



A MITEL
PRODUCT
GUIDE

Unify OpenScape Contact Center Enterprise

OpenScape Contact Center Enterprise V12

Data Dictionary

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1 Reporting Database Dictionary Guidelines

This chapter describes how to use the Reporting Database Dictionary and other resources to create custom reports. Even though OpenScape Contact Center comes with standard report templates, you may need to create customized reports, or decide to access the reporting data in some other manner. For example, you may wish to export some of the data to another application.

1.1 Intended audience

This guide is intended for Professional Services personnel and developers who are experienced database programmers and who are familiar with the general concepts involved in producing custom reports for OpenScape Contact Center.

1.2 Using the Reporting Database Dictionary

This Reporting Database Dictionary provides categorized tables with column names and definitions in the OpenScape Contact Center database in V10 R0.

NOTICE: The name of the OpenScape Contact Center V10 R0 database is hppcdb.

This information is provided for read-only access to the database. Do not change the information in the database under any circumstances.

All of the tables within the database are not listed in this document since they are not usable for custom reporting purposes.

Only the tables applicable for custom reporting purposes are defined in this document.

1.3 Identifying deltas between V10 R0 and V9 R3

Due to the nature of OpenScape Contact Center V9 R3, this Data Dictionary is relevant only for the V10 R0 release.

1.4 Identifying deltas between V10 R0 and V9 R3

The Database Dictionary is not a migration guide or a change guide.

When creating custom reports for OpenScape Contact Center V10 R0, use the Reporting Reference Guide from V10 R0.

The following guides contain additional information about the OpenScape Contact Center Reporting feature:

Reports Migration Guide

Available on the OpenScape Contact Center V10 R0 Field Support Web sites.

This guide is designed for all users familiar with the OpenScape Contact Center V10 R0

Reporting Reference Guide

Available on the OpenScape Contact Center V10 R0 Implementation Framework Web sites and on the product DVDs.

This guide provides detailed information on interpreting reports, including descriptions of the report types, report level descriptions of the predefined report templates, detailed column descriptions, calculations, and descriptions of the statistics that appear in the reports.

This guide also has a Terminology chapter that provides valuable definitions for terms commonly referenced in the Data Dictionary. For example, Handling Time and Redirected Contacts.

1.5 Components required for your custom reporting solution

This section describes the three key components required to implement a successful custom reporting solution.

OpenScape Contact Center reporting-related documentation

Study the content provided in the following OpenScape Contact Center reference guides, they describe concepts you must understand before designing your custom report solution:

Reports Migration Guide (available on the Field Support Web site)

Reporting Reference Guide (available on the Product DVD)

Reporting Database Dictionary (this document)

Third-party reporting tool for formatting and scheduling reports

With the updated reporting architecture, which includes a new Reporting server, OpenScape Contact Center no longer incorporates:

Crystal Reports for formatting and calculations

- OpenScape Contact Center uses its own proprietary tool to construct report templates. To build custom reports, you require a third party reporting tool for building and formatting custom reports.

Client-based report scheduling

- Scheduling OpenScape Contact Center reports now occurs on the Reporting Server and not on each client machine. As a result, you will require a third-party reporting tool for scheduling custom reports. Note that some professional services organizations have opted to build their own scheduling engines.

Informix Client software

NOTICE: Do not install the Informix Client software on the OpenScape Contact Center server machine.

In order to connect to the OpenScape Contact Center database (hppcdb), you must complete the following Informix-Connect installation and configuration:

Installing the Informix-Connect Client software

NOTICE: You must uninstall any previous versions of the Informix-Connect software before proceeding with this installation.

To install the Informix-Connect software:

- 1) Insert the OpenScape Contact Center DVD into the DVD-ROM drive.
- 2) On the **Start** menu, click **Run**, then type:
`x : \informix\iconnect\setup`
where x is your CD-ROM drive letter, and then click OK . This launches the IBM Informix-Connect Setup (version 2.90 TC3) or IBM Informix-Connect 3.50 Setup wizard , which will guide you through the rest of the installation.
- 3) Click **Next**. The License Agreement panel that appears.
- 4) After you have read the license agreement, click **I accept the terms in the license agreement**, and then click **Next**. The Customer Information panel appears.
- 5) Type your name and the name of your organization in the provided fields, and then click **Next**. The **Setup Type** panel appears.
- 6) Select the **Complete** installation option, and then click **Next**. The **Ready to Install the Program** panel appears.

NOTICE: You can ignore the warning pertaining to the Microsoft .NET Framework, as this component is not being installed.

- 7) Click **Install**.
- 8) The Installation Validation panel appears. Click **Next**.
- 9) The installation process is complete. Click **Finish**.

Configuring the Informix Client on Windows Server 2008, Windows Server 2012, Windows Server 2016, Windows 7, Windows 10

To set the Informix environment variable on a Windows 7 / Windows 10 machine:

- 1) Right click **My Computer** and then click on **Properties**.
- 2) Click the **Advanced** tab.
- 3) Click **Environment Variable**.
- 4) In the **System Variables** list, click **NEW**. If you do not have Administrator rights on your system, use the **User Variables** list instead of the **System Variables**.
- 5) Set the variable name to `INFORMIXDIR`, and the variable value to:
`x : \Program Files\IBM\Informix \Connect`
where x is the drive on which you installed the Informix software.
- 6) Click **OK** to accept the new variable.
- 7) Click **OK** until you exit **Administrative Tools**.
- 8) Close the **Control Panel** window

To set the Informix environment variable on a Windows 7 / 10 machine:

- 1) Right click **My Computer** and then click on **Properties**.
- 2) Click the **Advanced** tab.

- 3) Under **Environment Variables**, click **Settings**.
- 4) In the **System Variables** list, select **NEW**. If you do not have Administrator rights on your system, use the **User Variables** list instead of the **System Variables**.
- 5) Set the variable name to **INFORMIXDIR**, and the variable value to: `x:\Program Files\IBM\Informix\Connect`
where x is the drive on which you installed the Informix software.
- 6) Click **OK** to accept the new variable.
- 7) Click **OK** until you exit **Administrative Tools**.
- 8) Close the **Control Panel** window.

Setting the Informix default server

To set the Informix default server:

- 1) On the **Start** menu, point to **All Programs**, then **IBM Informix Connect 3.50** and then click **Setnet32**. The **IBM Informix Setnet32** window appears.
- 2) Click the **Environment** tab.
- 3) In the list of environment variables, select **INFORMIXDIR**.
- 4) In the **Edit Environment Variable** box, type:
`x:\Program Files\IBM\Informix\Connect`
where x is the drive on which you installed the Informix software, and then click **Set**.
- 5) In the list of environment variables, click **INFORMIXSERVER**.
- 6) In the **Edit Environment Variable** box, type or select **ol_<servername>**, where **<servername>** is the **Server Machine Name** from the **Installation and Configuration Worksheet**, and then click **Set**.
- 7) Ensure that the **Use my settings** check box is selected.
- 8) Click the **Server Information** tab.
- 9) In the **IBM Informix Server** box, type or select **ol_<servername>**, where **<servername>** is the **Server Machine Name** from the **Installation and Configuration Worksheet**.
- 10) In the **HostName** box, specify the machine name of the **HiPath ProCenter** server. In the **Protocolname** box, select **olsoc tcp**.
- 11) In the **Service Name** box, type **turbo**.
- 12) Click **Make Default Server**.
- 13) Click **Apply**. The **Define new IBM Informix Server?** dialog appears. Click **OK**. To close the **IBM Informix Setnet32** dialog box, click **OK**.
- 14) Restart the computer.

Manually creating/updating your DSN

To manually create/update your DSN:

- 1) From the control panel, open **Administrative Tools**.
- 2) Open the **Data Sources (ODBC)** window.
- 3) Click the **System DSN** tab.
- 4) Click **Add**, select the **IBM INFORMIX ODBC DRIVER**, and then click **Finish**.
- 5) The **IBM Informix ODBC Driver Setup** window appears. In the **General** tab, enter the **Data Source Name (DSN)** and **Description**, and then click the **Connection** tab.

6) Ensure that the following fields are complete"

- Server Name (ol_<servername>)
- Host Name (<servername>)
- Service (turbo)
- Protocol (olsoctp)
- Database Name (hppcdb)
- User ID (<Informix ID>)
- Password (<Informix Password>)

7) Click the **Apply & Test Connection** button, and then click **OK** until you exit **Administrative Tools**.

NOTICE: If you encounter an error message indicating that the system cannot find the turbo service, complete the steps in the following section.

Setting up the Turbo service

To add turbo to your list of services:

1) In Notepad, open the services file from the following path:

`C:\WINDOWS\system32\drivers\etc`

2) Add the following line to the bottom of the list of services, and then save and close:

`turbo 9088/tcp #required by iConnect`

3) Open the Data Sources (ODBC) window, select the System DSN tab, double-click your new DSN, select the Connection tab, and then click the Apply & Test Connection button again. Your test connection should be successful. Click OK.

2 Reporting tables in the OpenScape Contact Center database

This section provides information about reporting tables in the consolidated OpenScape Contact Center database. You can use this information to help you create custom reports.

2.1 Contact types and termination types

For a list of contact types and termination types, please refer to the Reporting Data Calculations section in the Reporting Reference Guide available on the product DVD.

2.2 User tables

This section contains tables with statistics that track how users spend their time.

NOTICE: In the following tables, if the media type is not mentioned, then the column applies to all media types; otherwise, specific media types are mentioned in the definition.

agentfifteenmin, agentdaily, agentweekly, agentmonthly

COLUMN NAME	TYPE	SIZE	DEFINITION
additional ringcount	Integer	2	Specifies several contacts that have ring time for this interval, but the ring count was pegged in a previous
additionalconsultcount	Integer	2	interval Specifies a number of contacts that have consult time for this interval but the consult count was pegged in a previous interval.
additionalhold count	Integer	2	Specifies a number of contacts that have hold time for this interval but the hold count was pegged in a
additionalpostprocessingcount	Small Integer	2	previous interval The number of contacts the user was handling and was in post-processing state at the beginning of the interval.

Reporting tables in the OpenScape Contact Center database

additionalprocessingcount	Small Integer	2	Specifies the number of contacts that have processing time for this interval but the processing count was pegged in a previous interval. Changed in
additionaltalkcount	Integer	2	V8 R1 Specifies several contacts that have talk time for this interval, but the talk count was pegged in a previous
agentkey	Long Integer	4	in. The unique identifier of the user.
agentlocation	Integer	4	The location of the agent.
agentsite	Long Integer	4	The site of the agent.
busunitkey	Integer	4	Unique key identifying the business unit. R3
consultcountother	Long Integer	4	The number of contacts for this contact type, during this reporting period, in which the user handled and consulted out (for a period of time that exceeds the Consult Hold Threshold time) at least once, for contacts offered by a means other than the Routing server, such as consulted, transferred, or forwarded. Applies to voice, e-mail, and callback media types.
consultcountover	Long Integer	4	Same definition as <i>consultcountprim</i> , except this user is NOT a member of the primary group.
consultcountprim	Long Integer	4	The number of contacts for this contact type, during this reporting period, in which the user handled and consulted out (for a period of time that exceeds the Consult Hold Threshold time) at least once, for contacts offered; user is a member of the primary group. Applies to voice, e-mail, and callback media

Reporting tables in the OpenScape Contact Center database

consulttime	Long Integer	4	For voice and callback contacts, this is the total consult time for this user during this time period.
contacttype	Integer	2	Please refer to Reports Guide in the DVD
crsrollup	Small Integer	2	Rollup for CRS
departmentkey	Long Integer	4	Unique key identifying the department.
discardedcount	Long Integer	4	Specifies a number of routed e-mail contacts that were discarded by this user.
disconnectedcount	Long Integer	4	Number of contacts that this user terminated and completed by disconnecting the contact (e.g. did not transfer to another extension or re-queue the contact to another queue).
holdcountother	Long Integer	4	Number of times, in the selected reporting period, this user put callers on hold or deferred e-mails; contacts offered by a means other than the Routing server, such as consulted, transferred, or forwarded. Applies to voice, e-mail, and callback media types.
holdcountover	Long Integer	4	Same definition as <i>holdcountprim</i> , except this user was NOT a member of the primary group.
holdcountprim	Long Integer	4	Number of times, in the selected reporting period, this user put callers on hold or deferred e-mails while handling routed contacts; user was a member of the primary group. Applies to voice, e-mail, and callback media types.
holdtime	Long Integer	4	For voice and callback contacts, this is the total hold time for this user during this time period.
locationrollup	Small Integer	2	Rollup for location

Reporting tables in the OpenScape Contact Center database

locationtzooffset	Small Integer	2	Timezone indicator of the location.
maxactivecontacttime	Integer	4	The maximum time that a contact was active during the interval.
maxhandlingtime	Long Integer	4	The maximum amount of time the user spent handling a contact. NOTE: The handling time has to be based on the end of the contact and might be bigger than the selected interval; in case the user handles a contact during more than one period
maxringingcount	Long Integer	4	Specifies a number of routed voice and callback contacts routed to this user that have reached maximum ringing time (or pending time for callback).
numabandonedover	Long Integer	4	Same definition as <i>numabandonedprim</i> , except this user was NOT a member of the primary group.
numabandonedprim	Long Integer	4	Number of calls that were abandoned while ringing at the user's extension after being offered; user was a member of the primary group. Applies to voice only.
numhandledother	Long Integer	4	Number of contacts that were handled by the user after they were offered by a means other than the Routing server, such as consulted, transferred, or forwarded. Applies to voice, email, and callback media types.
numhandledover	Long Integer	4	Same definition as <i>numhandledprim</i> , except this user was NOT a member of the primary group.
numhandledprim	Long Integer	4	Number of contacts that were handled by this user after being offered the contact; user was a member of the primary group.

Reporting tables in the OpenScape Contact Center database

numinitiated	Long	4	Specifies a number of contacts that were initiated by this
numofferedother	Long Integer	4	Number of contacts that were offered to this user by a means other than the Routing server (such as consulted, transferred or forwarded).
numofferedover	Long Integer	4	Same definition as <i>numofferedprim</i> , except this user was NOT a member of the primary group.
numofferedprim	Long Integer	4	Number of routed contacts that were offered to this user; user was a member of the primary group.
numundelivered	Integer	4	The amount of assigned voice contacts that were unable to be delivered.
numunhandled	Long Integer	4	Number of routed contacts that were offered to this user and not handled for the selected reporting period. Applies to voice, e-mail, and callback media types.
pendingtime	Long Integer	4	The total amount of time this user spent in pending state.
period	Long Integer	4	Number of seconds in this period.
postprocessingtime	Integer	4	The total amount of time that the user spent in post-processing state. Only increments when contact is primary.
processingtime	Long Integer	4	The total amount of time this user spent processing callback contacts, e-mails, or web collaboration contacts.
recalledcount	Long Integer	4	Specifies a number of deferred and externally consulted e-mail contacts that were recalled from this
recordkey	Long Integer	4	u To make this record unique.
recordtimestamp	Date/Time	8	The standard date and time.
requeuedcount	Long Integer	4	Number of requeued contacts.

Reporting tables in the OpenScape Contact Center database

reservedcount	Long Integer	4	Specifies a number of contacts that were routed to this user as a result of reserve action. This statistical data will not include any reserve action generated by the HPPC Servers as a mean to move e-mails from one user to another (e.g. forward to user).
ringtime	Long Integer	4	Total ring time of primary voice calls for this user for this contact type during this period.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
siterollup	Small Integer	2	Rollup for site
sitetzoffset	Small Integer	2	Timezone indicator of site.
talktime	Long Integer	4	Total talk time for this user, for this contact type, for this time period. Applies to voice and callback only.
totalactivecontactstime	Integer	4	The total amount of all contacts' active time that are being handled by the user in the interval.
transfercount	Long Integer	4	Number of contacts that this user transferred out to another device (non-pilot number). Applies to voice, e-mail, and callback media types.

agentstatefifteen, agentstatedaily, agentstateweekly, agentstatemonthly

COLUMN NAME	TYPE	SIZE	DEFINITION
additionalworkcount	Integer	2	Number of work states that have work time for this interval but the work count was pegged in a previous
agentkey	Long Integer	4	The user key.
agentlocation	Integer	4	Location of agent.
agentsite	Long Integer	4	The site of the user.

Reporting tables in the OpenScape Contact Center database

awaycount	Long Integer	4	Number of times the user is in unavailable state. Renamed from unavailcount.
awaydur	Long Integer	4	Amount of time the user is in unavailable state. Renamed from unavaildur.
busunitkey	Integer	4	Unique key identifying the business unit.
busycount	Long Integer	4	Number of times the user is in work state. Renamed from workcount.
busydur	Long Integer	4	Amount of time the user is in work state. Renamed from workdur.
crstzoffset	Small Integer	2	Timezone of CRS
departmentkey	Long Integer	4	Department Key.
firstlogon	Date/ Time	8	First logon date and time for the period.
firstlogonmediatype	Integer	2	Media type for the first logon.
idlecount	Long Integer	4	Number of times the user is in available state. Renamed from availcount.
idledur	Long Integer	4	Amount of time the user is in available state. Renamed from availdur.
lastlogoff	Date/ Time	8	Last logoff date and time for the period.
lastlogoffmediatype	Integer	2	Media type for the last logoff.
locationrollup	Small Integer	2	Rollup of location
locationtzooffset	Small Integer	2	Timezone of location.
logontime	Long Integer	4	Number of elapsed seconds that the user is logged on during this period for one to many media.
maxactivecontactscountall media	Small Integer	2	The maximum number of active concurrent contacts the user handled during the interval.
maxactivecontactscountcallback	Small Integer	2	The maximum number of active concurrent callback contacts the user handled during the interval.

Reporting tables in the OpenScape Contact Center database

maxactivecontactscountemail	Small Integer	2	The maximum number of active concurrent email contacts the user handled during the interval.
maxactivecontactscountvoice	Small Integer	2	The maximum number of active concurrent voice contacts the user handled during the interval.
maxactivecontactscountwebcollab	Small Integer	2	The maximum number of active concurrent web collaboration contacts the user handled during the interval.
otherhandlingcount	Integer	4	Number of times the user is in and out of other handling state.
otherhandlingdur	Integer	4	Amount of time the user is in and out of other handling state.
period	Long Integer	4	Number of seconds in this period.
recordkey	Long Integer	4	To make this record unique.
recordtimestamp	Date/Time	8	The standard date and time.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
siterollup	Small Integer	2	Rollup for site
sitetzoffset	Small Integer	2	Timezone of site

agentstatereasonfifteenmin, agentstatereasondaily, agentstatereasonweekly, agentstatereasonmonthly

COLUMN NAME	TYPE	SIZE	DEFINITION
additionalroutingstatereasoncount	Integer	2	The value is 0 or 1. 0 = At the beginning of the reporting period, the user had NOT submitted this reason code. 1 = At the beginning of the reporting period, the user had submitted this reason code. Renamed from additionalreasoncount.

Reporting tables in the OpenScape Contact Center database

agentkey	Long Integer	4	The user key.
agentsite	Long Integer	4	The site of the user.
departmentkey	Long Integer	4	Department Key.
routingstatereasoncount	Long Integer	4	The number of times this user submitted this reason code when their state changed. Renamed from reasoncount.
routingstatereasonduration	Long Integer	4	The amount of time this user spent in this reason code. Renamed from reasonduration.
routingstatereasonkey	Long Integer	4	The walkaway key from the walkaway codes. (Work and Unavailable reason codes). Renamed from reasonkey.
recordkey	Long Integer	4	To make this record unique.
recordtime stamp	Date/Time	10	The standard date and time.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
busunitkey	Integer	4	Unique key identifying the business unit.
agentlocation	Integer	4	Location of agent.
locationtzooffset	Small Integer	2	Timezone of location.
sitetzooffset	Small Integer	2	Timezone of site.
crstzooffset	Small Integer	2	Timezone of CRS.
additionalpresencestatecount	Small Integer	2	0 - if the user was not in this presence state at the beginning of the interval 1 - if the user was in this presence state at the beginning of the interval.
presencestate	Small Integer	2	Presence state identifier.
presencestatecount	Integer	4	The number of times this presence state was selected.

Reporting tables in the OpenScape Contact Center database

Queue tables

presencestateduration	Integer	4	The duration of time agent is in the presence state.
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2.3 Queue tables

This section contains tables with statistics that track workload statistics by queue.

calltypefifteenmin, calltypedaily, calltypeweekly, calltypemonthly

COLUMN NAME	TYPE	SIZE	DEFINITION
abandoned1	Long Integer	4	The number of contacts that were abandoned in the 1st defined interval.
abandoned2	Long Integer	4	The number of contacts that were abandoned in the 2nd defined interval.
abandoned3	Long Integer	4	The number of contacts that were abandoned in the 3rd defined interval.
abandoned4	Long Integer	4	The number of contacts that were abandoned in the 4th defined interval.
abandoned5	Long Integer	4	The number of contacts that were abandoned in the 5th defined interval.
abnunderthreshold	Long Integer	4	The number of contacts that were abandoned within the service level interval.
additionalconsultoutcount	Long Integer	4	The number of e-mails that were consulted out in a previous interval and, at the beginning of the interval were not replied yet. For Example: If an e-mail is consulted out, the second (or more) time we will peg ConsultOutInProgress rather than ConsultOutCount, assuming that the second consult out happens in an interval different than the first consult out.
additionalcontactcount	Long Integer	4	The number of contacts that were associated with this queue in a previous interval and not yet completed at the beginning of the interval.

Reporting tables in the OpenScape Contact Center database

additionaldefercount	Long Integer	4	The number of emails that were deferred in a previous interval and, at the beginning of the interval are still in a deferred state. For Example: If an e-mail is deferred the second (or more) time DeferInProgress will be pegged rather than DeferCount, assuming that the second defer happens in an interval different than the first defer.
additionalhandledcount	Long Integer	4	Number of contacts that were being handled at the beginning of an interval.
additionalpostprocessingcount	Integer	4	The number of contacts the user was handling and were in post-processing state at the beginning of the interval.
ansunderthreshold	Long Integer	4	The number of contacts that were answered within the service level interval. NOTE: This field will be influenced by the "Include system suspended contacts" flag because answered under threshold is based on the wait time.
answered1	Long Integer	4	The number of contacts that were answered in the 1st defined interval.
answered2	Integer	4	2nd defined interval.
answered3	Long Integer	4	The number of contacts that were answered in the 3rd defined interval.
answered4	Long Integer	4	The number of contacts that were answered in the 4th defined interval.
answered5	Long Integer	4	The number of contacts that were answered in the 5th defined interval.
arrivalsite	Long Integer	4	Site where the contact arrived.
busunitkey	Integer	4	Unique key identifying the business unit.
calltypekey	Long Integer	4	Unique identifier for the queue.

Reporting tables in the OpenScape Contact Center database

consultoutcount	Long Integer	4	The number of e-mails that were consulted out of scope at least once.
crstzoffset	Small Integer	2	Timezone for CRS.
defercount	Long Integer	4	The number of e-mails that were deferred at least once.
maxabanwaittime	Long Integer	4	The maximum amount of time a caller, in the selected reporting period, had to wait in this queue for the selected reporting period before they abandoned the contact. NOTE: This field will be influenced by the "Include system suspended contacts" flag because max abandoned wait time is based on the contact's wait time.
maxanswaittime	Long Integer	4	The maximum amount of time a caller, in the selected reporting period, had to wait in this queue for the selected reporting period before the their contact was answered. NOTE: This field will be influenced by the "Include system suspended contacts" flag because max answered wait time is based on the contact's wait time.

Reporting tables in the OpenScape Contact Center database

maxcountoverflows	Long Integer	4	The maximum number of times a contact was overflowed in this queue during the selected period. For example, during a selected reporting period interval, 5 contacts received and associated with a specific Queue. The first contact was answered in the first step (overflowed zero time). The second and third contacts where answered in the second step (each overflowed once). The fourth and fifth contacts were answered in the third step (each overflowed twice). In this scenario, the Maximum Overflows is 2, the minimum is 0 and the average is 1.2 (5 overflowed count divided by 6 contacts).
maxcountwaiting	Long Integer	4	The maximum number of contacts that were waiting in the queue at one point during the selected reporting period
maxredirwaittime	Long Integer	4	The maximum amount of time a caller, in the selected reporting period, had to wait in this queue for the selected reporting period before the contact was redirected out of scope or to another site. NOTE: This field will be influenced by the "Include system suspended contacts" flag because max redirected wait time is based on the contact's wait time.
mincountoverflows	Long Integer	4	The maximum number of times contacts were overflowed in this queue in the selected period.
mincountwaiting	Long Integer	4	The average number of contacts that were waiting in the queue at one point during the selected reporting period

Reporting tables in the OpenScape Contact Center database

numabandoned	Long Integer	4	tim. The number of contacts that abandoned while in this queue or at user extension.
numansweredover	Long Integer	4	The number of contacts that were waiting in this queue and were answered by members of an overflow group of this queue.
numansweredprim	Long Integer	4	The number of contacts that were waiting in this queue and were answered by members of the primary group of this queue.
numoverflows	Long Integer	4	The total number of times overflow occurred in this queue for the selected reporting period.
numreceived	Long Integer	4	The total number of contacts that were queued.
numreceivednetin	Long Integer	4	The number of routed contacts that were received for this queue as a result of being networked out from
numreceivedreq	Long Integer	4	another sit. The number of contacts that were processed at least once at the same or another queue NOTE: The requeued received contacts are included in received contacts
numredirected netout	Long Integer	4	The number of contacts that were received for this queue and subsequently networked out to another site. NOTE: Does not include the number of contacts that were associated with this queue and were neither abandoned nor answered (numredirectedoutscope).

Reporting tables in the OpenScape Contact Center database

numredirectedouts cope <i>numredirected</i>	Long Integer	4	The number of contacts that were associated with this queue and were neither abandoned nor answered. NOTE: Does not include the number of contacts that were received for this queue and subsequently networked out to another site (numdirectednetout)
numtransferredout	Long Integer	4	The number of contacts associated with this queue, that were transferred out of scope after being handled by an
recordkey	Long Integer	4	To make this record unique.
recordtimestamp	Date/ Time	8	The standard date and time.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
siterollup	Small Integer	2	Rollup for site.
sitetzoffset	Small Integer	2	Timezone for site.
totabanwaittime	Long Integer	4	The amount of time the callers waited before they abandoned the contact. NOTE: This field will be influenced by the "Include Media suspended contacts". If the flag is on, the abandoned wait time counter has to be stopped when the contact is suspended and restarted when the contact is released.

Reporting tables in the OpenScape Contact Center database

totanswaittime	Long Integer	4	The amount of time the callers waited before they were answered. NOTE: This field will be influenced by the "Include Media suspended contacts". If the flag is on, the answered wait time counter has to be stopped when the contact is suspended and restarted when the contact is released.
totconsultouttime	Long Integer	4	The total amount of time contacts associated with this queue were waiting for a reply for externally consulted party.
totcontacttime	Long Integer	4	TheNOTE: totalThis amountstatistic of s time it applcabletook to for completee-mail c only. contacts associated with this queue. NOTE: This field will be influenced by the "Include system suspended contacts" flag. If the flag is off, when a contact is suspended (e-mail or callback only) the total contact time has to be stopped and when the contact is released the contact time has to be restarted.
totdefertime	Long Integer	4	The total amount of time contacts associated with this queue were deferred. NOTE: This statistic is applicable for e-mail contacts only.
totpostprocessingcontacttime	Integer	4	Total post processing time for contacts
totpostprocessingusertime	Integer	4	Total post processing time for users

Reporting tables in the OpenScape Contact Center database

totredirwaittime	Long Integer	4	Total wait time for contacts that were redirected out of scope or to another site. NOTE: This field will be influenced by the "Include Media suspended contacts". If the flag is on, the redirected wait time counter has to be stopped when the contact is suspended and restarted when the contact is released.
totwaittime	Long Integer	4	The total amount of time contacts waited in this queue until they were answered, abandoned, or redirected. NOTE: This field will be influenced by the "Include Media suspended contacts". If the flag is on, the total wait time counter has to be stopped when the contact is suspended and restarted when the contact is released.
usersinvolvedtime	Long Integer	4	Total amount of time all the users involved in the contact spend handling the contact. This timer is accumulative such that it will add the time all the agents involved in the contact spend handling the contact.
waitcountbegin	Long Integer	4	The number of contacts that were in this Queue at the beginning of this report interval (e.g. fifteen minute). These are the contacts there were received before the beginning of this interval and were not answered by a user at this point (beginning of interval). Contacts that are ringing at the user phone are considered to still be waiting in the queue.

Reporting tables in the OpenScape Contact Center database

Post Processing tables

waitcountend	Long Integer	4	The number of contacts that were in this Queue at the End of this report interval (e.g. fifteen minute). These are the contacts there were received before the ending of this interval and were not answered by a user at this point (end of interval). Contacts that are ringing at the user phone are considered to still be waiting in the queue.
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2.4 Post Processing tables

This section contains tables with post processing statistics. The following tables have been introduced in OpenScape Contact Center V8.

postprocessingreasons

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit.
description	Varchar	250	The description associated with the post processing reason
lockedby	Integer	4	Indicates who locked the data.
locktimestamp	Date/ Time	10	Time stamp of when data was locked.
reasoncodename	Varchar	16	Name of the reason code.
reasonkey	Serial	4	Unique key identifying the reason.
referencekey	Integer	4	Unique key identifying the reference.
sitekey	Integer	4	Unique key identifying the site.

userpostprocessingreason

COLUMN NAME	TYPE	SIZE	DEFINITION
agentkey	Integer	4	Unique key identifying the agent
agentlocation	Integer	4	Location of the agent
agentsite	Integer	4	Site of the agent
busunitkey	Integer	4	Unique key identifying the business unit.

Reporting tables in the OpenScape Contact Center database

called	Char	30	Name of the reason code.
departmentkey	Integer	4	Unique key identifying the department
duration	Integer	4	Length of time in the state
locationtzooffset	Small Integer	2	Timezone for location
reasonkey	Integer	4	Unique key identifying the reason.
requeuecount	Small Integer	2	-1 = default value (direct contact). Every time a contact is queued, the requeue count
sitetzooffset	Small Integer	2	is incremented by 1 Timezone of the site
stateend	Date/ Time	10	Timestamp for last agent state
statestart	Date/ Time	10	Timestamp for start of agent state.

userpostprocessingreasonfifteenmin

COLUMN NAME	TYPE	SIZE	DEFINITION
additionalreasoncount	Small Integer	2	The number of contacts this user was handling that were in the post processing reason state at the beginning of the interval for this post processing reason.
agentkey	integer	4	NEW Unique in key V8 identifying the agent
agentlocation	integer	4	Location of the agent
agentsite	integer	4	Site of the agent
busunitkey	integer	4	Unique key identifying the business unit.
crstzooffset	smallint	2	Timezone for CRS
departmentkey	integer	4	Unique key identifying the department
locationtzooffset	smallint	2	Timezone for location
reasoncount	integer	4	The number of times this user submitted this reason code when their state changed.
reasonduration	integer	4	The amount of time this user spent in this reason code.
reasonkey	integer	4	Unique key identifying the reason.

Reporting tables in the OpenScape Contact Center database

Group tables

recordkey	integer	4	Unique key identifying the record.
recordtimestamp	datetime	10	Timestamp for record
sitetzoffset	Small Integer	2	Timezone for the site.

userpostprocessingreasondaily / weekly / monthly

COLUMN NAME	TYPE	SIZE	DEFINITION
additionalreasoncount	smallint	2	The number of contacts this user was handling that were in the post processing reason state at the beginning of the interval for this post processing reason.
agentkey	integer	4	NEWUnique key 8 identifying the agent
agentlocation	integer	4	Location of the agent
agentsite	integer	4	Site of the agent
busunitkey	integer	4	Unique key identifying the business unit.
departmentkey	integer	4	Unique key identifying the department
locationrollup	smallint	2	Rollup of location
reasoncount	integer	4	The number of times this user submitted this reason code when their state changed.
reasonduration	integer	4	The amount of time this user spent in this reason code.
reasonkey	integer	4	Unique key identifying the reason.
recordkey	integer	4	Unique key identifying the record.
recordtimestamp	datetime	10	Timestamp for record
rollupdays	smallint	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
siterollup	smallint	2	Rollup for site.

2.5 Group tables

This section contains tables with statistics that track workload statistics by group.

groupfifteenmin, groupdaily, groupweekly, groupmonthly

Reporting tables in the OpenScape Contact Center database

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit.
crsrollup	Small Integer	2	Rollup for CRS.
groupkey	Long Integer	4	Group Key.
groupsite	Long Integer	4	Site.
numconsultover	Long Integer	4	Same definition as <i>numconsultprim</i> , except this answering member was NOT in the primary group.
numconsultprim	Long Integer	4	The number of contacts that were answered by a member of this group for the selected reporting period; this answering member was part of the primary group configured to handle the contact and was the first answering user and consulted out (for a period of time that exceeds the Consult Hold Threshold time) at least once during the handling of the contact. NOTE: This field is pegged regardless of which group been consulted (same group or other group this will still be pegged as consulted out). If the user consulted more than once during the life of the contact, this field will only be pegged once. NOTE: This statistic doesn't include E-mail or Web collaboration contacts.
numofferedover	Long Integer	4	Same definition as <i>numofferedprim</i> , except this group was NOT a primary group.
numofferedprim	Long Integer	4	The total number of contacts that were offered to a member of this group; this group was configured as a primary group.

Reporting tables in the OpenScape Contact Center database

numreceivedover	Long Integer	4	Same definition as <i>numreceivedprim</i> , except this group was NOT a primary group.
numreceivedprim	Long Integer	4	The total number of contacts that were Queued for this group for the selected reporting period; this group was configured as the primary group.
numrhoe	Long Integer	4	The number of contacts that were queued for this group for the selected reporting period where this group was configured as the Primary Group (first step in the Queue) to handle the contacts, but were offered to another group.
numtransferover	Long Integer	4	Same definition as <i>numtransferprim</i> , except this answering member was NOT in the primary group.
numtransferprim	Long Integer	4	The number of contacts that were answered by a member of this group for the selected reporting period; this answering member was a member of the primary group configured to handle the contact and was the first answering user and left the contact by transferring the contact out to another party. NOTE: This field is pegged regardless of which group the contact was transferred to (same group or other group this will still be pegged as transfer out).
period	Long Integer	4	Number of seconds in this period.
recordkey	Long Integer	4	To make this record unique.
recordtimestamp	Date / Time	8	The standard date and time.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.

Reporting tables in the OpenScape Contact Center database

routingtype	Long Integer	4	0 = voice, 2 = E-mail.
siterollup	Small Integer	2	Rollup for site
sitetzoffset	Small Integer	2	Timezone for site.
waitcountbegin	Long Integer	4	The number of contacts that were queued for this group and still waiting in the Queue at the beginning of this report interval (e.g. fifteen minute). These are the contacts there were received before the beginning of this interval and were not offered to any user at this point (beginning of interval) yet.
waitcountend	Long Integer	4	The numbers of contacts that were queued for this group and still waiting in this Queue at the end of this report interval (e.g. fifteen minute). These are the contacts there were received before the ending of this interval and were not offered to any user at this point (beginning of interval) yet.

groupstatefifteen, groupstatedaily, groupstateweekly, groupstatemonthly

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit
crsrollup	Small Integer	2	Rollup for CRS
groupkey	Long Integer	4	Group Key.
groupsite	Long Integer	4	Site.
maxcount logon	Long Integer	4	The Maximum number of users of this group that were logged on to a Media for the specific interval.
mincountlogon	Long Integer	4	The minimum number of users of this group that were logged on to a Media for the specific interval of the selected reporting period.

Reporting tables in the OpenScape Contact Center database

Destination tables

period	Long Integer	4	Number of seconds in this period.
recordkey	Long Integer	4	To make this record unique.
recordtime stamp	Date/ Time	8	The standard date and time.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
siterollup	Small Integer	2	Rollup for site
sitetzoffset	Small Integer	2	Timezone for site
totlogontime	Long Integer	4	The total number of seconds the users of this group were logged on to a Media for the specific interval for the selected reporting period. This is an elapsed time of logged on time if the same user is logged on to more than one media in the same time.

2.6 Destination tables

This section contains tables with statistics that summarize contact results for a particular destination.

dnisfifteenmin, dnisdaily, dnisweekly, dnismonthly

NOTICE: DNIS tables apply to all media types except Callback.

COLUMN NAME	TYPE	SIZE	DEFINITION
additionalcontactcount	Long Integer	4	Number of contacts associated with this destination in a previous interval but was not completed at the beginning of the reporting period.
additionalpostprocessingcount	integer	4	The number of contacts the user was handling and were in post-processing state at the beginning of the interval.
arrivalsite	Long Integer	4	The site key for this record.

Reporting tables in the OpenScape Contact Center database

autohandledcount	Long Integer	4	Number of e-mail contact messages that were replied to or discarded by the system directly without any user or manager involvement.
busunitkey	Integer	4	Unique key identifying the business unit.
disconnectedcount	Long Integer	4	The number of contacts associated with this destination for the selected reporting period where OpenScape Contact Center disconnects the caller as part of the configured Workflow (disconnect component).
handlecountbegin	Long Integer	4	The number of contacts associated with this destination that are being handled at the beginning of the reporting
inprogrestart	Long Integer	4	period. The number of contacts associated with this destination that were not handled by a user at the end of this reporting period.
inprogrestart	Long Integer	4	The number of contacts associated with this destination that were not handled by a user at the beginning of this reporting period.
numabandoned	Long Integer	4	The number of contacts associated with this destination that were abandoned in this period.
numanswered	Long Integer	4	The number of contacts associated with this destination that were answered in this period.
numreceived	Long Integer	4	The number of contacts associated with this destination. This includes the voice contacts that were received from another site (networked) at this destination.

Reporting tables in the OpenScape Contact Center database

numreceivednetin	Long Integer	4	The number of voice contacts that were received for this monitored destination as a result of being networked out from another site.
numredirectednetout	Long Integer	4	The number of contacts that were received for this destination and subsequently networked out to another site. NOTE: Does not include the number of contacts that were associated with this destination and were neither abandoned nor answered (numredirectedoutscope).
numredirectedoutscope numredirected	Long Integer	4	The number of contacts that were associated with this destination and were neither abandoned nor answered. NOTE: Does not include the number of contacts that were received for this destination and subsequently networked out to another site (numdirectednetout)
period	Long Integer	4	Number of seconds in this period.
recordtimestamp	Date/Time	8	The standard date and time.
requeuedcount	Long Integer	4	The number of contacts associated with this destination that were requeued.
resourcekey	Long Integer	4	The unique internal key that references this destination from the Resources table.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
siterollup	Small Integer	2	Rollup for site.
sitetzoffset	Small Integer	2	Timezone for site.

totalcontacttime	Long Integer	4	Total amount of time it took to complete contacts associated with this destination. Contact time starts when the contact arrives at the site and ends when the contact is completed.
totalwaittime	Long Integer	4	Total amount of time contacts associated with this destination waited before the contact was answered, abandoned, or redirected out of scope or to another site.
totpostprocessingtime	integer	4	Total post processing time.

2.7 Callback tables

This section contains tables with statistics that track scheduled callback activity.

callbackfifteenmin, callbackdaily, callbackweekly, callbackmonthly

NOTICE: For every unique callorigin and calltypekey statistic, all activities related to a specific callorigin and specific calltypekey are reported on in this table. For example: Two callback contacts originate from the Client Desktop and another originates from the IVR and all three are queued to the Sales Queue. Two records will be recorded in this table. One record tracks the activity associated with the Sales Queue and originated from the IVR (1 callback). The other record tracks the activity associated with the Sales Queue and originated from the Client Desktop (2 callback contacts).

COLUMN NAME	TYPE	SIZE	DEFINITION
additionalcallbackscout	Long Integer	4	Number of callback contacts that were associated with this calltypekey/callorigin and were created during a previous interval and are not yet completed.
additionalpostprocessingcount	Integer	4	The number of contacts the user was handling and were in post-processing state at the beginning of the interval.
arrivalsite	Long Integer	4	The site that is associated with this record.
busunitkey	Integer	4	Unique key identifying the business unit.

Reporting tables in the OpenScape Contact Center database

callorigin	Long Integer	4	The origin of the callback contact. Values: 1 = IVR, if the callback was created within the IVR. 2 = Client Desktop, if the user created the callback. 3 = Web, if the callback is a Web callback. 4 = Abandoned Contact, if OpenScape Contact Center created the callback because the contact abandoned in queue. 5 = Outbound, if the callback was created through importing callback contacts. 6 = SDK, if the callback was created through SDK. 7 = Flow, if the callback was created using a Create Callback component in a routing strategy or queue processing flow.
calltypekey	Long Integer	4	The Queue associated to these callback contacts.
crsrollup	Small Integer	2	Rollup for CRS.
numattempts	Long Integer	4	Number of callback attempts that were associated with this calltypekey/callorigin.
numattemptsmorethanonce	Long Integer	4	Number of callback attempts that were associated with this calltypekey/callorigin more than once.
numcallbacks	Long Integer	4	Number of callback contacts that were associated with this calltypekey/callorigin.
numcallbacksreq	Long Integer	4	Number of callback contacts that were associated with this calltypekey/callorigin and were queued.
numdeleted	Long Integer	4	Number of callback contacts that were deleted.
nummaxretry	Long Integer	4	Number of callback contacts that reached maximum retries count.

Reporting tables in the OpenScape Contact Center database

numrequeued	Long Integer	4	Number of callback contacts that were associated with this calltypekey/callorigin and were timed out.
numsched expired	Long Integer	4	Number of callback contacts where the callback schedule expired before a successful callback was made.
numsuccessful	Long Integer	4	Number of callback contacts that were successful.
numtimedout	Long Integer	4	Number of callback attempts that were associated with this calltypekey/callorigin that were timed out in queue.
numtries	Long Integer	4	Number of times the originated callback contacts were queued (associated with this calltypekey/callorigin). Callback try is the transaction of enqueueing a callback contact to the Routing Server, find an eligible user, and attempt to contact the customer back.
period	Long Integer	4	The number of seconds that it took to accumulate the data for this record.
recordkey	Long Integer	4	To make this record unique.
recordtimestamp	Date/ Time	8	The standard date and time.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
siterollup	Small Integer	2	Rollup for site.
sitetzoffset	Small Integer	2	Timezone for site.
totcontacttime	Long Integer	4	The total amount of time it took to complete callback contacts that were associated with this calltypekey/callorigin and Contact time starts from the time the first callback attempt is queued until the last attempt is disconnected and completed.

Reporting tables in the OpenScape Contact Center database

totpostprocessingtime	Integer	4	Total post processing time.
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qstatsfifteenmin

COLUMN NAME	TYPE	SIZE	DEFINITION
arrivalsite	Long Integer	4	The site key where the contact arrived.
avgcallsinqueue	Long Integer	4	Average number of calls in queue during this reporting period.
avglogonagents	Long Integer	4	The average number of agents logged on to this calltypekey within this reporting period.
busunitkey	Integer	4	Unique key identifying the business unit.
calltypekey	Long Integer	4	The key for the queue associated with this record.
crstzoffset	Small Integer	2	Timezone for CRS.
inqueueend	Long Integer	4	The number of contacts that were waiting in this queue at the end of this reporting period. This is inqueuestart of the next period.
inqueuestart	Long Integer	4	The number of contacts that were waiting in this queue at the beginning of this reporting period.
maxcallsinqueue	Long Integer	4	Maximum number of contacts in queue during this reporting period.
maxlogonagents	Long Integer	4	The maximum number of agents logged on to this calltypekey within this reporting period.
mincallsinqueue	Long Integer	4	The minimum number of contacts in queue during this reporting period.
minlogonagents	Long Integer	4	The minimumnumber of agents logged on calltypekey within this reporting period.
receivedover	Long Integer	4	This is a reserved value = 0

Reporting tables in the OpenScape Contact Center database

receivedprim	Long Integer	4	This is a reserved value = 0
recordtimestamp	Date/Time	8	The standard date and time.
routingtype	Integer	2	This is a reserved value = 0
sitetzoffset	Small Integer	2	Timezone for site.

trunkfifteenmin, trunkdaily, trunkweekly, trunkmonthly

COLUMN NAME	TYPE	SIZE	DEFINITION
arrivalsite	Long Integer	4	The site key where the contact arrived.
avgcallsinqueue	Long Integer	4	Average number of calls in queue during this reporting period.
avglogonagents	Long Integer	4	The average number of agents logged on to this calltypekey within this reporting period.
busunitkey	Integer	4	Unique key identifying the business unit.
calltypekey	Long Integer	4	The key for the queue associated with this record.
crstzoffset	Small Integer	2	Timezone for CRS.
inqueueend	Long Integer	4	The number of contacts that were waiting in this queue at the end of this reporting period. This is inqueuestart of the next period.
inqueuestart	Long Integer	4	The number of contacts that were waiting in this queue at the beginning of this reporting period.
maxcallsinqueue	Long Integer	4	Maximum number of contacts in queue during this reporting period.
maxlogonagents	Long Integer	4	The maximum number of agents logged on to this calltypekey within this reporting period.
mincallsinqueue	Long Integer	4	The minimum number of contacts in queue during this reporting period.

Reporting tables in the OpenScape Contact Center database

minlogonagents	Long Integer	4	The minimum number of agents logged on calltypekey within this reporting period.
receivedover	Long Integer	4	This is a reserved value = 0
receivedprim	Long Integer	4	This is a reserved value = 0
recordtimestamp	Date/ Time	8	The standard date and time.
routingtype	Integer	2	This is a reserved value = 0
sitetzoffset	Small Integer	2	Timezone for site.
arrivalsite	Long Integer	4	The site key for this record.
crstzoffset	Small Integer	2	Timezone for CRS.
period	Long Integer	4	The number of seconds that it took to accumulate the data for this record.
recordtime stamp	Date/ Time	8	The standard date and time.
resourcekey	Long Integer	4	The unique internal key that references this trunk group from the Resources table.
rollupdays	Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
siterollrup	Small Integer	2	Rollup for site.
sitetzoffset	Small Integer	2	Timezone for site.
tgagentout	Long Integer	4	The number of direct outgoing calls that were made by logged on ACD Agents.
tgatbtime	Long Integer	4	The number of seconds that all trunks in the trunk group were busy, unavailable, or out of service at the same time during this interval.

Reporting tables in the OpenScape Contact Center database

tgduragentout	Long Integer	4	The number of seconds that direct outgoing calls that were made by logged on ACD Agents occupied this trunk group in this interval. This is based on both the calls newly arrived in this interval and those calls that were in progress from another interval.
tgdurflexin	Long Integer	4	This is a reserved value = 0
tgdurownacdin	Long Integer	4	The number of seconds that incoming direct calls occupied this trunk group in this interval. This is based on both the calls newly arrived in this interval and those calls that were in progress from another interval.
tgdurothersout	Long Integer	4	The number of seconds that outgoing calls that were made by all other devices occupied this trunk group in this interval. This is based on both the calls newly arrived in this interval and those calls that were in progress from
tgdurrrout	Long Integer	4	The number of seconds that callback contacts occupied this trunk group in this interval. This is based on both the calls newly arrived in this interval and those calls that were in progress from another interval.
tgdureskillsin	Long Integer	4	The number of seconds that incoming routed calls occupied this trunk group in this interval. This is based on both the calls newly arrived in this interval and those calls that were in progress from another interval.
tgflexin	Long Integer	4	This is a reserved value = 0
tgipbagentout	Long Integer	4	The number of direct outgoing calls that were made by logged on ACD Agents that were still in progress at the beginning of the interval.

Reporting tables in the OpenScope Contact Center database

Web Collaboration/Chat tables

tgipbflexin	Long Integer	4	This is a reserved value = 0
tgipbnonacdin	Long Integer	4	The number of incoming direct calls that were still in progress at the beginning of the interval.
tgipbothersout	Long Integer	4	The number of direct outgoing calls that were made by all other devices that were still in progress at the beginning of the interval.
tgipbrout	Long Integer	4	The number of callback calls that were still in progress at the beginning of the interval.
tgipbskillsin	Long Integer	4	The number of incoming routed calls that were still in progress at the beginning of the interval.
tgnonacdin	Long Integer	4	The number of direct calls received.
tgnumatb	Long Integer	4	The number of times that all trunks in the trunk group were busy, unavailable, or out of service at the same time during this interval.
tgnumtrunks	Double	8	The number of trunks in this trunk group at the end of this time interval. This includes in-service trunks only. Out-of-service trunks will not be counted (it is possible to have 10.3 trunks in an interval).
tgothersout	Long Integer	4	The number of direct outgoing calls that were made by all other devices (By definition, these cannot be contact center calls).
tgrrout	Long Integer	4	The number of callback calls made.
tgskillsin	Long Integer	4	The number of incoming routed calls received.

2.8 Web Collaboration/Chat tables

This section contains tables for Web Chat transcripts.

wccontent

COLUMN NAME	TYPE	SIZE	DEFINITION
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Reporting tables in the OpenScape Contact Center database

Source and User Activity tables

Site	Integer	2	Site ID
Callid	Char	30	callid
Contentno	Small integer	2	Sequence number per callid
Content	Lvchar	32710	Transcript content line
Recordtimestamp	Datetime		Time stamp
Busunitkey	Integer	2	Business unit key

2.9 Source and User Activity tables

This section contains tables with statistics that track User and/or Source activity.

callrecord

COLUMN NAME	TYPE	SIZE	DEFINITION
answering agent	Integer	2	Sequence number of record in the agentrecord table at which the first user answered the contact.
arrivalsite	Long Integer	4	Unique identifier of the site where the contact arrived.
assignedagent	Integer	2	Sequence number of record in the agentrecord table at which the assigned user answered the contact.
busunitkey	Integer	4	Unique key identifying the business unit.
callend	Long Integer	4	Offset in seconds from callstart when the contact was media completed (or was requeued).
callid	Text	30	Unique identifier of the contact.
callstart	Date/ Time	8	Timestamp when the contact arrived in the system.
calltypekey	Long Integer	4	Queue key associated with this contact.
calltypestep num	Long Integer	4	Queue Step number when contact is assigned.
caption	Text	100	The caption of the contact.
contactcomplete	Integer	4	Offset in seconds from callstart when the contact was completed (or was requeued) including post-processing time.

Reporting tables in the OpenScape Contact Center database

contacttype	Integer	2	How the contact was completed. See Reporting Reference Guide for values.
crstzoffset	Small Integer	2	Timezone for CRS.
disconnect time	Date/ Time	8	The timestamp when the contact was completed.
intersitedest	Long Integer	4	Site key for the site where the contact was networked to. (applicable only to networking)
intersiteorigin	Long Integer	4	Site key for the site where the contact was networked from. (applicable only to networking)
intersitetype	Integer	2	InterSite type (applicable only to networking): 1 = Networked out (route to another site) 2 = Networked in (route from another site)
interswitchfail	Integer	2	Whether the contact failed to be networked to another site (applicable only to networking): 1 = failed
ivrend	Long Integer	4	Offset in seconds from contact start when the contact left the IVR.
ivrext	Text	20	IVR extension or port number.
ivrqueuestart	Long Integer	4	Offset in seconds from contact start when the contact was queued for the IVR.
ivrstart	Long Integer	4	Offset in seconds from contact start when the contact was answered by the IVR.
origdestination	Text	80	Voice: Original DNIS of the incoming contact. E-mail: OpenScape Contact Center e-mail destination address. Web collaboration: OpenScape Contact Center web collaboration URL address.

Reporting tables in the OpenScape Contact Center database

origin	Text	80	Voice: Automatic number identification of the incoming contact. May not be available in some areas. E-mail: The e-mail address of the customer. Web collaboration: The IP address of the customer.
priority	Integer	2	Priority number (from 0 to 100) when the contact was assigned.
qdnis	Text	20	Queued DNIS of the incoming contact.
queueend	Long Integer	4	Offset in seconds from callstart when the contact left the queue.
queuestart	Long Integer	4	Offset in seconds from callstart when the contact was queued for a user.
refcallid	Text	30	Reference to an originating callid. For example in the instance where a callback/ e-mail is created on the first contact.
requeuecount	Integer	2	-1 = default value (direct contact). Every time a contact is queued, the requeue count is incremented by 1.
reserved1	Long Integer	4	Reserved value.
route	Text	20	RCG that the contact was queued to.
sitetzoffset	Small Integer	2	Timezone for site.
termtype	Integer	2	How the contact was terminated. See Reporting Reference Guide for values.
trunk	Text	20	Trunk number associated with this contact.
trunkgroupid	Integer	2	The number of the trunk group associated with this contact.
uppercaseorigin	Variable Character	80	Uppercase version of the origin field.

Reporting tables in the OpenScape Contact Center database

waitresolution	Integer	2	Reason identifier for how a routed contact was resolved by the system. Values are: None = 0 Answered = 1 Abandoned = 2 Redirected = 3
waittime	Long Integer	4	The time in seconds that the routed contact waited prior to being resolved in the manner indicated by the waitresolution field.

agentrecord

COLUMN NAME	TYPE	SIZE	DEFINITION
agentkey	Long Integer	4	User Key value in the database.
agentlocation	Integer	4	Location of agent.
agentsite	Long Integer	4	The User site key.
busunitkey	Integer	4	Unique key identifying the business unit.
callid	Text	30	Unique identifier of the contact.
conferencequantity	Integer	2	Voice and Web collaboration: The number of conferences this user was involved in. E-mail: The number of times this user performed an email external consult.
consultholdquantity	Integer	2	The number of times the user consulted out for a period of time exceeding the consult threshold time while handling this contact.
contactstarttime	datetime	10	Start time of the contact.
contacttype	Integer	2	How the contact was completed. See Reporting Reference Guide for values.
department key	Long Integer	4	The Department Key.
disconnected	Integer	4	Record showing when agent disconnected from media.

Reporting tables in the OpenScape Contact Center database

firstconferstart	Long Integer	4	Voice and Web collaboration: Offset in seconds from RingStart when first conference starts. E-mail: Offset in seconds from RingStart when external consult starts.
firstconsult resume	Long Integer	4	Specifies an offset in seconds from RingStart when user resumes working on an e-mail that was first time consulted out.
firstconsult start	Long Integer	4	Specifies an offset when a user starts an External consult.
firsthold resume	Long Integer	4	Specifies an offset in seconds from RingStart when user resumes the e-mail that was first time deferred.
firstholdstart	Long Integer	4	Voice: Offset in seconds from RingStart when user puts the contact on hold. E-mail: First deferred time. Web collaboration: Not applicable.
holdquantity	Integer	2	Voice: The number of times a caller was put on hold. E-mail: The amount of time an e-mail was deferred (deferred count). Web collaboration: Not applicable.
jointype	Integer	2	How the contact was joined. See Reporting Reference Guide for values.
locationtzooffset	Small Integer	2	Timezone for location.
mediadisconnected	Long Integer	4	Offset in seconds from RingStart when user completed this contact. Renamed from segmented.
numpartiesin	Integer	2	Number of parties on the contact when this user joined.
processingstart	Long Integer	4	Specifies a time when the user accepted the callback as an offset from the ringstart (segment start).

Reporting tables in the OpenScape Contact Center database

requeuecount	Integer	2	-1 = default value (direct contact). Every time a contact is queued, the requeue count is incremented by 1.
ringstart	Date/Time	8	Timestamp when user becomes involved in contact.
sequencenumber	Integer	2	Starts from 1. Order in which the agents entered the contact, this value gets reset every time a contact gets requeued.
sitetzoffset	Small Integer	2	Timezone of site.
talkstart	Long Integer	4	Offset in seconds from RingStart when the user starts handling the contact.
termtype	Integer	2	How the contact was terminated. See Reporting Reference Guide for values.
totconferencetime	Long Integer	4	Voice and Web collaboration: The total amount of time this user spent in conference. E-mail: The total amount of time this user spent in email external consult.
totconsultholdtime	Long Integer	4	Voice: The total amount of time a user puts the caller on a consultation hold. E-mail: The total amount of logged on time an e-mail was deferred (total logon deferred time).
tothandlingtime	Integer	4	TotalWeb time collaboration: agent handled Not applicab media.
totholdtime	Long Integer	4	Voice: The total amount of time this user spent on hold E-mail: Total amount of time the e-mail was deferred. Web collaboration: Not applicable.
totpostprocessingtime	Integer	4	Total post processing time.

calldata

COLUMN NAME	TYPE	SIZE	DEFINITION
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Reporting tables in the OpenScape Contact Center database

callid	Text	30	Unique identifier of the contact.
contactstarttime	datetime	10	Start time of contact.
datakey	Text	32	The data key.
datavalue	Text	128	The data value.
requeuecount	Integer	2	-1 = default value (direct contact). Every time a contact is queued, the requeue count is incremented by 1.
sitekey	Long Integer	4	The unique site identifier where the contact arrived.

emailrecord

COLUMN NAME	TYPE	SIZE	DEFINITION
arrivalsite	Long Integer	4	The unique site identifier where the contact arrived.
busunitkey	Integer	4	Unique key identifying the business unit.
callid	Text	30	Unique identifier of the e-mail message.
contactstarttime	datetime	10	Start time of contact.
discardreasonkey	Long Integer	4	The discard reason template key. Refer to emdiscard reason table for values.
emailtermtype	Long Integer	4	The resolution string associated with the TermType.
requeuecount	Integer	2	The number of times that the e-mail message was forwarded to a different user.
subject	Text	80	Subject of the e-mail message.

callbackrecord

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit.
callid	Text	30	Unique contact identifier created by Callback server.

Reporting tables in the OpenScape Contact Center database

callorigin	Long Integer	4	The origin of the callback contact. Values: 1 = IVR, if the callback was created within the IVR. 2 = Client Desktop, if the user created the callback. 3 = Web, if the callback is a Web callback. 4 = Abandoned Contact, if OpenScape Contact Center created the callback because the contact abandoned in queue. 5 = Outbound, if the callback was created through importing callback contacts. 6 = SDK, if the callback was created through SDK. 7 = Flow, if the callback was created using a Create Callback component in a routing strategy or queue processing flow.
calltypekey	Long Integer	4	Queue key associated with this callback.
contactdata	Text	1000	The contact data text associated with the Callback.
contactname	Text	75	The name of the contact person to be contacted through the Callback.
creatorkey	Long Integer	4	The key for the user that created this callback. Applicable only for callback created by the Client
creatortime	Date/ Time	8	Time Desktop when the application. callback is created.
crstzoffset	Small Integer	2	Timezone for CRS.
description	Text	100	The description associated with the Callback contact.
finalagentkey	Long Integer	4	The last user that was involved in the callback attempt.
finalcallid	Text	30	The callid of the last callrecord generated for this callback.

Reporting tables in the OpenScape Contact Center database

finaldepart mentkey	Long Integer	4	Department key for the last user involved in the callback.
finalrequeuecount	Small Integer	2	The requeue count for the last callrecord generated for this callback.
finalresult	Long Integer	4	Result key. Refer to callbackresult table for values.
numattempts	Long Integer	4	The number of times this callback has been attempted.
numtries	Long Integer	4	The number of times this callback has been tried.
priority	Integer	2	The priority associated with the Callback contact.
reserveagent time	Long Integer	4	The total amount of time the contact was reserved for the user.
reservedagentkey	Long Integer	4	The key for the reserved user of the Callback.
sitekey	Long Integer	4	Unique site key.
sitetzoffset	Small Integer	2	Timezone for site.

callbackschedules

COLUMN NAME	TYPE	SIZE	DEFINITION
callbackcreatortime	Date / Time	10	Time of when the callback was created.
callid	Text	30	Callback contact's unique identifier.
contactname	Text	15	Callback contact's name.
phonenumber	Text	32	Contact phone number.
scheduleend time	Date/ Time	8	Timestamp when the callback schedule ends.
schedulestart time	Date/ Time	8	Timestamp when the callback schedule starts.
sitekey	Long Integer	4	Unique site key for the contact center.

attemptlog

COLUMN NAME	TYPE	SIZE	DEFINITION
agentkey	Long Integer	4	The User associated with this callback attempt.
attemptcallid	Text	18	Unique contact identifier generated by T-Server.

Reporting tables in the OpenScape Contact Center database

attemptresult	Long Integer	4	Result key from callbackresult table.
attempttime	Date/ Time	8	Timestamp when the callback attempt was made.
callbackcreatortime	Date/ Time	10	Time of when the callback was created.
callid	Text	30	Unique contact identifier created by the Callback Server.
department key	Long Integer	4	Department key for the user.
origdestination	Text	80	Customer's phone number.
retrydelay	Long Integer	4	Specified delay time before starting the next callback attempt.
sequence	Integer	2	The sequence of the callback attempts.
sitekey	Long Integer	4	Unique site key.
sitetzoffset	Small Integer	2	Timezone for site.

agentonoff

COLUMN NAME	TYPE	SIZE	DEFINITION
action	Integer	2	Indicating if it's a logon or logoff 1 = logon 2 = logoff
actiontime	Date/ Time	8	The timestamp when the logon/logoff action occurred.
agenttext	Text Long Integer	20 4	The voice extension of the user.
agentkey	Long Integer	4	The key for the logged/logged off user.
agentlocation	Integer	4	Location of agent.
agentsite	Long Integer	4	The site of the user.
busunitkey	Integer	4	Unique key identifying the business unit.
crstzoffset	Small Integer	2	Timezone for CRS.
department key	Long Integer	4	The key for the department the user belongs to.

Reporting tables in the OpenScape Contact Center database

locationtzooffset	Small Integer	2	Timezone for location.
mediatype	Integer	2	The type of media the user is logging on/logging off of. 1 = Voice 2= Callback 3 = E-mail 4 = Web collaboration
sitetzooffset	Small Integer	2	Timezone for site.

agentstatereason

COLUMN NAME	TYPE	SIZE	DEFINITION
agenttext	Text Long Integer	20 4	Extension of the user.
agentkey	Long Integer	4	The User who entered this reason.
agentlocation	Integer	4	Location of agent.
agentsite	Long Integer	4	Site of the user.
busunitkey	Integer	4	Unique key identifying the business unit.
crstzooffset	Small Integer	2	Timezone for CRS.
departmentkey	Long Integer	4	Department Key of the user.
duration	Long Integer	4	Length of time in the state.
locationtzooffset	Small Integer	2	Timezone for location.
sitetzooffset	Small Integer	2	Timezone for site.
state	Integer	2	Available=0, Unavailable=1, Work=2
stateend	Date/ Time	10	Timestamp for last agent state. VXML output. R3
statereasonkey	Long Integer	4	The walkaway key from walkawaycodes table.
statestart	Date/ Time	8	Timestamp when this state started.

wrapupreason

COLUMN NAME	TYPE	SIZE	DEFINITION
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Reporting tables in the OpenScape Contact Center database

Configuration tables

agentkey	Long Integer	4	The unique identifier of the User who created this record.
agentlocation	Integer	4	Location of agent.
busunitkey	Integer	4	Unique key identifying the business unit.
callid	Text	30	Unique identifier of the contact.
calltypekey	Long Integer	4	Queue key associated with this wrapup reason.
crstzoffset	Small Integer	2	Timezone for CRS.
departmentkey	Long Integer	4	Department key for the user.
keytype	Integer	2	This is a reserved value = 0
locationtzoffset	Small Integer	2	Timezone for location.
reasonkey	Long Integer	4	Wrapup reason value. Refer to wrapupreasons table for values. Renamed from wrapupreasonkey.
reasontimestamp	Date/ Time	8	Timestamp that the record was written. Renamed from wrtimestamp.
requeuecount	Integer	2	-1 = default value (direct contact). Every time a contact is queued, the requeue count is incremented by 1.
sitekey	Long Integer	4	The site key.
sitetzoffset	Small Integer	2	Timezone for site.

2.10 Configuration tables

This section contains tables with configuration information.

NOTICE:

In general, the Configuration Tables contain a large number of fields that are reserved for development purposes only. This section only contains column names and definitions for fields that can be used for custom reporting purposes.

Reporting tables in the OpenScape Contact Center database

Most of the fields in the following table are reserved for development purposes only. The following fields can be used for custom reporting purposes

calltypes

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	A unique key identifying the business unit
callername	VarChar	128	Name of the caller
callernumber	VarChar	128	Number of the caller
calltypekey	Long Integer	4	A unique key identifying the queue.
calltypename	Text	50 *	The name of the queue.
mediumtype	Integer	2	Specifies the media type for the queue. The supported values are: 1 - Voice, 2- Callback, 3 - E-mail, 4 - Web collaboration.
networkflowsitekey	Integer	4	A unique key identifying the network flow.
sitekey	Long Integer	4	A unique key identifying the site.
treatmentflowsitekey	Integer	4	Auxiliary field of calltypes table was introduced to maintain the referential integrity of administration data. It's used in conjunction with treatmentflowkey.

resources

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	A unique key identifying the business unit.
resourcekey	Serial	4	Unique key identifying the resource
resourcename	Text	80	The name of the switch resource.
resourcenum	Text	80	The switch resource number.

* For OpenScape Contact Center V10R3 and lower, the size of the *calltypename* field is 32.

Reporting tables in the OpenScape Contact Center database

resourcetype	Integer	2	Type of switch resources used for custom reporting: 14 = Trunk Group 15 = Voice Source 16 = E-mail Source 17 = Web Collaboration Source 18 = Voice Monitored Destination 20 = E-mail Monitored Destination 21 = Web Collaboration Monitored Destination
sitekey	Integer	4	The sitekey of the site to which the switch resource belongs.

teams

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	A unique key identifying the business unit.
sitekey	Long Integer	4	A unique key identifying the department's site.
teamkey	Long Integer	4	A unique key identifying the department.
teamname	Text	16	The name of the department, as provided in the Administrator application.

users

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	A unique key identifying the business unit.
emailsilentmonitorsitekey	Integer	4	Unique key identifying the silent monitor switchfor email.
locationkey	Integer	4	A unique key identifying the location.
locationsitekey	Integer	4	A unique key identifying the location site.
monitorflows	Small integer	4	
monitorcdcomponents	Small integer	4	

Reporting tables in the OpenScape Contact Center database

relayserverkey	Integer	4	Used for the association of user with certain Real-Time server (Main or Aux).
sapextension	Integer	4	The unique internal key that references this sap extension from the Resources table
sapsitekey	Integer	4	Unique key identifying the SAP site.
sitekey	Long Integer	4	Unique site key.
teamkey	Long Integer	4	The identity of the team which this user belongs to. Reference to teams table.
teamsitekey	Integer	4	A unique key identifying a user's team.
tickertapesitekey	Integer	4	A unique key identifying the ticker tape for the site.
userfirstname	Text	30	The user's first name.
userid	Text	8	The unique identifier of the user.
userkey	Long Integer	4	A unique key identifying a user's record in the database.
userlastname	Text	35	The user's last name.
usermidinitial	Text	5	The user's middle name or initial.
username	Text	35	User's login name.

virtualgroups

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	A unique key identifying the business unit.
refvgkey	Integer	4	Determines which virtual group the stat is reporting on. This statistic is used for Group-based routing.
sitekey	Long Integer	4	A unique key identifying the HPPC site, reference to sites table.
virtualgroupkey	Long Integer	4	A unique key identifying the contact requirements.
virtualgroupname	Text	32	The name of the contact requirements.

walkawaycodes

COLUMN NAME	TYPE	SIZE	DEFINITION
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Reporting tables in the OpenScape Contact Center database

busunitkey	Integer	4	A unique key identifying the business unit.
sitekey	Long Integer	4	The sitekey of the site, which matches the key defined in the Sites table.
walkawaycodename	Text	16	The name of the unavailable reason.
walkawaykey	Long Integer	4	A unique key identifying the unavailable reason.
walkawaytype	Integer	2	ACD state for corresponding reason: Unavailable Work

aggregates

COLUMN NAME	TYPE	SIZE	DEFINITION
aggregatename	Text	32	Visual name corresponding to the aggregate.
aggregatekey	Long Integer	4	Unique key identifying each aggregate.
busunitkey	Integer	4	Unique key identifying the business unit.
mediatype	Integer	2	Specifies the media type for the aggregate. The supported values are: 1 - Voice, 2- Callback, 3 - E-mail, 4 - Web collaboration.
sitekey	Long Integer	4	Unique site key for the contact center.

callbackresult

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit.
resultkey	Long Integer	4	Unique key identifying each callback result.
resultname	Text	16	Visual name corresponding to the callback result.
resulttype	Integer	2	Indicates the type of callback result: 0 = success 1 = retry 2 = deleted
sitekey	Long Integer	4	Unique site key for the contact center.

emdiscardreasons

Reporting tables in the OpenScape Contact Center database

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit.
name	Text	32	Name for this reason.
reasonkey	Long Integer	4	Key for the reason.
sitekey	Long Integer	4	Unique site key for the contact center.

sites

COLUMN NAME	TYPE	SIZE	DEFINITION
sitekey	Long Integer	4	A unique key identifying the site.
site_name	Text	16	The name of the site.

wrapupreasons

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit.
reasonkey	Long Integer	4	A unique key identifying the wrap-up reason. Renamed from wrapupreasonkey.
reasontimestamp	Date / Time	10	Time stamp of wrap-up reason. Renamed from wrtimestamp.
sitekey	Long Integer	4	A unique key identifying the wrap-up reason's site.
wrapupreasonname	Text	16	The name of the wrap-up reason, as provided in the Administrator application.

wrapupreasondaily / monthly

COLUMN NAME	TYPE	SIZE	DEFINITION
agentkey	Integer	4	The unique identifier of the user who created the record
agentlocation	Integer	4	Location of agent
agentsite	Integer	4	Site of agent
busunitkey	Integer	4	Unique key identifying the business unit
calltypekey	Integer	4	Unique key identifying the call type.
departmentkey	Integer	4	Unique key identifying the department

Reporting tables in the OpenScape Contact Center database

locationrollup	Small Integer	2	Rollup for location
period	Integer	4	Total length (in seconds) of the reporting period
reasoncount	Integer	4	The number of times this user submitted this reason code when their state changed.
reasonkey	Integer	4	Unique key identifying the wrap up reason Renamed from wrapupreasonkey.
recordkey	Integer	4	Unique key identifying the record
recordtimestamp	Date/Time	10	Timestamp of the record
siterollup	Small Integer	2	Rollup for site

wrapupreasonweekly

COLUMN NAME	TYPE	SIZE	DEFINITION
agentkey	Integer	4	The unique identifier of the user who created the record
agentlocation	Integer	4	Location of agent
agentsite	Integer	4	Site of agent
busunitkey	Integer	4	Unique key identifying the business unit
calltypekey	Integer	4	Unique key identifying the call type.
departmentkey	Integer	4	Unique key identifying the department
locationrollup	Small Integer	2	Rollup for location
period	Integer	4	Total length (in seconds) of the reporting period
reasoncount	Integer	4	The number of times this user submitted this reason code when their state changed.
reasonkey	Integer	4	Unique key identifying the wrap up reason. Renamed from wrapupreasonkey.
recordkey	Integer	4	Unique key identifying the record
recordtimestamp	Date/Time	10	Timestamp of the record
rollupdays	Small Integer	2	Number of days in weekly rollup

Reporting tables in the OpenScape Contact Center database

siterollup	Small Integer	2	Rollup for site
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wrapupreasonfifteen

COLUMN NAME	TYPE	SIZE	DEFINITION
agentlocation	Integer	4	Location of agent
agentsite	Integer	4	Site of agent
busunitkey	Integer	4	Unique key identifying the business unit
calltypekey	Integer	4	Unique key identifying the call type.
departmentkey	Integer	4	Unique key identifying the department
locationtzooffset	Small Integer	2	Timezone for location
period	Integer	4	Total length (in seconds) of the reporting period
reasoncount	Integer	4	The number of times this user submitted this reason code when their state changed.
reasonkey	Integer	4	Unique key identifying the wrap up reason. Renamed from wrapupreasonkey.
recordkey	Integer	4	Unique key identifying the record
recordtimestamp	Date / Time	10	Timestamp of the record
sitetzooffset	Small Integer	2	Timezone for site

calltypewrapups

COLUMN NAME	TYPE	SIZE	DEFINITION
calltypekey	Long Integer	4	A unique key identifying the queue.
sitekey	Long Integer	4	A unique key identifying the wrap-up reason-queue association's site.
wrapupreasonkey	Long Integer	4	A unique key identifying the wrap-up reason.

businessunitparameters

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit

Reporting tables in the OpenScape Contact Center database

parmkey	Integer	4	Unique key identifying the parameter
parmname	varchar	50	The parameter name
parmvalue	varchar	255	The parameter value
sitekey	Integer	4	Unique key identifying the site

businessunits

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Serial	4	Unique key identifying the business unit
busunitname	Varchar	32	Name of business unit
contactname	Varchar	80	Name of contact person in the business unit
contactphone	Varchar	32	Phone number of the contact person in the business unit
crsbusunitkey	Integer	4	Unique key identifying the CRS in the business unit
crssitekey	Integer	4	Unique key identifying the site for CRS
description	Varchar	250	The description associated with the business unit
lockedby	Integer	4	Indicates who locked the data
locktimestamp	Date/Time	10	Time stamp of when the data was locked
sitekey	Integer	4	Unique key identifying the site

dmdatacategories

COLUMN NAME	TYPE	SIZE	DEFINITION
datacategoryid	Small Integer	2	Identity of the data category
lockedby	Integer	4	Indicates who locked the data
lockedtimestamp	Date/Time	10	Time stamp of when the data was locked
minimumretentionvalue	Integer	4	Minimum retention value
oldestdate	Date/Time	10	Time stamp for the oldest date
retentionvalue	Integer	4	Retention value
sitekey	Integer	4	Unique key identifying the site

dmdatacategorytables

COLUMN NAME	TYPE	SIZE	DEFINITION
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Reporting tables in the OpenScape Contact Center database

datacategoryid	Small Integer	2	Identity of the data category
defaultperagentestimateforchangeinterval	Large Integer	8	Default estimation size per agent per change interval
harole	Small Integer	2	Local servers HA role 0 is primary 1 is secondary 99
latestimateforchangeinterval	Large Integer	8	Estimation size for one change interval
periodfordefaultestimate	Integer	4	Number of change intervals to sue default estimations
sitekey	Integer	4	Unique key identifying the site
tableid	Small Integer	2	Identification of table

dmdatalocations

COLUMN NAME	TYPE	SIZE	DEFINITION
datalocationkey	Serial	4	Unique key identifying the data location
isfull	Small Integer	2	Indicator for whether or not the data location is full
isused	Small Integer	2	Indicator whether or not the data location is being used
lastused	Date/ Time	10	Time stamp of when the data location was last used
lockedby	Integer	4	Indicates who locked the data
locktimestamp	Date/ Time	10	Time stamp of when the data was locked
sitekey	Integer	4	Unique key identifying the site
path	Varchar	255	Location of database chunks

dmspacereservations

COLUMN NAME	TYPE	SIZE	DEFINITION
dbspaceid	Integer	4	Identifier of DBSpace of Informix Dynamic Server
requestid	Serial	4	Identification of the request
requesttimestamp	Date/ Time	10	Time stamp of request
reservationsize	Large Integer	8	DBSpace size reserved by ReserveDBSpace RPC

dmtablestatistics

COLUMN NAME	TYPE	SIZE	DEFINITION
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Reporting tables in the OpenScape Contact Center database

currentsize	Large Integer	8	Table size for corresponding time stamp
generatedon	Date/ Time	10	Time stamp of generated date
harole	Small Integer	2	Local servers HA role 0 is primary 1 is secondary 99 is neutral
sitekey	Integer	4	Unique key identifying the site
sizechange	Large Integer	8	The change in size for corresponding table since the last calculation
statistickey	Serial	4	Unique key identifying the statistic
tableid	Small Integer	2	Identification of table

locations

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit
contactname	Varchar	80	Name of contact
description	Varchar	255	The description associated with the location
locationkey	Serial	4	Unique key identifying the location
lockedby	Integer	4	Indicates who locked the data
locktimestamp	Date/ Time	10	Time stamp of when it was locked
name	Varchar	80	Name of location
phonenummer	Varchar	32	Phone number of location
sitekey	Integer	4	Unique key identifying the site
timezoneid	Varchar	80	Timezone ID for the site

monitoredresources

COLUMN NAME	TYPE	SIZE	DEFINITION
busunitkey	Integer	4	Unique key identifying the business unit
lockedby	Integer	4	Indicates who locked the data
locktimestamp	Date / Time	10	Time stamp of when the data was locked
resourcedescription	Varchar	250	Description of the resource

Reporting tables in the OpenScape Contact Center database

resourcekey	Serial	4	Unique key identifying the resource
resourcename	Varchar	80	Name of the resource
resourcenum	Varchar	80	Number of the resource
resourceproperty	Varchar	32	Property of the resource
resourcetype	Small Integer	2	Type of resource
sitekey	Integer	4	Unique key identifying the site

rptjoboutputmodesettings, rptoutputmodesettings

COLUMN NAME	TYPE	SIZE	DEFINITION
reportkey	Integer	4	Unique key identifying the report
rptdesttype	Small Integer	2	Destination type for report
rptfileformat	Small Integer	2	File format of report
rptfittopage	Small Integer	2	Indicates whether or not report is to fit in one page
rptincludefooter	Small Integer	2	Indicates whether or not the report has a footer
rptincludeheader	Small Integer	2	Indicates whether or not the report has a header
rptoutputfilename	Varchar	255	Output file name of the report
rptpageorientation	Integer	4	Indicates whether the report page is landscape or portrait
rpttabcellcolors	Small Integer	2	Cell color of report
rpttabborderstyle	Integer	4	Border style of report
sitekey	Integer	4	Unique key identifying the site

scentityaccesscontrols

COLUMN NAME	TYPE	SIZE	DEFINITION
entityackkey	Serial	4	Auxiliary field for unique identification of each record of scentityaccesscontrols table
entitykey	Integer	4	Unique key identifying the entity
entitytype	Small Integer	2	Type of entity
lockedby	Integer	4	Indicates who locked the data
locktimestamp	Date/ Time	10	Time stamp of when it was locked

Reporting tables in the OpenScape Contact Center database

Call Director Component Tables

sitekey	Integer	4	Unique key identifying the site
userkey	Integer	4	Unique key identifying the user

scsecuritypolicyids

COLUMN NAME	TYPE	SIZE	DEFINITION
accesslevel	Small Integer	2	The field value indicates the level where certain policy will be applied: 1 - within non-multitenant system; 2 - within multitenant system (system level); 3 - within multitenant system (business unit level).
maxpermissionlevel	Small Integer	2	Maximum permission level of security
policyid	Integer	4	Identification of the policy
policykey	Serial	4	Unique key identifying the policy
policytype	Small Integer	2	Type of policy
sitekey	Integer	4	Unique key identifying the site

2.11 Call Director Component Tables

This section contains tables with call director component information.

cdcomponentdaily, cdcomponentfifteenmin, cdcomponentfifteenmin1, cdcomponentfifteenmin2, cdcomponentweekly, cdcomponentmonthly

COLUMN NAME	TYPE	SIZE	DEFINITION
abandonedcount	Integer	4	Number of times customer abandoned while executing this component
busunitkey	Integer	4	Unique key identifying the business unit
crstzoffset	Integer	4	Timezone of CRS – only for cdcomponentfifteenmin1, cdcomponentfifteenmin2
errorexitcount	Integer	4	Number of times the component was exited due to an error. This includes errors regardless if “Exit on Error” is selected

Reporting tables in the OpenScape Contact Center database

menuexitkey_0count	Integer	4	Number of times key 0 was pressed to exit the Menu component
menuexitkey_1count	Integer	4	Number of times key 1 was pressed to exit the Menu component
menuexitkey_2count	Integer	4	Number of times key 2 was pressed to exit the Menu component
menuexitkey_3count	Integer	4	Number of times key 3 was pressed to exit the Menu component
menuexitkey_4count	Integer	4	Number of times key 4 was pressed to exit the Menu component
menuexitkey_5count	Integer	4	Number of times key 5 was pressed to exit the Menu component
menuexitkey_6count	Integer	4	Number of times key 6 was pressed to exit the Menu component
menuexitkey_7count	Integer	4	Number of times key 7 was pressed to exit the Menu component
menuexitkey_8count	Integer	4	Number of times key 8 was pressed to exit the Menu component
menuexitkey_9count	Integer	4	Number of times key 9 was pressed to exit the Menu component
menuexitkey_poundcount	Integer	4	Number of times key # was pressed to exit the Menu component
menuexitkey_starcount	Integer	4	Number of times key *1 was pressed to exit the Menu component
fastpathexitcount	Integer	4	Number of times the component exited when the customer chose to "fast path" by pressing a key while a message is being played. Fast path exit due to navigation keys are not counted under this statistic
helpcount	Integer	4	Number of time the Help key was pressed during the execution of the component, not necessarily to exit the component

Reporting tables in the OpenScape Contact Center database

inprogressend	Integer	4	Number of instances of the component that were executing at the end of the interval
inprogressstart	Integer	4	Number of instances of the component that were executing at the beginning of the interval
invokedcount	Integer	4	Number of times this component was invoked
navigationexitcount	Integer	4	Number of times a contact exited this component using the navigation keys (normal or fast path)
nodekey	Integer	4	
noentryexitcount	Integer	4	Number of times the component was exited due to no customer input and the "exit on no input" option is selected
normalexitcount	Integer	4	Number of times the component was exited normally - i.e. not due to "fast path". Normal exit due to navigation keys are not counted under this statistic
operatorcount	Integer	4	Number of time the operator key was pressed during the execution of the component, not necessarily to exit the component
previousstepcount	Integer	4	Number of time the Previous Step key was pressed during the execution of the component, not necessarily to exit the component
recordkey	Integer	4	
recordtimestamp	Date/Time	10	year to fraction(3)
repeatcount	Integer	4	Number of time the Operator key was pressed during the execution of the component, not necessarily to exit the component
rollupdays	Small Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.

Reporting tables in the OpenScape Contact Center database

rootstepcount	Integer	4	Number of time the Root Step key was pressed during the execution of the component, not necessarily to exit the component
sitekey	Integer	4	Unique key identifying the site.
siterollup	Small Integer	2	Rollup for site
totaltime	Integer	4	The total amount of time spent executing the component. The time counting starts when component invoked and ends when it is abandoned or one of the exits occur

workflowdaily, workflowfifteenmin, workflowfifteenmin1, workflowfifteenmin2, workflowmonthly, workflowweekly

COLUMN NAME	TYPE	SIZE	DEFINITION
abandonedcount	Integer	4	Number of contacts that were abandoned while in workflow
answeredcount	Integer	4	Number of contacts that were answered
autorespondedcount	Integer	4	Number of emails that were auto-responded to
busunitkey	Integer	4	
crstzoffset	Integer	4	Timezone of CRS – only for workflowfifteenmin1, workflowfifteenmin2
enqueuedcount	Integer	4	Number of contacts that were enqueued using Enqueue, DestinationTable, Transfer to operator, and enqueue to error queue. When a contact is enqueued to error queue both EnqueueCount and EnqueuedToErrorQCount will be counted.
enqueuedtoerrorqcount	Integer	4	Number of contacts that enqueued to error queue due to an error. This is a subset of EnqueueCount
flowkey	Integer	4	
inprogressend	Integer	4	Number of contacts in progress at the end of the interval

Reporting tables in the OpenScape Contact Center database

inprogressstart	Integer	4	Number of contacts in progress at the start of the interval
linkedoutcount	Integer	4	Number of contacts linked to another RS using "Link to Routing Strategy" component
receivedcount	Integer	4	Number of contacts that invoked the workflow
recordkey	Integer	4	
recordtimestamp	Date / Time	10	
rollupdays	Small Integer	2	Applies to weekly record only. The number of days that are rolled up into the weekly record.
sitekey	Integer	4	Unique key identifying the site.
siterollup	Small Integer	2	Rollup for site
systemdisconnect edcount	Integer	4	Number of contacts disconnected using Disconnect or Discard component
totaltime	Integer	4	Total amount of time that contacts spent in the workflow
transferredcount	Integer	4	Number of contacts transferred out of workflow via a Transfer component
transferredtoivrcount	Integer	4	Number of contacts transferred out of workflow via a Transfer to IVR component

cddestinationtable

COLUMN NAME	TYPE	SIZE	DEFINITION
destination	Varchar	80	Specifies the dialed number.
destinationkey	Serial	4	
lockedby	Integer	4	
locktimestamp	Date/ Time	10	year to fraction (3)
sitekey	Integer	4	

Reporting tables in the OpenScape Contact Center database

sortindex	Varchar	125	Used to determine the ordering of the destination entries. This column will be populated by the Administration Server and will not be updated by the end user directly. The logic to calculate the sortIndex will be similar to the one used to calculate the sortIndex in the destination table workflow component for voice (i.e. to generate sortIndex for the wfDestTableItems table).
useothervprforqp	Small Integer	2	Specifies whether the OSCC system will try to use ports from another voice processor region if no idle queue processing ports are found from the preferred voice processor region. This column can take one of the following values: 0 – Do not use ports from other voice processor regions 1 – Will use ports from other voice processor regions if there are no idle queue processing ports from the preferred voice processor region. The default value for this column is 0.

Reporting tables in the OpenScape Contact Center database

useothervprforrs	Small Integer	2	Specifies whether the OSCC system will try to use ports from another voice processor region if no idle routing strategy ports are found from the preferred voice processor region. This column can take one of the following values: 0 – Do not use ports from other voice processor regions 1 – Will use ports from other voice processor regions if there are no idle routing strategy ports from the preferred voice processor region. The default value for this column is 0.
vprkey	Integer	4	

cdvpreions

COLUMN NAME	TYPE	SIZE	DEFINITION
name	varchar	80	Specifies the voice processor region name.
vprkey	serial	4	Identifies the voice processor region key. It is an auto-assigned key.
lockedby	integer	4	
locktimestamp	datetime	10	year to fraction(3)
sitekey	integer	4	
description	varchar	255	Description for the voice processor region.

cdxmuparms

COLUMN NAME	TYPE	SIZE	DEFINITION
vprkey	integer	4	Indicates the voice processor region which a voice processor is associated with.
xmuhookflashtime	integer	4	Specifies the hook flash transfer time in milliseconds for a XMU+/SBX voice processor. it is not applicable to a CDSS voice processor

xmuwavfilememorysize	integer	4	Specifies the amount of time in seconds that the XMU+/SBX voice processors set aside from its system memory pool for a logically separate CTI wave file memory pool. this column is not applicable for a CDSS voice processor
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2.12 Routing Flow Component Tables

This section contains tables with routing flow component information pertaining to error handling.

wferrordecisionitems

COLUMN NAME	TYPE	SIZE	DEFINITION
errorcode	Char	16	
errortype	Small Integer	2	Option indicating the type of the error. There will be two possible values – Internal – 0, External - 1
exitkey	Integer	2	Indicate the exit point associated with the error code
itemkey	Integer	4	Auto generated unique key identifier
nodekey	Integer	4	
sitekey	Integer	4	

wferrordecisionnodes

COLUMN NAME	TYPE	SIZE	DEFINITION
componenttype	Small Integer	2	Option indicating which component the error codes apply to. There are two possible values - Custom Function – 0, Database Function – 1
errorlogoption	Small Integer	2	Option indicating error logging option. There will be three possible values – No logging – 0, only for Default exit point – 1, All exit points – 2
nodekey	Integer	4	
sitekey	Integer	4	

