls that were handledwithin the half-hour interval. This field is applicable for **ICM, IPCC Enterprise** and **Outbound Option**.	DBINT	NULL
HoldTimeToHalf	Number of seconds where **all calls** 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.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time	DBINT	NULL

Agent_Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	associated with the call (if any) is completed, and the database is updated every half hour.		
InterceptCallsToHalf	During the half-hour interval, the number of calls intercepted either by the supervisor or by the agent. This field is applicable for **IPCC Enterprise** only.	DBINT	NULL
InternalCallsOnHoldTimeToHalf	During the half-hour interval, the total number of seconds spent on hold by internal calls an agent associated with this skill group ended. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
InternalCallsOnHoldToHalf	During the half-hour interval, 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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
InternalCallsRcvdTimeToHalf	The total number of seconds spent on internal calls associated with this skill group that were received by an agent that ended in the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
InternalCallsRcvdToHalf	Number of internal calls associated with this skill group that were received by an agent and that ended during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
InternalCallsToHalf	Number of internal calls an agent associated with this skill group ended during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
InterruptedTimeToHalf	This field not currently supported.	DBINT	NULL

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: **HoldTimeToHalf TalkInTimeToHalf TalkOutTimeToHalf TalkOtherTimeToHalf AvailTimeToHalf NotReadyTimeToHalf WorkReadyTimeToHalf WorkNotReadyTimeToHalf BusyOtherTimeToHalf ReservedStateTimeToHalf TalkAutoOutTimeToHalf TalkPreviewTimeToHalf TalkReservedTimeToHalf** This field is applicable for **ICM, IPCC Enterprise** and **Outbound Option.**	DBINT	NULL
MonitorCallsToHalf	The number of calls monitored either by the supervisor or by the agent. This field is applicable for **IPCC Enterprise** only.	DBINT	NULL
NetConfOutCallsTimeToHalf	During the half-hour interval, the number of seconds the agent spent on Network conference calls that they initiated. This only includes time spent on Network conference calls initiated by the agent. The value includes any HoldTime for the call. This database element uses ConferenceTime from the Termination_Call_Detail table. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour.	DBINT	NULL
NetConferencedOutCallsToHalf	During the half-hour interval, the number of Network conference calls the agent initiated. The count of NetConferencedOutCalls is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour.	DBINT	NULL
NetConsultativeCallsTimeToHalf	During the half-hour interval, the number of seconds agents spent handling a Network consultative call with at least one call on hold. The value is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every half hour.	DBINT	NULL

Agent_Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
NetConsultativeCallsToHalf	During the half-hour interval, the number of Network consultative calls completed by agents with at least one call on hold. The count is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
NetTransferredOutCallsToHalf	Number of calls Network (Blind and Consultative) 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
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
PreviewCallsOnHoldTimeToHalf	Number of internal calls an agent associated with this skill group ended during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	work time for the call. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.		
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	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
RedirectNoAnsCallsTimeToHalf	During the half-hour interval, 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 counted at the time the call is diverted to another device, and the database is updated every half hour.	DBINT	NULL
RedirectNoAnsCallsToHalf	During the half-hour interval, 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 counted at the time the call is diverted to another device, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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	DBINT	NULL

Agent_Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	associated with the call. ReserveCallsTalkTime is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.		
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use	DBINT	NULL
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	NULL
ReservedStateTimeToHalf	Time, in seconds, an agent spent in the Reserved state with respect to this skill group during the half-hour interval. 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.	DBINT	NULL
ShortCallsToHalf	During the half-hour interval, 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

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
SupervAssistCallsTimeToHalf	Number of seconds an agent associated with this skill group spent on supervisor-assisted calls during the half-hour interval. The value is counted when the supervisor-assisted call completes, and the database is updated every half hour. This field is applicable for **IPCC Enterprise** only.	DBINT	NULL
SupervAssistCallsToHalf	Number of calls for which an agent received supervisor assistance during the half-hour interval. The value is counted when the supervisor-assisted call completes, and the database is updated every half hour.	DBINT	NULL
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
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
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. Examples: agent-to-agent transfers and supervisor calls. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
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
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

Agent_Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TransferredInCallsTimeToHalf	Number of seconds an agent associated with this skill group spent handling transferred in calls that ended during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour. Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.	DBINT	NULL
TransferredInCallsToHalf	Number of calls transferred into the skill group during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour. Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.	DBINT	NULL
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
WhisperCallsToHalf	During the half-hour interval, the number of calls coached either by the supervisor or by the agent.	DBINT	NULL
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.	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 the half-hour interval.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	WorkReadyTime is included in the calculation of LoggedOnTime.		

Agent_Skill_Group_Logout Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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 software generates an Agent_Skill_Group_Logout record for each skill group member.

Related Table

Skill Group Member (page 339) (SkillTargetID + SkillGroupSkillTargetID maps to Skill_Group_Member.AgentSkillTargetID + Skill_Group_Member.SkillGroupSkillTargetID)

Fields in 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

Agent_Skill_Group_Real_Time Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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 software generates an Agent_Skill_Group_Real_Time record for each skill group member.

Related Table

Skill Group Member (page 339) (SkillTargetID + SkillGroupSkillTargetID maps to Skill_Group_Member.AgentSkillTargetID + Skill_Group_Member.SkillGroupSkillTargetID)

Fields in Agent_Skill_Group_Real_Time Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AgentState	The current real time state of the agent. To see the list of Agent States, click here (page 409).	DBINT	NULL
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
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

Agent_State_Trace Table

This table is one of the Agent Detail tables in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related tables

Agent (page 19) (via SkillTargetID)

Media Routing Domain (page 204) (via MRDomainID)

Fields in Agent_State_Trace Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AgentState	The new agent state. To see the list of Agent States, click here (page 409).	DBINT	FK NULL
DateTime	The date and time at which the state change occurred.	DBDATETIME	PK NOT NULL
Direction	The direction for talking states.	DBINT	NULL

Agent_State_Trace Table

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 • **26** = MAKE_AGENT_READY • **27** = MAKE_AGENT_NOT_READY	DBINT	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	• **28** = TASK_INIT_REQ • **29** = TASK_INIT_IND • **30** = ROUTER_ASSIGNED_TASK • **31** = PRE_CALL_TIMEOUT		
ICRCallKey	A unique number generated at the PG. Values are reused after about 250 million calls.	DBINT	NULL
MRDomainID	The date and time at which the state change occurred.	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, RouterCallKeyDay, RouterCallKeySequenceNumber	These fields are not set for calls. For non-voice tasks, these three fields together identify the task (if any) that caused the agent's state to change.	DBINT	NULL
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

Agent_Team Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

An agent team is a group of agents who report to the same supervisor(s) and are associated with a single peripheral. The 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.

Related tables

Agent (page 19) (via PriSupervisorSkillTargetID and SecSupervisorSkillTargetID)

Agent Team Member (page 54) (via AgentTeamID)

Fields in 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 unique among all agent teams in the enterprise.	VNAME32	AK-1 NOT NULL
PeripheralID	Identifies the peripheral the team is associated with.	DBSMALLINT	FK NOT NULL
PriSupervisorSkillTargetID	The agent who is the primary supervisor for the team.	DBINT	NULL

Agent_Team_Member Table

This table is one of the Agent Detail tables in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

Specifies the mapping of agents to agent teams.

Use ICM Configuration Manager to add or delete Agent_Team_Member records.

Related tables

Agent (page 19) (via SkillTargetID)

Agent Team (page 53) (via AgentTeamID)

Fields in 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

Agent_Team_Supervisor Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

This table specifies the mapping of supervisors and agent teams.

Use ICM Configuration Manager to add or delete Agent_Team_Supervisor records.

Fields in Agent_Team_Supervisor Table:

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

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

Each row corresponds to a voice announcement. The ICM software can route a call to an announcement.

Use Configuration Manager to add, update, and delete Announcement records.

Related Table

Network Target (page 208) (via NetworkTargetID)

Fields in Announcement Table :

Field Name:	Description:	Data Type:	Keys and 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

Application_Event Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

Central database only.

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

Application_Event Table

Fields in 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	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 binary data.	DBINT	NULL
Dword4	Optional event binary data.	DBINT	NULL
Dword5	Optional event binary data.	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: **A** or **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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related Tables

Application Gateway Connection (page 58) (via ApplicationGatewayID)

Application Gateway Half Hour (page 61) (via ApplicationGatewayID)

ICR Instance (page 186) (via ICRInstanceID)

Fields in Application_Gateway Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
ApplicationGatewayID	A unique identifier for the application gateway.	DBINT	PK NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
ApplicationGatewayType	The type of gateway: • 0 = custom gateway • 1 = remote ICM	DBINT	NOT NULL
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: • 0 = none • 1 = private key	DBINT	NOT NULL
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. To see values for this field, click here (page 411).	DBINT	NOT NULL
ICRInstanceID	Identifies the instance associated with the application gateway.	DBINT	FK, IE-1 NULL
PreferredSide	Indicates which side of the Gateway the software should use when both are available: A or B. This applies only when ApplicationGatewayType is 0 (custom gateway).	char(1)	NULL

Application_Gateway_Connection Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related table

Application Gateway (page 57) (via ApplicationGatewayID)

Fields in 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 *hostname:port or IPAddress:port.*	varchar(255)	NULL
ApplicationGatewayID	Identifies the Application Gateway associated with the connection.	DBINT	PK, FK NOT NULL
Command	A command the 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 software passes to the host during initialization. The 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 software to declare the host unavailable. The 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
HeartbeatTimeout	Number of milliseconds the CallRouter waits for a host to respond to a heartbeat request. The default is 300.	DBINT	NULL
HeartbeatInterval	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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Application_Gateway_Globals Table

This table is part of the . For database rules, click

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.

Fields in Application_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: • 0 = custom gateway • 1 = remote ICM **Note:** You can define a separate set of defaults for each type.	DBINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ErrorThreshold	Number of consecutive errors that cause the software to declare the host unavailable. The software then initiates a reconnect.	DBINT	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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
HeartbeatInterval	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
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

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Central database only. Provides statistics on each Application Gateway.

The software updates these statistics every 30 minutes.

The software generates Application_Gateway_Half_Hour records for each Application Gateway.

Related table

Application Gateway (page 57) (via ApplicationGatewayID)

Fields in 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 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
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 internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RejectsToHalf	The number of requests rejected by the Application Gateway during the half-hour interval.	DBINT	NULL
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

Application_Instance Table

This table is part of the Media Routing category (page 387). For database rules, click here. (page 453)

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

Related Table

(via ApplicationInstanceID)

Fields in 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.	CHANGESTAMP	NOT NULL
Description	Additional information about this application instance.	DESCRIPTION	NULL
EnterpriseName	The unique name of the application instance.	VNAME32	AK-1 NOT NULL
PermissionLevel	Determines the permissions given to the application: • **0** = Full read/write permission to all configuration tables. • **1** = Read-only permission to all configuration tables (the application may not change any data). • **3** = Authentication only (only the ConAPI authentication API's will function).	DBINT	NOT NULL

Application_Path Table

This table is part of the . For database rules, click

It defines a path from a registered application instance 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.

Related Tables

(via ApplicationInstanceID).

(via ApplicationPathID).

(via ApplicationPathID).

(via LogicalControllerID).

Media Routing Domain (page 204) (via MRDomainID)

Fields in 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

Application_Path_Member Table

This table is part of the Media Routing category (page 387). For database rules, click here. (page 453)

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

Related Tables

Application Path (page 63) (via ApplicationPathID).

Media Routing Domain (page 204) (via MRDomainID).

Peripheral (page 216) (via PeripheralID).

Fields in 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

Application_Path_Real_Time Table

This table is part of the Media Routing category (page 387). For database rules, click here. (page 453)

It provides real-time status and connection data for application paths.

Related Table

(via ApplicationInstanceID)

Fields in Application_Path_Real_Time Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
ApplicationPathID	The application path identifier for this application path member.	DBINT	PK, FK 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: • **Y** = yes, on-line • **N** = no, not on-line.	DBCHAR	NULL
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

AWControl Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

Local database only.

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

Fields in AWControl Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
AWType	The AW type: • **0** = Standard • **1** = NAM • **2** = CICM • **3** = Limited AW.	DBINT	NOT NULL
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.	varchar	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: • **Y** = Yes (enabled) • **N** = No (not enabled)	DBCHAR	NOT NULL
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.	DATETIME	NULL

Blended_Agent_Options Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

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.

Fields in Blended_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. A **Y** indicates enabled, **N** indicates disabled. The default is **N**.	DBCHAR	NOT NULL

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.

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Business_Entity Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

It lists the business entities within the enterprise.

Related tables

Enterprise Route (page 155) (via Enterprise Route ID)

Enterprise Service (page 156) (via EntityID)

Enterprise Skill Group (page 157) (via EntityID)

Master Script (page 202) (via Entity ID)

Schedule (page 263) (via EntityID)

Fields in 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

Call_Type Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Each row describes a category of calls that the 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.

Related tables

Call Type Half Hour (page 69) (via CallTypeID)	Call Type Map (page 96) (via CallTypeID)	Call Type Real Time (page 96) (via CallTypeID)
Customer Definition (page 142) (via CustomerDefinitionID)	Default Call Type (page 143) (via CallTypeID)	Dialed Number Map (page 147) (via CallTypeID)
ICR Globals (page 183) (Call_Type.CallTypeID maps to ICR_Globals.DefaultCallType)	Route Call Detail (page 238) (via CallTypeID)	Termination Call Detail (page 353) (via CallTypeID)

Fields in 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. NULL means that the bucket interval from ICR_Globals will be used for this calltype.	DBINT	FK NULL
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
ServiceLevelThreshold	The time in seconds to be used as the service level threshold.	DBSMALLINT	NULL
ServiceLevelType	Default value that indicates how the 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

Call_Type_Half_Hour Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Note: 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.

Related table

(via CallTypeID)

Fields in 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AbandInterval2	Number of calls abandoned within interval 2. 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
AbandInterval3	Number of calls abandoned within interval 3. 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AbandInterval4	Number of calls abandoned within interval 4. 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AbandInterval5	Number of calls abandoned within interval 5 . 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AbandInterval6	Number of calls abandoned within interval 6 . 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AbandInterval7	Number of calls abandoned within interval 7. 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AbandInterval8	Number of calls abandoned within interval 8. 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

Field Name:	Description:	Data Type:	Keys and Null Option:
	Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AbandInterval9	Number of calls abandoned within interval 9 . 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AbandInterval10	Number of calls abandoned within interval 10. 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
AgentErrorCountToHalf	During the half-hour interval, calls that encounter an error when the call is at the agent desktop. These are calls that receive a TCD with CallDispositionFlag value 4. Agent errors are counted in AgentErrorCount, and routing errors are counted in ErrorCount. Total Error count = ErrorCountToHalf + AgentErrorCountTo Half.	DBINT	NULL
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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AnsInterval2	Number of calls answered within interval 2. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AnsInterval3	Number of calls answered within interval 3. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AnsInterval4	Number of calls answered within interval 4. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AnsInterval5	Number of calls answered within interval 5. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AnsInterval6	Number of calls answered within interval 6. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AnsInterval7	Number of calls answered within interval 7.	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AnsInterval8	Number of calls answered within interval 8. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AnsInterval9	Number of calls answered within interval 9. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AnsInterval10	Number of calls answered within interval 10. 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

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AnswerWaitTimeHalf	The sum of answer wait time in seconds for all calls that were handled for the call type during the half-hour interval. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AvgRouterDelayQToHalf	Average delay in queue (in seconds) for calls removed from the Router queue during the half-hour interval. **RouterQueueDelayQToHalf / RouterQueueCallsToHalf** Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
BucketIntervalID	The ID of Bucket Intervals from the Bucket_Interval table used to generate the following *AnsInterval* and *AbandInterval* fields in this record.	DBINT	NULL
CallDelayAbandTimeToHalf	The total time spent by calls of this call type that abandoned in the half-hour interval. This time begins when the call reaches the Router and ends when the call disconnects. Does not include short calls. This time is not reset if the CallType changes. *To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTimeHalf and DelayAgentAbandTimeToHalf from CallDelayAbandTimeToHalf.* Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
CallsAnsweredToHalf	The total number of calls of this call type answered by agents in the half-hour interval. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.	DBINT	NULL
CallsHandledHalf	The total number of calls of this call type handled in the half-hour interval. Termination_Call_Detail records generated by agent PG with a CallDispositionFlag of 1 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. 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 **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
CallsOfferedHalf	The total number of calls of this call type offered during the half-hour interval.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
CallsQHandledToHalf	Number of calls handled in the half-hour interval that were queued in the Router at any time during the life of the call. 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
CallsRequeriedToHalf	During the half-hour interval, the number of router requery events for this calltype. A call may be requeried several times and counted as such. For example, if there are 10 calls offered and each is requeried twice, Calls Requeried is 20.	DBINT	NULL
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 5. 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
CallsRoutedNonAgentToHalf	For **IPCC Express,** the number of calls that executed a Label node or a Divert Label node in their routing script in the half-hour interval. For **ICM**, 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.	DBINT	NULL
CallsRoutedToHalf	Number of calls of this type that have been routed during the half-hour interval.	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
CallTypeID	Identifies the call type.	DBINT	PK, FK NOT NULL
CTDelayAbandTimeToHalf	The total time spent by calls of this call type that abandoned calls within the half-hour interval. This time begins when the call reaches the Router or when the call changes CallTypes and ends when the call disconnects. This time is reset if the CallType changes. Does not include short calls. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
CTVRUTimeToHalf	During the half-hour interval, the total time that all the calls spent at the VRU in the current call type. In a NAM/CICM deployment (VRU at NAM), this value is updated for calls that the CICM sends to the VRU. Calls that the NAM itself sends to the VRU update the call type metrics in the NAM. In a NAM/CICM deployment (VRU1 at NAM and VRU2 at CICM), this value is updated for calls that the CICM sends to VRU1. Calls that the NAM Router itself sends to VRU1 update the call type metrics in the NAM. Service data for VRU2 is stored in the CICM data base. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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
DelayAgentAbandTimeToHalf	For the half-hour interval, the total time spent by all calls for this call type that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes. Does not include short calls. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
DelayQAbandTimeHalf	The total time spend by all calls for this call type that abandoned while in the queue, for this half-hour interval. This field changed in Release 7.0 from Abandon Time in Queue + Abandon Time At Agent + Abandon Time in VRU to Abandon Time in Queue only. Customers who migrate from Release 6.0 please note that the data stored in DelayQAbandTime will be moved to CallDelayAbandTime. Does not include short calls. This time is not reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
ErrorCountToHalf	During the half-hour interval, 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 Refer to the Route_Call_Detail table (page 238), RouterErrorCode field. Examples: Translation-routed calls are abandoned while en route to destination target. Calls with mis-configured labels do not use default routing; for example, when a route has not been defined.	DBINT	NULL
HandleTimeHalf	The total handle time in seconds for handled calls of this call type ending during the half-hour interval. HandleTimeToHalf is the sum of the fields TalkTime, HoldTime and WorkTime from the Termination_Call_Detail record. This field is applicable to both **ICM** and **IPCC 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
HoldTimeToHalf	The total hold time in seconds for calls of this call type ending during the half-hour interval. This field is applicable to both **ICM** and **IPCC 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
ICRDefaultRoutedToHalf	Number of calls of this type that were routed to the default label during the half-hour interval.	DBINT	NULL
IncompleteCallsHalf	During the half-hour interval, the number of IncompleteCalls;which are calls that were routed to an agent but failed to arrive. An IncompleteCall can also be identified in the Termination_Call_Detail record, as can any call with a CallDisposition of 7. This can occur under several conditions: 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. Just as the CallRouter is about to send the agent a call, the agent otherwise attempts to make a call from the hard phone.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	Just as the CallRouter is about to send the agent a call, the agent, while in the AVAILABLE state, is direct dialed. Network issues (congestion, glitches, etc). A caller disconnects in route to the agent. As IP transfers are so quick, this is an unlikely condition. 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 **ICM** and **IPCC 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.		
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
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
OverflowOutHalf	The number of calls overflowed to another call type during the half-hour interval.This field increments when a requalify or call type node is executed in the script.	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
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use.	DBINT	NULL
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	NULL
ReturnBusyToHalf	Number of calls of this type that were routed to the Busy target during the half-hour interval.	DBINT	NULL
ReturnReleaseToHalf	Count of calls that executed a Release node in their routing script in the half-hour interval.	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
ReturnRingToHalf	Number of calls of this type that were routed to the Ring target during the half-hour interval.	DBINT	NULL
RouterCallsAbandQToHalf	The number of calls to the call type that abandoned in the Router queue during the interval. Does not include short calls. The definition of this field changed in Release 7.0(0) from Calls Abandon in Queue + Calls Abandoned At Agent + Calls Abandoned in VRU to Calls Abandoned in Queue only. For customers who are migrating from Release 6.0 to Release 7.0, the data stored in RouterCallsAbandQ will be moved to TotalCallsAband. RouterCallsAbandQ does not include calls that were abandoned in the VRU. This value can be derived from TotalCallsAband - RouterCallsAbandQ - RouterCallsAbandToAgent Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterCallsAbandToAgentToHalf	The number of calls that abandoned at the agent desktop before being answered in the half-hour interval. Does not include short calls. Termination_Call_Detail records generated by agent PG with a CallDispositionFlag of 2 are counted as RouterCallsAbandToAgent. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
RouterQueueCallsToHalf	The number of tasks of the call type assigned from the queue to be routed in the half hour interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterQueueCallTypeLimitToHalf	During the half-hour interval, the number of Router queue attempts that failed because the limit for the call type was reached. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterQueueGlobalLimitToHalf	During the half-hour interval, the number of Router queue attempts that failed because the global system limit was reached. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterQueueWaitTimeToHalf	Number of seconds calls of this type spent in the Call Router queue during the half-hour interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	(child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data. 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.		
ServiceLevelAbandHalf	The total number of calls of this call type abandoned within the service level threshold during the half-hour interval. Valid for both**IPCC Enterprise** and **standard ACD**targets that use translation routes. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelCallsHalf	The total number of calls of this call type answered within the ICM service level threshold during the half-hour interval. This field is incremented when the PG sends the answered event to the router within the service level threshold. Valid for both**IPCC Enterprise** and **standard ACD**targets that use translation routes.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelCallsOfferedHalf	The number of calls of this call type that had service level events during the half-hour interval. 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 **IPCC Enterprise** and **standard ACD** targets that use translation routes. **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.	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelErrorToHalf	Calls that ended in Error state within SL threshold within the half-hour interval.	DBINT	NULL
ServiceLevelHalf	The ICM service level for the call type during the half-hour interval. 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)	DBFLT4	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	Abandoned Calls have Negative Impact: ServiceLevelCalls/ServiceLevelCallsOffered Abandoned Calls have Positive Impact: (ServiceLevelCalls + ServiceLevelAband)/ServiceLevelCallsOffered 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelRONAToHalf	Calls that redirected on no answer within SL threshold within the half-hour interval.	DBINT	NULL
ServiceLevelType	Service Level Type used to calculate Service level for the half-hour interval.	DBINT	NULL
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. This field is applicable to **ICM, IPCC Enterprise**, and **Outbound Option.**	DBINT	NULL

Call_Type_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
TalkTimeHalf	The total talk time in seconds for calls of this call type that were handled during the half-hour interval. 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
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TotalCallsAbandToHalf	The total number of calls abandoned while in VRU (that is, while undergoing prompting or listening to voice menus options), calls abandoned while queued to skill group, and calls abandoned at agent desktop This field also includes abandons for calls that are not in the queue; for example, when the caller hangs up while listening to a VRU prompt. Therefore, the number of calls abandoned at a VRU before being queued is TotalCallsAband minus RouterCallsAbandToAgent and RouterCallsAbandQ. Does not include short calls. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	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
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
VruHandledCallsToHalf	Count of the VRU calls marked as handled at VRU in the half-hour interval. This field is incremented	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	only if the call's routing script sets the VRUProgress script variable to a certain value.		
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
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
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
VRUTimeToHalf	The total time that all calls spent at the VRU in the half-hour interval. This is the total VRU time, whether the call was queued or not. In a NAM/CICM deployment (VRU at NAM), this value is updated for calls that the CICM sends to the VRU. Calls that the NAM itself sends to the VRU update the call type metrics in the NAM. In a NAM/CICM deployment (VRU1 at NAM and VRU2 at CICM), this value is updated for calls that the CICM sends to VRU1. Calls that the NAM Router itself sends to VRU1 update the call type metrics in the NAM. Service data for VRU2 is stored in the CICM data base. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
VruUnhandledCallsToHalf	Count of calls marked as Offered to VRU but not handled in the half-hour interval. This field is	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	incremented only if the call's routing script sets the VRUProgress script variable to a certain value.		

Call_Type_Map Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

It maps call types to scheduled scripts. Use the Script Schedule facility of the Script Editor to add, update, and delete Call_Type_Map records.

Related tables

Call Type (page 68) (via CallTypeID)

Master Script (page 202) (via MasterScriptID)

Fields in 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

Call_Type_Real_Time Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Local database only.

Provides real-time statistics for each call type defined in the software. The software generates a Call_Type_Real_Time record for each call type.

Related tables

Call Type (page 68) (via CallTypeID)

Master Script (page 202) (via MasterScriptID)

Fields in Call_Type_Real_Time Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
AgentErrorCountHalf	Within the current half-hour interval, the number of calls that encountered an error when the call is at the agent desktop.	DBINT	NULL
AgentErrorCountToday	The number of calls that encounter an error when the call is at the agent desktop since midnight.	DBINT	NULL
AnswerWaitTimeHalf	The sum of answer wait time in seconds for all calls of this call type that were answered during the current half-hour interval. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
AnswerWaitTimeTo5	The sum of answer wait time in seconds for all calls answered for this call type during the rolling five-minute interval. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is	DBINT	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AnswerWaitTimeToday	The sum of answer wait time in seconds for all calls of this call type answered since midnight. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
AvgRouterDelayQNow	Average number of seconds spent in the CallRouter queue for calls of this type that are currently in queue. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
CallDelayAbandTimeHalf	The time spent by all calls for this call type that abandoned before being answered during the current half-hour interval. *To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTimeHalf and DelayAgentAbandTimeHalf from CallDelayAbandTimeHalf.* Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
CallDelayAbandTimeTo5	The time spent by all calls for this call type that abandoned before being answered within the rolling 5 minutes *To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTimeTo5 and DelayAgentAbandTimeTo5 from CallDelayAbandTimeTo5.* Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
CallDelayAbandTimeToday	The time spent by all calls for this call type that abandoned before being answered since midnight. *To determine the time that abandoned calls spend in the script before abandoning, subtract DelayQAbandTimeToday and DelayAgentAbandTimeToday from CallDelayAbandTimeToday.* Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
CallsAnsweredHalf	The number of calls answered by an agent in the current half-hour interval. 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
CallsAnsweredTo5	The number of calls answered by an agent during the rolling five-minute interval.	DBINT	NULL
CallsAnsweredToday	The number of calls answered by an agent since midnight.	DBINT	NULL
CallsAtAgentNow	The number calls that IPCC agents are currently working on. An agent is considered to be working on a call/task until the agent finishes the wrap-up work associated with the call/task, if any. This field is not applicable to ICM.	DBINT	NULL
CallsAtVRUNow	The number calls that are currently at the VRU. This includes calls that are in prompting at the VRU (non-queued calls) and those in the queue. In a NAM/CICM deployment (VRU at NAM), this value is updated for calls that the CICM sends to the VRU. Calls that the NAM itself sends to the VRU update the call type metrics in the NAM. In a NAM/CICM deployment (VRU1 at NAM and VRU2 at CICM), this value is updated for calls that the CICM sends to VRU1. Calls that the NAM Router itself sends to VRU1 update the call type metrics in the NAM. Service data for VRU2 is stored in the CICM data base. In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
CallsHandledHalf	The total number of calls of this call type handled in the current half-hour interval. Termination_Call_Detail records generated by agent PG with a CallDispositionFlag of 1 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. 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 **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
CallsHandledTo5	The total number of calls of this call type handled during the rolling 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 rolling five-minute interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
CallsOfferedHalf	The total number of calls of this call type offered during the current half-hour interval.	DBINT	NULL
CallsOfferedTo5	The number of calls of this call type offered during the rolling five-minute interval.	DBINT	NULL
CallsOfferedToday	The total number of calls of this call type offered to this call type since midnight.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
CallsRONAHalf	The number of calls that have been Redirected On No Answer in the current half-hour interval. This does not include calls rerouted using the router requery feature. 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
CallsRONATo5	The number of calls that have been Redirected On No Answer in this in the rolling 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 **IPCC Express**, the number of calls that executed a Label node or a Divert Label node in their routing script in the current half-hour interval. For **ICM**, 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.	DBINT	NULL
CallsRoutedNonAgentTo5	For **IPCC Express**, the number of calls that executed a Label node or a Divert Label node in their routing script in the rolling five-minute interval. For **ICM**, 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.	DBINT	NULL
CallsRoutedNonAgentToday	For **IPCC Express**, the number of calls that executed a Label node or a Divert Label node in their routing script since midnight. For **ICM**, 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.	DBINT	NULL
CallsRoutedToday	Number of calls of this type that have been routed since midnight.	DBINT	NULL
CallsRoutedToHalf	Number of calls of this type that have been routed during the current half-hour interval.	DBINT	NULL
CallTypeID	Identifies the call type.	DBINT	PK, FK NOT NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
CTDelayAbandTimeHalf	The total time spent by calls of this call type that abandoned calls within the current half-hour interval. This time begins when the call reaches the Router or when the call changes CallTypes and ends when the call disconnects. This time is reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
CTDelayAbandTimeTo5	The total time spent by calls of this call type that abandoned calls within the rolling five-minute interval. This time begins when the call reaches the Router or when the call changes CallTypes and ends when the call disconnects. This time is reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
CTDelayAbandTimeToday	The total time spent by calls of this call type that abandoned calls since midnight. This time begins when the call reaches the Router or when the call changes CallTypes and ends when the call disconnects. This time is reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
DateTime	The Central Controller date and time at the start of the interval when the row was generated.	DBDATETIME	NOT NULL
DelayAgentAbandTimeHalf	For the current half-hour interval, the total time spent by all calls for this call type that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
DelayAgentAbandTimeTo5	For the rolling five-minute interval, the total time spent by all calls for this call type that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
DelayAgentAbandTimeToday	For the half-hour interval, the total time spent by all calls for this call type that abandoned at the agent's desktop before being answered. This time is not reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the	DBINT	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
DelayQAbandTimeHalf	The total time spend by all calls for this call type that abandoned while in the queue, during the current half-hour interval. This time is not reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
DelayQAbandTimeTo5	The total time spend by all calls for this call type that abandoned while in the queue, for this rolling five-minute interval. This time is not reset if the CallType changes. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
DelayQAbandTimeToday	The total time spend by all calls for this call type that abandoned while in the queue, since midnight. This time is not reset if the CallType changes.	DBINT	NULL
ErrorCountToday	Number of calls since midnight that resulted an error condition , such as when a routing scriptfailed to find	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	a target and there are no default routes defined. This field increments when: • Translation-routed calls are abandoned while on route to destination target. • Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.) • Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined). **Note:** Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ErrorCountToHalf	In the current half-hour interval, the number of calls that resulted in an error condition, such as when a	DBINT	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	routing script fails to find a target and there is no default route defined. This field increments when: • Translation-routed calls are abandoned while on route to destination target. • Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.) • Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined).		
HandleTimeHalf	The total handle time in seconds for all calls of this call type ending during the current half-hour interval. 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
HandleTimeTo5	The total handle time in seconds for all calls of this call type ending during the rolling 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. 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
HoldTimeTo5	The total hold time in seconds for calls of this call type ending during the rolling 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
ICRDefaultRoutedToHalf	Number of calls that were routed to the default label during the current half-hour interval.	DBINT	NULL
MasterScriptID	The master script currently scheduled for the call type.	DBINT	NULL
NetworkAnnouncementToday	The number of calls routed with an announcement node since midnight. This node returns a label to the network that specifies the announcement to be played.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
NetworkAnnouncementToHalf	The number of calls routed with an announcement node during the current half-hour period. This node returns a label to the network that specifies the announcement to be played.	DBINT	NULL
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
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
OverflowOutTo5	The number of calls that overflowed to another call type during the rolling five-minute interval. This field increments when a requalify or call type node is executed in the script.	DBINT	NULL
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
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 current half-hour interval.	DBINT	NULL
ReturnReleaseHalf	Count of calls that executed a Release node in their routing script in the current half-hour interval.	DBINT	NULL
ReturnReleaseToday	Count of calls that executed a Release node in their routing script since midnight.	DBINT	NULL
ReturnRingToday	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 software routed to the Ring target during the current half-hour interval.	DBINT	NULL
RouterCallsAbandQHalf	Number of calls of this type abandoned in the Router queue during the current half-hour interval. 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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child)	DBINT	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
RouterCallsAbandQTo5	Number of calls of this type abandoned in the Router queue during the rolling five-minute interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterCallsAbandQToday	Number of calls of this type abandoned in the Router queue since midnight. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterCallsAbandToAgentHalf	The number of calls that abandoned at the agent desktop before being answered in the current half-hour interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
RouterCallsAbandToAgentTo5	The number of calls that abandoned at the agent desktop before being answered within the rolling five-minute interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterCallsAbandToAgentToday	The number of calls that abandoned at the agent desktop before being answered since midnight. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor	DBINT	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
RouterLongestCallQ	The time that the longest currently queued call for this call type entered the CallRouter queue. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data. 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.	DBDATETIME	NULL
RouterQueueCallsHalf	Number of calls of this type that left the CallRouter queue to be routed during the current half- hour interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterQueueCallsTo5	Number of calls of this type that left the CallRouter queue to be routed during the rolling five-minute interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
RouterQueueCallsToday	Number of calls of this type that left the CallRouter queue to be routed since midnight. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterQueueWaitTimeHalf	Number of seconds calls of this type spent in the CallRouter queue during the current half-hour interval. 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.In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterQueueWaitTimeTo5	Number of seconds calls of this type spent in the CallRouter queue during the rolling five-minute interval. 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.In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterQueueWaitTimeToday	Number of seconds calls of this type spent in the CallRouter queue since midnight.	DBINT	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	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.In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ScriptID	The script currently scheduled for the call type.	DBINT	NULL
ServiceLevelAbandHalf	The total number of calls of this call type abandoned within the service level threshold during the current half-hour interval. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelAbandTo5	The number of calls of this call type abandoned within the service level during the rolling five-minute interval. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelAbandToday	The number of calls of this call type abandoned within the service level since midnight. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelCallsHalf	The total number of calls of this call type answered within the service level threshold during the half-hour interval. 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 **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

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelCallsOfferedHalf	The number of calls of this call type that had a service level event during the current half-hour interval. 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 **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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelCallsOfferedTo5	The number of calls of this call type that had service level events during the rolling five-minute interval. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelCallsOfferedToday	The number of calls of this call type that had service level events since midnight. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.		
ServiceLevelCallsQHeld	The number of calls of this call type that had been in queue longer than the service level threshold since midnight. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelCallsTo5	The total number of calls of the call type handled within the service level during the rolling five-minute interval. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelCallsToday	The total number of calls of the call type handled within the service level since midnight. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelErrorHalf	Calls that ended in Error state within SL threshold within the current half-hour interval.	DBINT	NULL
ServiceLevelErrorToday	Calls that ended in Error state within SL threshold since midnight.	DBINT	NULL
ServiceLevelHalf	The service level for this call type during the current half-hour interval. 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. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBFLT4	NULL
ServiceLevelTo5	The service level for this call type during the rolling five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsHandledTo5.	DBFLT4	NULL

Call_Type_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelToday	The service level for this call type since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday. With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBFLT4	NULL
ServiceLevelRONAHalf	Calls that redirected on no answer within SL threshold within the current half-hour interval.	DBINT	NULL
ServiceLevelRONATo5	Calls that redirected on no answer within SL threshold within the rolling five-minute interval.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
ServiceLevelRONAToday	Calls that redirected on no answer within SL threshold sicne midnight.	DBINT	NULL
TalkTimeHalf	The total talk time in seconds for calls of this call type ending during the current half-hour interval. 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
TalkTimeTo5	The total talk time in seconds for calls of this call type ending during the rolling five-minute interval.	DBINT	NULL
TalkTimeToday	A total of talk time in seconds for calls of this call type ending since midnight.	DBINT	NULL
TotalCallsAbandHalf	The total number of queued calls, non-queued calls, and calls that abandoned at the agent desktop in the current half-hour interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
TotalCallsAbandTo5	The total number of queued calls, non-queued calls, and calls that abandoned at the agent desktop in the rolling five-minute interval. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
TotalCallsAbandToday	The total number of queued calls, non-queued calls, and calls that abandoned at the agent desktop since midnight. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child)	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		

Campaign Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

It 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.

Related Tables

Campaign Skill Group (page 133) (via CampaignID)

Campaign Target Sequence (page 134) (via CampaignID)

Campaign_Query_Rule (page 127) (via CampaignID)

Campaign Query Rule Half Hour (page 129)

Campaign_Query_Rule_Real Time (page 131) (via CampaignID)

Dialer Port Real Time (page 153)(via CampaignID)

Fields in Campaign Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
AbandonCustomerCallback	The number of minutes to wait before calling back a customer who abandoned the call.	DBINT	NULL
AbandonedDialerCallback	The number of minutes to wait before calling back a customer who was abandoned by the dialer.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
AbandonEnabled	Indicates whether the predictive algorithm should use AbandonPercent: • **Y** = Use abandon percent algorithm. • **N** = Do not take abandoned calls into consideration while calculating the predictive algorithm.	DBCHAR	NOT NULL
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: 1. Abandon Call 2. Transfer to Agent 3. Transfer to IVR Route Point	DBINT	NOT NULL
AnswerDetectEnabled	Valid options are: • **Y** = Answering machine detection is enabled. N . • **N** = Answering machine detection is disabled	DBCHAR	NOT NULL
BusyCallback	The number of minutes to wait before attempting a callback to a number that was busy.	DBINT	NOT NULL
AnsweringMachineCallback	The number of minutes to wait before calling back a previously dialed number that was answered by an answering machine.	DBINT	NULL
BusyRetryEnabled	Valid options are: • **Y** = A busy number should be retried. • **N** = The next number in the list should be tried.	DBCHAR	NOT NULL
CallbackTimeLimit	Maximum amount of time, in minutes, after a scheduled callback before giving up the callback attempt.	DBSMALLINT	NOT NULL
CampaignID	A unique identifier for this campaign. This is the primary key for this table. This field is applicable to **Outbound Option** only.	DBINT	PK NOT NULL

Campaign Table

Field Name:	Description:	Data Type:	Keys and Null Option:
CampaignName	A customer-entered name for this campaign.	VNAME32	AK-1 NOT NULL
CampaignPurposeType	Can be set to **Agent Campaign** or **Xfer to IVR Campaign.**	DBINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
ConfigParam	Additional configuration parameters.	varchar	NULL
CustomerNotHomeCallback	The number of minutes to wait before calling a customer back when the call was answered by the wrong person.	DBINT	NULL
Deleted	Valid options are: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
Description	A description of the campaign.	DESCRIPTION	NULL
DisableCPA	Y = Disable IP Call Progress Analysis. (as in Release 5.0). N = IP Call Progress Analysis enabled. Default = N	DBCHAR	NOT NULL
DSTLocation	Starting daily saving time. Default:1	DBINT	Not Null
EdgeDetectEnabled	Deleted Flag. Stored as a character: • **Y**= Voice detection should be done at the beginning of the initial greeting sound. • **N**= Enables a faster but less accurate voice/answering machine detection.	DBCHAR	NOT NULL
Enabled	Indicates whether a campaign is currently active **(Y)** or not **(N).**	DBCHAR	NOT NULL
ExhaustedCallsEnabled	Valid options are: • **Y** = Allow resetting the records that have reached the maximum number of attemp • **N** = Do not allow the resetting of these records.	DBCHAR	NOT NULL
HomeEnabled	Valid options are: • **Y**= Allow dialing to home numbers. • **N** = Do not allow dialing to home numbers.	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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. A **Y** indicates enabled, an **N** indicates disabled. The default value is **N.**	DBCHAR	NOT NULL
LeaveMessageEnabled	Indicates whether the ICM should leave automated messages on answering machines: • **Y** = Yes, leave automated messages on answering machines. • **N** = No, do not leave automated messages on answering machines.	DBCHAR	NOT NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
PersonalizedCallbackEnabled	Valid options are: • **Y** = Personalized callback is enabled. • **N** = Personalized callback is not enabled.	DBCHAR	NOT NULL
PrefixDigits	Digits that should be prefixed to each customer number dialed from this campaign. This feature is used to create a unique prefix that can be used by Call Manager's Translation Pattern function to change the ANI that customers see.	varchar(5)	Null
QuickDetectEnabled	Valid options are: • **Y** = Voice/answering machine detection should be done quickly rather than accurately. • **N** = Voice/answering should be done accurately, but not as quickly as with the quick detect feature.	DBCHAR	NOT NULL
ReleaseCallbackEnabled	Valid options are: • **Y** = A personalized callback should be sent to another agent if the original agent is not available. • **N** = A personalized callbach should not be sent to another agent.	DBCHAR	NOT NULL
RescheduleCallbackMode	Valid options include: • **1** = If a callback should be rescheduled for the same time period the next day. • **2** = If the callback will be rescheduled for tthe next valid dialing period. • **3** = If the callback will be abandoned (not attempted again).	DBSMALLINT	NOT NULL
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: **Y** = Indicates that a stored procedure should be called after a customer record has been closed.	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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 *ImportAreaProcDisable* registry setting. The default is **Y**.	DBCHAR	NOT NULL
WaitForBusyRetry	Y= When a busy number has been reached wait until the busy retry timeout and call the busy number again instead of calling the next phone number in the customers list. Note: if the Busy retry interval is greater than 5 minutes the system will not wait. N = Do not wait to retry a busy number, try the next number in the list. Default = N	DBCHAR	NOT NULL
WorkEnabled	Valid options are: • **Y** = Allow dialing to work numbers. • **N** = Do not allow dialing to work numbers.	DBCHAR	NOT NULL
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

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

It 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.

Related tables

Campaign_Query_Rule Table

Campaign (page 122) (via CampaignID)

Query_Rule (page 230) (via QueryRuleID)

Fields in Campaign_Query_Rule Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
CampaignID	The campaign to which this query rule belongs. This field is a foreign key from the Campaign table. This field is applicable to **Outbound Option only.**	DBINT	PK, FK NOT NULL
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: • **Y** = Use duration (time spent within a query rule) • **N** = Do not use duration	DBCHAR	NOT NULL
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: • **Y** = Use hit rate • **N** = Do not use hit rate	DBCHAR	NOT NULL
ListOrder	The order in which the query rules are to be used.	DBINT	NOT NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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 **Outbound Option only**.	DBINT	PK, FK NOT NULL
StartHours	TThe 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	TThe contact will not be dialed earlier than the StartHours:StartMinutes. Time is based on the ICM Central Controller time.	DBINT	NOT NULL

Campaign_Query_Rule_Half_Hour Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

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.

Related tables

Campaign (page 122) (via CampaignID)

Query_Rule (page 230) (via QueryRuleID)

Fields in 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	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	NULL

Campaign_Query_Rule_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
AgentClosedDetectToHalf	The number of preview/callback calls in a half-hour period that were closeed 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 agant.	DBINT	NULL
AnsweringMachineDetectToHalf	The number of calls in a half-hour period that detected an answering machine.	DBINT	NULL
BusyDetectToHalf	The number of calls in a half-hour period that detected a busy signal.	DBINT	NULL
CallbackCountToHalf	The total number of records scheduled for a callback.	DBINT	NULL
CampaignID	The campaign to which this query rule belongs. This field is applicable to **Outbound Option only.**	DBINT	PK, FK NOT NULL
CancelledDetectToHalf	The number of calls in a half-hour period where the dialer canceled a ringing customer call.	DBINT	NULL
ContactsAttemptedToHalf	The number of attemted calls within a half-hour period.	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	NULL
CustomerNotHomeCountToHalf	The number of calls that were answered by the wrong party; the customer was not home.	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
FaxDetectToHalf	The number of calls in a half-hour period that detected a FAX machine.	DBINT	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	NULL
NoAnswerDetectToHalf	The number of calls in a half-hour period that were not answered.	DBINT	NULL
NoDialToneDetectToHalf	The number of calls in a half-hour period that did not receive a dial tone.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
NoRingBackDetectToHalf	The number of calls in a half-hour period that did not receive a ring back tone.	DBINT	NULL
PersonalCallbackCountToHalf	The number of calls where the customer requested a personal callback.	DBINT	NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID. This field is applicable to **Outbound Option only.**	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	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. **Outbound Option:** The number of calls in a half-hour period that detected a live person.	DBINT	NULL
WrapupTimeToHalf	The total number of seconds agents spent in wrap-up mode during the last half-hour.	DBINT	NULL
WrongNumberCountToHalf	The number of calls where the customer's phone number was incorrect (the e. customer did not live there).	DBINT	NULL

Campaign_Query_Rule_Real_Time Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

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.

Related tables

Campaign (page 122) (via CampaignID)

Query_Rule (page 230) (via QueryRuleID)

Campaign_Query_Rule_Real_Time Table

Fields in 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	NULL
AbandonToIVRCount	The number of calls that detected an answering machine.	DBINT	NULL
AgentClosedCount	The number of preview/callback calls that were closed by the agent (these customers will not be dialed).	DBINT	NULL
AgentRejectedCount	The number of preview/callback calls that were rejected by the agent.	DBINT	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	NULL
AttemptedCount	The number of attempted calls so far today.	DBINT	NULL
BusyCount	The number of calls that detected a busy signal.	DBINT	NULL
CallBackCount	The total number of records scheduled for a callback today.	DBINT	NULL
CampaignID	The campaign to which this query rule belongs. This field is applicable to **Outbound Option only**.	DBINT	PK, FK NOT NULL
CancelledDetectCount	The number of calls where the dialer cancelled a ringing customer call.	DBINT	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	NULL
CustomerNotHomeCount	The number of calls that were answered by the wrong party because the customer was not home.	DBINT	NULL
DateTime	The Central Controller date and time when this data was last updated.	DBDATETIME	NOT NULL
FaxDetectCount	The number of calls that detected a FAX.	DBINT	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	NULL
NoAnswerDetectCount	The number of calls that were not answered.	DBINT	NULL
NoDialToneDetectCount	The number of calls that did not detect a dial tone.	DBINT	NULL
NoRingBackDetectCount	The number of calls that did not detect a ring back.	DBINT	NULL
PersonalCallbackCount	The number of calls where the customer requested a personal call-back.	DBINT	NULL
QueryRuleID	The query rule belonging to the campaign identified by the CampaignID.	DBINT	PK, FK NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	This field is applicable to **Outbound Option only.**		
SITToneDetectCount	The number of calls that detected a Special Information Tone (SIT).	DBINT	NULL
TalkTimeCount	The total number of seconds agents spent talking on the telephone since midnight.	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. **Outbound Option:** The number of calls that detected a live person.	DBINT	NULL
WrapupTimeCount	The number of seconds agents spent in wrap-up mode since midnight.	DBINT	NULL
WrongNumberCount	The number of calls where the customer phone number was incorrect.	DBINT	NULL

Campaign_Skill_Group Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

It contains the associations between campaigns and skill groups within the software.

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

Related tables

Campaign (page 122) (via CampaignID)

Skill_Group (page 312) (SkillGroupID maps to Skill_Group.SkillTargetID)

Fields in 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
AutoAnswerReservationCall	This variable controls whether the dialer will use CTI Server to answer the reservation call and the transfer call sent to the agent or allow the agent's phone to answer the call on its own. Possible values: 1: Auto answer on; 2: Auto-answer off	DBINT	NULL
CampaignID	The campaign to which this target group belongs. Foreign key from the Campaign table.	DBINT	PK, FK NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	This field is applicable to **Outbound Option only.**		
ConfigParam	Additional configuration parameters.	varchar(255)	NULL
DialedNumber	For IPCC, indicates the DN that should be used when sending a new call request via the MR PIM. This DN will be used to run a routing script where an agent should be reserved from the same skill that has been assigned to the campaign. Note that each skill group should have a unique DN associated with it. For Avaya Definity ACD, indicates the number that should be dialed to reach the VDN for the selected skill group.	VNAME32	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
RecordsToCache	The number of records that should be cached by the dialer for a specific campaign-skill group combination.	DBINT	NOT NULL
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

Campaign_Target_Sequence Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

It contains the target type (home or work) and the sequence with which numbers are dialed within a campaign.

Related table

Campaign (page 122) (via CampaignID)

Fields in Campaign_Target_Sequence Table:

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 **Outbound Option only.**	DBINT	PK, FK NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
ConfigParam	Additional configuration parameters.	varchar(255)	NULL
PhoneIndex	Indicates the phone number that should be used within the zone. This value can range from 0 through 9. An index value of 0 represents the Phone1 in the configuration tool.	DBINT	NOT NULL
SequenceNumber	Part of the primary key. Indicates the sequence of the number to dial within a campaign.	DBINT	PK NOT NULL
ZoneIndex	Indicates the zone to which the configured phone number belongs: 0 = Zone 1 1 = Zone 2	DBINT	NOT NULL

Cfg_Mngr_App_Snapshot_State Table

This table is part of the User Preferences group (page 405). To see database rules for this table, click here (page 458).

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.

Related table

Cfg Mngr User Desktop Snap (page 136) (via DesktopSnapShotID)

Fields in 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: • **Y** = Indicates that the application was open when Configuration Manager was closed. • **N** = The application was not open when Configuration Manager was closed.	DBCHAR	NOT NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Cfg_Mngr_Globals Table

This table is part of the User Preferences group (page 405). To see database rules for this table, click here (page 458).

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

Fields in 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 is part of the User Preferences group (page 405). To see database rules for this table, click here (page 458).

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

Related table

Cfg Mngr App Snapshot State (page 135) (via DesktopSnapShotID)

Fields in Cfg_Mngr_User_Desktop_Snap Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
AllowMultipleAppInstances	Determines whether multiple executing instances of a tool should be allowed: • **Y** = (Default) Yes, allow multiple instances to run at once. • **N** = No, do not allow multiple instances.	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
AutoRetrieve	Indicates whether or not the tools should automatically retrieve data when they start: • **Y** = Yes, automatically retrieve data at startup. • **N** = (Default) No, do not automatically retrieve data.	DBCHAR	NOT NULL
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.	varchar(128)	NOT NULL
MenuID	A unique identifier for the menu.	DBINT	FK NULL
OpenAppsOnLoad	Determines whether tools should be reopened when a snapshot is loaded: • **Y** = Yes, reopen tool when snapshot is loaded. • **N** = (Default) No, do not reopen tool.	DBCHAR	NOT NULL
SaveApplicationPositions	Indicates whether or not the application should start in the screen position it was in when it was last run by the user: • **Y** = Yes, start application is same position. • **N** = (Default) No, start it in application's default position.	DBCHAR	NOT NULL
SaveFilterData	Deternimes whether or not filter settings should be saved for all tools: • **Y** = (Default) Yes, save filter settings. • **N** = No, do not save filter settings.	DBCHAR	NOT NULL
UserSettingsID	A foreign key to the Cfg_Mngr_User_Settings table.	DBINT	FK NOT NULL

Cfg_Mngr_User_Menu Table

This table is part of the User Preferences group (page 405). To see database rules for this table, click here (page 458).

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

Related table

Cfg Mngr View (page 139) (via MenuID)

Fields in 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

Cfg_Mngr_User_Settings Table

This table is part of the User Preferences group (page 405). To see database rules for this table, click here (page 458).

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

Related table

Cfg Mngr User Desktop Snap (page 136) (via UserSettingsID)

Fields in 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.	CHANGESTAMP	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(128)	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). • **N** = No, do not save settings on exit.	DBCHAR	NOT NULL
UserSettingsID	A unique identifier for the user settings.	DBINT	PK NOT NULL

Cfg_Mngr_View Table

This table is part of the User Preferences group (page 405). To see database rules for this table, click here (page 458).

This table holds the information necessary to produce the tree view structure for multiple default and custom menus within the ICM Configuration Manager. The Primary Key (PK) is nonclustered.

Related table

Cfg Mngr User Menu (page 137) (via MenuID)

Fields in 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

Class_Access_Xref Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

It lists the access levels available for each class. The Primary Key (PK) is nonclustered.

Related Table

Class List (page 140) (via ClassID)

Fields in Class_Access_Xref Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AccessLevel	A supported access level for the class. To see values. click here (page 409).	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

Class_List Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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

Related tables

Class Security (page 140) (via ClassID)

ClassIDTo ObjectType (page 141) (via ClassID)

Fields in 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

Class_Security Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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

Related Tables

Class List (page 140) (via ClassID)

User Group (page 369) (via UserGroupName)

Fields in Class_Security Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AccessLevel	The access level the user group has for the class. To see values. click here (page 409).	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(64)	NOT NULL

ClassID_To_ObjectType Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

Maps each class to its component object types

Related Tables

Class List (page 140) (via ClassID)

Object List (page 215) (via ObjectType + ObjectID)

Fields in ClassID_To_ObjectType 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: • **2 = PG** • **3 = NIC** **Note:** For all other object types, this field is 0.	DBINT	NOT NULL
ObjectType	Identifies the type of the object.	DBINT	PK, FK, IE-1 NOT NULL

Config_Message_Log Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

Central database only.

A database system table used to store configuration messages.

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
RecoveryKey	A value used internally by the software to track virtual time.	DBFLT8	PK NOT NULL
TableName	The name of the table affected by the configuration change.	VNAME32	NULL

Controller_Time Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

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

Fields in 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

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Each row defines a customer associated with an ICM instance. Use the Customer list tool to create, update, or delete a customer definition.

Related tables

Call Type (page 68) (via CustomerDefinitionID)	Customer Options (page 143) (via CustomerDefinitionID)	Customer Definition (page 142) (via CustomerDefinitionID)
Feature Control Set (page 161) (via via FeatureSetID)	ICR Instance (page 186) (via ICRInstanceID)	Label (page 197) (via CustomerDefinitionID)
Master Script (page 202) (via CustomerDefinitionID)	Network VRU (page 212) (via NetworkTargetID)	Scheduled Target (page 270) (via CustomerDefinitionID)
User Group (page 369) (via CustomerDefinitionID)		

Fields in 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 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

Customer_Options Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Each row identifies options installed for a specific customer.

Related table

Customer Definition (page 142) (via CustomerDefinitionID)

Fields in Customer_Options Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
CustomerDefinitionID	Identifies the customer definition associated with the row.	DBINT	PK, FK NOT NULL
OptionValue	The option value.	varchar(255)	NULL
Type	The customer option defined by the row. To see values, click here (page 413).	DBINT	PK NOT NULL

Default_Call_Type Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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

Note: 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.

Related tables

Call Type (page 68) (via CallTypeID)

Routing Client (page 255) (via RoutingClientID)

Fields in Default_Call_Type Table:

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

Device_Target Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related tables

Agent Logout (page 30) (via NetworkTargetID)

Agent Real Time (page 31) (via NetworkTargetID)

Network Target (page 208) (via NetworkTargetID)

Fields in Device_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
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. Currently only Voice is supported. 1 = **Voice** 2 = **FAX** 3 = **E- mail**	DBINT	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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.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

Dialed_Number Table

This table is in the . To see database rules for these tables, click .

Each row describes a dialed number serviced by the ICM software. Use ICM Configuration Manager to add, update, and delete Dialed_Number records.

Related tables

(via CustomerDefinitionID)

(via DialedNumberID)

(via DialedNumberID)

(via DialedNumberID)

(via LabelID)

(via MRDomainID)

(via DialedNumberID)

(via RoutingClientID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
MRDomainID	The Media Routing Domain associated with this dialed number.	DBINT	FK NOT NULL
PermitApplicationRouting	Used to indicate if remote routing by a CTI client (ACMI) is permitted on this dialed number. Default = 'N'.	DBCHAR	NOT NULL
ReservedByIVR	Used for queuing on the Simplified IPCC PG only. Stored as 'Y' or 'N'. Default = 'N'.	DBCHAR	NOT NULL
RoutingClientID	References the routing client that services this dialed number.	DBSMALLINT	AK-2, FK NOT NULL

Dialed_Number_Label Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

It indicates which Label values are valid for each Dialed_Number value. Use ICM Configuration Manager to add, update, and delete Dialed_Number_Label records.

Related tables

Dialed Number (page 145) (via DialedNumberID)

Label (page 197) (via LabelID)

Fields in Dialed_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

Dialed_Number_Map Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related tables

Call Type (page 68) (via CallTypeID)

Dialed Number (page 145) (via DialedNumberID)

Region (page 234) (via RegionID)

Fields in 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. To see the list of values, click here (page 415).	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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Dial_Number_Plan Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related tables

Dialed Number (page 145) (via DialedNumberID)

Routing Client (page 255) (via RoutingClientID)

Fields in 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	he 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. • **N** = No, do not issue a Post-Routing request.	DBCHAR	NOT NULL
RoutingClientID	Identifies the routing client associated with the dial number plan.	DBSMALLINT	AK-1, FK NOT NULL
WildcardPattern	A string the ICM software compares to the dialed number or dial string. The string can contain letters,	VNAME32	AK-1 NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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.		

Dialer Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Contains configuration information for each dialer. Use the Blended Agent Configuration option within ICM Configuration Manager to modify Dialer records.

Related tables

Peripheral (page 216) (via PeripheralID)

Dialer_Real_Time (page 153) (via DialerID)

Dialer_Half_Hour (page 150) (via DialerID)

Dialer_Port_Map (page 152) (via DialerID)

Dialer_Port_Real_Time (page 153) (via DialerID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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
IPBridgingEnabled	Reserved for future use. Default = 'N'.	DBCHAR	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

Dialer_Half_Hour Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Central database only.

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

Related table

(via DialerID)

Fields in 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	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	NULL
AnsweringMachineDetectToHalf	The number of calls made during the half hour interval in which an answering machines was detected.	DBINT	NULL
BusyDetectToHalf	The number of calls in the half-hour period that detected a busy signal.	DBINT	NULL
CallbackCountToHalf	The total number of records scheduled for a callback.	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	NULL
CustomerNotHomeCountToHalf	The number of calls that were answered by the wrong party; the customer was not home.	DBINT	NULL
DateTime	The ICM 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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	NULL
NetworkAnsMachineDetectToHalf	The number of calls in a half-hour period that detected a network answering machine.	DBINT	NULL
NoAnswerDetectToHalf	The number of calls made during the half hour interval which were not answered.	DBINT	NULL
NoDialToneDetectToHalf	The number of calls in a half-hour period not receiving dial tone.	DBINT	NULL
NoRingBackDetectToHalf	The number of calls in a half-hour period not receiving a ring back tone.	DBINT	NULL
PersonalCallbackCountToHalf	The number of calls where the customer requested a personal callback.	DBINT	NULL
RecoveryKey	A value used internally by the ICM software to track virtual time.	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
WrongNumberCountToHalf	The number of calls where the customer phone number was incorrect (the customer did not live there).	DBINT	NULL

Dialer_Port_Map Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

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 Blended Agent Configuration option within ICM Configuration Manager to modify Dialer_Port_Map records. The Primary Key **(PK) is nonclustered**.

Related table

Dialer (page 149) (via DialerID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Dialer_Port_Real_Time Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Local database only.

Contains the current status of every telephone line for every dialer in Blended Agent. The Primary Key **(PK) is nonclustered.**

Related tables

Dialer (page 149) (via DialerID)

Campaign (page 122) (via CampaignID)

Query_Rule (page 230) (via QueryRuleID)

Fields in 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) being dialed.	VNAME32	NULL
CampaignID	If the port is dialing, this value indicates the campaign from which the contact being dialed was retrieved.	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). To see the list of values, click here (page 423).	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

Dialer_Real_Time Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Local database only.

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

Related table

(via DialerID)

Fields in Dialer_Real_Time Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AbandonDetectToday	The number of calls abandoned by customers since midnight.	DBINT	NULL
AbandonToIVRHalf	The number of calls in the current half hour period that had to be abandoned. However, there was not a hang-up. Instead, the call was transferred to an IVR that played a message to the customer.	DBINT	NULL
AgentClosedDetectHalf	Number or preview/call-back calls that were rejected by the agent in the current half hour period. (These customers will not be dialed.)	DBINT	NULL
AgentRejectedDetectHalf	Number or preview/call-back calls that were rejected by the agent in the current half hour period.	DBINT	NULL
AnsweringMachineDetectToday	The number of answering machines detected since midnight.	DBINT	NULL
BusyDetectToday	The number of busy signals detected since midnight.	DBINT	NULL
CallbackCount	The total number of records scheduled for a call-back.	DBINT	NULL
CancelledDetectHalf	The number of calls in the current half hour period that were dropped while ringing the customer phone.	DBINT	NULL
ContactsDialedToday	The number of attempted calls since midnight.	DBINT	NULL
CustomerAbandonDetectHalf	In the current half-hour period, the number of calls that were abandoned by the customer after they picked up the phone	DBINT	NULL
CustomerNotHomeCount	Number of calls in a half hour period that were abandoned by the customer after they picked up the phone.	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
FaxDetectHalf	The number of calls in the current half hour period that detected a fax machine.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
NetworkAnsMachineDetectHalf	The number of calls in the current half hour period that detected a network answering machine.	DBINT	NULL
NoAnswerDetectToday	The number of call attempts that were not answered since midnight.	DBINT	NULL
NoDialToneDetectHalf	The number of calls in the current half hour period that did not receive dial tone.	DBINT	NULL
NoRingBackDetectHalf	The number of calls in the current half hour period that did not receive a ring-back tone.	DBINT	NULL
PersonalCallbackCount	The number of calls where the customer requested a personal call-back.	DBINT	NULL
SITToneDetectToday	SIT tones detected since midnight.	DBINT	NULL
VoiceDetectToday	The number of calls answered by people since midnight.	DBINT	NULL
WrongNumberCount	The number of calls where the phone number was incorrect (the customer did not live there).	DBINT	NULL

Enterprise_Route Table

This table is one of the Enterprise tables (page 385). For database rules click here (page 451).

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. The Primary Key **(PK)** is **nonclustered**. The AlternateKey **(AK)** is **clustered**.

Related Tables

Business Entity (page 68) (via EntityID)

Enterprise Route Member (page 156) (via EnterpriseRouteID)

Fields in 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

Enterprise_Route_Member Table

This table is one of the Enterprise tables (page 385). For database rules click here (page 451).

It maps routes to enterprise routes. Use ICM Configuration Manager to add, update, and delete Enterprise_Route_Member records.

Related Table

Enterprise Route (page 155) (via EnterpriseRouteID)

Fields in 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

Enterprise_Service Table

This table is one of the Enterprise tables (page 385). For database rules click here (page 451).

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.

Related tables

Business Entity (page 68) (via EntityID)

Enterprise Service Member (page 157) (via EnterpriseServiceID)

Fields in 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

Enterprise_Service_Member Table

This table is one of the Enterprise tables (page 385). For database rules click here (page 451).

It maps services to enterprise services. Use ICM Configuration Manager to add or delete Enterprise_Service_Member records.

Related tables

Enterprise Service (page 156) (via EnterpriseServiceID)

Service (page 277) (via SkillTargetID)

Fields in 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

Enterprise_Skill_Group Table

This table is one of the Enterprise tables (page 385). For database rules click here (page 451).

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.

Related Tables

Business Entity (page 68) (via EntityID)

Enterprise Skill Group Member (page 158) (via EnterpriseSkillGroupID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
EntityID	If partitioning is enabled, indicates the business entity to which the enterprise skill group belongs.	DBINT	AK-1, FK NOT NULL

Enterprise_Skill_Group_Member Table

This table is one of the Enterprise tables (page 385). For database rules click here (page 451).

It maps skill groups to enterprise skill groups. Use ICM Configuration Manager to add or delete Enterprise_Skill_Group_Member records

Related tables

Enterprise Skill Group (page 157) (via EnterpriseSkillGroupID)

Skill Group (page 312) (via SkillTargetID)

Fields in 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

Event Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

Central database only.

Contains system events generated by the ICM software.

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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	A value used internally by the ICM software to track virtual time.	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: • **A** or**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
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. To see the list of values, click here (page 416).	DBSMALLINT	NOT NULL
VersionNum	EMS version number.	DBSMALLINT	NOT NULL

Expanded_Call_Variable Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

Each row describes an expanded call variable. Use ICM Configuration Manager to add, update, and delete Expanded_Call_Variable records.

Related tables

Route Call Variable (page 243) (via ExpandedCallVariableID)

Termination Call Variable (page 361) (via ExpandedCallVariableID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
Persistent	Y or N. Default is N. Specifies whether or not each individual ECC variable is persistent (is written to the historical database with the TCD or RCD record). The 'Persistent' value is configurable using the Expanded Call Context Variable list tool. For newly-added ECC variables, the checkbox for the Peristent value is unchecked; that is, the default value is 'N'. To change the value to 'Y', check this box in the configuration tool. In an upgrade, pre-existing ECC variables, which were previously persistent by default, are not changed; they remain 'Y'. You may reconfigure them to 'N' Only persistent ECC variables (those set to 'Y') are written to the database. Non-persistent ECC variables (those set to 'N') are not written to the database, but they can be used in routing scripts.	DBCHAR	NOT NULL

Feature_Control_Set Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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

Note: 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.

Related tables

User Group (page 369) (via FeatureSetID)

Customer Definition (page 142) (via FeatureSetID)

Fields in 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 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

Galaxy_Agent_Call_Count Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

Central database only.

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

Related table

Peripheral (page 216) (via PeripheralID)

Fields in Galaxy_Agent_Call_Count 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	PK NOT NULL
TerminationType	For the list of valid options, click here (page 416).	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_IGroup Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

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.

Related table

Peripheral (page 216) (via PeripheralID)

Fields in 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 interval.	DBDATETIME	PK 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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

Central database only.

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

Related tables

Fields in 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.	VNAME32	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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
Tertype	Termination type. For valid options, click here (page 416).	DBTINYINT	NOT NULL
TimeZone	The time zone for the Central Controller. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

Galaxy_Alarm Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

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.

Related table

Peripheral (page 216) (via PeripheralID)

Fields in 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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Galaxy_DNIS Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

Central database only.

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

Related table

Peripheral (page 216) (via PeripheralID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
TimeToAnswer	Total answer time, in seconds, for calls with this DNIS.	DBINT	NOT NULL
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	PK NOT NULL

Galaxy_Gate Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

Central database only.

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

Related table

Peripheral (page 216) (via PeripheralID)

Service (page 277) (via SkillTargetID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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

Galaxy_Gate Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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 for this gate were connected to overflow/diversion-in calls.	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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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

Galaxy_Gate_Delayed_Call Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

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.

Related table

Peripheral (page 216) (via PeripheralID)

Service (page 277) (via SkillTargetID)

Fields in 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

Galaxy_Gate_Delayed_Call Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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	TThe 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

Field Name:	Description:	Data Type:	Keys and Null Option:
Handled25	Number of handledcalls 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
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

Galaxy_Overflow Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

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.

Related table

Peripheral (page 216) (via PeripheralID)

Service (page 277) (via SkillTargetID)

Fields in 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
AcceptedOnRoute13	Number of internal overflow/diversion-out calls from the gate accepted on route number 13.	DBSMALLINT	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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

Galaxy_Overflow Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Galaxy_PBX Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

Central database only. This table applies to Rockwell Galaxy ACDs only. Each row provides information about a PBX termination configured on a Galaxy ACD.

Related table

Peripheral (page 216) (via PeripheralID)

Fields in 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
EntensionNumber	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	For valid options, click here (page 416).	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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
PortID	Galaxy identifier for the phone's port.	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
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 the offset in minutes from GMT.	DBINT	PK NOT NULL
TollCalls	Number of toll calls placed from the extension.	DBSMALLINT	NOT NULL

Galaxy_Single_Trunk Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

Central database only.

This table applies to Rockwell Galaxy ACDs only.

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

Related table

Peripheral (page 216) (via PeripheralID)

Trunk (page 363) (via TrunkID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
TerminationType	For valid options, click here (page 416)	DBSMALLINT	NOT NULL
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

Galaxy_Transaction_Code Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

Central database only.

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

Related table

Peripheral (page 216) (via PeripheralID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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	PK NOT NULL

Galaxy_Trunk_Call_Count Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

Central database only.

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

Related table

Peripheral (page 216) (via PeripheralID)

Trunk (page 363) (via TrunkID)

Fields in 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	For valid options, click here (page 416)	DBSMALLINT	NOT NULL
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

Galaxy_Trunk_IGroup Table

This table is in the Galaxy category (page 386). For database rules, click here (page 452).

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.

Related table

Peripheral (page 216) (via PeripheralID)

Trunk (page 363) (via TrunkID)

Fields in 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 hadnled on tie-lines in this group.	DBSMALLINT	NOT NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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	Number of overflow/diversion-out calls made on tie-lines in this group and rejected by the receiving node.	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

Group_Security_Control Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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.

Related table

User Group (page 369) (via UserGroupID)

Fields in 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.To see values. click here (page 409).	DBINT	NOT NULL
ObjectID	Together with ObjectType, identifies the object.	DBINT	IE-1NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
ObjectType	Together with ObjectID, identifies the object.	DBINT	IE-1NOT 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
OriginObjectType	If the access to the object was inherited from another object, this field identifies the type that object.	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(64)	IE-1 NOT NULL

ICR_Globals Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

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.

Related tables

Call Type (page 68)(DefaultCallTypeID maps to Call_Type.CallTypeID)

Network VRU (page 212) (DefaultNetworkTargetID maps to Network_VRU.NetworkTargetID)

Fields in 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 **default** value is **1**.	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 **default** value is **5**.	DBSMALLINT	NULL
CallTypeServiceLevelThreshold	The time in seconds to be used as the service level threshold. The**default** value is **20**.	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**default** value is **1**.	DBSMALLINT	NULL

ICR_Globals Table

Field Name:	Description:	Data Type:	Keys and Null Option:
CCDomainName	The name of the NT domain that contains the ICM Central Controller.	varchar(64)	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
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: • **Y** = ECC is enabled • **N**= (Default) ECC is not enabled.	DBCHAR	NOT NULL
ExternalAuthentication	Enables the use of an external authenticator with the Configuration Management Service (CMS) for the LoginName in the Person table. Valid options are: • **Y** = External authenticator enabled. • **N**= External authenticator not enabled.	DBCHAR	NOT NULL
ExternalScriptValidation	Name of external DLL to be used for script validation.	Varchar (255)	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
ICRType	Valid options include: • **0** = Standard • **1** = NAM • **2** = CICM	DBINT	NOT NULL
IPCCDeploymentType	Which of the allowed IPCC "simplified" deployment options the user has selected in the web-based config "Deployment Wizard".	DBINT	NULL
IPCCDeploymentState	The state of the IPCC deployment as known by the web-based config "Deployment Wizard." Values 0 – Not Done. Value 0 inserted at database create-time. 1 – Aborted. 2 – Done.	DBINT	NOT NULL
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: • **Y** = Indicates that LoginNames in the Person table are case sensitive. • **N** = Indicates that the case of LoginNames in the Person table does not matter. **Note:** (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.	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
MaxCorrelationNumber	MThe maximum value to be used as a correlation value for calls sent to a network VRU.	DBINT	NULL
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: • **Y** = Partitioning is enabled. • **N** = Partitioning is not enabled. **Note:** (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.	DBCHAR	NULL

ICR_Instance Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related tables

Fields in 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

ICR_Locks Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

Contains information about system locks currently held by users.

Fields in 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, for a Script lock, LockID holds the ScriptID value.	DBINT	PK 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. To see values, click here (page 419).	DBINT	PK NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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.	varchar(64)	NOT NULL

ICR_Node Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related table

ICR Instance (page 186)(via ICRInstanceID)

Fields in 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.	varchar(64)	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
Type	The type of node: • **1** = Primary Distributor • **2** = Backup Distributor	DBSMALLINT	NOT NULL

ICR_View Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

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.

Related table

Schedule (page 263) (via ICRViewID)

View Column (page 374) (via ICRViewID)

Fields in 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: • Y = Yes • N = No	DBCHAR	NOT NULL
ViewName	The name of the view.	VNAME32	NOT NULL
ViewType	The type of view.	DBINT	NOT NULL

Ids Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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.

Related tables

Object List (page 215) (via ObjectType)

Object Security (page 216) (via ObjectType + ObjectID)

User Security Control (page 371) (via ObjectType + ObjectID)

Fields in Ids 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

Import_Log Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

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. The Primary Key **(PK)** is **nonclustered.**

Related table

Schedule (page 263) (via ScheduleID)

Fields in 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 value used internally by the ICM software to track virtual time.	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 the offset in minutes from GMT.	DBINT	PK NOT NULL
WorkstationName	The workstation from which data was imported.	VNAME32	NOT NULL

Import_Rule Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Contains a list of all the import rules and their associated import lists. Use the Blended Agent Configuration option within ICM Configuration Manager to modify Import_Rule records.

Related tables

Query_Rule (page 230) (via ImportRuleID)

Import_Rule_Clause (page 194) (via ImportRuleID)

Import_Rule_History (page 195) (via ImportRuleID)

Import_Rule_Real_Time (page 196) (via ImportRuleID)

Fields in 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: • **Y** = Run at scheduled time. • **N** = Do not run at scheduled time.	DBCHAR	NOT NULL
FilePath	The directory where the file to be imported is stored. UNC naming convention.	varchar(255)	NULL
FilePollingEnabled	Valid options include: • **Y** = Import files are imported as soon as they are created. After the import is complete, the import file is renamed or deleted. • **N** = Import files are not imported as soon as they are created.	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
FixedFormatEnabled	Indicates whether file is fixed format • **Y** = Yes, fixed format • **N** = Not fixed format (comma-delimited).	DBCHAR	NOT NULL
FridayEnabled	Flag that indicates if this import should be performed every Friday: • **Y** = Perform import every Friday. • **N** = Do not perform import every Friday.	DBCHAR	NOT NULL
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: • **Y** = The import type is Contact Import. • **N** = = The import type is Do-Not-Call.	DBINT	NOT NULL
MondayEnabled	Flag that indicates if this import should be performed every Monday: • **Y** = Perform import every Monday. • **N** = Do not perform import every Monday.	DBCHAR	NOT NULL
MonthlyEnabled	If enabled, this import schedule will run based on the day of the month instead of the current week day: • **Y** = Import will occur one day per month. • **N** = Import will occur on a daily/weekly basis.	DBCHAR	NOT NULL
OverwriteEnabled	Indicates whether a contact table that already exists should be overwritten: • **Y** = Yes, overwrite • **N** = = No, append to.	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
RenameEnabled	Valid options include: • **Y** = The import file must be renamed after it is imported; otherwise, it will be deleted. • **N** = The import file need not be renamed.	DBCHAR	NOT NULL
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: • **Y** = Perform import every Saturday. • **N** = Do not perform import every Saturday.	DBCHAR	NOT NULL
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: • **Y** = A stored procedure is executed after the build process has been completed. • **N** = A stored procedure is not executed.	DBCHAR	NOT NULL
SPPreImportEnabled	Valid options include: • **Y** = A stored procedure is executed prior to reading the import file but after the customer table has been created. • **N** = A stored procedure is not executed.	DBCHAR	NOT NULL
SundayEnabled	Flag that indicates if this import should be performed every Sunday: • **Y** = Perform import every Sunday. • **N** = Do not perform import every Sunday.	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
ThursdayEnabled	Flag that indicates if this import should be performed every Thursday: • **Y** = Perform import every Thursday. • **N** = Do not perform import every Thursday.	DBCHAR	NOT NULL
TuesdayEnabled	Flag that indicates if this import should be performed every Tuesday: • **Y** = Perform import every Tuesday. • **N** = Do not perform import every Tuesday.	DBCHAR	NOT NULL
WednesdayEnabled	Flag that indicates if this import should be performed every Wednesday: • **Y** = Perform import every Wednesday. • **N** = Do not perform import every Wednesday.	DBCHAR	NOT NULL

Import_Rule_Clause Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Defines the portions of an import list to be imported by the Blended Agent Import Rule process. Use the Blended Agent Configuration option within ICM Configuration Manager to modify Import_Rule_Clause records.

Related table

Import_Rule (page 190) (via ImportRuleID)

Fields in 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 NULLNULL

Field Name:	Description:	Data Type:	Keys and Null Option:
IndexColumnEnabled	Valid options include: • **Y** = Index will be created on this column. • **N** = Index will not be created on this column.	DBCHAR	NOT NULL
Length	The length of the column.	DBINT	NOT NULL
NullEnabled	Valid options include: • **Y** = Column allows a NULL entry. • **N** = Column does not allow NULL values.	DBCHAR	NOT NULL
SequenceNumber	The index for clauses within a given import rule.	DBINT	PK NOT NULL
StandardColumnType	The name of a Blended Agent standard column to which this field will default.	DBINT	NULL
Type	The data type of the column.	DBINT	NOT NULL

Import_Rule_History Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Central database only.

Contains the history of every Blended Agent import and shows how many records succeeded and failed.

Related table

Import_Rule (page 190) (via ImportRuleID)

Fields in 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 value used internally by the ICM software to track virtual time.	DBFLT8	AK-1 NOT NULL
StartDateTime	The date and time when the import was started.	DBDATETIME	PK NOT NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL
TotalRecords	The total number of records contained in the import file.	DBINT	NOT NULL

Import_Rule_Real_Time Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Local database only.

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

Related table

Import_Rule (page 190) (via ImportRuleID)

Fields in 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

Import_Schedule Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

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.

Related tables

Schedule (page 263) (via ScheduleID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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 NOT NULL
WorkstationName	The host name of the workstation from which the ICM software imports schedule data.	VNAME32	NOT NULL

Label Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 381).

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.

Related tables

Customer Definition (page 142) (via CustomerDefinitionID)

Dialed Number (page 145) (via LabelID)

Dialed Number Label (page 146)(via LabelID)

Network Target (page 208)(via NetworkTargetID)

Network Vru (page 212) (via LabelID)

Routing Client (page 255) (via RoutingClientID)

Fields in 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. For the list of values, click here (page 419).	DBSMALLINT	NOT NULL
NetworkTargetID	Foreign key from the Network Target table. Each label maps to one and only one network target.	DBINT	FK NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
RoutingClientID	Identifies the routing client that can receive this label.	DBSMALLINT	AK-1, FK NOT NULL

Logger_Admin Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

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 and Update Statistics operations. These operations are run automatically as scheduled jobs.

Fields in Logger_Admin Table :

Field Name:	Description:	Data Type:	Keys and Null Option:
DateTime	The date and time at which the scheduled job was submitted.	DBDATETIME	IE-2 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.	VNAME32	IE-1 NOT NULL
RecoveryKey	A value used internally by the ICM software to track the time the record is created.	DBFLT8	PK, AK-1 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 operation was performed.	VNAME32	IE-1 NOT NULL
ToRecoveryKey	For a Purge operation, the recovery key of the most recent record purged.	DBFLT8	NULL

Logger_Meters Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

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.

Fields in 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
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

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

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.

Fields in Logger_Type Table:

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

Logical_Interface_Controller Table

This table is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related tables

Network Trunk Group (page 209) (via LogicalControllerID)

Peripheral (page 216) (via LogicalControllerID)

Physical Interface Controller (page 229) (via LogicalControllerID)

Routing Client (page 255)(via LogicalControllerID)

Service Array (page 280) (via LogicalControllerID)

Translation Route (page 362) (via LogicalControllerID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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 UserName -rtpswd Password*	varchar(255)	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 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 *IP:port* (either in dotted-numeric or name format).	varchar(32)	NULL
SecondaryCtiAddress	The address for the backup CTI Server as *IP:port* (either in dotted-numeric or name format)	varchar(32)	NULL

Machine_Info

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

This table lists the machines in Simplified Configuration deployments.

Fields in Machine_Info:

Field Name:	Description:	Data Type:	Keys and Null Option:
ChangeStamp	The change stamp	CHANGESTAMP	NOT NULL
Description	The description	DESCRIPTION	NULL
IsDeploymentMasterAW	Indicates whether the machine is the 'Deployment Master' AW.	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	Values are 'Y' (machine *is* the Deployment Master AW) and 'N' (machine *is not* the Deployment Master AW). Default is 'N'.		
MachineID	Identifier.	DBINT	NOT NULL
MachineName	The machine name or IP address.	varchar(64)	NOT NULL
MachineType	The type or role of the machine in the department.	DBINT	NOT NULL

Master_Script Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related tables

Admin Script Schedule Map (page 17) (via MasterScriptID)

Customer Definition (page 142)(via CustomerDefinitionID)

Business Entity (page 68) (via EntityID)

Call Type Map (page 96) (via MasterScriptID)

Call Type Real Time (page 96) (via MasterScriptID)

Script (page 271) (via MasterScriptID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Media_Class Table

This table is part of the Media Routing category (page 387). For database rules, click here. (page 453)

Information in this table defines a type of media class. This table is populated initially with default media classes as listed in the MediaClassID field, below.

Related Table

Media Routing Domain (page 204) table via the MediaClassID field.

Fields in 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
EnterpriseName	A unique name for this media class.	VNAME32	AK-1 NOT NULL
MaxTaskDuration	Default: **28800**	DBINT	NOT NULL
MediaClassID	Identifies the type of media class. Initially, this ID is set to 4, which is the Cisco Voice media class: • **1** = Cisco_Single_Session_Chat • **2** = Cisco_Multi_Session_Chat • **3** = Cisco_Blended_Collaboration • **4** = Cisco_Voice • **5**= Cisco_Email	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

Media_Routing_Domain Table

This table is part of the Media Routing category (page 387). For database rules, click here. (page 453).

It 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).

Related Tables

Media Class (page 203) (via MediaClassID)	Application Path Member (page 63)(via MRDomainID)	Peripheral Half Hour (page 220) (via MRDomainID
Skill Group (page 312) (via MRDomainID)	Agent State Trace (page 50) (via MRDomainID)	Agent Event Detail (page 26) (via MRDomainID)
Agent Half Hour (page 27) (via MRDomainID)	Service (page 277) (via MRDomainID)	Agent Real Time (page 31) (via MRDomainID)
Agent Logout (page 30) (via MRDomainID)	Termination Call Detail (page 353) (via MRDomainID)	Peripheral Real Time (page 223)(via MRDomainID)
Peripheral Default Route (page 219) (via MRDomainID)	Dialed Number (page 145) (via MRDomainID)	Service Level Threshold (page 295) (via MRDomainID)

Note:

- Media Routing Domain and Device Data: Each Media Routing Domain maps to zero one or more Peripheral Half Hour and Peripheral Real Time rows, Peripheral Default Routes, and Dialed Numbers. Each Peripheral Half Hour and Real Time row, each Peripheral Default Route, and each Dialed Number maps to exactly one Media Routing Domain.

- Media Routing Domain and Skill Target Data: Each Media Routing Domain maps to zero one or more Skill Groups, Agent State Trace rows, Agent Half Hour rows, Services, Agent Real Time rows, Agent Logout rows, and Termination Call Detail rows. Each Skill Group, Agent State Trace row, Agent Half Hour row, Service, Agent Real Time row, Agent Logout row, and Termination Call Detail row maps to exactly one Media Routing Domain.

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
Description	Additional information about this media routing domain.	DESCRIPTION	NULL
EnterpriseName	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: • **Y** = Task can be interrupted. • **N** = Task cannot be interrupted.	DBCHAR	NOT NULL
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
MediaClassID	Identifies the type of media class. Initially, this ID is set to 4, which is the Cisco Voice media class: • **1** = Cisco_Single_Session_Chat • **2** = Cisco_Multi_Session_Chat • **3** = Cisco_Blended_Collaboration • **4** = Cisco_Voice • **5**= Cisco_Email	DBINT	FK NOT NULL
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	DBSMALLINT	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	indicates how the ICM software calculates the service level.		
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

Network_Event_Detail Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 381).

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.

Fields in 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	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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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
RouterCallKeySequenceNumber	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

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related tables

Announcement (page 55) (via NetworkTargetID)

Device Target (page 144) (via NetworkTargetID)

Label (page 197) (via NetworkTargetID)

Network Vru (page 212)(via NetworkTargetID)

Peripheral Target (page 226) (via NetworkTargetID)

Route Call Detail (page 238) (via NetworkTargetID)

Scheduled Target (page 270) (via NetworkTargetID)

Termination Call Detail (page 353) (via NetworkTargetID)

Fields in 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: • **1** = Announcement • **2** = Peripheral target • **3** = Device target • **4** = Network VRU Bank (Simplified IPCC) • **5** = Scheduled target	DBSMALLINT	NOT NULL

Network_Trunk_Group Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related tables

Logical Interface Controller (page 200)(via LogicalControllerID)

Network Trunk Group Half Hour (page 209) (via NetworkTrunkGroupID)

Network Trunk Group Real Time (page 211) (via NetworkTrunkGroupID)

Peripheral (page 216) (via PeripheralID)

Peripheral Target (page 226) (via NetworkTrunkGroupID)

Trunk Group (page 364) (via NetworkTrunkGroupID)

Fields in 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

Network_Trunk_Group_Half_Hour Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related table

(via NetworkTrunkGroupID)

Fields in 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
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

Network_Trunk_Group_Real_Time Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related table

Network Trunk Group (page 209) (via NetworkTrunkGroupID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
InServiceTimeHalf	Aggregate number of seconds that trunks in the network trunk group have been in service during the current half-hour interval.	DBINT	NULL
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

Network_Vru Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related tables

Customer Definition (page 142) (via NetworkTargetID)

ICR Globals (page 183)

Label (page 197) (via LabelID)

Network Target (page 208) (via NetworkTargetID)

Fields in 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
Type	The type of network VRU. Valid options are: **2, 3, 5, 6, 7,** and **8.** (Types **1** and **4** are not implemented.) To see more on these values, click here (page 422).	DBINT	PK, FK NOT NULL

Network_Vru_Bank Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

This table is mainly used for load-balancing calls across multiple IVRs. The trunk group capacity will be the key to the selection of an IVR for queuing.

Related tables

Customer Definition (page 142) (via CustomerDefinitionID)

Network Vru (page 212) (via NetworkTargetID)

Fields in Network_Vru_Bank Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
ChangeStamp		CHANGESTAMP	NOT NULL
NetworkTargetID	Unique identifier for the Network VRU member.	DBINT	PK, NOT NULL
NetworkVruNetworkTargetID	Foreign key from the Network Target table. This is pointing at the type-9 Network VRU.	DBINT	FK, NOT NULL
TranslationRouteSkillTargetID	Foreign key from Translation Route.	DBINT	NULL
TrunkGroupID	Foreign key from the Trunk Group table. Indicates the Trunk Group associated with this Network VRU member.	DBINT	FK, NOT NULL

Network_Vru_Script Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Customer Definition (page 142) (via CustomerDefinitionID)

Network Vru (page 212) (via NetworkTargetID)

Fields in 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): • **Y** = Interruptible • **N** = Not interruptible	DBCHAR	NOT NULL
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
Overridable	Indicates whether the VRU script itself can override its Interruptible flag: • **Y** = Yes, VRU script can override • **N**= No, VRU script cannot override	DBCHAR	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Next_Available_Number Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

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.

Fields in 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

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

Lists the access levels available for each object type.

Related table

Object List (page 215) (via ObjectType)

Fields in Object_Access_Xref Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AccessLevel	Indicates an access level supported by the object type. To see values. click here (page 409).	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

Object_List Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

Lists the objects that are available.

Related tables

ClassID To ObjectType (page 141) (via ObjectType)

Ids (page 189) (via ObjectType)

Object Access Xref (page 215) (via ObjectType)

Fields in 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

Object_Security Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

Specifies the access level each user or group has to individual objects. The Primary Key **(PK)** is **nonclustered**. The AlternateKey **(AK)** is **clustered**.

Related tables

Ids (page 189) (via ObjectType)

User Group (page 369) (via UserGroupName)

Fields in Object_Security Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AccessLevel	Specifies the access level the group has to the object. To see values. click here (page 409).	DBINT	NOT NULL
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	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(64)	AK-1, IE-1 NOT NULL

Peripheral Table

This table is one of the Peripheral tables in the Device category (page 381). To see database rules for these tables, click here (page 450).

Each row corresponds to an ACD or PBX at a call center. Use the PG Explorer to add, update, and delete Peripheral records.

Related tables

Agent (page 19) (via PeripheralID)	Agent Desk Settings (page 20) (via AgentDeskSettingsID)	Agent Distribution (page 25) (via PeripheralID)
Application Path Member (page 64) (via PeripheralID)	Dialer (page 149) (via PeripheralID)	All Tables in the Galaxy Category (page 386) (via PeripheralID)
Logical Interface Controller (page 200) (via LogicalControllerID)	Network Trunk Group (page 209) (via PeripheralID) Network VRU (via NetworkTargetID)	Peripheral Default Route (page 219) (via PeripheralID)
Peripheral Monitor (page 222) (via PeripheralID)	Peripheral Real Time (page 223) (via PeripheralID)	Routing Client (page 255) (via PeripheralID)
Service (page 277) (via PeripheralID)	Service Level Threshold (page 481) (via PeripheralID)	Skill Group (page 312) (via PeripheralID)
TerminationCallDetail (page 353) (via PeripheralID)	Trunk Group (page 364) (via PeripheralID)	

Fields in 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	NOT 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 peripherals • **N** for non-IPCC peripherals	DBCHAR	NOT NULL

Peripheral Table

Field Name:	Description:	Data Type:	Keys and Null Option:
AgentReporting	Specifies whether agent reporting is enabled for the peripheral. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
AgentTargetingMethod	Determines if the Router will target agents based on Rules, Device Targets, or Rules with Device Target confirmations.	DBINT	NOT 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
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
ClientType	The type of the peripheral. To see Client Type values, click here (page 412).	DBSMALLINT	NOT NULL
ConfigParam	Configuration parameters to be passed to the peripheral.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
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
InternalIPTAOnly	Indicates whether this is an 'ICM picks the agent' (IPTA) peripheral.. Either 'Y' or 'N'. Default = 'N'.	DBCHAR	NOT NULL
Location	Peripheral's location.	VNAME32	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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
PeripheralAutoConfig	Used to indicate that the peripheral uses auto-configuration. Default = 'N'.	DBCHAR	NOT 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: • **1** = Service Level 1 • **2**= Service Level 2 • **3**= Service Level 3 • **4**= Service Level as Calculated by Call Center. If this field is 0 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).	DBSMALLINT	NOT NULL
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

Peripheral_Default_Route Table

This table is in the Device category (page 381). To see database rules for these tables, click here (page 450).

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.

Related tables

Media Routing Domain (page 204) (via MRDomainID)

Peripheral (page 216) (via PeripheralID)

Route (page 237) (via RouteID)

Fields in 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

Peripheral_Half_Hour Table

This table is one of the Peripheral tables in the Device category (page 381). To see database rules for these tables, click here (page 450).

Central database only. Each row contains statistics for a specific peripheral for a specific half-hour interval.

Related tables

Peripheral (page 216) (via PeripheralID)

Media Routing Domain (page 204) (via MRDomainID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
CallsOfferedToHalf	Total number of incoming ACD calls and internal ACD calls offered to the peripheral during the half-hour interval. In IPCC Enterprise, if a call Redirection on No Answer (RONAs) to an IVR and is answered later by an agent, this field is incremented as follows: When the call RONAs to the IVR When the call is sent from the IVR to the agent When the agent completes the call In IPCC Enterprise with an IPCC System PG, if a call RONAs to an IVR and is answered later by an agent, this field is incremented when the agent completes the call only.	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
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

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
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

Peripheral_Monitor Table

This table is one of the Peripheral tables in the Device category (page 381). To see database rules for these tables, click here (page 450).

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.

Related table

Peripheral (page 216) (via PeripheralID)

Fields in 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 **Siemens ACD**, the extension number to be monitored. For a **DMS-100**, the Primary ACD DN, Secondary DN, or non-digit character. For an **Alcatel 4400**, the DN for a pilot or the agent number for an agent.	varchar(10)	NULL
ParamString	A string passed along with the extension number to start event reporting on the entity. For a **DMS-100**, 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 **Meridian ACD**, this value indicates the position number and, optionally, the associated Individual Directory Number (IDN).	varchar(32)	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
PeripheralID	Identifies the peripheral associated with the row.	DBSMALLINT	FK, IE-1 NOT NULL
PeripheralMonitorID	A unique identifier for the row.	DBINT	PK NOT NULL
PeripheralMonitorType	The type of entity to monitor: • **1** = RCG • **2** = VDN • **3** = ACD DN • **4** = Meridian Position • **5** = Station	DBINT	NOT NULL

Peripheral_Real_Time Table

This table is one of the Peripheral tables in the Device category (page 381). To see database rules for these tables, click here (page 450).

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.

Related table

Media Routing Domain (page 204) (via MRDomainID)

Peripheral (page 216) (via PeripheralID)

Peripheral Real Time (page 223) (via MRDomainID)

Fields in 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. In IPCC Enterprise, if a call Redirection on No Answer (RONAs) to an IVR and is answered later by an agent, this field is incremented as follows:	DBINT	NULL

Peripheral_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	When the call RONAs to the IVR When the call is sent from the IVR to the agent When the agent completes the call In IPCC Enterprise with an IPCC System PG, if a call RONAs to an IVR and is answered later by an agent, this field is incremented when the agent completes the call only.		
CallsOfferedToday	Number of calls offered to the peripheral since midnight.. In IPCC Enterprise, if a call Redirection on No Answer (RONAs) to an IVR and is answered later by an agent, this field is incremented as follows: When the call RONAs to the IVR When the call is sent from the IVR to the agent When the agent completes the call In IPCC Enterprise with an IPCC System PG, if a call RONAs to an IVR and is answered later by an agent, this field is incremented when the agent completes the call only.	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: • **0** = Off-line • **2** = On-line	DBINT	NULL
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: • **0** = Off-line • **2** = On-line	DBINT	NULL
MRDomainID	The identifier for the Media Routing Domain associated with this peripheral.	DBINT	PK, FK NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
Online	Current on-line state of the peripheral as determined by the Central Controller: • **0** = Off-line • **2** = On-line	DBINT	NOT NULL
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

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.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	Number of calls to this service handled within the peripheral service level 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
Status	Indicates the current failure state of the peripheral. To see the list of status codes, click here (page 430).	DBINT	NULL
UserControl	Unused.	DBINT	NULL

Peripheral_Target Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related tables

Route (page 237) (via RouteID)

Network Target (page 208) (via NetworkTargetID)

Network Trunk Group (page 209) (via NetworkTrunkGroupID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Persistent_Variable Table

This table is part of the . For database rules, click

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.

Related table

(via UserVariableID)

Fields in 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.	DBDATETIME	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

Person Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

Provides primary identification and authentication for all system users, including both agents and administrators.

Related table

Agent (page 19) (via PersonID)

Fields in 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 Incremented when the record is changed in the central database.	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.	varchar	NULL
PersonID	A unique identifier.	DBINT	PK NOT NULL

Physical_Controller_Half_Hour Table

This table is in the Device category (page 381). To see database rules for these tables, click here (page 450).

Each row provides statistics for a single Network Interface Controller (NIC) or Peripheral Gateway (PG).

The ICM software automatically generates Physical_Interface_Controller records.

Related tables

Physical Interface Controller (page 229) (via PhysicalControllerID)

Fields in 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

Physical_Interface_Controller Table

This table is in the Device category (page 381). To see database rules for these tables, click here (page 450).

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.

Related tables

Logical Interface Controller (page 200) (via LogicalControllerID)

Routing Client Five Minute (page 257) (via PhysicalControllerID)

Physical Controller Half Hour (page 228) (via PhysicalControllerID)

Fields in 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 NULL

Query_Rule Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

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.

Related tables

Campaign_Query_Rule_Real_Time (page 131) (via QueryRuleID)

Campaign_Query_Rule_Half_Hour (page 129) (via QueryRuleID)

Campaign_Query_Rule (page 127) (via QueryRuleID)

Import Rule (page 190) (via ImportRuleID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Query_Rule_Clause Table

This table is in the Blended Agent category (page 379). To see database rules for these tables, click here (page 449).

Contains the SQL rules associated with each query rule. There is a single row for each configured query rule.

Related table

Query_Rule (page 230) (via QueryRuleID)

Fields in 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

Reason_Code Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Configuration table containing the reason code text to reason code mapping information.

Fields in Reason_Code 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	Default value is **N**.	DBCHAR	NOT NULL
Description	The description of the reason code.	DESCRIPTION	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

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

Central database only.

Contains internal status information for each table in the database.

Fields in 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

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related table

Schedule (page 263) (via ScheduleID)

Fields in Recurring_Schedule_Map Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
Bool1	Reserved for future use.	DBCHAR	NOT NULL
Bool2	Reserved for future use.	DBCHAR	NOT NULL
DayFlags	A bit mask specifying the days on which the schedule is active. To see values, click here (page 414).	DBINT	NOT NULL
DayOfMonth	Indicates to which day of month the schedule applies. To see values, click here (page 414).	DBSMALLINT	NOT NULL
DayPosition	In conjunction with DayType, indicates the position of a day within a month. To see values, click here (page 414).	DBSMALLINT	NOT NULL
DayType	Indicates to which day the schedule applies. To see values, click here (page 414).	DBSMALLINT	NOT NULL
EndDay	The day of the month on which the schedule expires. The value is **0** if the schedule has no end date.	DBSMALLINT	NOT NULL
EndHour	The hour of the day at which the schedule expires. The value is **0** if the schedule has no end time.	DBSMALLINT	NOT NULL
EndMinute	The minute of the hour at which the schedule expires. The value is **0** if the schedule has no end time.	DBSMALLINT	NOT NULL
EndMonth	The month in which the schedule expires. The value is **0** if the schedule has no end date.	DBSMALLINT	NOT NULL
EndSecond	The second of the minute at which the schedule expires. The value is **0** if the schedule has no end time.	DBSMALLINT	NOT NULL
EndYear	The year in which the schedule expires. The value is **0** 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: • **0** = Applies to every month. • **1- 12**= Specifies the month of year.	DBSMALLINT	NOT NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Region Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related tables

Dialed Number Map (page 147) (via RegionID)

Region Member (page 235) (via RegionID)

Region Prefix (page 235) (via RegionID)

Region View Member (page 237) (via RegionID)

Fields in 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

Region_Info Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

Specifies which prefixes and regions are predefined by the ICM software.

Use Configuration Manager to create, update, and delete Region rows.

Fields in 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

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related table

Region (page 234) (via RegionID and ParentRegionID)

Fields in 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

Region_Prefix Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related table

Region (page 234) (via RegionID)

Fields in Region_Prefix Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
ChangeStamp	Incremented when the record is changed in the central database.	CHANGESTAMP	NOT NULL
DaylightSavingsEnabled	Indicates whether daylight savings time is observed. Values are 'N' and 'Y'. The default is 'N' - daylight savings time is not observed.	DBCHAR	NOT NULL
GMT	Indicates Greenwich Mean Time (GMT) delta in minutes.	DBINT	NULL
RegionID	Identifies the associated region.	DBINT	AK-1, FK NOT NULL
RegionPrefix	An initial string to match against calling line IDs.	varchar(32)	AK-1 NOT NULL
RegionPrefixID	A unique identifier for the record.	DBINT	PK NOT NULL

Region_View Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Each row defines a graphical display of regions.

Use Configuration Manager to create, update, and delete Region Prefix rows.

Related table

Region View Member (page 237) (via RegionViewID)

Fields in 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

Region_View_Member Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Each row associates a specific region with a region view.

Use Configuration Manager to create, update, and delete Region Prefix rows.

Related tables

Region (page 234) (via RegionID)

Region View (page 236) (via RegionViewID)

Fields in 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	A unique identifier for the record.	DBINT	PK NOT NULL

Rename Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

Fields in Rename Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
TableName	The name of the historical table.	VNAME32	PK NOT NULL
Buf	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

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

Each row represents a possible destination for a call. Use Configuration Manager to add, update, and delete Route records.

Related tables

Peripheral Default Route (page 219) (via RouteID)	Peripheral Target (page 226) (via RouteID)	Route Call Detail (page 238) (via RouteID)
Route Five Minute (page 243) (via RouteID)	Route Half Hour (page 246) (via RouteID)	Route Real Time (page 251) (via RouteID)
Service (page 277) (ServiceSkillTargetID maps to Service.SkillTargetID)	Skill Target (page 352) (via SkillTargetID)	Termination Call Detail (page 353) (via RouteID

Fields in 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

Route_Call_Detail Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related tables

Call Type (page 68) (via CallTypeID)	Dialed Number (page 145) (via DialedNumberID)	Network Target (page 208) (via NetworkTargetID)
Route (page 237) (via RouteID)	Route_Call_Variable (page 243) (RecoveryKey maps to Route_Call_Variable.RCDRecoveryKey)	Routing Client (page 255) (via RoutingClientID)
Script (page 271) (via ScriptID)	Script Cross Reference (page 272) (via FinalObjectID)	Termination Call Detail (page 353) (via Day + RouterCallKey)

Fields in 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	The ICM software does not populate this field. It is reserved for future use.	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
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	VNAME32	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	for the call is not configured, this is the dialed number string and DialedNumberID will be 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
MRDomainID	An identifier for the Media Routing Domain in the ICM system configuration	DBINT	NULL
MsgOrigin	The originator of the request: • **- 1** = Unspecified • **1** = Switch • **2**= CallSim • **3** = TestCall	DBSMALLINT	NULL
NetQTime	Time in seconds the call spent in a network router queue. For **IPCC Enterprise** or **translation routed calls,** NetQTime is included in the computation of answer wait time. For **legacy ACDS**, OPC does nothing with the NetQTime other than put it in the Termination_Call_Detail record.	DBINT	NULL
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. For a list of valid options, click here (page 423).	DBSMALLINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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 internally by the ICM/IPCC Enterprise software to track the record.	DBFLT8	AK-1 NOT NULL
RequeryResult	The reason for the last Requery operation.	DBINT	NULL
RequestType	Type of request. For the list of values, click here (page 423).	DBSMALLINT	NOT NULL
RouteID	Foreign key from the Route table. This ICM software identifier specifies the route where the call was sent. A route 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 value indicating the day that the call was recievedand 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 *is not* the order in which the Route_Call_Detail records were created. For PG routing clients, this field defines the Termination_Call_Detail instance that initiated the route request.	DBINT	NULL
RouterErrorCode	Error code from the ICM CallRouter process. For information about a specific Router ErrorCode, refer to the *Error Messages* 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

Route_Call_Detail Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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
TargetType	A numeric value representing the execution result of the routing script. To see the list of values, click here (page 423).	DBINT	NULL
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

Route_Call_Variable Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related tables

Expanded_Call_Variable (page 160) (via ExpandedCallVariableID)

Route_Call_Detail (page 238) (RCDRecoveryKey maps to Route_Call_Detail.RecoveryKey)

Fields in 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: 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
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

Route_Five_Minute Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related Table

(via RouteID)

Fields in 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
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). **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. A non-voice task that the agent started working on then completed.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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. CallsHandled 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 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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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

Route_Half_Hour Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related Table

Route (page 237) (via RouteID)

Fields in 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: **DelayQAbandTimeToHalf / CallsAbandQToHalf**	DBINT	NULL
AvgDelayQToHalf	Average delay in seconds for calls queued for the route during the half-hour interval. The value is calculated as follows: **DelayQTimeToHalf / CallsQToHalf**	DBINT	NULL
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: **HandleTimeToHalf / CallsHandledToHalf The AvgHandleTime** value is counted when the after-call work time associated with the call is completed, and the database is updated every half hour.	DBINT	NULL
AvgSpeedAnswerToHalf	Average answer wait time for all incoming calls to the route in the half-hour interval. This value is calculated as follows: **AnswerWaitTimeToHalf / CallsAnsweredToHalf**	DBINT	NULL
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: **TalkTimeToHalf / CallsHandledToHalf** The field is counted when all after-call work associated with the call is completed, and the database is updated every half hour.	DBINT	NULL
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

Route_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
CallsAnsweredToHalf	The total number of calls answered by agents, IVRs, or voice-mail ports for the route during the half-hour interval.	DBINT	NULL
CallsHandledToHalf	Total number of calls handled on this route during the half-hour interval. CallsHandled includes all calls handled by any answering resource for the route (for example, an IVR, agent, or voice mail port). 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.	DBINT	NULL
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

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

Route_Half_Hour Table

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
RedirectNoAnsCallsToHalf	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the current half-hour interval.	DBINT	NULL
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use.	DBINT	NULL
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	TalkTime and HoldTime. It is counted when any after-call work associated with the call is completed, and the database is updated every half hour.		
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	NOT NULL

Route_Real_Time Table

This table is in the . To see database rules for these tables, click .

Local database only.

Each row contains real time information about a route. The ICM software generates a Route_Real_Time record for each route.

Related Table

(via RouteID)

Fields in 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 rolling 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 rolling five-minute interval: **DelayQAbandTimeTo5 / CallsAbandQTo5.**	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 rolling five-minute interval: **HandleTimeTo5 / CallsHandledTo5**.	DBINT	NULL

Route_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the route during the rolling five-minute interval: **AnswerWaitTimeTo5 / CallsOfferedTo5**.	DBINT	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the route ending during the rolling 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
CallsAbandQTo5	Number of calls to the route abandoned while in queue or ringing during the rolling 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 rolling 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. 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.	DBINT	NULL
CallsHandledTo5	Number of calls handled for the route during the rolling five-minute interval. A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.	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

Field Name:	Description:	Data Type:	Keys and Null Option:
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 rolling 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 rolling five-minute interval.	DBINT	NULL
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 rolling 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 rolling 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 rolling five-minute interval.	DBINT	NULL
HoldTimeToday	The total hold time in seconds for calls to the route ending since midnight.	DBINT	NULL
LongestCallQ	TTime 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

Field Name:	Description:	Data Type:	Keys and Null Option:
RedirectNoAnsCallsHalf	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the current half-hour interval.	DBINT	NULL
RedirectNoAnsCallsTo5	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the rolling five-minute interval.	DBINT	NULL
RedirectNoAnsCallsToday	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service since midnight.	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 rolling five-minute interval.	DBINT	NULL
ServiceLevelAbandToday	Number of calls to the route abandoned within the ICM service level threshold since midnight.	DBINT	NULL
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 rolling 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 rolling 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 rolling 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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 rolling five-minute interval.	DBINT	NULL
TalkTimeToday	The total talk time in seconds for calls to the route ending since midnight.	DBINT	NULL

Routing_Client Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related tables

Default Call Type (page 143) (via RoutingClientID)

Dialed Number (page 145) (via RoutingClientID)

Label (page 197) (via RoutingClientID)

Logical Interface Controller (page 200)(via LogicalControllerID)

Peripheral (page 216) (via PeripheralID)

Route_Call_Detail (page 238) (via RoutingClientID)

Routing Client Five Minute (page 257) (via RoutingClientID)

Fields in 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. To see Client Type values, click here (page 412).	DBSMALLINT	NOT NULL
ConfigParam	String containing information specific to a routing client device (for example, a subsystem	varchar(255)	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	number). A null value indicates no configuration parameters are provided.		
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 • **N** =No	DBCHAR	NOT NULL
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
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: • Y = Network Transfer is preferred • N = Network Transfer is not preferred.	DBCHAR	NOT NULL
PeripheralID	Indicates which peripheral is acting as the interface to the ICM software within a private network.	DBSMALLINT	FK, IE-1 NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Routing_Client_Five_Minute Table

This is in the Device (page 381) category. For database rules, click here (page 450).

Central database only.

Contains statistics for each routing client during the five-minute interval.

The ICM software generates Routing_Client_Five_Minute records for each routing client.

Related tables

Physical Interface Controller (page 229)(via PhysicalControllerID)

Routing Client (page 255) (via RoutingClientID)

Fields in 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

Routing_Client_Five_Minute Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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	During the five-minute, the 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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	Number of responses to the routing client that exceeded the late threshold but did not timeout.	DBINT	NULL
LateCallsTo5	Total number of calls during the five-minute interval that were responded to after the late threshold.	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

Routing_Client_Five_Minute Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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
NumAlternateCallConfTo5	Number of Alternate Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumAlternateCallReqTo5	Number of Alternate Requests sent (PG) or received (NIC) in the five-minute window.	DBINT	NULL
NumBlindTransferConfTo5	The number of blind transfer confirmation messages the routing client sent during the five-minute interval.	DBINT	NULL
NumCallEstablishedEventTo5	Number of Established Events sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumCallFailedEventTo5	The number of call failure event messages the routing client sent during the five-minute interval.	DBINT	NULL
NumCallHeldEventTo5	Number of Held Events sent (NIC) or received (PG) in the five-minute window..	DBINT	NULL
NumCallOriginatedEventTo5	Number of Originated Events sent (NIC) or received (PG) in the five-minute window..	DBINT	NULL
NumCancelInd	The number of cancel indications the VRU routing client sent to the VRU during the five-minute interval.	DBINT	NULL
NumConferenceCallConfTo5	Number of Conference Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumConferenceCallReqTo5	Number of Conference Requests sent (PG) or received (NIC) in the five-minute window.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
NumConferencedEventTo5	Number of Conferenced Events sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumConnectionClearedEventTo5	Number of Connection Cleared Events sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumConsultConfTo5	Number of Network Consult Confirmations (responses to Connect with operation code Consult) sent (NIC) or received (PG) in the five-minute window..	DBINT	NULL
NumConsultTransferConfTo5	Number of Consultative Transfer Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumConsultTransferReqTo5	Number of Consultative Transfer Requests sent (PG) or received (NIC) in the five-minute window.	DBINT	NULL
NumDropConnectionConfTo5	Number of Drop Connection Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumDropConnectionReqTo5	Number of Drop Connection Requests sent (PG) or received (NIC) in the five-minute window.	DBINT	NULL
NumReconnectCallConfTo5	Number of Reconnect Confirmations sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumReconnectCallReqTo5	Number of Reconnect Requests sent (PG) or received (NIC)in the five-minute window.	DBINT	NULL
NumRetrievedEventTo5	Number of Retrieved Events sent (NIC) or received (PG) in the five-minute window.	DBINT	NULL
NumReleaseInd	The number of release indications the VRU routing client sent to the VRU in the five-minute window.	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 rollling 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. 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	DBINT	NOT NULL

Routing_Client_Five_Minute Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	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.		
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
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	Total number of calls during the five-minute interval that were responded to after the timeout threshold.	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
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 rollingfive-minute interval.	DBINT	NULL

Schedule Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

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.

Related tables

Agent (page 19) (via ScheduleID)	Business Entity (page 68) (via EntityID)	ICR View (page 188) (via ICRViewID)
Import Log (page 190) (via ScheduleID)	Import Schedule (page 196) (via ScheduleID)	Recurring Script Schedule Map (page 232) (via ScheduleID)
Schedule Import (page 264)(via ScheduleID)	Schedule Import Real Time (page 265) (via ScheduleID)	Schedule Map (page 267) (via ScheduleID)
Schedule Report (page 268) (via ScheduleReportID)	Schedule Source (page 269)(via ScheduleSourceID)	Scheduled Target (page 270) (via ScheduleID)
Service (page 277) (via ScheduleID)	Service Array (page 280) (via ScheduleID)	Skill Group (page 312) (via ScheduleID)

Fields in 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.	DESCRIPTION	NULL
EnterpriseName	A unique name for the schedule.	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
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

Field Name:	Description:	Data Type:	Keys and Null Option:
SchedulePeriod	The number of minutes in each scheduling interval. A schedule can contain different data for each interval.	DBINT	NOT NULL
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

Schedule_Import Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

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.

Related table

Schedule (page 263) (viaScheduleID)

Fields in Schedule_Import Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
Bool1	An imported value.	DBCHAR	NOT NULL
Bool2	An imported value.	DBCHAR	NOT 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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

Schedule_Import_Real_Time Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

Local database only. The scheduling data for the current time period as imported from an external source.

Related table

Fields in 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	AThe 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
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	An imported value.Foreign key to the Schedule for which the data are imported.	DBINT	PK, FK NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Schedule_Map Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

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.

Related table

Schedule (page 263) (viaScheduleID)

Fields in 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	IAdditional 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	PKNOT NULL

Schedule_Report Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

Each row describes a report used to export information from the ICM platform to a workforce management system.

Related tables

Schedule (page 263) (via ScheduleReportID)

Schedule Report Input (page 268) (via ScheduleReportID)

Fields in 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

Schedule_Report_Input Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

Specifies the targets that are used with a template to create a schedule report.

Related tables

Schedule Report (page 267) (via ScheduleReportID)

Fields in 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
ScheduleReportInputID	A unique identifier for the report input row. To see the possible values, click here (page 433).	DBINT	PK NOT NULL
TargetType	Type of table to which the ForeignKey applies. To see the list of values, click here (page 433).	DBINT	NOT NULL

Schedule_Source Table

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

Each row indicates the system and path from which the associated schedule data are imported.

Related table

Schedule (page 263) (via ScheduleSourceID)

Fields in 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

Scheduled_Target Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related tables

Customer Definition (page 142) (via CustomerDefinitionID)

Network Target (page 208) (via NetworkTargetID)

Schedule (page 263) (via ScheduleID)

Scheduled Target Real Time (page 270) (via NetworkTargetID)

Fields in 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

Scheduled_Target_Real_Time Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related table

(via NetworkTargetID)

Fields in 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

Script Table

This table is part of the . For database rules, click

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.

Related tables

Call Type Real Time (page 96) (via ScriptID)	Master Script (page 202) (via MasterScriptID)	Route Call Data (page 238) (via ScriptID)
Script Cross Reference (page 272) (via ScriptID)	Script Data (page 273) (via ScriptID)	Script Five Minute (page 273) (via ScriptID)
Script Print Control (page 274)(via ScriptID)	Script Real Time (page 275) (via ScriptID)	Script Queue Real Time (page 274) (via ScriptID)

Fields in 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 active version of the master script. ICM software uses only the active version.	DBINT	AK-1 NOT NULL

Script_Cross_Reference Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

It 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.

Related tables

Route Call Detail (page 238) (via LocalID)

Script (page 271) (via ScriptID)

Fields in Script_Cross_Reference Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
ForeignKey	Foreign key from a configuration table. This is always an ID field.	DBINT	IE-1 NOT NULL
LocalID	Local ID in script that cross references a foreign key field in one of the other configuration tables.	DBINT	PK NOT NULL
ScriptID	Foreign key from Script table.	DBINT	PK, FK, NOT NULL
TargetType	Type of table to which the ForeignKey applies. To see the possible values, click here (page 433).	DBSMALLINT	NOT NULL

Script_Data Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

It 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.

Related tables

Script (page 271) (via ScriptID)

Fields in 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

Script_Five_Minute Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related tables

Script (page 271) (via ScriptID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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.	varchar	NOT NULL
CallsRoutedTo5	Number of calls that came into 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

Script_Print_Control Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Each row contains default print settings for a specific script version. The Script Editor automatically maintains the Script_Print_Control table.

Related tables

Script (page 271) (via ScriptID)

Fields in 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

Script_Queue_Real_Time Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

Local database only. Contains data on how tasks are processed in a script queue.

Related tables

Script (page 271) (via ScriptID)

Fields in 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

Script_Real_Time Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related tables

Script (page 271) (via ScriptID)

Fields in 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

Script_Table Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related tables

(via ScriptTableID)

Fields in 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

Script_Table_Column Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related tables

(via ScriptTableID)

Fields in 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

Sec_Group Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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.

Related table

User Group (page 369) (via UserGroupID)

Fields in 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(64)	NOT NULL

Sec_User Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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).

Related table

User Group (page 369) (via UserGroupID)

Fields in 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(64)	NOT NULL

Service Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

Each row describes a service available at a peripheral.

Use the Service Explorer tool to add, update, and delete Service records.

Related tables

Enterprise Service Member (page 157)(via SkillTargetID)	Galaxy_Gate_Delayed_Call Table (page 171) (via SkillTargetID)	Galaxy_Overflow Table (page 174) (via SkillTargetID)
Media Routing Domain (page 204) (via MRDomainID)	Peripheral (page 216) (via PeripheralID)	Route (page 237) (via SkillTargetID)
Schedule (page 263) (via ScheduleID)	Service Array Member (page 280) (SkillTargetID maps to Service_Array_Member.ServiceSkillTargetID)	Service Five Minute (page 281) (via SkillTargetID)
Service Half Hour (page 285) (via SkillTargetID)	Service Member (page 296) (via SkillTargetID)	Service Real Time (page 296) (via SkillTargetID)
Skill Target (page 352) (via SkillTargetID)	Termination Call Detail (page 353)(ServiceSkillTargetID maps to Service.SkillTargetID)	

Fields in 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	Incremented when the record is changed in the central database.	varchar(255)	NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
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 service.	DBINT	FK 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
PeripheralServiceLevelType	Type of service level calculation to be used in the PeriphServiceLevel fields of Service Real Time	DBSMALLINT	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	and Service Half Hour tables. Valid Aspect types are: **1** = Service Level 1 **2** = Service Level 2 **3** = Service Level 3 **4** = Service Level as Calculated by Call Center. If this field is **0** 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)		
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
ServiceLevelType	**For Non-IPCC Enterprise**, indicates how the ICM software calculates the service level for the service: **0** = Use the default specified for the associated peripheral. **1** = 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.) **3** = Abandoned Calls have Positive Impact. (Treat the abandoned calls as through they were answered within the service level threshold.) 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.	DBSMALLINT	NOT NULL
SkillTargetID	An identifier that is unique among all skill targets in the enterprise.	DBINT	PK, FK NOT NULL
UserDeletable	Indicates if the record can by deleted by a user. Default is Y.	DBCHAR	NOT NULL

Service_Array Table

This table is one of the . For database rules click .

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.

Related tables

(via LogicalControllerID)

(via ScheduleID)

(via SkillTargetID)

(via SkillTargetID)

(via SkillTargetID)

Fields in 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

Service_Array_Member Table

This table is one of the . For database rules click .

It 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.

Use the Service Explorer tool to add, update, and delete Service_Array records.

Related tables

(ServiceArraySkillTargetID maps to Service_Array.SkillTargetID)

(ServiceSkillTargetID maps to Service.SkillTargetID)

Service_Array_Member Table Constraints:

Constraint:	Field Name:
PK	ServiceArraySkillTargetID
PK	ServiceSkillTargetID
FK	ServiceArraySkillTargetID

Fields in 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 array.	DBINT	PK NOT NULL

Service_Five_Minute Table

This table is in the . To see database rules for these tables, click .

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.

Use the Service Explorer tool to add, update, and delete Service_Array records.

Related table

(via SkillTargetID)

Fields in 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

Service_Five_Minute Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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. 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.	DBINT	NULL
CallsHandledToday	Number of calls handled to completion by the service since midnight.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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	DBINT	NULL

Service_Five_Minute Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).		
PeriphServiceLevelTo5	Service level for the service during the rollingfive-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
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

Service_Half_Hour Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related table

Service (page 277) (via SkillTargetID)

Fields in 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 counted when the after-call work associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
AutoOutCallsOnHoldToHalf	Number of ended AutoOut (predictive) calls that this service has placed on hold at least once. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	begins after-call work for the call. It is based on TalkTime. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option.** Not valid for **IPCC Enterprise.**		
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
AutoOutCallsToHalf	Number of AutoOut (predictive) calls made by this service that ended during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
AvgDelayQAbandToHalf	Average delay time of calls to the service abandoned in queue during the half-hour interval. This value is calculated as follows: **DelayQAbandTimeToHalf / CallsAbandQToHalf** Not valid for **IPCC Enterprise**. Not valid for **non-voice** tasks. Set to zero by OPC. Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	NULL
AvgDelayQToHalf	Average delay in the queue for calls to the service during the half-hour interval: **DelayQTimeToHalf / CallsQToHalf** Not valid for **IPCC Enterprise**. Not valid for **non-voice** tasks. Set to zero by OPC.	DBINT	NULL
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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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 counted when the after-call work time associated with the call is completed. The value is calculated as follows: **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: **AnswerWaitTimeToHalf / CallsAnsweredToHalf** Valid for **IPCC Enterprise**.	DBINT	NULL
AvgTalkTimeToHalf	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 counted when the after-call work time associated with the call is completed. The value is calculated as follows: **HandleTimeToHalf / CallsHandledToHalf** Valid for **IPCC Enterprise**.	DBINT	NULL
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. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks.** Set to zero by OPC. Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	NULL
CallsAnsweredToHalf	The number of calls handled for the service during the half-hour interval. For **multi-media,** the number of tasks associated with this service that were ended in this half-hour interval.	DBINT	NULL

Service_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	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. 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 **IPCC Enterprise**.	DBINT	NULL
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). Valid for **ICM** and **IPCC Enterprise**.	DBINT	NULL
CallsOfferedToHalf	Number of incoming calls plus internal calls offered to the service during the half-hour interval. Valid for **IPCC Enterprise**.	DBINT	NULL
CallsOutToHalf	Number of outbound calls placed by agents for the service during the half-hour interval. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL
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. Not valid for **IPCC Enterprise** Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL
CallsRoutedToHalf	Number of tasks routed by the ICM software to the service during the half-hour interval. For **multi-media**, the number of tasks routed to the service during the half-hour interval. Valid for **IPCC Enterprise**.	DBINT	NULL
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.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. 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	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. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC. Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	NULL
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. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL
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). Not valid for **IPCC Enterprise**.	DBINT	NULL
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	DBINT	NULL

Service_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	Termination_Call_Detail table). The HandleTime value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour. 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. For **multi-media**, 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**.	DBINT	NULL
LongestCallAbandTime	Longest time in seconds a call was in queue for the service before being abandoned during the half-hour interval. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC. Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	NULL
LongestCallDelayQTime	Longest time in seconds a call was in queue for the service before being answered during the half-hour interval. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL
NumMissingTasks	Valid for **multi-media** only. The number of tasks whose Start Task Timeout Period expired in this half-hour interval.	DBINT	NULL
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). Not valid for **IPCC Enterprise**.	DBINT	NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
	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. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL
PeriphServiceLevelOfferToHalf	Number of offered calls used in the peripheral service level calculation for the half-hour interval. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL
PeriphServiceLevelToHalf	Peripheral service level during the half-hour interval. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBFLT4	NULL
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 counted when the after-call work associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
PreviewCallsOnHoldToHalf	Number of ended outbound Preview calls that this service placed on hold at least once. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
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 counted when the after-call-work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
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,	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. 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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	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
RedirectNoAnsCallsToHalf	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the current half-hour interval.	DBINT	NULL
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 counted when the after-call work associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
ReserveCallsOnHoldToHalf	Number of completed agent reservation calls that this service placed on hold at least once. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option.** Not valid for **IPCC Enterprise.**	DBINT	NULL
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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	TalkTime. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. 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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
ReserveCallsToHalf	Number of agent reservation calls made by this service that ended during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	DBINT	NULL
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use.	DBINT	NULL
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	NULL
ServiceLevelAbandToHalf	Number of calls to the service abandoned within the service level threshold during the half-hour interval. Set to zero for **IPCC Enterprise voice tasks** and for **non-voice tasks.** Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	NULL
ServiceLevelCallsOfferedToHalf	Number of calls to the service that had service level eventsduring the half-hour interval. Not valid for **IPCC Enterprise**.	DBINT	NULL

Service_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
ServiceLevelCallsToHalf	Number of calls to the service answered within the ICM service level threshold during the half-hour interval. Not valid for **IPCC Enterprise**.	DBINT	NULL
ServiceLevelToHalf	ICM service level for the service during the half-hour interval. For **non-voice tasks** and for **IPCC Enterprise** calls, theServiceLevelType is always set to *ignore abandoned calls*.	DBFLT4	NULL
ServiceLevelType	Service Level Type used to calculate Service level for this interval. Not currently used for **Outbound Option**. Not valid for **IPCC Enterprise**.	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. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL
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. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL
SkillTargetID	The SkillTargetID of this service. Foreign key from the Service table.	DBINT	PK, FK NOT NULL
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	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

Field Name:	Description:	Data Type:	Keys and Null Option:
	Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. 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. Not valid for **IPCC Enterprise**. Not valid for **non-voice tasks**. Set to zero by OPC.	DBINT	NULL

Service_Level_Threshold Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related tables

Media Routing Domain (page 204) (via MRDomainID)

Peripheral (page 216) (via PeripheralID)

Fields in Service_Level_Threshold Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
MRDomainID	Foreign key from the Media_Routing_Domain table.	DBINT	PK NOT NULL
PeripheralID	The ICM ID of the peripheral with which this row is associated.	DBSMALLINT	PK, FK 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. **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	DBSMALLINT	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	the computation of service level for a CallManager service.		

Service_Member Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related tables

Service (page 277) (ServiceSkillTargetID maps to Service.SkillTargetID)

Skill Group (page 312) (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Fields in 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: • **1** = Primary • **2**= Secondary Any number of skill entries can be of any priority—not all need to be entered.	DBSMALLINT	NOT NULL
ServiceSkillTargetID	SkillTargetID of the service.	DBINT	PK, FK NOT NULL
SkillGroupSkillTargetID	SkillTargetID of the skill group that is associated with the service.	DBINT	PK, FK NOT NULL

Service_Real_Time Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

Local database only. Contains real time information about each service.

The ICM software automatically generates a Service_Real_Time record for each service.

Related table

Fields in 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
AnswerWaitTimeTo5	Sum of answer wait time in seconds for all incoming calls to the service during the rolling 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 current half-hour interval. 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**.	DBINT	NULL
AutoOutCallsNow	Number of agents currently talking on AutoOut (predictive) calls for the service. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsOnHoldHalf	Number of ended AutoOut (predictive) calls that agents in the service have placed on hold at least once during the current half-hour interval. 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**.	DBINT	NULL
AutoOutCallsOnHoldTimeHalf	Number of seconds that AutoOut (predictive) calls were placed on hold by agents in the skill group during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsOnHoldTimeTo5	Total handle time, in seconds, for AutoOut (predictive) calls handled by agents for this service that ended in the rolling five-minute window. 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. Unsupported for **Outbound Option**.	DBINT	NULL
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.	DBINT	NULL

Service_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	The value is updated in the database when the after-call work associated with the call (if any) has completed. Unsupported for **Outbound Option**.		
AutoOutCallsOnHoldTo5	Total number of AutoOut (predictive) calls made for this service that ended in the rolling five-minute window. 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**.	DBINT	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**.	DBINT	NULL
AutoOutCallsTalkTimeHalf	Total talk time, in seconds, for AutoOut (predictive) calls handled by the service that ended during the current 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**.	DBINT	NULL
AutoOutCallsTalkTimeTo5	Total talk time, in seconds, for complete Unsupported for **Outbound Option**. AutoOut (predictive) calls handled by the service during the rolling 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 **Outbound Option**.	DBINT	NULL
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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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 current 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**.	DBINT	NULL
AutoOutCallsTimeTo5	Total handle time, in seconds, for AutoOut (predictive) calls handled by this service that ended during the rolling five-minute window. 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**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL
AutoOutCallsTo5	Number of AutoOut (predictive) calls made by agents for the service that ended during the rolling five-minute interval. 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**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL

Service_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
AvgDelayQAbandTo5	Average delay time of abandoned calls in queue during the rolling five-minute interval. This value is calculated as follows: **DelayQAbandTimeTo5 / CallsAbandQTo5**. Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	NULL
AvgDelayQNow	Average delay for calls currently in queue for the service.	DBINT	NULL
AvgHandleTimeTo5	Average handle time in seconds for calls to the service during the rolling five-minute interval. The value is calculated as follows: **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.	DBINT	NULL
AvgSpeedAnswerTo5	Average answer wait time for all calls offered to the service during the rolling five-minute interval: AnswerWaitTimeTo5 / CallsAnsweredTo5.	DBINT	NULL
AvgTalkTimeTo5	Average talk time in seconds for calls to the service ending during the rolling five-minute interval. The value is calculated as follows: **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.	DBINT	NULL
CallsAbandQHalf	Number of calls to the service abandoned while in queue or ringing during the current half-hour interval. Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	NULL
CallsAbandQTo5	Number of calls to the service abandoned while in queue or ringing during the rolling five-minute interval.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.		
CallsAbandQToday	Number of calls to the service abandoned while in queue or ringing since midnight. Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	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 rolling five-minute interval.	DBINT	NULL
CallsAnsweredToday	Number of calls answered by service agents since midnight.	DBINT	NULL
CallsHandledHalf	Number of calls handled for this service during the current half-hour interval. 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.	DBINT	NULL
CallsHandledTo5	Number of calls to the service handled during the rolling 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 rolling 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

Service_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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 rolling 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 rolling five-minute interval.	DBINT	NULL
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 rolling 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 rolling five-minute interval. These are calls that do not fit into the criteria for handled, abandoned, or transferred calls. They were	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	terminated for other reasons, which may include drop/no answer, forced busy, or timed out.		
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 rolling five-minute interval. Note: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.	DBINT	NULL
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 rolling 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 rolling 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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 rolling 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
OverflowOutNow	The number of tasks that have overflowed out of this service to some other service (call it service X) and have **not overflowed out of service X**.	DBINT	NULL
OverflowOutTo5	Number of calls overflowed out of this service during the rolling 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 rolling 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 current half-hour interval. 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**.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
PreviewCallsNow	Number of agents currently talking on outbound Preview calls for the service. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsOnHoldHalf	In the current half-hour interval, the 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsOnHoldTimeHalf	Number of seconds outbound Preview calls were placed on hold by agents for this service during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsOnHoldTimeTo5	Number of seconds outbound Preview calls were placed on hold by agents for this service during the rollingfive-minute 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsOnHoldTimeToday	Number of seconds outbound Preview 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsOnHoldTo5	Number of outbound Preview calls that agents for this service have placed on hold at least once during the rolling five-minute interval. 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**.	DBINT	NULL
PreviewCallsOnHoldToday	Number of Outbound Preview 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsTalkTimeHalf	Total talk time, in seconds, for outbound Preview calls handled by the service that ended during the current half-hour interval. This value includes the time spent	DBINT	NULL

Service_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	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. Unsupported for **Outbound Option**.		
PreviewCallsTalkTimeTo5	Total talk time, in seconds, for outbound Preview calls handled by the service that ended during the rolling 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. Unsupported for **Outbound Option**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsTimeHalf	Total handle time, in seconds, for outbound Preview calls handled by this service that ended during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsTimeTo5	Total handle time, in seconds, for outbound Preview calls handled by the service that ended during the rolling 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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	in the database when the after-call work time associated with the call (if any) has completed. Unsupported for **Outbound Option**.		
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. Unsupported for **Outbound Option**.	DBINT	NULL
PreviewCallsTo5	Number of outbound Preview calls made by agents for the service during the rolling five-minute interval. 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**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL
RedirectNoAnsCallsHalf	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the current half-hour interval.	DBINT	NULL
RedirectNoAnsCallsTo5	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service during the rolling five-minute interval.	DBINT	NULL
RedirectNoAnsCallsToday	Number of calls that rang at an agent's terminal and redirected on failure to answer in this service since midnight.	DBINT	NULL
ReserveCallsHalf	Number of agent reservation calls made by agents for the service that ended during the current half-hour interval. 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**.	DBINT	NULL
ReserveCallsNow	Number of agents currently talking on agent reservation calls for the service. Unsupported for **Outbound Option**.	DBINT	NULL

Service_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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. Unsupported for **Outbound Option**.	DBINT	NULL
ReserveCallsOnHoldTimeHalf	Number of seconds agent reservation calls were placed on hold by agents for the service during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
ReserveCallsOnHoldTimeTo5	Number of seconds agent reservation calls were placed on hold by agents for this service during the rolling five-minute 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. Unsupported for **Outbound Option**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL
ReserveCallsOnHoldTo5	Number of agent reservation calls that agents for this service have placed on hold at least once during the rolling five-minute interval. 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**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL
ReserveCallsTalkTimeHalf	Total talk time, in seconds, for agent reservation calls handled by the service that ended during the current 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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	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. Unsupported for **Outbound Option**.		
ReserveCallsTalkTimeTo5	Total talk time, in seconds, for agent reservation calls handled by agents for the service that ended during the rolling 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. Unsupported for **Outbound Option**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL
ReserveCallsTimeHalf	Total handle time, in seconds, for agent reservation calls handled by the service that ended during the current 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. Unsupported for **Outbound Option**.	DBINT	NULL
ReserveCallsTimeTo5	Total handle time, in seconds, for agent reservation calls handled by agents for the service that ended during the rolling 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

Service_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	Unsupported for **Outbound Option**.		
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. Unsupported for **Outbound Option**.	DBINT	NULL
ReserveCallsTo5	Number of agent reservation calls made by agents for this service during the rolling five-minute interval. 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**.	DBINT	NULL
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. Unsupported for **Outbound Option**.	DBINT	NULL
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 rolling 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 rolling 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

Field Name:	Description:	Data Type:	Keys and Null Option:
ServiceLevelCallsTo5	Number of calls to the service answered within the ICM service level during the rolling 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 rolling five-minute interval.	DBFLT4	NULL
ServiceLevelToday	ICM service level for the service since midnight.	DBFLT4	NULL
ServiceModeIndicator	The current mode of the service: **1** = Day service **2** = Night service **3** = Closed with answer **4**= Closed, no answer **5** = Transition **6**= Open **13** = Pilot Status Other. **Note:** This field may also be used to encode overflow information for a Galaxy ACD.	DBINT	NULL
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 rolling 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 rolling 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 rolling five-minute interval.	DBINT	NULL
TransferOutCallsToday	Number of calls transferred out of the service since midnight.	DBINT	NULL

Shift Table

Provides the name, start time, and end time of the current shift.

Fields in Shift Table:

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

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related tables

Enterprise Skill Group Member (page 157) (via SkillTargetID)	Media Routing Domain (page 204) (via MRDomainID)	Peripheral (page 216) (via PeripheralID)
Schedule (page 263) (via ScheduleID)	Service Array (page 280) (via SkillTargetID)	Service Member (page 296) (via SkillTargetID)
Skill Group Five Minute (page 315) (via SkillTargetID)	Skill Group Half Hour (page 318) (via SkillTargetID)	Skill Group Member (page 339) (via SkillTargetID)
Skill Group Real Time (page 339) (via SkillTargetID)	Skill Target (page 352) (via SkillTargetID)	Termination Call Detail (page 353)(SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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. 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. 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.	DBINT	NOT NULL
Deleted	Deleted Flag. Stored as a character: • **Y** = Yes • **N** = No	DBCHAR	NOT NULL
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: • **Y** = Yes, this is an IPTA skill group. • **N** = No, this is not an IPTA skill group.	DBCHAR	NOT NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
PeripheralNumber	Skill group number as known by the peripheral.	DBINT	AK-2 NOT NULL
Priority	The routing priority of this group for the skill: • **1** = primary • **2** = secondary • **3**= tertiary; etc. **Note:** The value 0 indicates a base skill group.	DBSMALLINT	AK-2 NOT NULL
ScheduleID	Identifies an imported schedule associated with the skill group.	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 Service_Level_Threshold table (for this Peripheral/MRD pair) is used. The default value is -1 which means SL computation is disabled for this SG.	DBSMALLINT	NOT NULL
ServiceLevelType	Indicates how the ICM software calculates the service level for the skillgroup. If this field is 0, the ICM uses the default specified for the associated Peripheral/MRD pair in the Service_Level_Threshold table. Possible values: 0 = Use Default 1 = Ignore Abandoned Calls 2 = Abandoned Call Has Negative Impact: 3 = Abandoned Call Has Positive Impact:	DBSMALLINT	NOT 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: • **0** = Use peripheral default. • **1** = Override the peripheral default.	DBSMALLINT	NOT NULL
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
UserDeletable	Indicates if the record can by deleted by a user. Default is Y.	DBCHAR	NOT NULL

Skill_Group_Five_Minute Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

Central database only.

Contains statistics about each skill group during the five-minute interval.

The ICM generates Skill_Group_Five_Minute records for each skill group.

Related table

Skill Group (page 312) (via SkillTargetID)

Fields in 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
AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the five-minute window. This value is calculated as follows: **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.	DBINT	NULL
AvgHandledCallsTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the five-minute window. This value is calculated as follows: **HandledCallsTalkTimeTo5 / CallsHandledTo5** The AvgHandledCallsTime value is updated in the database when any after-call work time associated with the call is completed.	DBINT	NULL
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 during the five-minute window.	DBINT	NULL

Skill_Group_Five_Minute Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	BusyOtherTime is included in the calculation of LoggedOnTime.		
CallsAnsweredTo5	Number of calls answered by agents in the skill group during the five-minute window. The count for CallsAnswered is updated at the time the call is answered.	DBINT	NULL
CallsHandledTo5	Calls that by been answered and have completed wrap-up by the skill group during the five-minute window. 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.	DBINT	NULL
DateTime	Central Controller date and time at the start of the five-minute interval.	DBSMALLDATE	PK NOT NULL
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 window. 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 window. This is the percentage of time agents spend working on calls versus the time agents were ready.	DBFLT4	NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
ReservedStateTimeTo5	Time agents in the skill group spent in the Reserved state during the five-minute window. ReservedStateTime is included in the calculation of LoggedOnTime.	DBINT	NULL
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
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 window. This field is applicable for **ICM, IPCC Enterprise** and **Outbound Option.**	DBINT	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 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 window. WorkNotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
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

Skill_Group_Half_Hour Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related table

Skill Group (page 312) (via SkillTargetID)

Fields in Skill_Group_Half_Hour Table:

Field Name:	Description:	Data Type:	Keys and Null Option:
AbandonHoldCallsOutToHalf	The number of outbound calls that abandon while on hold. This will be reported by OPC.	DBINT	NULL
AbandonHoldCallsToHalf	The total number of ACD calls to the skill group that abandoned while being held at an agent's position. The value is counted at the time the call disconnects, and the database is updated every half hour.	DBINT	NULL
AbandonRingCallsToHalf	Total number of ACD calls to the skill group that were abandoned while ringing at an agent's position. The value is counted at the time the call disconnects, and the database is updated every half hour. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
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 counted	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	at the time the call disconnects, and the database is updated every half hour. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
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
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 counted when the after-call work associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call-work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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 counted when any after-call work time associated with the call is completed, and the database is updated every half hour.	DBINT	NULL
AgentTerminatedCallsToHalf	Not currently used.	DBINT	NULL
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 counted at the time the call is answered, and the database is updated every half hour. 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* With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG, this value will not include time spent in the network VRU. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	interval. The value is counted when the after-call work associated with the call (if any) has completed, and the database is updated every half hour.		
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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
AvgHandledCallsTalkTimeToHalf	Average talk time in seconds for inbound calls associated with the skill group that were handled	DBINT	NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	during the half-hour interval. This value is calculated as follows: **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 counted when any after-call work associated with the call is completed, and the database is updated every half hour.		
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: **HandledCallsTimeToHalf / CallsHandledToHalf** The AvgHandledCallsTime value is counted when any after-call work time associated with the call is completed, and the database is updated every half hour.	DBINT	NULL
BargeInCallsToHalf	The number of calls associated with this skill group barged in on either by the supervisor or by the agent. This field is applicable for **IPCC Enterprise only**.	DBINT	NULL
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
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
CallsAnsweredToHalf	Number of calls answered by agents associated with this skill group during the half-hour interval. This value is set by the PG. 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 counted at the time the call is answered, and the database is updated every half hour. With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG,	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	this value will not include time spent in the network VRU.		
CallsHandledToHalf	CallsHandledToHalf The number of inbound ACD calls answered and wrap-up completed by agents associated with this skill group during the half-hour interval. 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. 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.	DBINT	NULL
CallsOfferedToHalf	The number of calls received by this skill group for the current half-hour interval. In IPCC Enterprise **with** an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group. . In IPCC Enterprise **without** an IPCC System PG, a call is counted as offered only when it is answered. Note: For consistent values, in IPCC Enterprise regardless of whether or not there is an IPCC System PG, use RouterCallsOfferedToHalf.	DBINT	NULL
CallsQueuedToHalf	The number of calls queued to this skill group by the ACD in the current half-hour interval. In IPCC Enterprise with an IPCC System PG, this field is applicable and is updated when a call is queued to the skill group. Note: Not applicable for IPCC Enterprise without an IPCC System PG and is not updated. For consistent values, in IPCC Enterprise regardless of whether or not there is an IPCC System PG, use RouterQueueCallsToHalf. In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting	DBINT	NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
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 counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour. For blind conferences in IPCC Enterprise, the value is counted when an agent blind conferences the call to an IVR, and the database is updated every half hour. For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent. Note: For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.	DBINT	NULL
ConferencedInCallsToHalf	The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour. Note: For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.	DBINT	NULL
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 counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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 counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour.	DBINT	NULL
ConsultativeCallsTimeToHalf	The number of seconds agents associated with this skill group spent handling a consultative call. The value is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
ConsultativeCallsToHalf	The number of consultative calls agents associated with the skill group that ended in this half-hour. The count is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every half hour.	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
EmergencyAssistsToHalf	The number of emergency assist requests either by the agent or by the supervisor. This field is applicable for **IPCC Enterprise only**.	DBINT	NULL
HandledCallsTalkTimeToHalf	The number of seconds that agents spent in TalkTime for calls associated with this skill group that ended in this half-hour interval. This field is applicable for both **ICM, IPCC Enterprise** and **Outbound Option**.	DBINT	NULL
HandledCallsTimeToHalf	The time in seconds agents spent on calls that were handled within the half-hour interval. This field is applicable for both **ICM, IPCC Enterprise** and **Outbound Option**.	DBINT	NULL
HoldTimeToHalf	Number of seconds where all calls 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
IncomingCallsOnHoldTimeToHalf	Total number of seconds that inbound ACD calls calls that agents associated with the skill group	DBINT	NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	placed on hold that ended during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.		
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
InterceptCallsToHalf	The number of calls intercepted either by the supervisor or by the agent. This field is applicable for **IPCC Enterprise only**.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
InternalCallsRcvdTimeToHalf	Number of seconds spent on internal calls received by the agent during the half-hour interval. The value is incremented when the after-call-work time associated with the call has completed.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
InternalCallsTimeToHalf	Number of seconds spent on internal calls initiated by the agent during the half-hour interval. The value is incremented when the after-call-work time associated with the call has completed.	DBINT	NULL
InternalCallsToHalf	Number of internal calls agents associated with this skill group ended during the half-hour interval. The value is counted when the after-call work time	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	associated with the call (if any) is completed, and the database is updated every half hour.		
InterruptedTimeToHalf	This field not currently supported.	DBINT	NULL
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: **HoldTimeToHalf** **TalkInTimeToHalf** **TalkOutTimeToHalf** **TalkOtherTimeToHalf** **NotReadyTimeToHalf** **WorkReadyTimeToHalf** **WorkNotReadyTimeToHalf** **BusyOtherTimeToHalf** **ReservedStateTimeToHalf** **TalkAutoOutTimeToHalf** **TalkPreviewTimeToHalf** **TalkReservedTimeToHalf** This field is applicable for both **ICM, IPCC Enterprise** and **Outbound Option**.	DBINT	NULL
MonitorCallsToHalf	The number of calls monitored either by the supervisor or by the agent. This field is applicable for **IPCC Enterprise only**.	DBINT	NULL
NetConferencedOutCallsToHalf	The number of seconds that agents spent on Network conference calls that they initiated. This only includes time spent on Network conference calls initiated by the agent. This database element uses ConferenceTime from the Termination_Call_Detail table. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour.	DBINT	NULL
NetConfOutCallsTimeToHalf	The number of Network conference calls that the skill group agents initiated. The conferenced out calls only include Network conference calls. The value is counted when the agent drops off the call or the call becomes a simple two-party call, and the database is updated every half hour.	DBINT	NULL
NetConsultativeCallsTimeToHalf	The number of seconds agents in the skill group spent handling a Network consultative call with at least one call on hold. The value is counted when the after-call work time associated with the consultative call (if any) is	DBINT	NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	completed, and the database is updated every half hour.		
NetConsultativeCallsToHalf	The number of Network consultative calls completed by agents in the skill group with at least one call on hold. The count is counted when the after-call work time associated with the consultative call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
NetTransferOutCallsToHalf	Number of calls Network (Blind and Consultative) transferred out of the skill group during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
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
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
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 counted when the after-call work associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	with the call (if any) has completed. This field is applicable for both ICM and IPCC Enterprise, and the database is updated every half hour.		
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	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
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 counted at the time the call is diverted to another device, and the database is updated every half hour.	DBINT	NULL
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 counted at the time the call is diverted to another device, and the database is updated every half hour.	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 counted when the after-call work associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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	DBINT	NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.		
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
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 counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
ReserveCallsToHalf	Total number of agent reservation calls made by agents in the skill group that ended during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) has completed, and the database is updated every half hour.	DBINT	NULL
Reserved1	Reserved for future use.	DBINT	NULL
Reserved2	Reserved for future use.	DBINT	NULL
Reserved3	Reserved for future use.	DBINT	NULL
Reserved4	Reserved for future use.	DBINT	NULL
Reserved5	Reserved for future use.	DBFLT4	NULL
ReservedStateTimeToHalf	Time, in seconds, agents spent in the Reserved state with respect to this skill group during the half-hour interval. 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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	time the call arrives at an agents device) and is included in the calculation of LoggedOnTime.		
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. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterCallsAbandToAgentToHalf	In the half-hour interval, the number of calls abandoned after they have been routed to the agent desktop and before they have been answered (for example, Abandon Ringing).. This field is applicable for **IPCC systems** and for **systems where calls are translation-routed to Skill Groups**. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterQueueCallsToHalf	Number of calls queued to the group by the ICM CallRouter during the half-hour interval. This field is set by the CallRouter. In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports	DBINT	NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	will need to also look at the parent ICM reports for network queuing data.		
RouterCallsDequeuedToHalf	The number of calls that were de-queued from this skill group to be routed to another skill group in the half-hour interval. This field is also incremented when a call is de-queued via Cancel Queue node. This field is applicable to **IPCC environments** and to **ICM environments where calls are translation-routed** to Skill Groups.	DBINT	NULL
RouterCallsOfferedToHalf	The number of calls routed or queued for the Skill Group in the half-hour interval. This value is set by the Call Router. This value is incremented by: CallType short calls, which are counted as abandoned for Skill Groups. (There is no short call count in the Skill_Group_Real_Time table.) Calls that are cancelled bis Cancel Queue node and re-queued to the same Skill Group Calls that are routed to a Skill Group, re-queried, and re-queued to the same Skill Group This fields does not include local ACD calls, not routed by ICM. Such calls are counted in the CallsOffered field of Skill_Group tables. RouterCallsOffered = RouterCallsAbandToAgent + CallsHandled + RouterCallsDequeued + RedirectNoAns+ RouterError+ RouterCallsAbandQ. This field is applicable to **IPCC environments** and to **ICM environments where calls are translation-routed** to Skill Groups.	DBINT	NULL
RouterErrorToHalf	The number of calls that resulted in an error condition in the half hour interval. This field is applicable to **IPCC environments** and to **ICM environments where calls are translation-routed** to Skill Groups.	DBINT	NULL
ServiceLevelCallsAbandToHalf	The number of calls that abandoned within the skill group ServiceLevel threshold in the half-hour interval. Calls may abandon while in the Skill Group queue, or they may abandon after they have been routed to a Skill Group. Calls that abandon after they are routed to a Skill Group are identified by TCD records with abandoned call disposition.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	If the call is queued and abandons before it is routed to any Skill Groups (within the ServiceLevel threshold), the Router will increment this value for ALL the Skill Groups this call was queued for. If the call abandons after it was routed to a Skill Group, that Skill Group will have ServiceLevelCallsAband incremented. Other Skill Groups will have ServiceLevelCallsDequeued incremented. Dequeuing the call via Cancel Node has no impact on ServiceLevelCallsAband. This field is relevant to the IPCC environment only.With the existence of a network VRU, this value includes time in the network queue. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelCallsDequeueToHalf	The number of queued calls de-queued from a skill group within the skill ServiceLevel threshold in the half-hour interval. Calls may be de-queued via Cancel Queue node or de-queued from this Skill Group to be routed to a different Skill Group. This field is relevant to the IPCC environment only.With the existence of a network VRU, this value includes time in the network queue. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
ServiceLevelCallsOfferedToHalf	The number of calls routed to a skill group or queued for a skill group in the half hour interval. Includes these categories of calls Calls that are answered within the ServiceLevel threshold Calls that are abandoned within the ServiceLevel threshold Calls that are redirected within the ServiceLevel threshold (this is consistent with Call Type ServiceLevel) Calls that are not complete after the ServiceLevel threshold has passed (that is, calls queued longer than the Service Level threshold). Calls that end in error state within SL threshold are not counted as ServiceLevelCallsOffered. This field is relevant to the IPCC environment only. With the existence of a network VRU, this value includes time in the network queue. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelCallsToHalf	Calls may abandon while in the Skill Group queue, or they may abandon after they have been routed to a Skill Group. Calls that abandon after they are routed to a Skill Group are identified by TCD records with abandoned call disposition flag. If the call is queued and abandons before it is routed to any Skill Groups (within the ServiceLevel threshold), the Router will increment this value for ALL the Skill Groups this call was queued for. If the call abandons after it was routed to a Skill Group, that Skill Group will have ServiceLevelCallsAband incremented. This field is relevant to the IPCC environment only. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelErrorToHalf	The calls that ended in Error state within the skill group Service Level threshold during the half-hour interval This field is relevant to the IPCC environment only.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelRONAToHalf	The calls that redirected on no answer within the Service Level threshold during the half-hour interval. These calls are part of the ServiceLevelCallsOffered. This field is relevant to the IPCC environment only.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelToHalf	Service Level for the skill group during the half-hour interval. This value is computed based on the ServiceLevelCalls, ServiceLevelCallsoffered, ServiceLevelCallsAband and CallsDequeued.	DBFLT4	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	There are three types of service level calculations, and they are determined by the Service Level type chosen in configuration. **Ignore Abandoned Calls** *ServiceLevel = ServiceLevelCalls / (ServiceLevelCallsoffered – ServiceLevelCallsAband - RouterCallsDequeued)* **Abandoned Calls have Negative Impact** *ServiceLevel = ServiceLevelCalls / ServiceLevelCallsoffered - RouterCallsDequeued)* **Abandoned Calls have Positive Impact** *ServiceLevel = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - RouterCallsDequeued)* This field is relevant to the IPCC environment only.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
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
SkillTargetID	The SkillTargetID of the skill group. Together with the SkillGroupSkillTargetID, identifies the skill group member.	DBINT	PK, FK NOT NULL
SupervAssistCallsTimeToHalf	Number of seconds agents associated with this skill group spent on supervisor-assisted calls during the half-hour interval. The value is counted when the supervisor-assisted call completes, and the database is updated every half hour. This field is applicable for **IPCC Enterprise.**	DBINT	NULL
SupervAssistCallsToHalf	Number of calls for which agents received supervisor assistance during the half-hour interval. The value is counted when the supervisor-assisted	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	call completes, and the database is updated every half hour. This field is applicable for **IPCC Enterprise.**		
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
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
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
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
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
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
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: **TalkInTimeToHalf** **TalkOutTimeToHalf** **TalkOtherTimeToHalf** **TalkAutoOutTime** **TalkPreviewTime** **TalkReservedTime**	DBINT	NULL
TimeZone	The time zone for the date and time. The value is the offset in minutes from GMT.	DBINT	PK NOT NULL

Skill_Group_Half_Hour Table

Field Name:	Description:	Data Type:	Keys and Null Option:
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 counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour. Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.	DBINT	NULL
TransferInCallsToHalf	Number of calls transferred into the skill group during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour. In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group. In IPCC Enterprise, a call is counted as offered only when it is answered. This field is applicable for both **ICM** and **IPCC Enterprise.** Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.	DBINT	NULL
TransferOutCallsToHalf	Number of calls transferred out of the skill group during the half-hour interval. The value is counted when the after-call work time associated with the call (if any) is completed, and the database is updated every half hour.	DBINT	NULL
WhisperCallsToHalf	The number of calls coached either by the supervisor or by the agent. This field is applicable for **IPCC Enterprise only.**	DBINT	NULL
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.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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.	DBINT	NULL

Skill_Group_Member Table

This table is one of the Skill Group Member Detail tables in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related tables

Agent (page 19) (AgentSkillTargetID maps to Agent.SkillTargetID)

Skill Group (page 312) (SkillGroupSkillTargetID maps to Skill_Group.SkillTargetID)

Fields in 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

Skill_Group_Real_Time Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related table

Skill Group (page 312) (via SkillTargetID)

Skill_Group_Real_Time Table

Fields in 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 rolling five-minute 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
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
AnswerWaitTimeTo5	*AnswerWaitTime* is associated only with calls counted as handled. It is updated in the database at the time the call is answered. It is the current (rolling) 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* *NetworkQTime* With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG, this value will not include time spent in the network VRU. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	need to also look at the parent ICM reports for network queuing data.		
ApplicationAvailable	The number of agents belonging to this skill group who are currently *ApplicationAvailable* with respect to the MRD to which the skill group belongs. An agent is *Application available* 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.	DBINT	NULL
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
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
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
AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls counted as handled by the skill group during the rolling five-minute interval. This value is calculated as follows: **HandledCallsTalkTimeTo5 / CallHandledTo5** AvgHandledCallsTalkTime is calculated only for calls counted as handled. This field is updated in the database	DBINT	NULL

Skill_Group_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	when any after-call work associated with the call is completed.		
AvgHandledCallsTimeTo5	Average handle time in seconds for calls counted as handled by the skill group during the rolling five-minute interval. The value is calculated as follows: **HandledCallsTalkTimeTo5 / CallHandledTo5** The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.	DBINT	NULL
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 rolling five-minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.	DBINT	NULL
CallsAnsweredTo5	The number of calls that were handled by the skill group during the rolling five-minute interval. 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. With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG, this value will not include time spent in the network VRU.	DBINT	NULL
CallsHandledTo5	The number of calls that were handled by the skill group during the current five-minute interval. 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.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
CallsInProgress	The number of calls currently associated with this skill group.	DBINT	NULL
CallsOfferedTo5	Number of calls offered to the skill group during the rolling five-minute interval. A call is counted only when it is answered. Note: In IPCC Enterprise, use RouterCallsOfferedToFive.	DBINT	NULL
CallsQueuedNow	The number of calls currently queued to this skill group by the ACD.	DBINT	NULL
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 rolling 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
HandledCallsTimeTo5	Total handle time, in seconds, for calls counted as handled by the skill group during the rolling 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
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 rolling 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
IcmAvailable	The number of agents belonging to this skill group who are currently *ICMAvailable* with respect to the MRD to which the skill group belongs. An agent is *ICM available* if s/he is Routable and Available for the MRD. This means that the agent can be routed a task by ICM software.	DBINT	NULL
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

Skill_Group_Real_Time Table

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 (rolling) five-minute interval. This value is based on the following: **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.**	DBINT	NULL
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. This field is not applicable to IPCC Enterprise. In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data. NOTE: Not applicable for IPCC Enterprise without an IPCC System PG and is not updated. In IPCC Enterprise with an IPCC System PG, this field is applicable and is updated when a call is queued to the skill group. For consistent values, in IPCC Enterprise regardless of whether or not there is an IPCC System PG, use RouterLongestCallInQ.	DBDATETIME	NULL
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 rolling five-minute interval.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	NotReadyTime is included in the calculation of LoggedOnTime.		
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 rolling five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.	DBFLT4	NULL
PreviewCallsTalkTimeTo5	Total handle time, in seconds, for outbound Preview calls handled by agents in the skill group that ended during the rolling 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.	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.	DBINT	NULL
PreviewCallsTo5	Total number of outbound Preview calls made by agents in the skill group that ended during the rolling 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
Ready	The number of agents who are Routable with respect to the MRD associated with this skill group, and whose state with respect to this skill group is currently something other than NOT_READY or WORK_NOT_READY.	DBINT	NULL
ReserveCallsTalkTimeTo5	Total talk time, in seconds, for agent reservation calls handled by agents in the skill group that ended during the rolling 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	DBINT	NULL

Skill_Group_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	the after-call work time associated with the call (if any) has completed.		
RedirectNoAnsCallsTo5	In the rolling five-minute interval, the number of ACD calls to the skill group that rang at an agent's terminal and redirected on failure to answer.	DBINT	NULL
ReserveCallsTimeTo5	Total handle time, in seconds, for agent reservation calls handled by agents in the skill group that ended during the rolling 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
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
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 rolling five-minute interval. ReservedStateTime is included in the calculation of LoggedOnTime.	DBINT	NULL
RouterCallsAbandQTo5	The number of calls that abandoned while queued in the router to this agent, in the rolling five-minute interval.	DBINT	NULL
RouterCallsAbandToAgentTo5	In the rolling five-minute interval, the number of calls abandoned after they have been routed to the agent desktop and before they have been answered (for example, Abandon Ringing).. This field is applicable for **IPCC systems** and for **systems where calls are translation-routed to Skill Groups**. Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
RouterCallsDequeuedTo5	The number of calls that were de-queued from this skill group to be routed to another skill group in the rolling five-minute interval. This field is also incremented when a call is de-queued via Cancel Queue node.	DBINT	NULL
RouterCallsOfferedTo5	The number of calls received by this skill group in the rolling five-minute interval. This value is set by the Call Router. A call is counted as offered as soon at it is sent to a Skill Group. This value is incremented by: CallType short calls, which are counted as abandoned for Skill Groups. (There is no short call count in the Skill_Group_Real_Time table.) Calls that are cancelled by Cancel Queue node and re-queued to the same Skill Group Calls that are routed to a Skill Group, re-queried, and re-queued to the same Skill Group This fields does not include local ACD calls, not routed by ICM. Such calls are counted in the CallsOffered field of Skill_Group tables.	DBINT	NULL
RouterCallsQNow	Number of calls currently queued for the skill group at the CallRouter. In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
RouterLongestCallInQ	The time when the longest call in queue was queued for this skill group. In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBDATETIME	NULL

Skill_Group_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
ServiceLevelCallsAbandTo5	The count of calls that abandon within the skill group SL threshold in rolling five-minute interval. Calls may abandon while in the Skill Group queue, or they may abandon after they have been routed to a Skill Group. Calls that abandon after they are routed to a Skill Group are identified by TCD records with abandoned call disposition. If the call is queued and abandons before it is routed to any Skill Groups (within the ServiceLevel threshold), the Router will increment this value for ALL the Skill Groups this call was queued for. If the call abandons after it was routed to a Skill Group, that Skill Group will have ServiceLevelCallsAband incremented. Dequeuing the call via Cancel Node has no impact on ServiceLevelCallsAband. Calls may be de-queued via Cancel Queue node or de-queued from this Skill Group to be routed to a different Skill Group. This field is applicable to the IPCC environment only.With the existence of a network VRU, this value includes time in the network queue.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelCallsDequeuedTo5	The number of calls de-queued from a skill group, within the skill group Service Level threshold, in rolling five-minute interval. This field is applicable to the IPCC environment only.With the existence of a network VRU, this value includes time in the network queue.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelCallsOfferedTo5	The number of calls that are routed to a skill group or queued for a the skill group in the rolling five-minute interval Includes these categories of calls Calls that are answered within the ServiceLevel threshold Calls that are abandoned within the ServiceLevel threshold Calls that are redirected within the ServiceLevel threshold (this is consistent with Call Type ServiceLevel) Calls that are not complete after the ServiceLevel threshold has passed (that is, calls queued longer than the Service Level threshold). Calls that end in error state within SL threshold are not counted as ServiceLevelCallsOffered. This field is applicable to the IPCC environment only.With the existence of a network VRU, this value includes time in the network queue.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelCallsTo5	The number of calls that are answered by the skill group within the Service Level threshold in the rolling five-minute interval. This field is applicable to the IPCC environment only.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
ServiceLevelTo5	Service Level for the skill group in rolling five-minute interval. This field is applicable to the **IPCC environment** only.	DBFLT4	NULL

Skill_Group_Real_Time Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.		
ServiceLevelRONATo5	The calls that redirected on no answer within Service Level threshold within the rolling five-minute interval. These calls are part of the ServiceLevelCallsOffered. This field is applicable to the IPCC environment only.Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.	DBINT	NULL
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
TalkAutoOutTimeTo5	Number of seconds agents in the skill group spent talking on AutoOut (predictive) calls during the rolling 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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 rolling five-minute interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TalkOtherTimeTo5	Total seconds agents spent talking on other calls (neither inbound nor outbound) for the skill group during the rolling five-minute interval. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TalkOutTimeTo5	Total seconds agents spent talking on outbound calls for the skill group during the rolling five-minute interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.	DBINT	NULL
TalkPreviewTimeTo5	Number of seconds agents in the skill group spent talking on outbound Preview calls during the current five-minute interval.	DBINT	NULL
TalkReserveTimeTo5	Number of seconds agents in the skill group spent talking on agent reservation calls during the rolling five-minute interval.	DBINT	NULL
TalkTimeTo5	Total seconds agents in the skill group have been in the Talking state during the rolling five-minute interval. This value is calculated as follows: **TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5**	DBINT	NULL
TransferInCallsTimeTo5	Total number of seconds agents spent on calls transferred into the skill group that ended during the rolling five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed. Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.	DBINT	NULL
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. For blind transfers in IPCC Enterprise, the value is updated in the database when an agent blind transfers the call to an IVR.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	For blind transfers in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind transferred to an IVR is subsequently transferred to another agent. Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.		
TransferOutCallsTo5	Number of calls transferred out of the skill group that ended during the rolling 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
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 rolling five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL
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 rolling five-minute interval. WorkReadyTime is included in the calculation of LoggedOnTime.	DBINT	NULL

Skill_Target Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related tables

Agent (page 19) (via SkillTargetID)

Route (page 237) (via SkillTargetID)

Service (page 277) (via SkillTargetID)

Service Array (page 280) (via SkillTargetID)

Skill Group (page 312) (via SkillTargetID)

Translation Route (page 362) (via SkillTargetID)

Fields in 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

Termination_Call_Detail Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related Tables

Agent (page 19) (AgentSkillTargetID maps to Agent.SkillTargetID. SourceAgentSkillTargetID maps to Agent.SkillTargetID)

Call Type Table (page 68) (via CallTypeID)

Media Routing Domain (page 204) (via MRDomainID)

Network Target (page 208) (via NetworkTargetID)

Peripheral (page 216) (via PeripheralID)

Route (page 237) (via RouteID)

Route Call Detail (page 238) (via Day + RouterCallKey)

Fields in 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	dentifies 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	NULL
ANI	The ANI value for the call.	varchar(32)	NULL
AnsweredWithinServiceLevel	Indicates whether the call was answered with the service level defined for the service: • **Y** = yes • **N**= no	DBCHAR	NULL
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: • **Y** = the call was marked "bad" • **N** = the call was not marked "bad"	DBCHAR	NULL
BillRate	Reserved for future use.	DBSMALLINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
CallDisposition	The final disposition of call (or how the call terminated). To see the list of values, click here (page 436).	DBSMALLINT	NOT NULL
CallDispositionFlag	A series of flags providing detail on the call disposition. To see the list of values, click here (page 436).	DBINT	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 how long the caller spent in the menu.	DBINT	NULL
CallTypeID	In **ICM** and **IPCC Enterprise**, indicates which call type, and therefore which routing script, was used to route this call. This field contains a value only if the call was translation-routed or sent to an IPCC Enterprise agent.	DBINT	NULL
CED	The Caller Entered Digits (CED) associated with the call. This is filled for Outbound Option Reservation or Personal Callback Calls. The values are: • ICM_BA_Reservation_Call - Reservation call • Callback - Personal Callback customer call This field is applicable for **ICM** and **IPCC Enterprise.**	varchar(30)	NULL
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. Depending on who initiated the call, ConferenceTime from Termination_Call_Detail is used in the following Skill Group and Agent Skill Group tables: - ConferencedOutCallsTimeToHalf - ConferencedInCallsTimeToHalf	DBINT	NULL
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

Termination_Call_Detail Table

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-2 NULL
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. 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	DBINT	NULL
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. This field is set for **IPCC Enterprise**.	varchar(40)	NULL
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: **LocalQTime + RingTime + TalkTime + WorkTime + HoldTime + DelayTime + NetQTime**	DBINT	NULL
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. Note: 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.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
ICRCallKey	A unique number generated at the PG. Values are reused after about 250 million calls.	DBINT	AK-2 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. This field is also populated for outbound calls.	DBINT	NULL
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. **ICM 6.0:** Measures only the cumulative time, in seconds, that the call spent queued at the local ACD. NetQTime measures the time the call spends queued in the network VRU. **Both:** 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.	DBINT	NULL
MRDomainID	An identifier for the Media Routing Domain in the ICM system configuration.	DBINT	FK NULL
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	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	an Offer Task (or Start Task, if an Offer Task is not sent) message for the task.		
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
PeripheralCallType	Type of call reported by the peripheral. To see valid settings for this field, click here (page 444).	DBSMALLINT	NULL
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.	DBINT	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
	RingTime is added to the 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. This field contains a value only if the call was translation-routed or sent to an IPCC Enterprise agent.	DBINT	NULL
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. 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.) 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.	DBINT	NULL
RouterCallKeySequenceNumber	A sequence number used for ordering rows for cradle-to-grave call tracking. This number is a best effort to describe the order in which call legs were created and bears no relation to the order in which calls ended. This **is not** 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.) There are a few scenarios where the RouterCallKeySequenceNumber may not be unique	DBINT	NULL

Termination_Call_Detail Table

Field Name:	Description:	Data Type:	Keys and Null Option:
	for a given RouterCallKey (specifically when translation routing to a Service Controlled IVR).		
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
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. If the call is handled by a non-configured skill group, this field is set to null.	DBINT	FK 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. 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. 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.	DBINT	NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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 Termination_Call_Detail table and HandleTime in the ICM Service, Route, and Call_Type tables.	DBINT	NULL
WrapupData	Data entered by the agent during call wrap- up. WorkTime is used to calculate Duration in the Termination_Call_Detail table and HandleTime in the ICM Service, Route, and Call_Type tables.	varchar(40)	NULL

Termination_Call_Variable Table

This table is in the Route category (page 388). To see database rules for these tables, click here (page 453).

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.

Related tables

Expanded_Call_Variable (page 160) (via ExpandedCallVariableID)

Termination_Call_Detail (page 353)(TCDRecoveryKey maps to Termination_Call_Detail.RecoveryKey)

Fields in 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 date and time when the call was routed.	DBFLT8	AK-2 NOT NULL

Translation_Route Table

This table is in the Skill Target category (page 399). To see database rules for these tables, click here (page 456).

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.

Related tables

Logical Interface Controller (page 200) (via LogicalControllerID)

Skill Target (page 352) (via SkillTargetID)

Fields in 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
Type	The type of translation route: • **1** = DNIS • **2** = CDPD	DBINT	NOT NULL

Trunk Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related table

Galaxy_Single_Trunk Table (page 178) (via TrunkID)

Galaxy_Trunk_Call_Count Table (page 180) (via TrunkID)

Trunk Group (page 364) (via TrunkGroupID)

Vru Port Map (page 377) (via TrunkID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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. To see the list of values, click here (page 448).	DBSMALLINT	NOT NULL

Trunk_Group Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related tables

Network Trunk Group (page 209) (via NetworkTrunkGroupID)

Peripheral (page 216) (via PeripheralID)

Trunk Group Five Minute (page 365) (via TrunkGroupID)

Trunk Group Half Hour (page 366) (via TrunkGroupID)

Trunk Group Real Time (page 367) (via TrunkGroupID)

Trunk (page 363) (via TrunkGroupID)

Fields in 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.	varchar	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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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

Trunk_Group_Five_Minute Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related table

Trunk Group (page 364) (via TrunkGroupID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Trunk_Group_Half_Hour Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related table

Trunk Group (page 364) (via TrunkGroupID)

Fields in 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

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	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 half-hour interval.	DBINT	NULL
TrunksInService	Number of trunks in the group in service at the end of the half-hour interval.	DBINT	NULL

Trunk_Group_Real_Time Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related table

Trunk Group (page 364) (via TrunkGroupID)

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
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

User_Formula Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related table

Fields in 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

User_Formula_Equation Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related table

Fields in 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

User_Group Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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.

Related tables

Class Security (page 140) (via UserGroupName)	Customer Definition (page 142) (via CustomerDefinitionID)	Feature Control Set (page 161) (via via FeatureSetID)
Global Security Control (page 182) (via UserGroupID)	Object Security (page 216) (via UserGroupName)	Sec Group (page 277) (via UserGroupID)
Sec User (page 277) (via UserGroupID)	User Group Member (page 371) (via UserGroupName)	User Supervisor Map (page 372) (via UserGroupID)

Fields in 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
DomainName	DNS format of the Active Directory domain name.	Varchar(64)	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. **Note:** This field is no longer used.	DBCHAR	NOT NULL
UserGroupID	A unique identifier for the group.	DBINT	PK NOT NULL
UserGroupName	The name of a user or a group.	varchar(64)	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
UserGuid	Unique ID for an Active Directory user.	Varchar (64)	NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
UserName	Active Directory user logon name.	Varchar (64)	NULL

User_Group_Member Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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.

Related table

User Group (page 369) (via UserGroupID)

Fields in 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(64)	AK-1 NOT NULL
UserName	The username as registered with SQL Server.	varchar(64)	AK-1, IE-1 NOT NULL

User_Security_Control Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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.

Related tables

Ids (page 189) (via ObjectType + ObjectID)

User Group Member (page 371) (via UserName)

Fields in 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. To see values. click here (page 409).	DBINT	NOT NULL

Field Name:	Description:	Data Type:	Keys and Null Option:
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(64)	PK, IE-1 NOT NULL

User_Supervisor_Map Table

This table is in the Security category (page 397). To see database rules for these tables, click here (page 455).

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.

Related table

User Group (page 369) (via UserGroupID)

Fields in 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. The SupervisorAgent field for this agent must be Y.	DBINT	PK, AK-1 NOT NULL
UserGroupID	The identifier for the user. The UserGroupType for this user must be U.	DBINT	PK, FK NOT NULL

User_Variable Table

This table is part of the Script category (page 393). For database rules, click here. (page 455)

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.

Related table

Persistent Variable (page 227) (via UserVariableID)

Fields in 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: • 0 = Long • 1 = Float • 2 = Char • 3 = Date	DBSMALLINT	NOT NULL
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. For the list of values, click here (page 429).	DBSMALLINT	AK-1 NOT NULL
Persistent	Indicates whether to preserve the value of the variable between script invocations. Stored as a character: • Y = yes • N = no	DBCHAR	NOT NULL
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 must begin with "user".	VNAME32	AK-1 NOT NULL

Version Table

This table is in the System category (page 404). To see database rules for these tables, click here (page 457).

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.

Fields in 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

Field Name:	Description:	Data Type:	Keys and Null Option:
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
IPCCMinor	Control version of preconfigured items for Simplified IPCC Deployments.	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

This table is in the Schedule category (page 391). To see database rules, click here (page 454).

Describes how the ICM software interprets one column of imported schedule data.

Related table

ICR View (page 188) (via ICRViewID)

Fields in 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: • Y = yes • N = no	DBCHAR	NOT NULL
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

Vru_Currency Table

This is one of the VRU_Micro_Application (page 406) tables. For database rules, click here (page 459).

This table contains a list of currencies supported by VRU micro-applications.

Related table

VRU Defaults (page 375) (via CurrencyID)

Fields in 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

Vru_Defaults Table

This is one of the VRU_Micro_Application (page 406) tables. For database rules, click here (page 459).

This table contains a single row of data that contains the default values for a particular VRU micro-application.

Related tables

VRU Locale (page 377) (via LocaleID)

VRU Currency (page 375) (via CurrencyID)

Fields in 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 **default** entry is **app**.	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 **default** value is **1**, 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
LocaleID	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	DBINT	FK NOT NULL
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

Field Name:	Description:	Data Type:	Keys and Null Option:
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

Vru_Locale Table

This is one of the VRU_Micro_Application (page 406) tables. For database rules, click here (page 459).

This table contains a list of locales (a locale is a combination of language and country) supported by VRU micro-applications.

Related table

VRU Defaults (page 375) (via LocaleID)

Fields in 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

Vru_Port_Map Table

This is in the Device (page 381) category. For database rules, click here (page 450).

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.

Related table

Fields in 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.	DBINT	NULL
TrunkID	The ID of the VRU trunk to be mapped.	DBINT	PK, FK NOT NULL
Type	The type of VRU-to-ACD mapping: • **0** = A VRU trunk-to-ACD trunk mapping • **1** = A VRU trunk-to-ACD port mapping.	DBINT	NOT NULL

Chapter 3

Tables by Group

Overview

This section explains major areas of the schema. Tables are arranged in logical groups based on their domains and interrelationships.

For each section, you can find:

- an illustration that maps the connections among tables in that group

- links to detailed information on each individual table in the group

- a link to the database rules for the group

For details on the columns in each table, see All Tables (page 17).

Blended Agent (Outbound Option)

This figure depicts the tables in the Blended Agent (Outbound Option) category and their connections.

In this graphic:

- A single box represents a single table.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 4: Blended Agent Tables
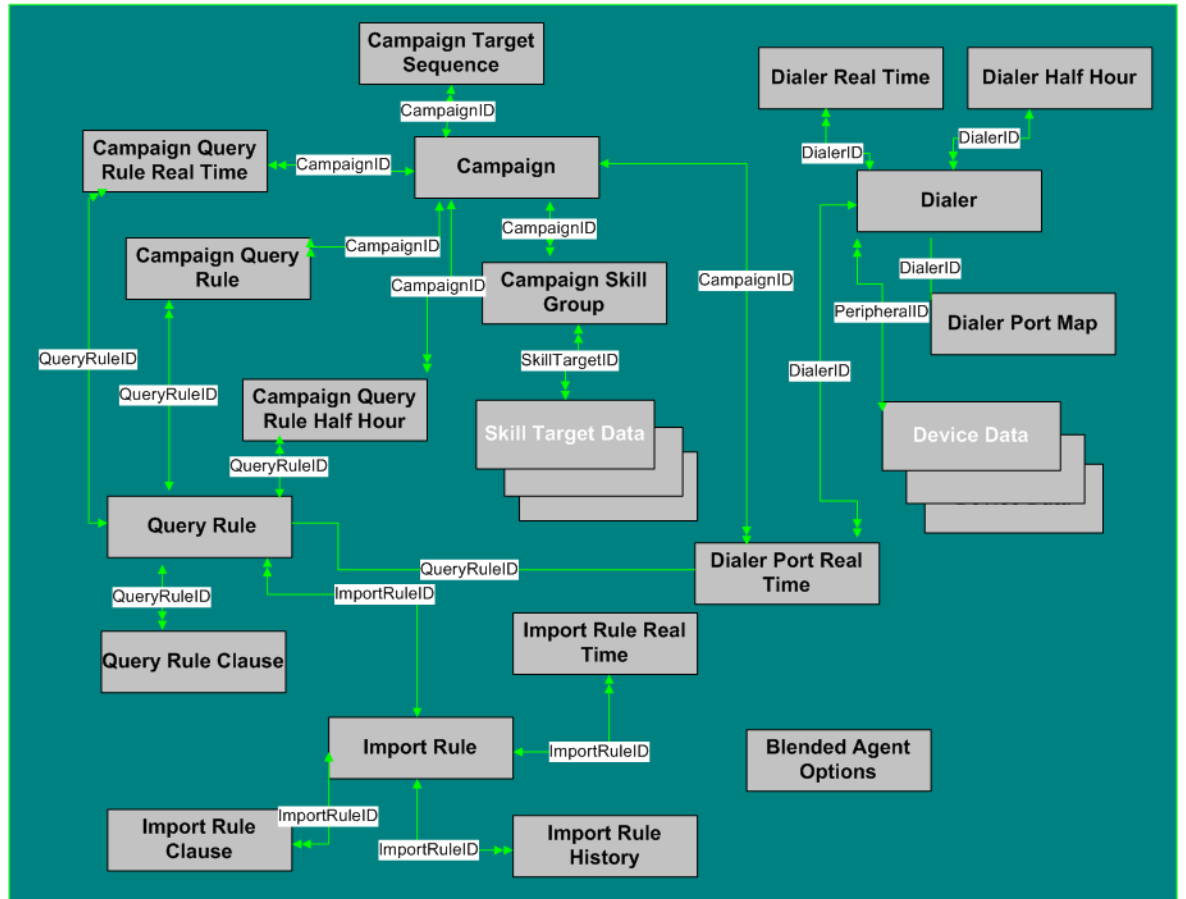
To see database rules for tables in the Blended Agent group, click here (page 449).

Tables that hold **Blended Agent (Outbound Option)** data are listed below.

- Blended Agent Options (page 66)

- Campaign (page 122)

- Campaign Query Rule (page 127)

- Campaign Query Rule Half Hour (page 129)

- Campaign Query Rule Real Time (page 131)

- Campaign Skill Group (page 133)

- Campaign Target Sequence (page 134)

- Dialer (page 149)

- Dialer Half Hour (page 150)

- Dialer Port Map (page 152)

- Dialer Port Real Time (page 153)

- Import Rule (page 190)

- Import Rule Clause (page 194)

- Import Rule History (page 195)

- Import Rule Real Time (page 196)

- Query Rule (page 230)

- Query Rule Clause (page 231)

Device

This figure depicts the tables in this category and their connections.

In this graphic:

- A single box represents a single table.

- A box with a + plus sign represents a subcategory of table with related detail: Peripheral and Trunk Group.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 5: Device Tables
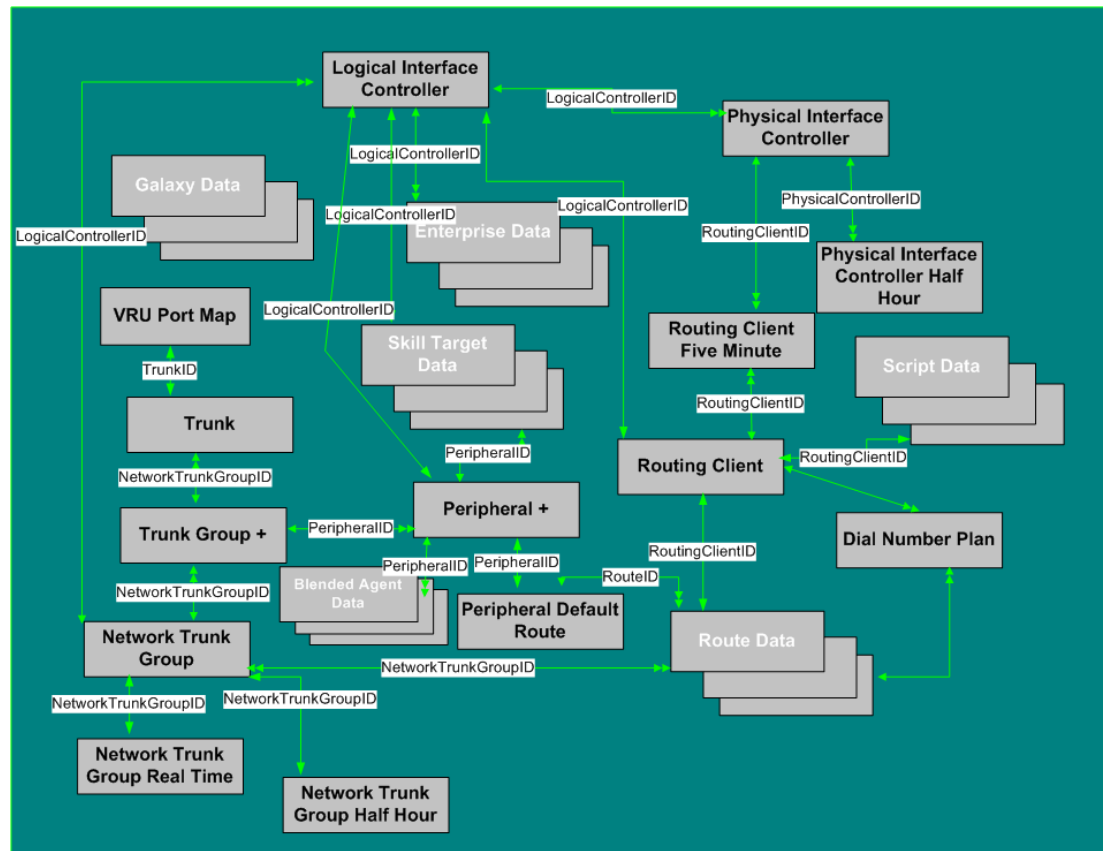
To see **database rules** for these tables, click here (page 450).

Tables in the **Device** category include the following:

Peripheral Detail

The figure below illustrates the tables in the Peripheral Detail subcategory.

Figure 6: Peripheral Detail Tables
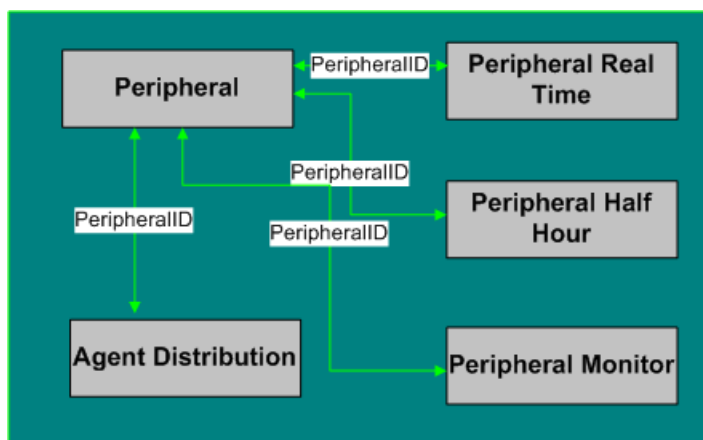
These tables are:

- Agent Distribution (page 25)

- Peripheral (page 216)

- Peripheral Half Hour (page 220)

- Periphera Monitor (page 222)

- Peripheral Real Time (page 223)

Trunk Group Detail

The figure below illustrates the tables in the Trunk Detail subcategory.

Figure 7: Trunk Detail Tables
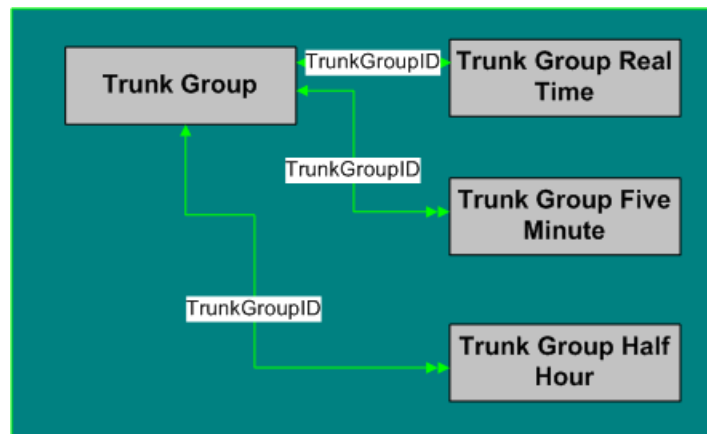
These tables are:

- Trunk Group (page 364)

- Trunk Group Five Minute (page 365)

- Trunk Group Half Hour (page 366)

- Trunk Group Real Time (page 367)

Enterprise

The figure below shows the relationships among tables in the Enterprise category.

- A single box represents a single table.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 8: Enterprise Tables
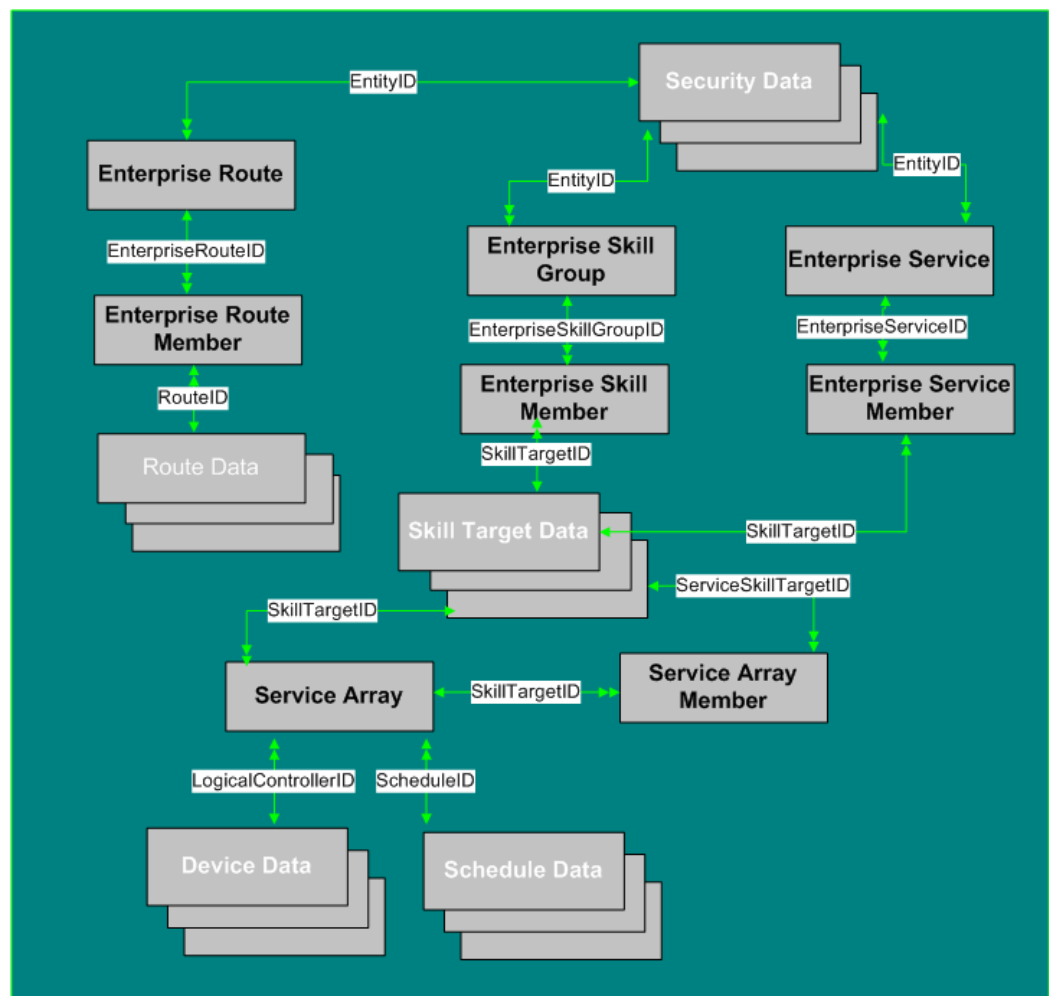
To see **database rules** for these tables, click here (page 451).

Tables that hold **Enterprise** data are listed below.

- Enterprise Route (page 155)

- Enterprise Route Member (page 156)

- Enterprise Skill Group (page 157)

- Enterprise Skill Group Member (page 158)

- Enterprise Service (page 156)

- Enterprise Service Member (page 157)

- Service Array (page 280)

- Service Array Member (page 280)

Galaxy

This figure shows the tables in the Galaxy group.

Figure 9: Galaxy Tables
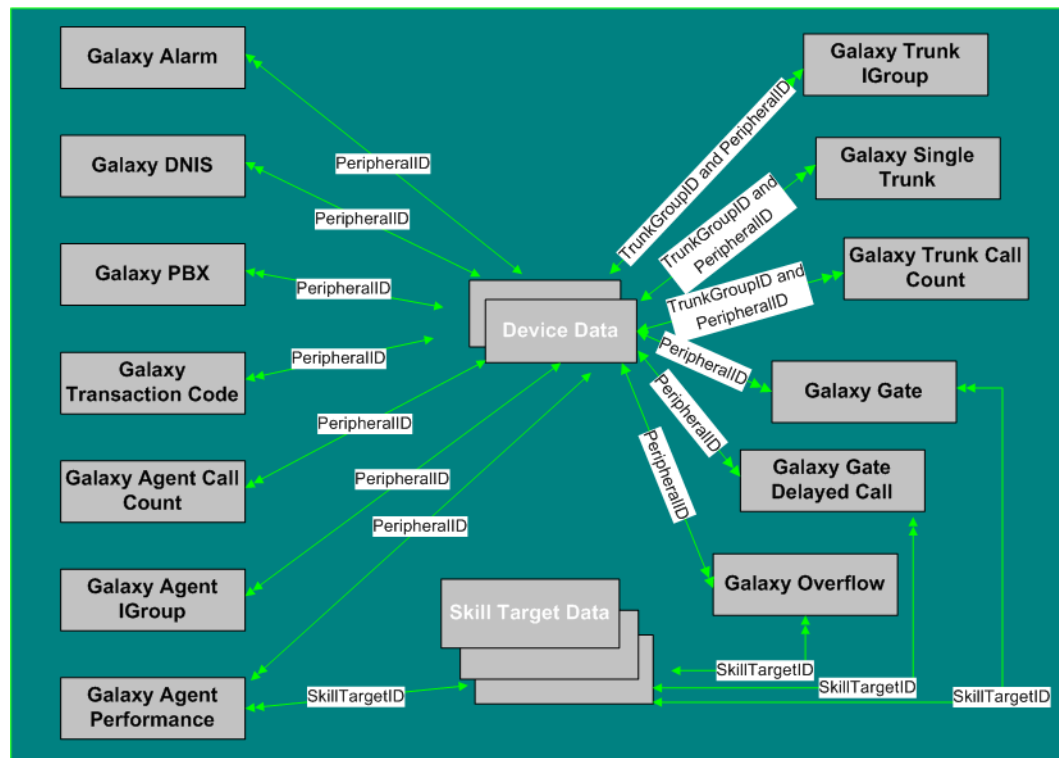
To see database rules for Galaxy tables, click here (page 452).

Galaxy Tables are listed below:

Media Routing

The figure below shows the relationships among the tables in the Media Routing category.

- A single box represents a single table.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 10: Media Routing Tables
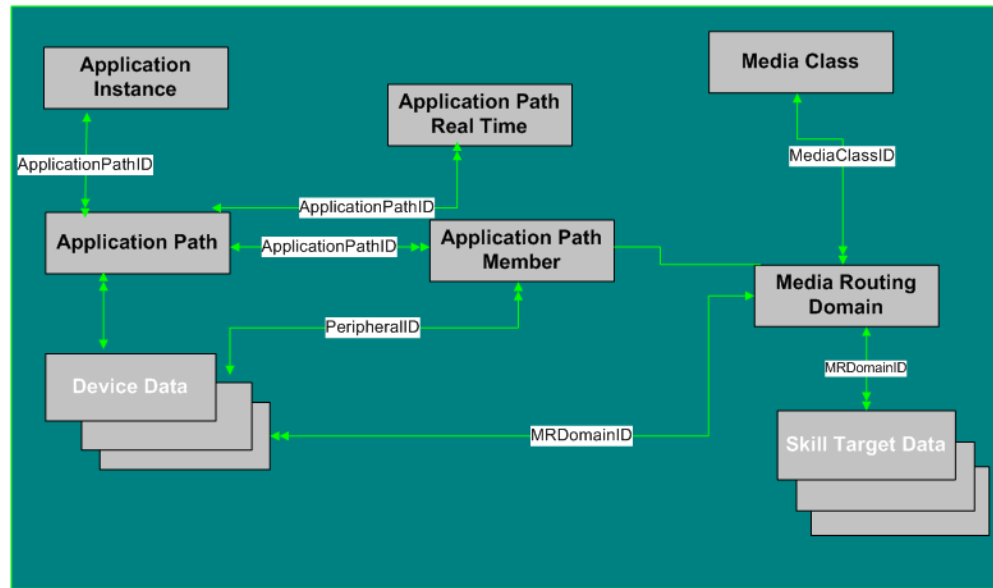
To see **Database rules** for the Media Routing tables, click .

Media Routing Tables are listed below:

- Applications Instance (page 62)

- Application Path (page 63)

- Application Path Member (page 64)

- Application Path Real Time (page 64)

- Media Class (page 203)

- Media Routing Domain (page 204)

Route

This figure depicts the tables in this category and their connections.

In this graphic:

- A single box represents a single table.

- A box with a + plus sign represents a subcategory of table with related detail: Route Detail.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 11: Route Tables
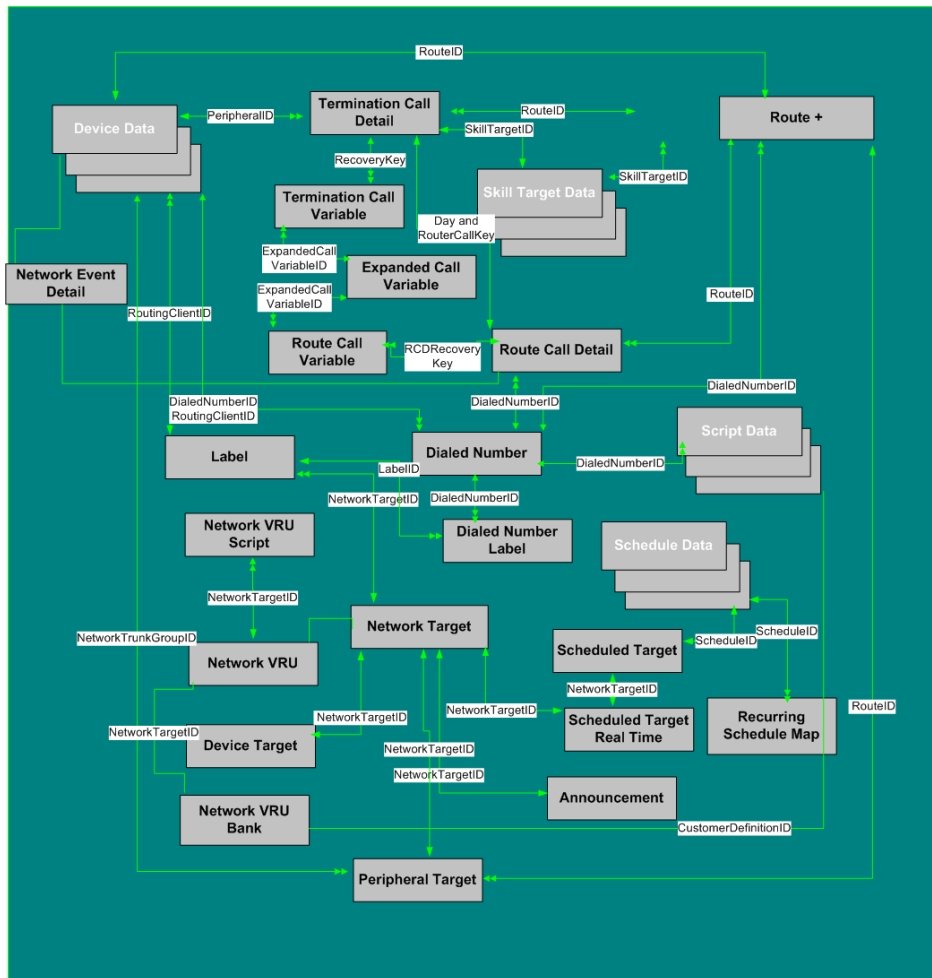
To see **Database Rules** for Route Tables, click .

Tables that hold **Route** data are listed below.

- Announcement (page 55)

- Device Target (page 144)

- Dialed Number (page 145)

- Dialed Number Label (page 146)

- Expanded Call Variable (page 160)

- Label (page 197)

- Network Event Detail (page 206)

- Network Target (page 208)

- Network VRU (page 212)

- Network VRU Bank (page 213)

- Network VRU Script (page 214)

- Peripheral Target (page 226)

- Recurring Schedule Map (page 232)

- Route (page 237)

- Route Call Detail (page 238)

- Route Call Variable (page 243)

- Scheduled Target (page 270)

- Scheduled Target Real Time (page 270)

- Termination Call Detail (page 353)

- Termination Call Variable (page 361)

Route Detail Tables

The figure below illustrates the tables in the Route Call Type subcategory.

Figure 12: Route Detail Tables
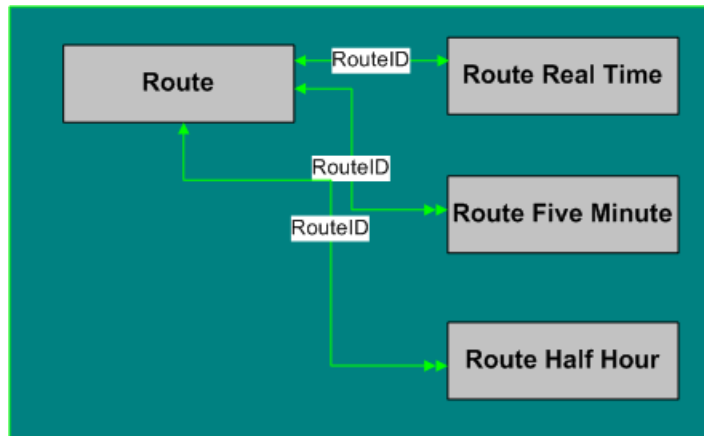
Route Detail Tables are:

- Route (page 237)

- Route Real Time (page 251)

- Route Five Minute (page 243)

- Route Half Hour (page 246)

Schedule

This figure depicts the tables in this category.

In this graphic:

- A single box represents a single table.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 13: Schedule Table
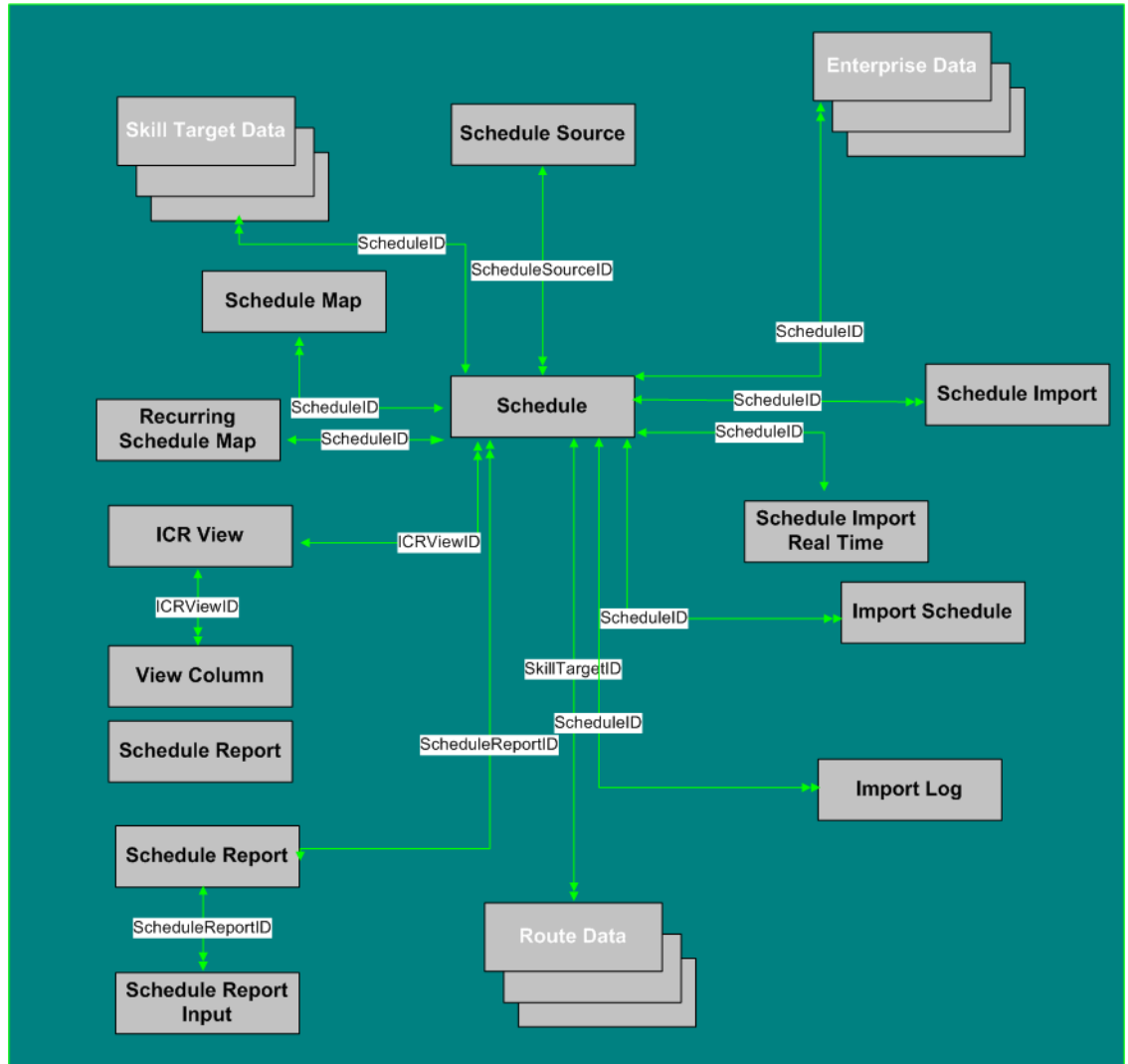
To see **Database Rules** for Schedule Tables, click here (page 454).

Tables that hold **Schedule** data are listed below.

Script

This figure depicts the tables in this category.

In this graphic:

- A single box represents a single table.

- A box with a + plus sign represents a subcategory of table with related detail: Call Type, Region, and Script.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 14: Script Tables
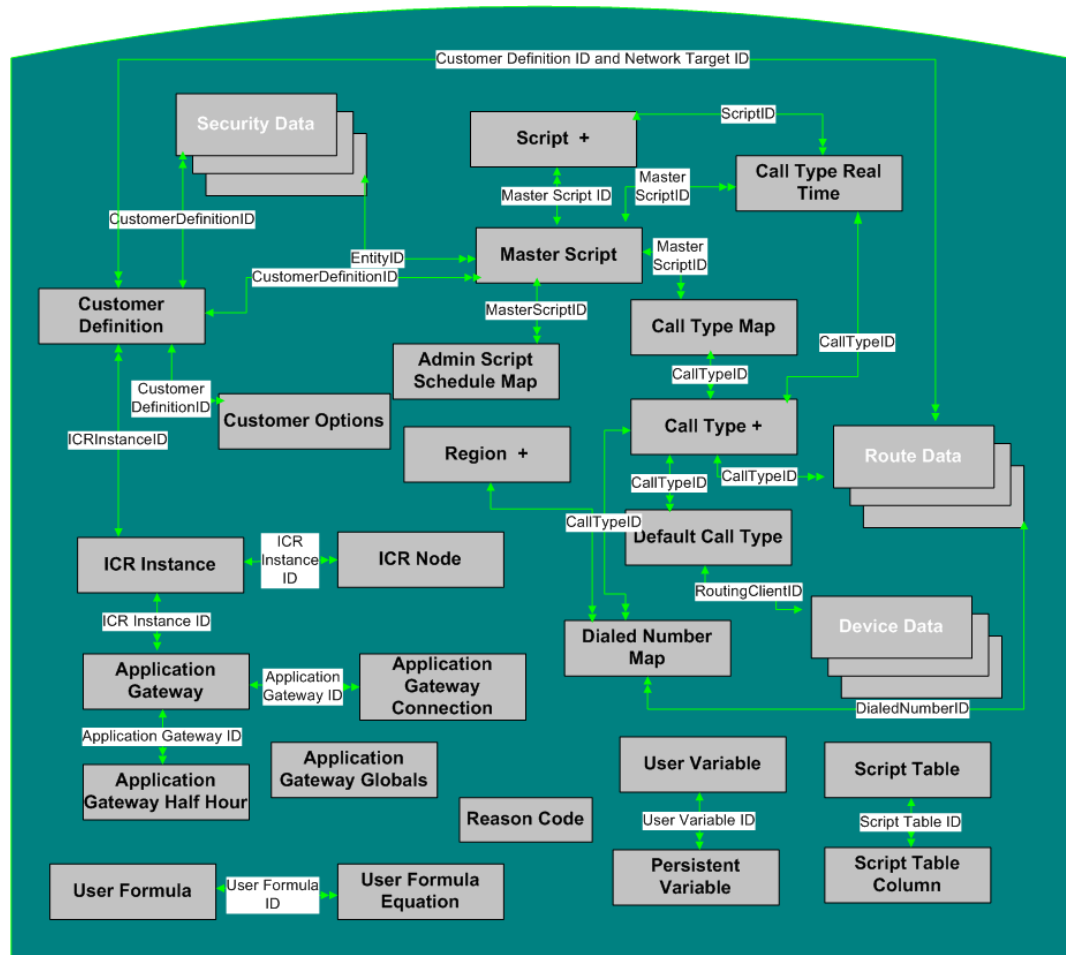
To see **database rules** for these tables, click here (page 455).

Script Tables are listed below

Call Type Detail

The figure below illustrates the tables in the Call Type subcategory.

Figure 15: Call Type Tables

These tables are:

-

-
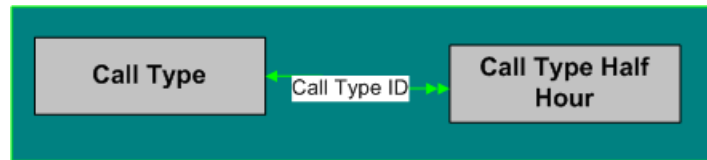
Region Detail

The figure below illustrates the tables in the Region Detail subcategory.

Figure 16: Region Detail Tables
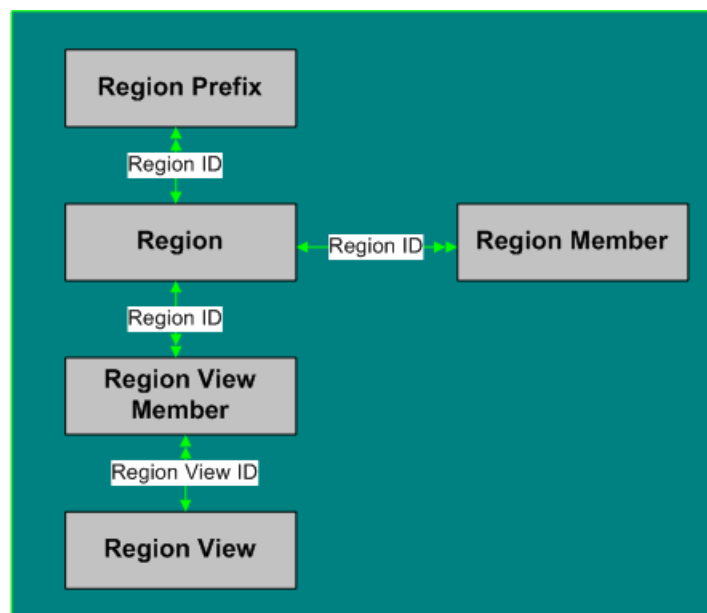
Region Detail Tables are listed below:

-

-

-

-

-

Script Detail

The figure below illustrates the tables in the Script Detail subcategory.

Figure 17: Script Detail
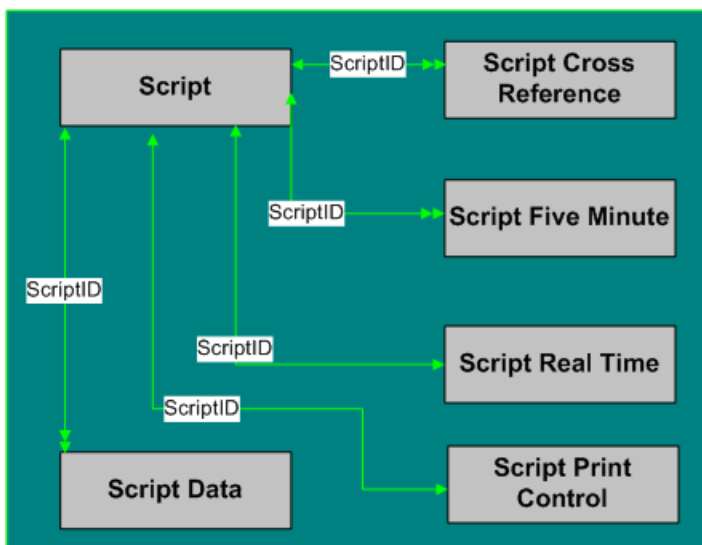
Script Detail Tables are listed below:

- Script (page 271)

- Script Cross Reference (page 272)

- Script Data (page 273)

- Script Five Minute (page 273)

- Script Print Control (page 274)

- Script Real Time (page 275)

Security

The figure below shows the relationships among tables in the Security category.

- A single box represents a single table.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 18: Security Tables
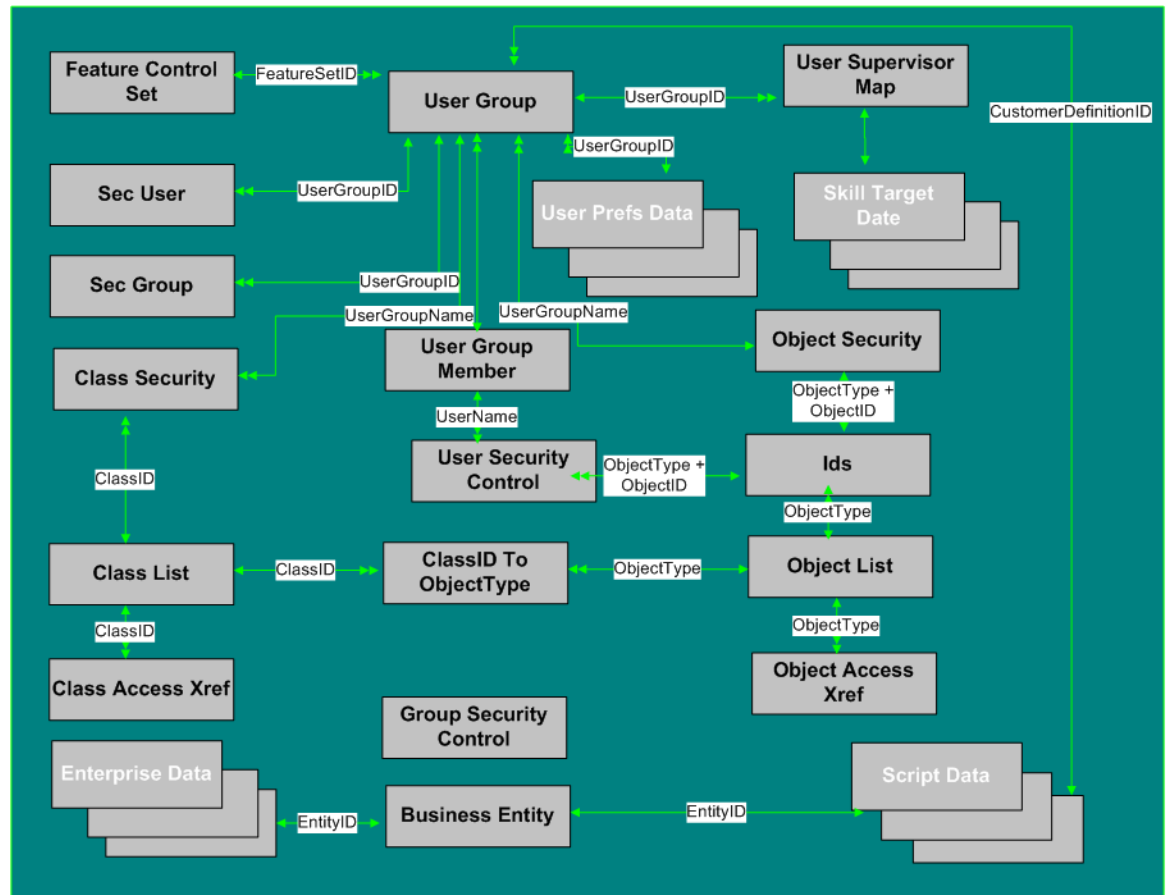
To see **database rules** for these tables, click here (page 455).

Tables that hold **Security** data are listed below.

- Business Entity (page 68)

- Class Access Xref (page 139)

- ClassID To Object Type (page 141)

- Class List (page 140)

- Class Security (page 140)

- Feature Control Set (page 161)

- Group Security Control (page 182)

- Ids (page 189)

- Object Access Xref (page 215)

- Object List (page 215)

- Object Security (page 216)

- Sec Group (page 277)

- Sec User (page 277)

- User Group (page 369)

- User Group Member (page 371)

- User Security Control (page 371)

- User Supervisor Map (page 372)

Skill Target

This figure shows the relationships among tables in the Skill Target category. The Agent, Service, Skill Group, and Skill Group Member tables each have related tables, as indicated by the + (plus signs) in the illustration.

In this graphic:

- A single box represents a single table.

- A box with a + plus sign represents a subcategory of table with related detail: Agent, Service, Skill Group, and Skill Group Member.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 19: Skill Target Tables
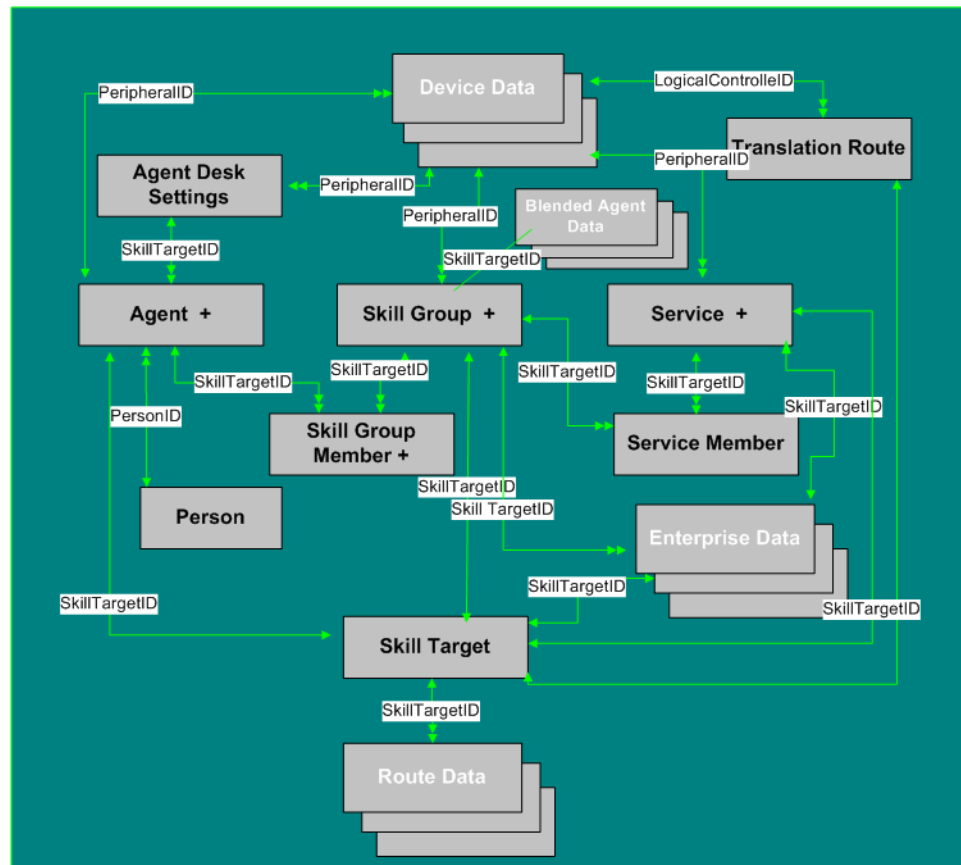
To see **database rules** for Skill Target tables, click here (page 456).

Skill Target tables include the following:

- Agent Table. See the Agent Detail section, below.

- Agent Desk Settings (page 20)

- Person (page 228)

- Service Tables. See the Service Detail section, below.

- Service Member (page 296)

- Skill Group and Skill Group Member Tables. See the Skill Group Detail Section, below.

- Skill Target (page 352)

- Translation Route (page 362)

Agent Detail

The figure below illustrates tables in the Agent subcategory.

Figure 20: Agent Tables
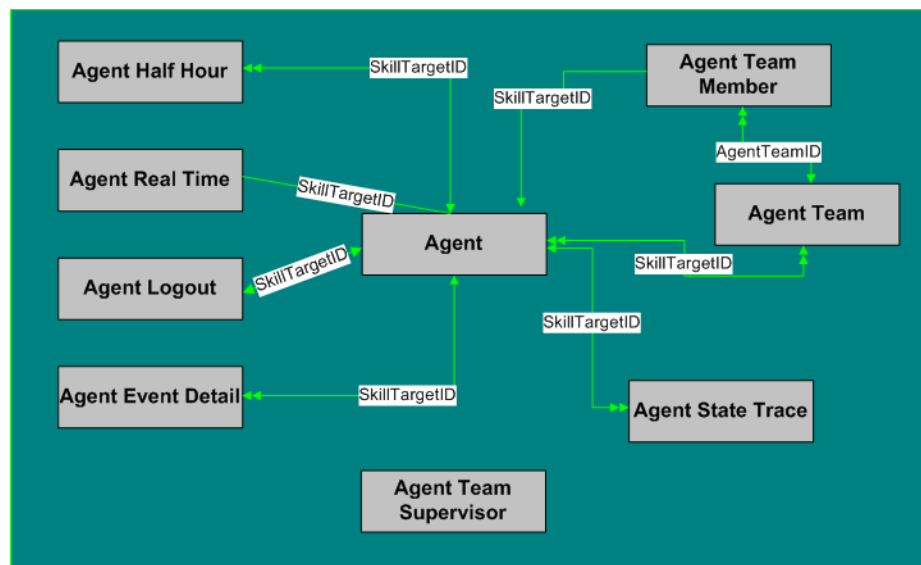
Agent Detail tables are listed below:

- Agent Table (page 19)

- Agent Half Hour (page 27)

- Agent Real Time (page 31)

- Agent Event Detail (page 26)

- Agent State Trace (page 50)

- Agent Team (page 53)

- Agent Team Member (page 54)

- Agent Team Supervisior (page 54)

Service Detail

The figure below illustrates tables in the Service subcategory.

Figure 21: Service Tables
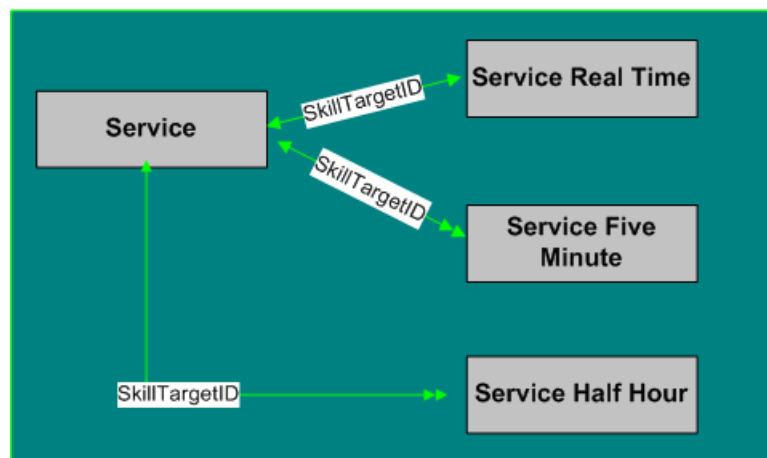
Service tables include:

- Service (page 277)

- Service Five Minute (page 281)

- Service Half Hour (page 285)

- Service Real Time (page 296)

Skill Group Detail

The figures below illustrate tables in the Skill Group and Skill Group Member subcategories.

Figure 22: Skill Group Tables
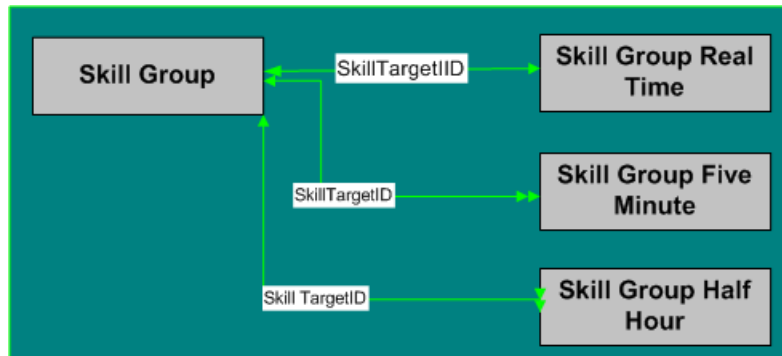
Figure 23: Skill Group Member Tables
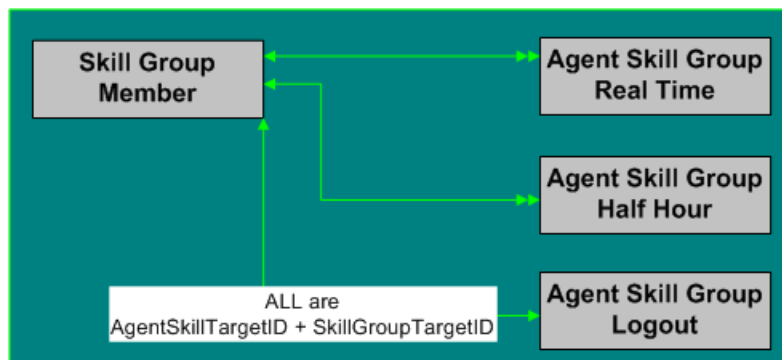
Skill Group and **Skill Group Member Tables** include the following:

- Skill Group (page 312)

- Skill Group Five Minute (page 315)

- Skill Group Half Hour (page 318)

- Skill Group Real Time (page 339)

- Skill Group Member (page 339)

- Agent Skill Group Half Hour (page 35)

- Agent Skill Group Logout (page 49)

- Agent Skill Group Real Time (page 50)

System

The figure below illustrates tables in the System category. To see **database rules** for these tables, click here (page 457).

Figure 24: System Tables
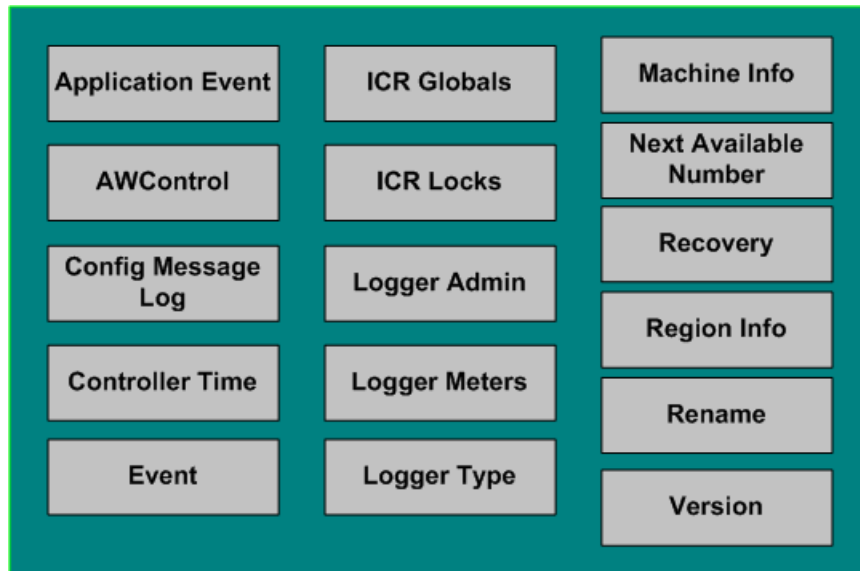
To see **database rules** for these tables, click here (page 481).

System Tables are listed below

User Preferences

The figure below illustrates the relationships among the Uesr Preferences tables.

- A single box represents a single table.

- A stack of boxes represents several tables in another category of the schema.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 25: User Preferences Tables
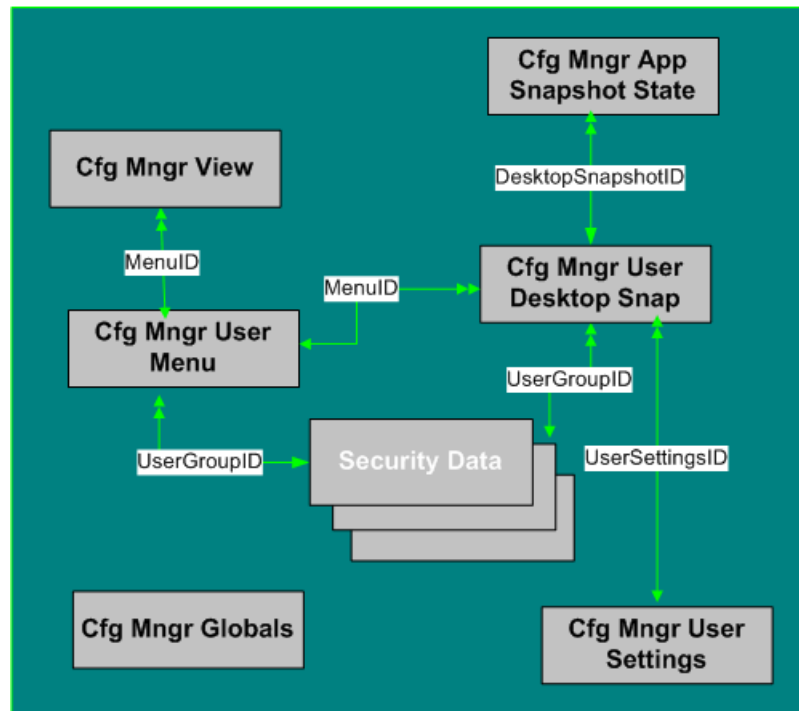
To see **database rules** for these tables, click .

User Preferences Tables include the following:

- Cfg Mngr App Snapshot State (page 135)

- Cfg_Mngr_Globals (page 136)

- Cfg Mngr User Desktop Snap (page 136)

- Cfg Mngr User Menu (page 137)

- Cfg_Mngr_User_Settings (page 138)

- Cfg Mngr View (page 139)

VRU Micro-Application

The figure below illustrates the relationships among the VRU Micro-Application tables.

- A single box represents a single table.

- A single arrowhead indicates a one-to-one relationship, and a double arrowhead indicates a one-to-many relationship.

Figure 26: VRU Micro-Application Tables
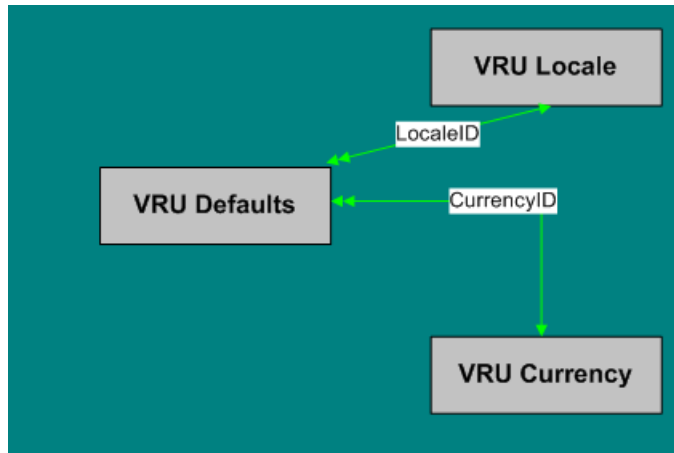
For **database rules**, click here (page 459).

VRU MicroApplication Tables are listed below:

- VRU Currency (page 375)

- VRU Defaults (page 375)

- VRU Locale (page 377)

Tables Reserved for Future Use

Although the following tables have been added to the ICM/IPCC Schema, they are reserved for future use:

- Agent_Targeting_Rule

- Agent_Targeting_Rule_Member

- Agent_Targeting_Rule_Range

- Application_Gateway_License

- ECC_Payload

- ECC_Payload_Member

- License_Definition

- License_Real_Time

Tables Reserved for Future Use

Chapter 4

Field Values

Access Levels

Several tables include an AccessLevel field that indicates the rights a user or group has to access an object or class.

Access Level Values	Meaning
10	Read
20	Reference
30	Maintenance (create, read, update, delete)

AgentState

The Agent_Real_Time (page 31), Agent_Skill_Group_Real_Time (page 50), and Agent_State_Trace (page 50) tables use the AgentState field, which indicates the agent's state.

Note: The Meaning for this field varies depending on the table that uses it.

Agent State Values	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

AgentState

Agent State Values	Meaning (Agent_Real_Time / Agent_Skill_Group_Real_Time)	Meaning (Agent_State_Trace)
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	Active	Active
12	Paused	Paused
13	Interrupted	Interrupted
14	Not Active	Not Active

The Type field indicates the recurrence pattern of the schedule.

Type Values	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)
7	Yearly (the DayPosition, DayType, and Month specify the day of year)
8	Range (the starting and ending date and times specify the range)

Application Gateway: Fault Tolerance

The Fault Tolerance field in the Application_Gateway Table (page 57) takes these values:

- 0 = none

- 1 = Duplicate Request

  Each router will manage a connection to a different host. Each time a scripts initiates a request, both routers will ask their corresponding host. Both routers will believe the response from whichever host responds first. This method is the most reliable, but has the added expense of requiring two hosts to interface to. Even if a host (or a connection) fails, all requests will be satisfied.

- 2 = Alternate Request

  Each router will manage a connection to a different host. The routers will take turns, sending half the requests to the host connected to side A, and the other half to the host connected to side B. If either host fails, the entire load will be directed to the surviving host. When a host (or connection) fails, some requests may be lost. This is because by the time the router can figure out that a host is not going to respond, it is too late to ask the other host and still route the call within the deadline imposed by the network

- 3 = Hot Standby

  he hot standby method Each router will manage a connection to a different host. All requests will be directed to the designated primary host. If the host (or connection) fails, all requests will be directed to the backup host. This option may also lose some requests on failures.

Client Type

The Client Type field in the Peripheral (page 216) and in the Routing_Client Table (page 255) takes these values:

- **1** = Avaya DEFINITY ECS (non-EAS)

- **2** = MCI

- **3** = Sprint

- **4** = Aspect

- **5** = Nortel Meridian

- **6** Rockwell Galaxy (without priority enhancements)

- **7** 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

- **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 NIC

- **26** = Alcatel 4400

- **27**= NEC NEAX 2x00

- **28**= ACP 1000

- **29**= Nortel Symposium

- **30**= Enterprise Agent

- **31**= Call Routing Service Protocol (CRSP)

- **31**= Call Routing Service Protocol (CRSP)

- **32**= Ericsson MD110

- **33** 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

Customer Options Type

The Type field in the indicates a type of option that is enabled or disabled for a customer.

Type Values	Meaning
1	Allow quick-edit of Announcement node

Type Values	Meaning
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

Days

Both the Admin_Script_Schedule_Map Table (page 17) and the Recurring_Schedule_Map Table (page 232) use values to indicate the day of the week, day of the month, day position, and day type.

Values	Meaning
Day of the Week	**0x01** = Sunday
	0x02 = Monday
	0x04 = Tuesday
	0x08 = Wednseday
	0x10 = Thursday

Values	Meaning
	0x20 = Friday
	0x40 = Saturday
Day of the Month	**0** = Applies to every day
	1-31 = Specifies the day of month
Day Position	**0** = First day of the type
	1 = Second day of the type
	2 = Third day of the type
	3 = Fourth day of the type
	4 0 = Every day of the type
	= Last day of the type
Day Type	**0-6** = Specifies a day (Sunday through Monday, respectively)
	7 = Every day
	8 = Every weekday
	9 = Every weekend day

Dialed Number Map: ANIWildCardType

The ANIWildCardType field in the Dialed_Number_Map Table (page 147) indicates how the ICM software should interpret the value given in the ANIWildCard field.

ANIWildCardType Value	Meaning
0	Unknown
1	NPA (3-digit match)
2	NPA-NXX (6-digit match)
3	Match (all digits are match)
4	Region
5	All (match all ANIs)

ANIWildCardType Value	Meaning
6	Prefix

Note: If the value is 4, then the ANIWildCard value is ignored and the RegionID value is used.

Event Fields

The SystemType field in the Event (page 158) Table indicates the type of system within the ICM software that generated the event.

System Type Values	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
8	Blended Agent Dialer

Note: 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.

Galaxy Fields

This section lists values for fields in five tables in the Galaxy category.

The **TerminationType** field in the Galaxy_Agent_Call_Count Table (page 162) can take these values:

Valid options include:

- **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 t

- **60** = Directory Assistance Audio Response Unit (DAARU)

The **TerType** field in the Galaxy_Agent_Performance Table (page 164)takes these values:

- **1** = agent

- **2**= digital agent

- **6** = station master agent

- **32** = 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

The **HuntGroupInformation** field in the Galaxy_PBX Table (page 177) takes these values:

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.

The **TerminationType** field in the Galaxy_Single_Trunk Table (page 178) takes these values:

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

The **TerminationType** field in the Galaxy_Trunk_Call_Count Table (page 180) takes these values:

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

ICR Locks Fields

The LockType field in the ICR_Locks Table (page 187) indicates a kind of lock.

Table 23: ICR_Locks.LockType Values

Value	Meaning
0	Master lock (applies to configuration data and script.
1	Configuration lock (no longer used)
2	Script Lock(applies to an individual script)
3	Application lock (no longer used)

Note: 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.

LabelType Fields

The LabelType field in the Label Table (page 197) indicates the type of the routing label.

LabelType Values	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)

Note: 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 the following table. The ClientType field indicates the type of peripheral or routing client associated with the controller:

Value	Meaning
1	Avaya DEFINITY ECS, without Expert Agent Selection (EAS)[1]
2	MCI
3	Sprint
4	Aspect CallCenter
5	Nortel Meridian
6	Rockwell Galaxy without priority enhancements (r1.3)[2]
7	AT&T GTN

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.

Value	Meaning
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

Value	Meaning
30	Enterprise Agent
31	Call Routing Service Protocol (CRSP) NIC
32	Ericsson MD110
33	able & 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

Network Vru Type

The Type field in the indicates the type of interface the ICM software uses to communicate with the VRU.

Type Values	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.

Type Values	Interface
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.

Port Status

The values for the Port Status field in the Dialer_Port_Real_Time Table (page 153) are listed below:

- **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

Route Call Detail Fields

This section has values for three fields in the Route_Call_Detail Table (page 238): RequestType, OriginatorType, and TargetType.

The **RequestType field** indicates the type of route request processed.

Value	Meaning
1	Pre-*Routing* request
2	Blind transfer or network VRU

Value	Meaning
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.

Value	Meaning
0	Unknown
1	Trunk
2	Teleset
3	Voice Response Unit (VRU)
4	Trunk Group

The Route Call Detail **Target Type** is 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):

- **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**= **resultNone** 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 badly.

- **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**= **= resultReleaseCall** -- 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 divert-on-busy dynamic label

- **20**= **resultQueuedDialogFailure** -The administrator asked to fail queued calls

- **21**= **resultRouteAgentAndGroup** - Call routing ended with a route to an agent in a specified group

Value	Meaning
0	Unknown

Value	Meaning
1	Trunk
2	Teleset
3	Voice Response Unit (VRU)
4	Trunk Group

Object Types: Security

Several tables related to security include an ObjectType field that indicates the type of object to which security is applied.

Object Type Values	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

Object Type Values	Meaning
2014	Enterprise Service
2015	Enterprise Skill Group
2016	Schedule
2017	Schedule Source
2018	Agent Desk Settings
2019	Agent Team
2020	Application Gateway
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

Object Type Values	Meaning
2036	Query Rule
2100	System
2101	Network Interface
2102	Peripheral Global
2103	Call
2104	Network/Peripheral

Object Types: User Variable

The ObjectType field in the User_Variable Table (page 372) takes one of these values:

- **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

- **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

Peripheral Real Time Status Field

The Status field in the Peripheral Real Time table (page 223) can take these values:

The current failure state of the peripheral is indicated by the status code:

- **0** = normal operation. The JTAPI Subsystem must be in service and all other subsystems are in service.

- **1 - 31** = failures that do not affect functionality. failures that do not effect functionality. The JTAPI Subsystem must be in service and some other subsystems are not in service.

- **32-63** = degraded operation (call routing still possible). The JTAPI Subsystem is in partial service and all other subsystems are in service.

- **64** = no call processing

    The JTAPI Subsystem is out of service and all other subsystems are in service.

- **65 - 127** = 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 initialized.

    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 initialized.

    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.

    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 **Cisco Collaboration Server PIM** receives its Status values from the Init event and the Status event.

    The **VRU PIM** receives its status values from the Init Event, the Status Event, and Poll confirmation.

    The **Galaxy PIM** uses the following bit-masked values:

    - - 0x01 Indicates GAL_CALLSIDE_DOWN.

        - 0x02 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 **Avaya PIM** only uses four failure states:

0 = normal operation.

1 = failures that do not affect functionality.

32 = degraded operation (call routing still possible).

64 = failures that prevent call routing.

Service Fields

The ICM/IPCC 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.

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 abandoned calls as though 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.

In the , the PeripheralServiceLevelType field indicates how the peripheral itself calculates the service level. Aspect CallCenter ACDs can calculate service level in several different ways.

Valid options for Aspect types are:

- **1** = Service Level 1

- **2**= Service Level 2

- **3**= Service Level 3

- **4**= Service Level as Calculated by Call Center.

If this field is 0 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).

If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).

Service Real Time: Service Mode Indicator Field

In the Service_Real_Time Table (page 296), the ServiceModeIndicator field indicates the current mode of the service.

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.

Target Types: Script Cross Reference and Scheduled Report Input

For the Script Cross Reference Table (page 272) 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. This table uses values 1 through 58.

For the Scheduled Report Imput (page 268) table, the Target Type is a unique identifier for the report input row. This table uses values 1 through 47.

Target Type Values	Meaning
0	Unknown
1	Service

Target Types: Script Cross Reference and Scheduled Report Input

Target Type Values	Meaning
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

Target Type Values	Meaning
24	Schedule
25	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
40	Dialer
41	Import Rule
42	Query Rule
43	Campaign Query Rule
44	Dialer Port Map
45	Message Category

Target Type Values	Meaning
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.

Termination Call Detail: Call Disposition and CallDispositionFlag Fields

The has two fields that provide details on why the call was considered handled, abandoned, and so forth.

The **Call Disposition** field gives the final disposition of call (or how the call terminated).

- **1 = Abandoned in Network**

  In **ICM**, 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 **Outbound Option**, this result code indicates customer phone not in service.

- **2 = Abandoned in Local Queue**

In **ICM,** 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 **IPCC Enterprise**.

In **Outbound Option**, this result code indicates an outbound call was abandoned either by the customer or dialer.

- **3 = Abandoned Ring**

In **ICM**, 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 **IPCC Enterprise**, indicates that the caller hung up while phone was ringing at the agent desktop.

- **4 = Abandoned Delay**

In **ICM**, indicates the call was abandoned without having been answered but not 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.

In **IPCC Enterprise**, indicates that the destination was not connected when the call terminated. This might mean that:

– The agent logged out

– The agent picked up the phone and then hung up without dialing digits.

– Route requests were logged on the Call Manager PG that were not immediately redirected to an agent.

- **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 **ICM**, 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.

  Note that when the short call abandon timer is configured, single step transfers, being blind transfers by definition, have a Call Disposition of 7 (short call abandon) and a Peripheral Call Type of 4 (transfer).

  Also applies to **IPCC Enterprise.** In addition, route requests would be counted as short calls if so configured.

- **8 = Busy**

  Not used in **ICM**.

  Does not apply to **IPCC Enterprise**.

  In **Outbound Option**, 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 **ICM** software's service, route, and skill group tables.

Does not apply to **IPCC Enterprise.**

- **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.

Does not apply to **IPCC Enterprise**.

- **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.

- **15 = Redirected**

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:

- A call leaves a CTI route point to be sent to an IVR.

- An agent transfers the call to another skillgroup and no agent is available, so the call is sent to an IVR.

- **16 = Cut Through**

Not currently used.

- **17 = Intraflow**

Not currently used.

- **18 = Interflow**

Not currently used.

- **19 = Ring No Answer**

Not currently used in **ICM.**

In **IPCC Enterprise**, 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 **Outbound Option,** this result code indicates an outbound call was not answered in the alloted time.

- **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.

Does not apply to **IPCC Enterprise.**

In **Outbound Option,** 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 **Outbound Option,** 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 **Outbound Option,** this result code indicates the Dialer is unable to detect a dial tone.

- **23 = Voice Energy**

Not currently used in **ICM**.

In **IPCC Enterprise**, this indicates the outbound call was picked up by a person or an answering machine.

In **Outbound Option**, this result code indicates the outbound call was picked up by a person.

- **24 = Non-classified Energy Detected**

Not currently used in **ICM**.

In **Outbound Option**, this result code indicates the outbound call reached a FAX machine.

- **25 = No Cut Through**

Not currently used.

- **26 = U-Abort**

In the **ICM,** 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 **Outbound Option**, this result code indicates the outbound call was stopped before the customer picked up.

- **27 = Failed Software**

In **ICM**, 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.)

- **28 = Blind Transfer**

In the **ICM**, 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 **IPCC Enterprise** (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 **ICM** and **IPCC Enterprise**, 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 **ICM**, this indicates the call was answered by an answering machine. Does not apply to **IPCC Enterprise**.

  In **Outbound Option**, indicates the call was picked up by an answering machine.

- **34 = Network Blind Transfer**

  In **ICM**, indicates the call was transferred by the network to a different peripheral. Does not apply to **IPCC Enterprise unless there is an ISN installation.**

- **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 **before** offered if the Start Task Timeout period for the task's "pre-call" message expired **before** 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.

- **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**

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.

- **53 = Partial call**

This code simplifies the process of distinguishing interim from final TCD records at reporting or extract time.

Records that contain this CallDisposition code are considered interim records.

OPC will be changed to set a new "PartialCall" EventCause when it receives a GEO_NewTransaction_Ind message from any PIM, and OPC's EventCauseToDisposition() needs to translate that EventCause to the new "PartialCall" CallDisposition.

The **CallDispositionFlag** field provides detail on the call disposition.

Flags are:

- DBCDF_HANDLED = 1

- DBCDF_ABANDONED = 2

- DBCDF_SHORT = 3

- DBCDF_ERROR = 4

- DBCDF_REDIRECTED = 5

- DBCDF_REQUERY = 6

- DBCDF_INCOMPLETE = 7

Termination Call Detail: Peripheral Call Type

The PeripheralCallType field in the offers information about the type of the call as reported by the peripheral.

Valid settings for this field are:

- **1 = ACD In**

  In **ICM** (VRU PG), all calls are of this type.

  In **IPCC Enterprise** (Call Manager PG), generally indicates that this ai a post-route request.

- **2 = Pre-Route ACD In**

  In **IPCC Enterprise**, 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 **IPCC Enterprise**, 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 **IPCC Enterprise**, 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 **Outbound option,** indicates a Predictive /Progressive customer call.

- **8 = Agent Out**

  Does not apply to **IPCC Enterprise.**

- **9 = Out**

  In **IPCC Enterprise**, indicates call was placed outside the Call Manager cluster or that a network reached event was received.

- **10 = Agent Inside**

- **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 **Outbound Option** indicates a Preview/Callback customer call.

- **18 = Reserve**

  In **Outbound Option** 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**.

- **27 = Reservation Preview**

  Call type for **Outbound Option** Reservation calls for Preview mode.

- **28 = Reservation Preview Direct**

Call type for **Outbound Option** Reservation calls for Direct Preview mode.

- **29 = Reservation Predictive**

Call type for **Outbound Option** Reservation calls for Predictive mode and Progressive mode.

- **30 = Reservation Callback**

Call type for **Outbound Option** Reservation calls for Callback calls.

- **31 = Reservation Personal Callback**

- Call type for **Outbound Option** Reservation calls for Personal Callback calls.

- **32 = Customer Preview**

Call type for **Outbound Option** Customer calls for Preview mode.

- **33 = Customer Preview Direct**

Call type for **Outbound Option** Customer calls for Direct Preview mode.

- **34 = Customer Predictive**

Call type for **Outbound Option** Customer calls for Predictive mode and Progreassive mode for agent-based campaigns.

- **35 = Customer Callback**

Call type for **Outbound Option** Customer calls for callback calls.

- **36 = Customer Personal Callback**

Call type for **Outbound Option** Customer calls for persoanl callback calls.

- **37 = Customer IVR**

Call type for **Outbound Option** Customer calls for Transfer to IVR campaigns.

Trunk Type

The Type field in the Trunk Table (page 363) allows these values to indicate the type of trunk:

- **1** = Local C.O.

- **2** = Foreign Exchange

- **3** = WATS

- **4** = DID/DNIS

- **5** = PRI

- **6** = Tie Line

- **7** = Interflow

Chapter 5

Database Rules

Blended Agent Tables (Outbound Option) - Database Rules

To see a list and an illustration of the Blended Options tables, click here (page 379).

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

The Blended Agent Options (page 66) table contains all options that are global to a Blended Agent deployment, such as time parameters for calling a contact.

Campaign and Query Rules

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

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

The Campaign (page 122) table contains information for all the campaigns defined in a Outbound Option implementation. (There is a single row for every configured campaign.)

The Campaign Query Rule (page 127) table is a cross-reference table between the Campaign table and the Query Rule Table.

The Campaign Skill Group (page 133) table is a cross-reference table between Campaign table and the Skill Groups table. It defines the association between skill groups and campaigns.

The Campaign Target Sequence (page 134) table contains the target type and sequence with which numbers are dialed within a campaign.

The Campaign Query Rule Real Time (page 131) and Campaign Query Rule Half Hour (page 129) tables provide statistics on particular Campaign-Query Rule combinations.

The Query Rule Clause (page 231) table contains the SQL rules associated with each query rule. There is a single row for each configured query rule.

The Query Rule (page 230) table is a cross-reference table between Query Rule Clause table and the Import Rule table.

Import Rules

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

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

The Import Rule (page 190) table contains a list of all the import rules and their associated import lists.

The Import Rule Real Time (page 196) and the Import Rule History (page 195) tables contain statistics on the Outbound Option imports and the success rate of the imports.

The Import Rule Clause (page 194) table defines the portions of an import list to be imported by the Blended Agent Import Rule process.

Dialers

The *dialer* is is used in Outbound Option to define 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. Several database tables control dialer configuration and record statistics.

The Dialer (page 149) table contains configuration information for each dialer in a Outbound Option implementation.

The Dialer Port Map (page 152) table maps port numbers on the dialer to the ports on the ACD, and identifies the ACD stations and their mapping to dialer ports.

Two reporting tables, Dialer Real Time (page 153) and Dialer Half Hour (page 150) provide statistics for reporting on dialer execution.

Device Tables - Database Rules

To see a list and an illustration of the Device tables, click here (page 381).

A Logical Interface Controller (page 200) is either a Peripheral Gateway (PG) or a Network Interface Controller (NIC) .

Each logical interface controller maps to a Physical Interface Controller (page 229). If NICs are duplexed, each NIC in the duplexed pair maps to a separate Physical Interface Controller. A duplexed pair of PGs share a single Physical Interface Controller.

A Routing Client (page 255)T, MCI, or Sprint) or a switch within a private network. If a logical interface controller is a NIC, it has one or more associated routing clients. If a logical interface controller is a PG, it may have one or more associated routing clients (if peripherals managed by the PG support Post-Routing)

Each routing client may have one or more associated Dial Number Plans (page 148).

A Peripheral (page 216) is an ACD, PBX, or VRU . Each peripheral is associated with a Peripheral Gateway.

Trunks

Each peripheral has one or more Trunk Groups. (page 364) The public telephone network may group trunks differently, so each PG may have one or more Network Trunk Groups (page 209).

Each Trunk Group contains one or more Trunks (page 363). Each trunk belongs to one trunk group.

Statistics

At Five-Minute intervals status information is produced for each Routing Client (page 257).

Statistics are produced for each Trunk Group in Real-Time (page 367), at Five-Minute (page 365) intervals, and every Half-hour (page 366). Statistics are also produced for each Network Trunk Group in Real-Time (page 211) and at Half-hour (page 209)intervals.

Each Peripheral can have a Default Route (page 219) that is used to account for calls at the peripheral that are not associated with any other route.

Real-time statistics are generated for each Peripheral (page 223).

For some peripheral types, you must specify what entities to collect data for by including them in the Peripheral Monitor (page 222) table.

Multiple PIM Types

The ICM PG can support multiple device types (for example, ACDs and VRUs). Each device type requires a separate Peripheral Interface Manager (PIM). In cases where ACD and VRU PIMs are controlled by the same PG, you must specify how VRU ports (page 377) map to ACD ports or trunks.

Service Level Threshold

The Service Level Threshold (page 295) table contains information on how the ICM software calculates the service level. Each row defines the service level threshold default values for a particular Peripheral-Media Routing Domain pair.

Enterprise Tables - Database Rules

To see an illustration and a list of the Enterprise tables, click here (page 385).

Each Route (page 237) can belong to one or more Enterprise Routes (page 155).

The Enterprise Route Member (page 156) table maps Routes to Enterprise Routes.

Each Skill Group (page 312) can belong to one or more Enterprise Skill Groups (page 157).

The Enterprise Skill Group Member (page 158) table maps Skill Groups to Enterprise Skill Groups.

Each Service (page 277) can belong to one or more Enterprise Services (page 156).

The Enterprise Service Member (page 157) table maps services to enterprise services.

Each Peripheral Gateway (PG) can have one or more associated Service Array (page 280)s.

Each Service Array (page 280) contains one or more Services (page 277); but all services in an array must be from peripherals associated with the same PG.

The Service Array Member (page 280) table maps Services (page 277) to Service Arrays.

Galaxy Tables - Database Rules

To see an illustration and a list of the Galaxy tables, click here (page 386).

If the system includes a Rockwell Galaxy ACD, special tables within the ICM database are populated with data taken directly from those ACDs. These data are mostly redundant with data found in the standard ICM/IPCC tables.

For each agent configured on the ACD, Galaxy Agent Performance (page 164) and Galaxy Agent Call Count (page 162) records are generated.

For each agent I-group configured on the ACD, Galaxy Agent IGroup (page 163) records are generated.

For each PBX destination, Galaxy PBX (page 177) records are generated.

For each gate configured on the ACD, Galaxy Gate (page 168), Galaxy Gate Delayed Call (page 171), and Galaxy Overflow (page 174) records are generated.

For each trunk I-group configured on the ACD, Galaxy Trunk IGroup (page 180) records are generated.

For each trunk, Galaxy Single Trunk (page 178)and Galaxy Trunk Call Count (page 180) records are generated.

For each DNIS value, Galaxy DNIS (page 167) records are generated.

For each defined transaction code, Galaxy Transaction Code (page 179) records are generated.

For each alarm message output by the Calls or Reports processor, a Galaxy Alarm (page 166) record is generated.

Media Routing Tables - Database Rules

To see an illustration and a list of of the Media Routing tables, click here (page 387).

The Applications Instance (page 62) 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).

The Application Path (page 63) 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.

The Application Path Real Time (page 64) table provides real-time status and connection data for application paths.

The Application Path Member (page 64) table defines the Media Routing Domains (MRDs) that use a particular application path.

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

The Media Class (page 203) table defines a type of media class. This table is populated initially with default media classes.

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

The Media Routing Domain (page 204) 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.

Route Tables - Database Rules

To see an illustration and a list of all tables in the Route category, click here (page 388).

ICM/IPCC selects a Route (page 237) for each call. The route specifies a service for the call and a skill target to handle the call. A skill target is a service, skill group, agent, or translation route.

The Network Target (page 208) specifies a destination for a call. A network target can be an Announcement (page 55), a Peripheral Target (page 226), a Device Target (page 144), or a Scheduled Target (page 270). A peripheral target is a trunk group on which to deliver the call and a DNIS value to send with it. A scheduled target is a destination for which the ICM/IPCC knows only the number of scheduled resources and the number of calls in progress. For each scheduled target, the ICM/IPCC maintains Scheduled Target Real Time data.

The routing client presents the ICM/IPCC with a Dialed Number (page 145). A dialed number can be an 800 number such as 800-555-1234, or a string such as "RTE.007." Each Dialed Number can have a default route.

A route is associated with one or more Network Targets. The network target has one or more associated Labels (page 197). A label is the string that is passed back to the network to indicate the appropriate target. The Dialed Number Label (page 146) table indicates which labels are valid for each dialed number (or you can choose to make all labels valid for a routing client valid for all of that routing client's dialed numbers).

For each route, statistics are produced in Real Time (page 251), every Five Minutes (page 243), and every Half-hour (page 246).

A Route Call Detail (page 238) record is produced immediately after the ICM/IPCC determines a route. This records information about the request and the route determined by the ICM/IPCC.

A Termination Call Detail (page 353) record is produced at the end of each call. Data for this record comes from the Peripheral Gateway . It provides information about how the call was handled at the peripheral. The Route Call Detail and Termination Call Detail are linked by the Day and RouterCallKey fields.

A script may direct a call to a Network VRU (page 212) associated with the routing client. The script returns a label to the routing client. It may also specify a Network Vru Script (page 214) to be executed by the VRU.

Schedule Tables - Database Rules

To see an illustration and a list of all tables in the Schedule category, click here (page 391).

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

The Schedule (page 263) table contains one entry for each schedule.

The Schedule Import (page 264) table contains the actual scheduling data for various time periods. The Schedule Import Real Time (page 265) table contains the scheduling data that is currently in effect.

The Schedule Source (page 269) table indicates where the data are imported from. The Schedule Map (page 267) table gives the primary key value for the scheduling data in the source.

The ICR View (page 188) table indicates how the Schedule Import records for a schedule are to be interpreted.

The View Column (page 374) table indicates how to interpret each field in Schedule Import

The Import Schedule (page 196) table defines import processes to be run automatically at specified times.

The Import Log (page 190) table contains information about these import processes.

A schedule may recur daily, weekly, monthly, etc. The Recurring Schedule Map (page 232)describes a recurrence pattern for a schedule.

The Schedule Report (page 267) table describes the export report.

Script Tables - Database Rules

To see an illustration and a list of all tables in the Script category, click here (page 393).

The ICM/IPCC classifies each incoming call into a Call Type (page 68) based on a Dialed Number Map (page 147). The mapping considers the dialed number, caller-entered digits, and calling line ID. The calling line ID can be specified as a specific number, a wildcard, or a Region (page 234) composed of Prefixes (page 235). Each routing client may have a Default Call Type (page 143).

A script is a series of steps executed to determine the best route for a call or to perform periodic administrative actions. You can create several versions of each script. General information about each script is stored in the Master Scrip (page 202)t. Specific information about each version is stored in the Script (page 271). The binary representation of the script version is stored in the Script Data (page 273) table. Each Script version has a Cross Reference (page 272) for each database entity that it references.

A Call Type Map (page 96) associates one or more routing scripts to the call type based on a schedule of when each script is active. An Admin Script Schedule Map (page 17) schedules a periodic administrative script. For each script version, Real Time (page 275) and Five-Minute (page 273) data are produced. Also, Real-Time (page 96) data are produced for each call type.

You can define User Variables (page 372) that you can set and reference in scripts. Optionally, you can define Persistent Variables (page 227) that retain their values between script invocations. You can also define custom functions that are stored as User Formulas (page 368). The expression associated with a custom function is stored in User Formula Equation (page 369).

With the optional Gateway feature, a script can communicate with an external application. An Application Gateway (page 57) represents such an external application. Each side of the Central Controller can maintain a separate Connection (page 58) for each Application Gateway. ICM/IPCC software also maintains Global (page 60) default values for Application Gateway connections. Half-hour (page 61) data are produced for each Application Gateway.

With the optional Gateway SQL feature, a script can query an external database. The tables that can be accessed are stored in Script Table (page 271) and the specific columns in Script Table Column (page 276).

The Script Queue Real Time (page 274)table contains data on how tasks are processed in a script queue.

Security Tables - Database Rules

To see an illustration and a list of all tables in the Security category, click here (page 397).

You might choose to restrict access to some objects in the ICM/IPCC database to specific users, specific groups of users, or to a specific entity (such as a division within a company). The enterprise consists of one or more entities. The Business Entity (page 68) tables define the entities within an enterprise.

The User Group (page 369) table defines groups of users or individual users who have specific access rights. If a row in the User Group table defines a group, each user who is a member of that group is configured in the User Group Member (page 371) table. ICM/IPCC software also uses the Sec Group (page 277) and Sec User (page 277) tables to track the state of user groups. The User Supervisor Map (page 372) table is used to allow an agent to log in as a Supervisor.

The Feature Control Set (page 161) table defines the different feature sets that may be used by different users. One set of features may be mapped to multiple users.

Each individual item for which the ICM/IPCC software controls access is an object. The Object List (page 215) table contains information about these objects. The Ids (page 189) table contains information about row-level security for objects. The Object Security (page 216) table defines the access that specific user groups have for specific objects.

The User Security Control (page 372) table defines the access that specific users have for specific objects. The possible access levels for each object are defined in the Object Access Xref (page 215) table. The ICM/IPCC software uses the Group Security Control (page 182) table as an intermediate table to build User Security Control records.

A category of objects on which access is controlled is a class. The Class List (page 140) table defines these categories. The Class Security (page 140) table specifies the level of access a user group has to a specific class. The access levels that are available for a class are specified in the Class Access Xref (page 139) table.

The ClassID To ObjectType (page 141) table defines the mapping of classes to objects.

Skill Target - Database Rules

To see an illustration and a list of the Skill Target tables, click here (page 399).

Peripheral Targets

Each peripheral can have many Services (page 277), Agents (page 19), Skill Groups (page 312), and Translation Routes (page 362). These entities are collectively known as Skill Target (page 352).

Each agent can be assigned to an Agent Team (page 53) of agents. Teams are for monitoring purposes only; they are not used for routing calls. The Agent Team Member (page 54) table maps agents to teams.

The Agent Team Supervisor (page 54) table is a configuration table that specifies the mapping of supervisors to agent teams.

For agents that are not associated with an ACD, you can define Agent Desk Settings (page 20), which specify features available and how the ICM handles certain state changes for an agent.

A Person (page 228) record provides primary identification and authentication for all system users, including both agents and administrators.

Each service has one or more associated skill groups. Each skill group can be associated with one or more service. The Service Member (page 481) table maps skill groups to services.

Each Skill Group has one or more member agents. Each agent can be associated with one or more skill groups. The Skill Group Member (page 339) table maps agents to skill groups.

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

Statistics

Real-Time statistics are produced for each Agent (page 481), Skill Group (page 481), Service (page 481), and each Skill Group Member (page 481).

At Five-Minute intervals statistics are produced for each Skill Group (page 481) and Service (page 481).

Every Half-hour, statistics are produced for each Skill Group (page 481) and Service (page 481).

For each agent, the ICM/IPCC software maintains a State Trace (page 481) which tracks the states an agent has been in. When an agent logs out, the ICM/IPCC software creates an Agent Logout (page 30) record.

System Tables - Database Rules

To see an illustration and a list of the System tables, click here (page 404).

The Application Event (page 55) table contains information about application events generated by the ICM/IPCC software. This is a subset of the events reported in the Event table.

The AWControl (page 65) table maintains information about the Admin Workstation and its local database.

The Config Message Log (page 141) contains database system information.

(page 142)Controller Time (page 142) table contains the current time as kept by the Central Controller.

The Event (page 158) table contains information about system events generated by the ICM/IPCC software.

The ICR Globals (page 183) table contains some general information about the system.

The ICR Locks (page 187) table contains a row for each database lock currently held.

The Logger Admin (page 198) table maintains information about scheduled administration jobs run on the central database by the ICM/IPCC software.

The Logger Meters (page 198) table contains performance information about the Logger process.

The Logger Type (page 199) table specifies the type of Logger (that is, standard, Customer ICM (CICM) , or Network Applications Manager (NAM) and, if the Logger is a NAM Logger, whether or not the NAM is a slave NAM.

The Machine Info (page 201) table lists the machines in Simplified Configuration deployments

The Next Available Number (page 215) table identifies the next available unique integer ID value for a specific database table.

The The Recovery (page 232) table contains internal status about each table in the database.

The Region Info (page 234) table specifies which prefixes and regions are pre-defined by the ICM/IPCC software.

The Rename (page 237) table is an internal table.

The Version (page 373) table records the current versions of the ICM/IPCC schema installed in the central and local databases.

User Preferences Tables - Database Rules

To see an illustration and a list of the User Preferences tables, click here (page 405).

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

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

The Cfg Mngr App Snapshot State (page 135) table defines a specific state of the ICM Configuration Manager that a user has saved. Information from this table is used to reconstruct the ICM Configuration Manager state when the Admin Workstation is restarted.

The Cfg Mngr User Desktop Snap (page 136) table retains information on the current Configuration Manager state for a particular user.

The Cfg Mngr User Menu (page 137) table holds information that describes the default and custom menus in use for each user of the ICM Configuration Manager.

The Cfg Mngr View (page 139) table holds the information necessary to produce the tree view structure for multiple default and custom menus within the ICM Configuration Manager.

The Cfg_Mngr_User_Settings (page 138) table holds specific ICM Configuration Manager settings for each user of the Configuration Manager tool. Each row in this table specifies the personal settings for one user (for example, whether or not the user want to save the Configuration Manager desktop settings in place when Configuration Manager is closed).

The Cfg_Mngr_Globals (page 136) table contains a single record that stores version information about the menu system that ICM Configuration Manager is currently using.

VRU Micro-Applications Tables - Database Rules

To see an illustration and a list of the VRU Micro-Applications tables, click here (page 406).

The VRU Currency (page 375) table contains a list of currencies supported by VRU micro-applications.

The VRU Defaults (page 375) table contains a single row of data that contains the default values for a particular VRU micro-application.

The VRU Locale (page 377) table contains a list of locales (a locale is a combination of language and country) supported by VRU micro-applications.

Troubleshooting

ICM/IPCC Database Troubleshooting

This chapter discusses some common ICM/IPCC Database related problems, their causes, and some possible solutions.

To assist in diagnosis of a problem, the following information may be helpful.

- Dump Log

- SQL Server perfmon log

- SQL trace log and error log

- Table sizes for tables in your database

- Space used by your database

- Logger registry key dump

- VS .Net mini dump file

Large Reporting Queries Impacting Performance

Symptom:

System performance is impacted adversely when running a reporting query.

Message:

Cause:

Reporting queries need to be kept to a reasonable size or system performance will be impacted adversely, particularly for especially large queries such as call detail or ECC tables.

Action:

Reduce the size of your query, or break your query into multiple queries.

Logger Exit

Symptom:

The logger exits after local time has been stopped for few milliseconds

Message:

Cause:

The SQL server is busy. As a result, during that time no heartbeat response is sent to the Router process.

Action:

Increase the MessageTimeout value under the registry key Logger\CurrentVersion\Configuration\Time\MessageTimeout.

Logger Initialization Fails

Symptom:

Logger initialization fails during configuration data synchronization from its partner logger.

Message:

Cause:

Action:

Perform the following steps:

- Stop the Logger node service.

- Synchronize configuration data using ICMDBA.

- Restart logger node service.

Router Process Rejects Logger Configuration Data Load

Symptom:

During initialization, the Router process rejects the configuration data load from logger.

Message:

Cause:

This occurs because the Logger is busy and does not send a heartbeat to the Router. The Router waits for the heartbeat for 2 minutes (the default interval), doesn't receive a heartbeat, and finally rejects the data.

Action:

Increase the following registry key value:
Router\CurrentVersion\Configuration\Config\LargeTableTimeout

Logger Setup Fails

Symptom:

Logger Setup fails with the following message:

Message:

"Unable to connect to the database"

Cause:

Microsoft SQL Server Client Network Utility and/or Server Network Utility is specified incorrectly.

Action:

Perform the following steps:

Open "Client Network Utility" from Microsoft SQL Server folder. Open General tab "enabled protocols by order". Make sure TCP/IP does not appear prior to Named Pipe.

Open "Client Network Utility" from Microsoft SQL Server folder. Open "Server alias configurations". Make sure there is not an entry for "." for TCP/IP or Named Pipe or any other protocols.

Open "Server Network Utility" from Microsoft SQL Server folder. Open "Enabled protocols". Make sure there is an entry for "Named Pipes".

Logger Initialization Assert

Symptom:

During Logger initialization, the process asserts with the following message:

Message:

"Fail: Assertion failed: syncMsg.UpdateKey == g.checksumInfo.updateKey".

Cause:

The Config_Message_Log table in the logger database is empty.

Action:

Open icm\install\sysinit.sqlfile. Copy the insert statement for Config_Message_Log table and run the same on the logger database.

Recovery Process Assert

Symptom:

The Recovery process asserts with the following message

Message:

"Fail: Assertion failed: (keytop - keybase) >= 0.0."

Cause:

The recovery process has written a bad ToRecoveryKey value for a historical table in the Recovery control table. It may happen if the system time has been set back on the Router node. It may also happen if the logger and router on one side of the system start when does not see another side is up and running. It therefore creates its own RecoveryKey instead of synchronize with another side.

Action:

Manually remove the out of sequence ToRecoveryKey in the Recovery table on the HDS database.

CICR Replication Cannot Replicate

Symptom:

CICR Replication cannot replicate

Message:

Cause:

The distributor is in different domains, or the NAM version is different from CICM version

Action:

If the distributor is in different domains, ensure that the CICM AWs are in the same domain as the NAM or establish a mutual trust between the two domains.

If the NAM and CICM versions are different, disable the CICR Replication process under NAM and set the following registry key value to 0:

LoggerA\NodeManager\Processes\crpl\ProcDisabled

Client HDS Replication Cannot Connect to Server Replication

Symptom:

The Client replication process on the HDS will not connect to the Server Replication process on the Logger.

Message:

Cause:

The IP addresses of the DNS servers may not be correctly specified on the HDS. As a result, the hostname is not resolving to its IP address on the HDS.

Action:

Check how the IP address of the DNS servers is specified on the HDS and correct as needed.

Distributor Logger Assert

Symptom:

Distributor Logger asserts with the following message:

Message:

"Fails:CheckPartitioningIndicator".

Cause:

ICR_Globals table has multiple rows.

Action:

Reduce the ICR_Globals table to a single row.

ICMDBA Log and Data Percents Differ

Symptom:

ICMDBA displays different values for the log and data % used between the two sides.

Message:

Cause:

The data and log size discrepancy shown between Logger A and Logger B database is normal, for the following reasons:

- The historical data content could differ depending how accuracy will be recovery synchronization between Logger A and Logger B.

- SQL server may manage the data and log pages differently on each system

- The data checkpoint mechanism in effect at a particular time may cause differences.

Action:

No action required.

Problems Saving AW Configuration Data

Symptom:

Users cannot save configuration data when using the configuration manager tool on AW1; also, modifications to a user on AW2 do not transfer to AW1.

Message:

Cause:

This was due to the loss of access privileges for the AW1 distributor service login account. The ems trace logs for UpdateAw process on AW1 showed database login errors.

Action:

Re-run the AW1 distributor setup from the install media. This will re-run scripts that gives database access privileges to the distributor service login account.

Invalid SQL Login, Cause Not Apparent from ICM Logs

Symptom:

An error message indicates invalid logon or an inability to connect to SQL, and the ICM logs do not reveal a possible cause.

Message:

Cause:

This information is generally not included in ICM logs.

Action:

Examine the Application and System logs from the NT Event Log service, and, if the error looks like a SQL Error, include the SQL Server logs from the time of the event as well.

Glossary

30-minute interval

Half-hour statistics within the ICM database are updated at 30 minute intervals. The first such interval for each day begins at 12:00 midnight and ends at 12:30 AM. The date and time at the start of the 30 minute interval is saved with the data. This allows you to look back at previous 30 minute intervals.

During a 30 minute interval, statistics accumulate in real time tables (for example, Service Real Time). At the end of the interval, the statistics are written to half-hour tables (for example, Service Half Hour).

Abandoned call

A call in which the caller hung up before being connected with an agent. If the caller hangs up almost immediately, you might not want to count that as an abandoned call. When configuring each peripheral, you can specify the minimum length of an abandoned call.

Administrative script

A script that the ICM software executes to perform background processing. For example, an administrative script might set persistent variables or invoke an application gateway. Use the Script Editor to create and modify administrative scripts.

Admin Workstation (AW)

A personal computer used to monitor the handling of calls in the ICM software. The Admin Workstation can also be used to modify the system configuration or scripts.

Agent Availability and Routability

The ability for ICM software to route a call or multichannel task to an agent depends on the agent's routability and availability within the MRD of the call or task. WebView reports contain fields indicating agents' availability in the MRD.

Routability refers to whether the ICM or the Web Collaboration Option or E-Mail Manager Option is configured to assign tasks to the agent. If ICM software is configured to assign the task, it both routes and reports on the task. An agent might be in Routable (ICM software is configured to assign tasks to the agent) or Not Routable (the Web Collaboration Option or

E-Mail Manager Option is configured to assign tasks to the agent) mode for each MRD to which he/she belongs.

For voice calls, ICM software is always configured to route the call. Therefore, the agent is always Routable.

While Routability determines whether the ICM Router is allowed to assign tasks for this MRD, the agent's Availability determines whether the agent is capable of handling new tasks. An agent is:

- ICM available if s/he is Routable and Available for the MRD. This means that the agent can be routed a task by ICM software.

- Application available if s/he 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.

Announcement

A recorded verbal message played to a caller. An announcement is one possible target for a routed call.

Answered calls

A call is counted as answered when it reaches an agent or IVR. For example, the CallsAnsweredTo5 field in the Service_Five_Minute table counts the number of calls that reached agents during the five-minute interval. The calls might still be in progress when the interval ends.

By contrast, a call is not counted as handled until it is finished. Therefore, the number of answered calls and handled calls during an interval is not necessarily the same, but eventually each call is counted in both categories.

Answer wait time

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 (all taken from Termination_Call_Detail).

Application instance

An application instance is a single instance of executing application software. For example, a Collaboration Server might have collaboration instance #1, collaboration instance #2, and collaboration instance #3. These multiple collaboration instances may be executing at the same time on a single Collaboration Server.

Automatic Number Identification (ANI)

A feature that provides the billing phone number of the phone from which a call originated or the phone number itself. When qualifying calls, the ICM software compares the ANI to the calling line ID value specified for a call type.

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.

Business entity

A subset of the ICM enterprise that contains its own scripts, enterprise services, enterprise skill groups, enterprise agent groups, and schedules. A business entity may, for example, represent a division within a large corporation or a single customer within a service bureau. You can limit the access of individual users and user groups to specific business entities.

By default, the ICM enterprise consists of only one business entity. If you enable partitioning, you can define multiple business entities.

Busy label

A routing label that causes the routing client to play a busy signal to the caller.

Callback Message

A callback message is a queued message requesting the agent to return a customer's phone call.

Caller-Entered Digits (CED)

Digits entered by a caller on a Touch-tone phone in response to prompts. Either a peripheral (ACD, PBX, or VRU) or the carrier network can prompt for CEDs.

Calling-Line ID (CLID)

Information about the billing telephone number from which a call originated. The CLID value might be the entire phone number, the area code, or the area code plus local exchange.

CallRouter

The process within the ICM software that executes routing scripts to determine the destinations for calls. Each side of a duplexed Central Controller includes a CallRouter process. The CallRouter may run on the same machine as the Logger or on a separate machine.

Call type

A category of incoming calls. A call type is determined by the call qualifiers: dialed number (DN), caller-entered digits (CED), and calling line ID (CLID). Each call type has a schedule that determines which routing script or scripts are active for that call type at any given time.

Central Controller

The computer or computers running the CallRouter and the ICM Database Manager. In addition to routing calls, the Central Controller maintains a database of data collected by the Peripheral Gateways (PGs) and data that the Central Controller has accumulated about the calls it has routed.

Central Office (CO)

The switching office of the local telephone company. The local central office receives calls from within the local area and either routes them locally or passes them to an interexchange carrier. On the receiving end, the local central office receives calls that originated in other areas from the interexchange carrier.

A Local CO trunk type connects a call center directly with the local phone company's central office.

Classes

Class security defines access to a group of ICM configuration objects. Some classes support only Read access for all users. For other classes, you can assign specific access levels (Read, Reference, or Maintenance) to individual users or user groups. You use the Class Security List to assign Class Security to a User or Group. = Call 2104 = Network/Peripheral.

Completed Call Time

While agent state times measure the time agents spend in particular call handling states, completed call times measure the time it takes for a call to be completed. Completed call times measure the time for the call from when it is answered until it is finished. The call might be finished by being transferred, handled to completion, etc. An example of a skill group completed call time is AgentOutCallsOnHoldTime. This is the total number of seconds that outbound ACD calls by agents were placed on hold. This data elements is not populated in the database until any after-call work associated with the call is completed.

Configuration Management Service (CMS)

A service that provides a set of object-level interfaces called the Configuration API—or ConAPI—which expose the ICM configuration to external application software. The CMS supports direct configuration through the ICM software along with the subsidiary configuration needed by applications and systems that interface to the ICM system. A specific goal of the CMS is the ability to support browser-oriented interfaces.

CTI Gateway

The ICM process that acts a server for CTI clients to communicate with the ICM software. The CTI Gateway process may run on the same computer as the Peripheral Gateway process or on a separate computer.

Customer ICM (CICM)

An instance of the Intelligent Contact Management (ICM) software that routes calls for one or more specific customers in response to requests from a Network Applications Manager (NAM).

Deleted field

Many tables include a Deleted field. This field marks rows that have been deleted but that still have active dependencies. For example, if a script references Agent X and you delete Agent X, the ICM software does not actually delete that Agent record; it marks the agent as deleted. The record is actually deleted when the dependency is removed.

Device Management Protocol (DMP)

The session-layer communications protocol used within the Intelligent Contact Management (ICM) software. Different application level protocols might be running beneath DMP.

Dialed Number Identification Service (DNIS)

A string of digits indicating the number dialed by a caller and how the call should be handled by the ACD, PBX, or VRU. The ICM software uses the DNIS and trunk group to indicate the destination for a call.

Dial Number Plan Types

NULL = None 0 = International 1 = National 2 = Local 3 = Private Net 4 = Operator Assisted 5 = PBX

Direct Inward Dialing, Dialed Number Identification Service (DID/DNIS)

When a call arrives at an ACD or PBX, the carrier sends a digital code on the trunk line. This code typically indicates the number actually dialed by the caller and is referred to as the DNIS (for Dialed Number Identification Service). The switch can read this code to determine how it should dispatch the call. By mapping each possible code with an internal extension, the switch can provide direct inward dialing (DID).

The ICM software uses the DID/DNIS value to specify the service, skill group, or specific agent to whom the switch should route the call. The switch reads the value from the trunk line when the call arrives and dispatches the call appropriately.

DNIS Override label

A routing label that is sent to the routing client along with a DNIS value. The routing client passes that DNIS value with the call to the destination indicated by the label.

Enterprise name

A character-string name commonly used to identify an object in the ICM database. An enterprise name must be unique among all objects of a specific type. (For example, each service must have an enterprise name that is unique among all services.)

An enterprise name can be up to 32 characters. The valid characters are upper-case and lower-case letters, digits, periods (.) and underlines (_). The first character of the name must be a letter or digit.

Event Management Service (EMS)

A software module within the Intelligent Contact Management (ICM) software that processes use to report events to other processes within the system.

Expert Agent Selection (EAS)

A mode for the Avaya DEFINITY ACD. In this mode, agents are automatically added to pre-assigned skill groups at login. Calls can be routed either to the agent's physical extension or to the agent's login ID. In non-EAS mode, agents must manually add themselves to hunt groups and calls can be routed only to physical extensions.

Fault-Tolerance Strategies

An Application Gateway can uses one of the following fault-tolerant strategies: 1 = Duplicate Request. Each CallRouter process sends each request to its own associated Application Gateway connection. The ICM software uses the first response received. 2 = Alternate Request. The two CallRouter processes alternating sending requests to their respective Application Gateway connections. Each host receives half of the requests. 3 = Hot Standby. All requests are sent to the Application Gateway connection for one CallRouter. The other CallRouter's connection is used only if the first host is unavailable. In all cases, if one host is unavailable the ICM software sends all requests to the other host.

Feature Set

A set or list of ICM Configuration Manager tools and Script Editor nodes that an assigned user is allowed to use in the Admin Workstation and the Configuration Manager. For example, you may want to give certain agents access to only a limited set of features while allowing other agents to have access to more features (such as the ability to use advanced Script Editor nodes).

Five-minute interval

Certain statistics within the ICM database are updated at rolling five-minute intervals. The first such interval for each day begins at 12:00 midnight and ends at 12:05 AM. The date and time at the start of the rolling five-minute interval is saved with the data. This allows you to look back at previous rolling five-minute intervals.

During a rolling five-minute interval, statistics accumulate in real time tables (for example, Service Real Time). At the end of the interval, the statistics are written to five minute tables (for example, Service Five Minute).

Foreign Exchange Service (FX)

A trunk type that connects a call center with a central office in a remote exchange. This allows callers in that remote exchange to directly access the call center without using an inter-exchange carrier.

Gateway SQL

An optional ICM feature that allows you to read data from an external database and use that information within an ICM routing script or administrative script. For example, you can check the calling line ID for each call against your customer database.

ICM Configuration Manager

The ICM Configuration Manager lets you view and update the configuration information in the ICM database. The configuration information describes the people, groups, and devices that are part of your enterprise.

Interflow

The ability of a switch to forward calls to another location within the switch or to another switch. Interflow between switches requires a dedicated trunk line.

Listener

The ICM support process that receives events from one or more ICM platforms. Support representatives can monitor events received by the Listener.

Lock Type

The ICM software supports the following lock types: 0 = Master (applies to all configuration data and scripts) 1 = Configuration (no longer used) 2 = Script (applies to an individual script) 3 = Application Gateway (no longer used)

Logger

The process within the ICM software that manages the central database. Each side of a duplexed Central Controller includes a Logger. The Logger may run on the same machine as the CallRouter process or on a separate machine.

Media Class

A combination or single instance of physical media that are to be treated as a single concept by the ICM software. Some examples of media classes are voice, collaboration multi-session chat, collaboration single-session chat, collaboration blended collaboration, and e-mail.

Media Routing Domain (MRD)

A collection of skill groups and services that are associated with a common communication medium. The ICM software uses an MRD to route a task to an agent who is associated with a skill group and a particular medium. MRDs are defined in the ICM configuration and have unique IDs across the enterprise. The relationship between MRDs and skill groups is also defined in the ICM configuration.

Message Delivery System (MDS)

The facilities used by ICM nodes to communicate with each other. The MDS plays a key role in keeping duplexed components synchronized.

Mode

An agent has a mode with respect to each Media Routing Domain the agent is logged in to. These modes are either routable or not routable.

If the mode is routable, 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 not routable, 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.

Network Applications Manager (NAM)

An instance of the Intelligent Contact Management (ICM) software that serves as a control point in a carrier network. Each NAM may have many associated Customer ICMs (CICMs).

Network Interface Controller (NIC)

That process within the ICM software that communicates directly with the IXC's signaling network. The NIC reads call routing requests from the network and transfers them to the ICM Central Controller. Subsequently, the NIC passes a routing label from the Central Controller to the IXC signaling network.

Network VRU Types

A setting that determines ICM's interactions with a Service-Control VRU, for example: - Which ICM script node should be used to send a call to the VRU. - Where Network Transfer Connect Messages are sent. - Whether or not the VRU can be an Initial Routing Client. Note: For a complete discussion of VRU Types, see the Cisco Network Applications Manager (NAM) documentation.

Node

A script consists of a series of nodes. Internally, the ICM software assigns an integer identifier to each node. You can view these node IDs in the Script Editor by choosing Display Node IDs from the Script menu.

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.

Offered calls

The total number of incoming calls and internal calls sent to a specific route, service, or skill group. In real-time data, a call is counted as offered as soon as it is sent to a route or service. However, if the caller hangs up before the abandoned call wait time has elapsed, that call is not counted as offered in the historical (5-minute and 30-minute) data. This ensures that the number of calls offered is the same as the number answered plus the number abandoned.

Outbound calls

Some examples of outbound calls are agent-initiated calls or calls initiated by an application using third-party interfaces.

Overflow

A feature that allows a peripheral to move a queued call from one service to another within the peripheral. (This is supported by only certain peripherals, including the G3, Aspect CallCenter, and Northern Telecom Meridian). The ICM software keeps counts of the number of calls moved out of each service (overflowed out) and moved into each service (overflowed in).

Partitioning

An optional ICM feature that allows you to restrict access to specific ICM data to selected users or user groups within the enterprise. For example, the ICM database may contain data from several different divisions within a corporation. You can define each division as a business entity. You may then prevent users within each division from accessing data associated with other divisions.

Peripheral Gateway (PG)

That process within the ICM software that communicates directly with the ACD, PBX, or VRU at a call center. The Peripheral Gateway reads status information from the peripheral and sends it to the Central Controller. In a private network configuration, the Peripheral Gateway sends routing requests to the Central Controller and receives routing information in return.

Peripheral Interface Manager (PIM)

The Peripheral Interface Manager (PIM) is the ICM proprietary interface that manages communication between the PG and the peripherals themselves (ACDs, VRUs). The PIM's main function is to convert peripheral-specific events and requests to an ICM software compatible peripheral data stream. The ICM PG can run PIMs for interfacing to different peripherals (for example, VRUs, or Aspect CallCenter or Avaya DEFINITY ACDs). The PG may run multiple PIMs, either of the same type or of different types.

Peripheral target

A combination of a trunk group and a DNIS value. A peripheral target is associated with a service, skill group, agent, or translation route at a peripheral. Each peripheral target is also associated with a route that can be returned by a routing script.

Note that peripheral target refers to a trunk group and DNIS value. Skill target refers to the entity at the peripheral to which the call is dispatched.

Post-Query label

A routing label that causes the routing client to re-enter its call routing plan at a specific point.

Primary Rate Interface (PRI)

One of two levels of ISDN service. In the United States, the PRI typically provides 23 bearer channels for voice and data and one channel for signaling information (commonly expressed as 23B+D). In Europe, PRI typically provides 30 bearer lines (30B+D).

Ready state

A state in which an agent is logged on to the system and either talking on a call, involved in after call work, or available to handle a new call. Agents are only not available to handle new calls when they are in the NotReady or WorkNotReady states. Otherwise, they are in the Ready state.

Real-time data

Real time information about certain entities within the ICM system is updated continuously. Real time data includes data accumulated since the end of the last five-minute interval (ServiceLevelTo5, for example) and since the last half-hour interval (ServiceLevelHalf). Real time records themselves do not accumulate in the database as historical records do; each update overwrites the existing record. Real-time records are stored in the local database on the Admin Workstation.

Reserved

A reserved field contains information that might be used internally by Cisco Systems. You must not modify the contents of a reserved field.

Reserved state

A state in which an agent is awaiting an interflowed call and is unavailable to receive any incoming calls. This state applies to agents on Northern Meridian ACDs only.

Resource label

A routing label that directs a call to a special routing client resource such as a network VRU.

Ring Label

A routing label that causes the routing client to play an unanswered ring to the caller.

Route

A route is a value returned by a routing script that maps to a target at a peripheral. The PG maps the route based on the Trunk Group and DNIS. The target at a peripheral can be a service, skill group, agent, or translation route.

Routing script

A script that the ICM software executes to choose a destination for a call. Use the Script Editor to create and modify routing scripts.

Slave NAM

A slave NAM is a non-geographically distributed, duplexed Network Applications Manager (NAM) that serves to bolster the call routing performance of a Network Provisioning Platform (NPP) NAM. Configuration changes cannot be made directly to a slave NAM. The slave NAM gets configuration changes by replicating them from the NPP NAM.

Translation Route

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 (page 362)contains one row for each translation route.

Database Tables and Fields