

Oracle® eMail Center Technical Reference Manual

RELEASE 11*i*

April 2000



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Introduction

The *Oracle eMail Center Technical Reference Manual* provides the information you need to understand the underlying structure of Oracle eMail Center. After reading this manual, you should be able to convert your existing applications data, integrate your existing applications with Oracle eMail Center, and write custom reports for Oracle eMail Center, as well as read data that you need to perform other tasks.

This chapter introduces you to the *Oracle eMail Center Technical Reference Manual*, and explains how to use it.

Introduction

At Oracle, we design and build applications using Oracle Designer, our systems design technology that provides a complete environment to support developers through all stages of a systems life cycle. Because we use a repository-based design toolset, all the information regarding the underlying structure and processing of our applications is available to us online. Using Oracle Designer, we can present this information to you in the form of a technical reference manual.

This *Oracle eMail Center Technical Reference Manual* contains detailed, up-to-date information about the underlying structure of Oracle eMail Center. As we design and build new releases of Oracle eMail Center, we update our Oracle Designer repository to reflect our enhancements. As a result, we can always provide you with an *Oracle eMail Center Technical Reference Manual* that contains the latest technical information as of the publication date. Note that after the publication date we may have added new indexes to Oracle eMail Center to improve performance.

About this Manual

This manual describes the Oracle Customer Relationship Management (CRM) Applications Release 11i data model, as used by Oracle eMail Center; it discusses the database we include with a fresh install of Oracle CRM Release 11i. If you have not yet upgraded to Release 11i, your database may differ from the database we document in this book.

You can contact your Oracle representative to confirm that you have the latest technical information for Oracle eMail Center. You can also use Oracle*MetaLink* which is accessible through Oracle's Support Web Center (http://www.oracle.com/support/elec_sup).

Finding the Latest Information

The *Oracle eMail Center Technical Reference Manual* contains the latest information as of the publication date. For the latest information we encourage you to use Oracle*MetaLink* which is accessible through Oracle's Support Web Center (http://www.oracle.com/support/elec_sup).

Audience

The *Oracle eMail Center Technical Reference Manual* provides useful guidance and assistance to:

- Technical End Users
- Consultants
- Systems Analysts
- System Administrators
- Other MIS professionals

This manual assumes that you have a basic understanding of structured analysis and design, and of relational databases. It also assumes that you are familiar with Oracle Application Object Library and Oracle eMail Center. If you are not familiar with the above products, we suggest that you attend one or more of the training classes available through Oracle Education (see: Other Information Sources: page 1 – 7).

How This Manual is Organized

This manual contains two major sections, High-Level Design and Detailed Design.

High-Level Design

This section, Chapter 2, contains database diagrams and lists each database table and view that Oracle eMail Center uses. This chapter also has a list of modules.

Detailed Design

This section, Chapter 3, contains a detailed description of the Oracle eMail Center database design, including information about each database table and view you might need for your custom reporting or other data requirements.

How to Use This Manual

The *Oracle eMail Center Technical Reference Manual* is a single, centralized source for all the information you need to know about the underlying structure and processing of Oracle eMail Center. For example, you can use this manual when you need to:

- Convert existing application data
- Integrate your Oracle eMail Center application with your other applications systems
- Write custom reports
- Define alerts against Oracle Applications tables
- Configure your Oracle Self-Service Web Applications
- Create views for decision support queries using query tools
- Create business views for Oracle Discoverer

You need not read this manual cover to cover. Use the table of contents and index to quickly locate the information you need.

How Not To Use This Manual

Do not use this manual to plan modifications

You should not use this manual to plan modifications to Oracle eMail Center. Modifying Oracle eMail Center limits your ability to upgrade to future releases of your Oracle eMail Center application. In addition, it interferes with our ability to give you the high-quality support you deserve.

We have constructed Oracle eMail Center so that you can customize it to fit your needs without programming, and you can integrate it with your existing applications through interface tables. However, should you require program modifications, you should contact our support team (see: Other Information Sources: page 1 – 7). They can put you in touch with Oracle Services, the professional consulting organization of Oracle. Their team of experienced applications professionals can make the modifications you need while ensuring upward compatibility with future product releases.

Do not write data into non-interface tables

Oracle reserves the right to change the structure of Oracle Applications tables, and to change the meaning of, add, or delete lookup codes and data in future releases. Do not write data directly into or change data in non-interface tables using SQL*Plus or other programming tools because you risk corrupting your database and interfering with our ability to support you.

Moreover, this version of the *Oracle eMail Center Technical Reference Manual* does not contain complete information about the dependencies between Oracle eMail Center applications tables. Therefore, you should write data into only those tables we identify as interface tables. If you write data into other non-interface tables, you risk violating your data integrity since you might not fulfill all the data dependencies in your Oracle eMail Center application.

You are responsible for the support and upgrade of the logic within the procedures that you write, which may be affected by changes between releases of Oracle Applications.

Do not rely on upward compatibility of the data model

Oracle reserves the right to change the structure of Oracle eMail Center tables, and to change the meaning of, add, or delete lookup codes and other data in future releases. We do not guarantee the upward compatibility of the Oracle eMail Center data model. For example, if you write a report that identifies concurrent requests that end in Error status by selecting directly from Oracle Application Object Library tables, we do not guarantee that your report will work properly after an upgrade.

About Oracle Application Object Library

The *Oracle eMail Center Technical Reference Manual* may contain references to tables that belong to Oracle Application Object Library. Oracle Application Object Library is a collection of pre-built application components and facilities for building Oracle Applications and extensions to Oracle Applications. Oracle Application Coding Standards use the Oracle Application Object Library and contains shared components including but not limited to -- forms, subroutines, concurrent programs and reports, database tables and objects, messages, menus, responsibilities, flexfield definitions and online help.



Attention: Oracle does not support *any* customization of Oracle Application Object Library tables or modules, not even by Oracle consultants. (Oracle Application Object Library tables generally have names beginning with FND_%.)

Accordingly, this manual does not contain detailed information about most Oracle Application Object Library tables used by Oracle eMail Center.

A Few Words About Terminology

The following list provides you with definitions for terms that we use throughout this manual:

Relationship

A relationship describes any significant way in which two tables may be associated. For example, rows in the Journal Headers table may have a one-to-many relationship with rows in the Journal Lines table.

Database Diagram

A database diagram is a graphic representation of application tables and the relationships between them.

Module

A module is a program or procedure that implements one or more business functions, or parts of a business function, within an application. Modules include forms, concurrent programs and reports, and subroutines.

Application Building Block

An application building block is a set of tables and modules (forms, reports, and concurrent programs) that implement closely-related database objects and their associated processing. Said another way, an application building block is a logical unit of an application.

QuickCodes

QuickCodes let you define general purpose, static lists of values for window fields. QuickCodes allow you to base your program logic on lookup codes while displaying user-friendly names in a list of values

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window. QuickCodes simplify name and language changes by letting you change the names your end users see, while the codes in your underlying programs remain the same.

Form

A form is a module comprised of closely related windows that are used together to perform a task. For example, the Enter Journals form in Oracle General Ledger includes the Enter Journals window, the Batch window, and the More Actions window among others. The Enter Journals window is the main window, and from it, you can use buttons to navigate to other windows in the form. The form name usually corresponds to the main window in the form, and is frequently a window you open directly from the Navigator.

Other Information Sources

Installation and System Administration

Training

Oracle Education offers a complete set of training courses to help you and your staff master Oracle CRM Applications. We can help you develop a training plan that provides thorough training for both your project team and your end users. We will work with you to organize courses appropriate to your job or area of responsibility.

Training professionals can show you how to plan your training throughout the implementation process so that the right amount of information is delivered to key people when they need it the most. You can attend courses at any one of our many Educational Centers, or you can arrange for our trainers to teach at your facility. In addition, we can tailor standard courses or develop custom courses to meet your needs.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle eMail Center working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business

area, managing an Oracle server, and your hardware and software environment.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 75 software modules for financial management, supply chain management, manufacturing, project systems, human resources, and sales and service management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers, and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

Thank You

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High-Level Design

This chapter presents a high-level design for Oracle eMail Center that satisfies the business needs we specify during Strategy and Analysis. It contains database diagrams for Oracle eMail Center application building blocks, lists of database tables and views, and a list of modules.

Overview of High-Level Design

During High-Level Design, we define the application components (tables, views, and modules) we need to build our application. We specify what application components should do without specifying the details of *how* they should do it.

You can refer to this High-Level Design chapter to quickly acquaint yourself with the tables, views, and modules that comprise Oracle eMail Center applications. And, you can prepare yourself to understand the detailed design and implementation of Oracle eMail Center.

Database Diagrams

The Database Diagrams section graphically represents all Oracle eMail Center applications tables and the relationships between them, organized by building block.

Use this section to quickly learn what tables each Oracle eMail Center application building block uses, and how those tables interrelate. Then, you can refer to the Table and View Definitions sections of Chapter 3 for more detailed information about each of those tables.

Table Lists

The Table List sections list the Oracle eMail Center applications tables. Because a product might not include at least one table for each type, this Technical Reference Manual might not include each of the following sections.

Public Tables

Use the Public Table List section to quickly identify the tables you are most interested in. Then, you can refer to the Table and View Definitions sections of Chapter 3 for more detailed information about those tables.

In addition, this manual may contain full documentation for one or more of the following Application Object Library tables: FND_DUAL, FND_CURRENCIES, and FND_COMMON_LOOKUPS.

Internal Tables

This section includes a list of private, internal tables used by Oracle eMail Center; we do not provide additional documentation for these tables.

View Lists

The View List sections list the Oracle eMail Center views, with one section for each type of view. Because a product might not include at least one view for each type, this Technical Reference Manual might not include each of the following sections.

Use this section to quickly identify the views you are most interested in. Then, you can refer to the Table and View Definitions sections of Chapter 3 for more detailed information about those views.

Public Views

This section lists views that may be useful for your custom reporting or other data requirements. The list includes a description of the view, and the page in Chapter 3 that gives detailed information about the public view.

Web Views

This section lists views that you may need to configure your Self-Service Web applications. The list includes a description of the view, and the page in Chapter 3 that gives detailed information about the web view.

Forms and Table Views

This section lists supplementary views that are not essential to the Release 11i data model, but simplify coding or improve performance for Oracle Developer.

Internal Views

This section includes each private, internal view that Oracle eMail Center uses.

Multiple Reporting Currency Views

This list includes views that were created to support the Multiple Reporting Currencies feature.

Module List

The Module List section briefly describes each of the Oracle eMail Center applications modules. This section lists forms, reports, and concurrent programs.

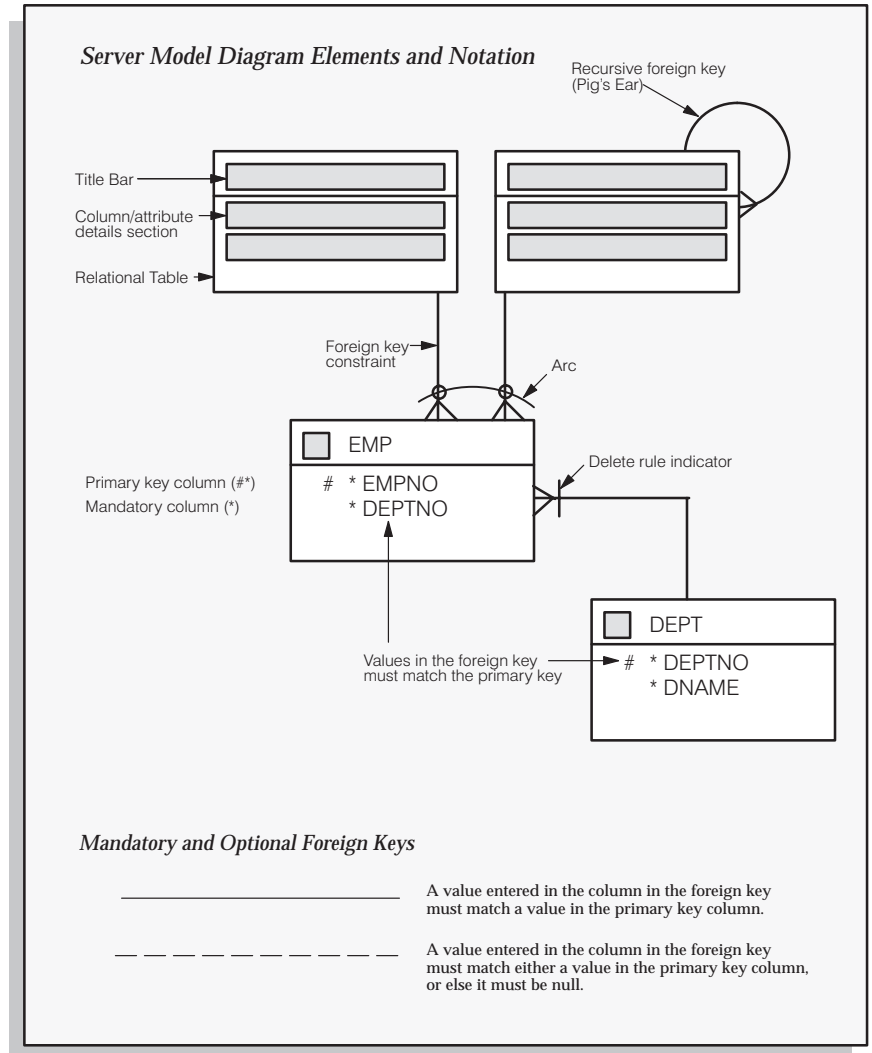
A form is a module comprised of closely related windows that are used together to perform a task. For example, the Enter Journals form in Oracle General Ledger includes the Enter Journals window, the Batch window, and the More Actions window. The Enter Journals window is the main window, and from it, you can use buttons to navigate to other windows in the form. The form name usually corresponds to the main window in the form, and is frequently a window you can open directly from the Navigator.

The Reports and Concurrent Programs lists include processes you can submit from the Submit Requests window or other windows, as well as processes that are submitted automatically by Oracle eMail Center. Use your user's guide to learn more about reports and concurrent processes.

Database Diagramming Conventions

We use the following notational conventions in our database diagrams:

Figure 2 – 1
Database Diagram
Conventions



Tables – are the basic unit of storage in the database. A hand symbol preceding the title in the table's title bar indicates that the table is not owned by this application but shared with another.

Foreign key constraint – is a type of referential integrity constraint for checking the integrity of data entered in a specific column or set of columns. This specified column or set of columns is known as the foreign key.

Delete rule indicator – determines the action to be taken when an attempt is made to delete a related row in a join table. A line through the foreign key constraint, as shown on the above diagram, indicates that this action is restricted.

Arcs – specify that, for any given row in a table, a value must be entered in one of the arc columns. The remaining columns within the arc must be null.

Database Diagrams

This section graphically represents most of the significant Oracle eMail Center tables and the relationships between them, organized by building block. Use this section to quickly learn what tables each Oracle eMail Center application building block uses, and how these tables interrelate. Then, you can refer to the Table and View Definitions sections of Chapter 3 for more detailed information about each of those tables.

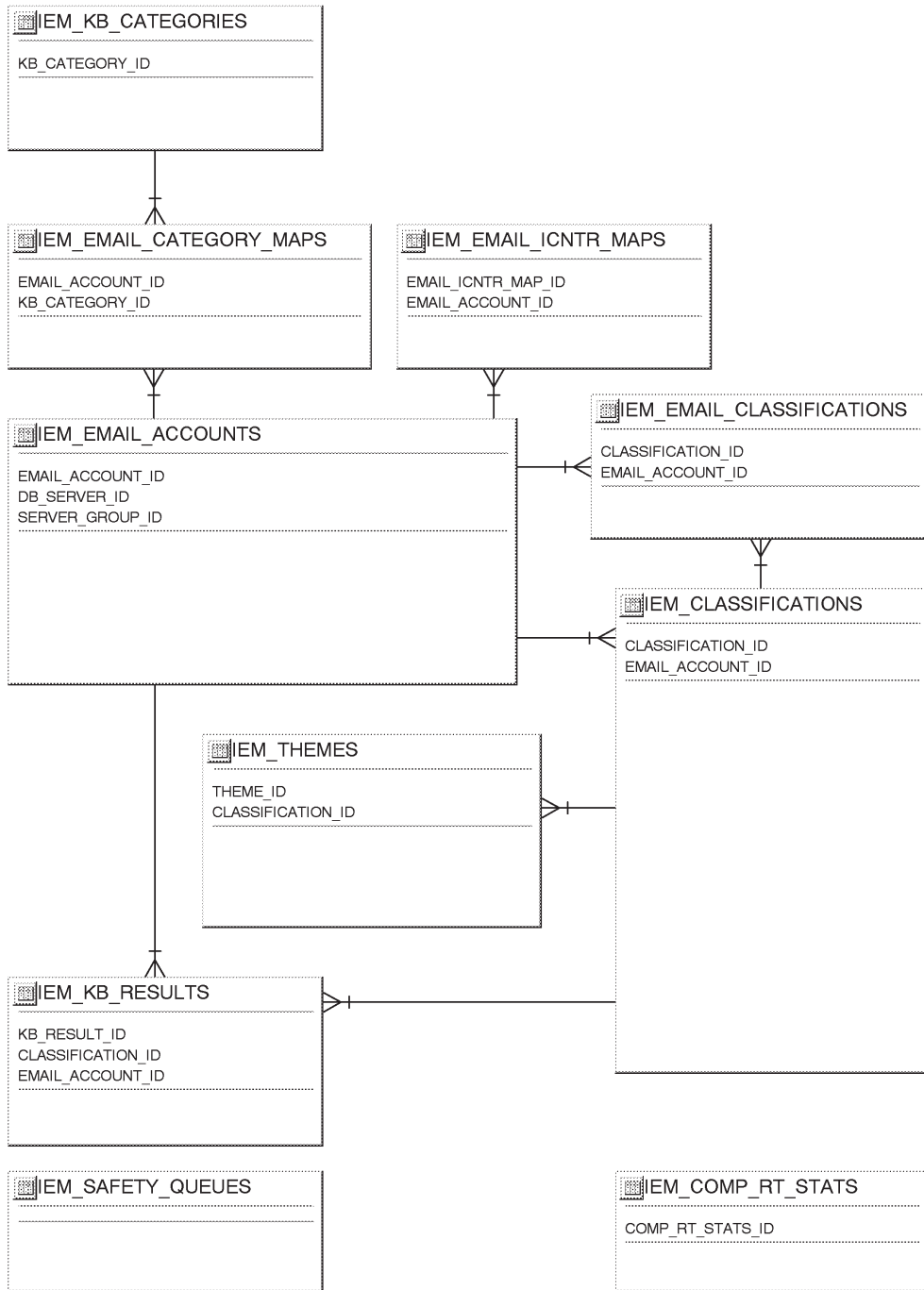
This section contains a database diagram for each of the following Oracle eMail Center application building blocks:

- Diagram 1: IEM Server Module Diagram
- Diagram 2: IEM Accounts Server Module Diagram
- Diagram 3: IEM Servers Server Module Diagram

Some tables, especially important reference tables, appear in more than one database diagram. When several building blocks use a table, we show that table in each appropriate database diagram.

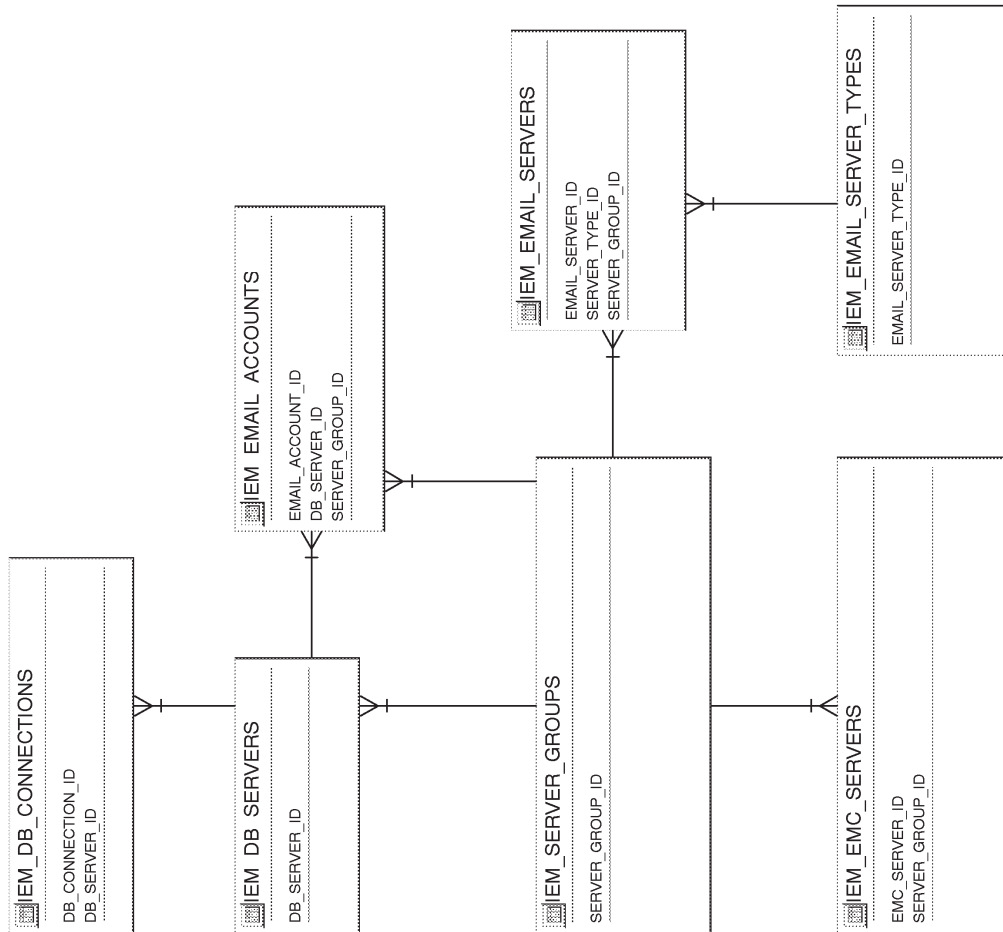
IEM Server Module Diagram

IEM Accounts Server Module Diagram



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IEM Servers Server Module Diagram



Public Table List

This section lists each public database table that iCenter uses and provides a brief description of each of those tables. The page reference is to the table description in Chapter 3.

Note that "public" tables are not necessarily intended for write access by custom code; Oracle Corporation supports write access using only standard Oracle Applications forms, reports, and programs, or any SQL write access to tables explicitly documented as API tables. For more information, see the How Not To Use This Manual section of this book's Introduction.

iCenter uses the following Public tables:

Table Name	Description
IEM_CLASSIFICATIONS	List of all classification names and corresponding email accounts. (See page 3 – 7)
IEM_COMP_RT_STATS	Temporary runtime data. (See page 3 – 9)
IEM_DB_CONNECTIONS	Account information on named database instances. (See page 3 – 10)
IEM_DB_SERVERS	Database instances and their connection properties. (See page 3 – 12)
IEM_EMAIL_ACCOUNTS	List of all eMC email accounts. (See page 3 – 14)
IEM_EMAIL_CATEGORY_MAPS	Map an email account to various searchable knowledge base categories. (See page 3 – 17)
IEM_EMAIL_CLASSIFICATIONS	List of top n classifications for every email message. (See page 3 – 18)
IEM_EMAIL_ICNTR_MAPS	Map an email account to one or more Interaction Centers. (See page 3 – 19)
IEM_EMAIL_SERVERS	Instance details of all email servers. (See page 3 – 21)
IEM_EMAIL_SERVER_TYPES	List of various types of email servers. (See page 3 – 23)
IEM EMC_SERVERS	eMC server instance details (See page 3 – 25)
IEM_KB_CATEGORIES	List of searchable knowledge base categories (See page 3 – 27)
IEM_KB_RESULTS	Search results from various knowledge base categories per email message. (See page 3 – 29)

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IEM_SAFETY_QUEUES	Safety queue for AQ post processing (See page 3 – 31)
IEM_SERVER_GROUPS	Top level, logical group of various servers in the system. (See page 3 – 33)
IEM_THEMES	List of themes per classification. (See page 3 – 35)

Public View List

This section lists each public database view that Oracle eMail Center uses and provides a brief description of each of those views. These views may be useful for your custom reporting or other data requirements. The page reference is to the detailed view description in Chapter 3.

Oracle eMail Center uses the following public views:

View Name	Description
IEM_EMAIL_ACCOUNTS_V	Map email accounts to Interaction centers. (See page 3 – 16)

Module List

Oracle eMail Center uses no additional forms, reports, or concurrent programs.

CHAPTER

3

Detailed Design

This chapter presents a detailed design for implementing Oracle eMail Center. It contains detailed definitions of tables and views that you may need to reference to write custom reports or use for other data extraction.

Overview of Detailed Design

During Detailed Design, we specify in detail how each applications component should work. We prepare detailed definitions of tables and views.

You can refer to this Detailed Design chapter to gain a detailed understanding of the underlying structure and processing of Oracle eMail Center that enables you to:

- Convert existing application data
- Integrate your Oracle eMail Center application with your other applications systems
- Write custom reports
- Define alerts against Oracle Applications tables
- Create views for decision support queries using query tools

Table and View Definitions

The Table and View Definitions section contains a detailed definition of Oracle eMail Center applications tables. For each table, it provides information about primary keys, foreign keys, QuickCodes, indexes, triggers, and sequences. It also gives you a detailed description of each column and its characteristics. In addition, it provides the SQL statement that defines each view. Review this section to get a detailed understanding of what tables your Oracle eMail Center application contains, and how it uses them to hold and access the information it needs.

Table and View Definitions

This section contains a detailed description of each Oracle eMail Center table and view that you may need to reference. For each table, it presents detailed information about:

- Primary keys
- Foreign keys
- Column descriptions
- Indexes
- Oracle sequences
- Triggers
- View derivations

Because Oracle does not support customization of Oracle Application Object Library tables, we do not provide you with detailed information about them. Consequently, this section does not document all the FND_% tables Oracle eMail Center uses.

The following sections appear in each table or view description:

Foreign Keys

To help you understand the relationships between tables, we list each foreign key contained in a table. For each foreign key in a table, we list the primary key table name (the table to which a foreign key refers), its corresponding primary key columns, and the foreign key columns that refer to those primary key columns.

When the primary key table has a composite primary key, we list each column of the composite key sequentially.

If a table contains two or more distinct foreign keys that refer to the same primary key table, we repeat the primary key table name and list each of the distinct foreign keys separately.

QuickCodes Columns

When a database column contains a QuickCodes value, which we implement using a foreign key to FND_LOOKUPS, MFG_LOOKUPS, or to some other lookup table, we list the QuickCodes type (lookup

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type) to which the QuickCodes value must belong and a complete list of QuickCodes values and meanings. Some QuickCodes can be defined by you in the application. These values are designated as User-defined.

Column Descriptions

We list the important characteristics of each column in a table or view. These characteristics include whether the column is part of the table's primary key, whether Oracle8i requires a value for this column, and the data type of the column. We also give you a brief description of how Oracle eMail Center uses the column.

When a column is part of a table's primary key, we append the notation (PK) to the name of that column.

To help you understand which columns Oracle eMail Center uses and which columns it does not use, we alert you to any unused column. When no module uses a database column, we show one of the following legends in the Description column:

Not currently used	Oracle eMail Center does not use this column, although the column might be used in a future release.
No longer used	Oracle eMail Center no longer uses this column. AutoInstall installs this column. Subsequent versions of Oracle eMail Center might not include this column.
No longer installed	Oracle eMail Center no longer uses this column. If you <i>upgraded</i> your software from an earlier version, you may still have this column, depending upon whether you chose to delete it during an upgrade process. If you <i>install</i> Oracle eMail Center, you do not have this column.

Standard Who Columns

Most Oracle eMail Center tables contain standard columns to support \ **Row Who**. When your program or SQL*Plus command selects a row from a table, use these columns to determine who last updated the row. If your program or SQL*Plus command updates or inserts a row in an

interface table, you must populate each of the five standard Who columns:

LAST_UPDATE_DATE	Date when a user last updated this row
LAST_UPDATED_BY	User who last updated this row (foreign key to FND_USER.USER_ID)
CREATION_DATE	Date when this row was created
CREATED_BY	User who created this row (foreign key to FND_USER.USER_ID)
LAST_UPDATE_LOGIN	Operating system login of user who last updated this row (foreign key to FND_LOGINS.LOGIN_ID). You should set this to NULL, or to 0 if NULL is not allowed

Since every table containing Who columns has several foreign keys to the tables FND_USER and FND_LOGINS, we do not include the foreign key columns LAST_UPDATED_BY, CREATED_BY, or LAST_UPDATE_LOGIN in a table's list of foreign keys.

Additional Who Columns for Concurrent Programs

Some Oracle eMail Center tables also contain several additional Who columns to distinguish between changes a user makes with a form and changes a concurrent program makes. When a concurrent program updates or inserts a row in a table, the concurrent program populates the following additional Who columns:

REQUEST_ID	Concurrent request ID of program that last updated this row (foreign key to FND_CONCURRENT_REQUESTS.REQUEST_ID)
PROGRAM_APPLICATION_ID	Application ID of program that last updated this row (foreign key to FND_APPLICATION.APPLICATION_ID)
PROGRAM_ID	Program ID of program that last updated this row (foreign key to FND_CONCURRENT_PROGRAM.CONCURRENT_PROGRAM_ID)
PROGRAM_UPDATE_DATE	Date when a program last updated this row

Since every table containing these additional Who columns has several foreign keys to the tables FND_CONCURRENT_REQUESTS, FND_APPLICATION, and FND_CONCURRENT_PROGRAM, we do not include the foreign key columns REQUEST_ID, PROGRAM_APPLICATION_ID, or PROGRAM_ID in a table's list of foreign keys.

Indexes

If an Oracle eMail Center table uses an Oracle8i index, we list the database columns that comprise that index, in sequential order.

Note: The indexes we document in this manual correspond to unique keys we specified during product development and testing. In some cases, we may add additional indexes during the porting process to fine-tune performance on specific platforms; therefore, there may be minor differences between the indexes documented in this book and the indexes for production versions of Oracle eMail Center.

Sequences

Oracle eMail Center uses Oracle8i sequence generators to generate unique integers. If any table column gets its value from an Oracle8i sequence generator, we list the name of the corresponding sequence generator and the name of the column that stores the unique integer.

Database Triggers

If a table has one or more active database triggers, we provide a brief explanation of each database trigger and when it fires.

View Derivation

For each Oracle eMail Center view you may need to reference, we include important elements from the SQL statement that defines or creates a view. By studying this view definition, you can understand exactly how a view derives its contents.

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IEM_CLASSIFICATIONS

Incoming email messages are categorized into one of the following classifications based on their content. Classifications can be defined on an email account basis or they can be common to all accounts. The end user enters appropriate classification names.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_EMAIL_ACCOUNTS	EMAIL_ACCOUNT_ID	EMAIL_ACCOUNT_ID

Column Descriptions

Name	Null?	Type	Description
CLASSIFICATION_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
EMAIL_ACCOUNT_ID	NOT NULL	NUMBER(15)	Sequence generated identifier. Foreign key from IEM_EMAIL_ACCOUNTS.
CLASSIFICATION	NULL	VARCHAR2(50)	Arbitrary name. User defined.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_CLASSIFICATIONS_U1	UNIQUE	1	CLASSIFICATION_ID

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Sequences

<u>Sequence</u>	<u>Derived Column</u>
IEM_CLASSIFICATIONS_S1	CLASSIFICATION_ID

IEM_COMP_RT_STATS

Temporary runtime data. Currently used by the workflow component, to stop message dequeues.

Column Descriptions

Name	Null?	Type	Description
COMP_RT_STATS_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
TYPE	NULL	VARCHAR2(30)	Type, Param and Value columns in this table allow us to track runtime behaviour of Oracle eMC. All three can be defined as per the application needs.
PARAM	NULL	VARCHAR2(50)	Arbitrary name. User defined.
VALUE	NULL	VARCHAR2(50)	Type, Param and Value columns in this table allow us to track runtime behaviour of Oracle eMC. All three can be defined as per the application needs.
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard Who Column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who Column.

Sequences

Sequence	Derived Column
IEM_COMP_RT_STATS_S1	COMP_RT_STATS_ID

IEM_DB_CONNECTIONS

This table stores connection and account information for each of the IM instances.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_DB_SERVERS	DB_SERVER_ID	DB_SERVER_ID

Column Descriptions

Name	Null?	Type	Description
DB_CONNECTION_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
DB_LINK	NOT NULL	VARCHAR2(128)	Name of the database link connecting as the DB_USERNAME on DB server instance.
DB_USERNAME	NOT NULL	VARCHAR2(255)	Database user on the named instance.
DB_PASSWORD	NOT NULL	VARCHAR2(255)	Password.
DB_SERVER_ID	NOT NULL	NUMBER(15)	Sequence generated identifier. Foreign key from IEM_DB_SERVERS.
IS_ADMIN	NULL	VARCHAR2(1)	A or P. A for Admin account. P for a regular account.
CONNECTION_DESC	NULL	VARCHAR2(400)	User defined text, 5 lines of additional information.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

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ATTRIBUTE15

NULL VARCHAR2(150)

Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_DB_CONNECTIONS_U1	UNIQUE	1	DB_CONNECTION_ID

Sequences

Sequence	Derived Column
IEM_DB_CONNECTIONS_S1	DB_CONNECTION_ID

IEM_DB_SERVERS

This table contains information about various IM instances that eMC needs to connect to. Different IM instances may serve as home sites for different email accounts. Different instances may or may not share a set of IMAPs, SMTPs and eMC servers.

Column Descriptions

Name	Null?	Type	Description
DB_SERVER_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
DB_NAME	NOT NULL	VARCHAR2(50)	Arbitrary name. User defined.
HOSTNAME	NOT NULL	VARCHAR2(256)	Named parameter required to connect to the specified instance.
PORT	NOT NULL	NUMBER(5)	Named parameter required to connect to the specified instance.
PROTOCOL	NOT NULL	VARCHAR2(50)	Named parameter required to connect to the specified instance.
SID	NOT NULL	VARCHAR2(256)	Named parameter required to connect to the specified instance.
SERVICE_NAME	NOT NULL	VARCHAR2(256)	Named parameter required to connect to the specified instance.
DB_DESCRIPTION	NULL	VARCHAR2(400)	User defined text, 5 lines of additional information.
SERVER_GROUP_ID	NOT NULL	NUMBER(15)	Sequence generated index. Foreign key from IEM_SERVER_GROUPS.
RT_AVAILABILITY	NOT NULL	VARCHAR2(1)	This column indicates whether the named instance is currently available or not.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

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ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_DB_SERVERS_U1	UNIQUE	1	DB_SERVER_ID

Sequences

Sequence	Derived Column
IEM_DB_SERVERS_S1	DB_SERVER_ID

IEM_EMAIL_ACCOUNTS

This table contains information related to each email account supported by an eMC. An eMC can contain one or more email accounts, each belonging to different domains. These email accounts can be served on one or more IM servers. However any email account can be on only one IM server. The account profile facilitates account maintenance.

The Account is displayed on the resources GUI and is unique.
Agents/resources are associated with an account in different capacities.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_DB_SERVERS	DB_SERVER_ID	DB_SERVER_ID
IEM_SERVER_GROUPS	SERVER_GROUP_ID	SERVER_GROUP_ID

Column Descriptions

Name	Null?	Type	Description
EMAIL_ACCOUNT_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
ACCOUNT_NAME	NULL	VARCHAR2(256)	Concatenation of email_user @ domain columns. This is the complete email address.
EMAIL_USER	NOT NULL	VARCHAR2(100)	Contains the string before the @ in an email address.
DOMAIN	NOT NULL	VARCHAR2(100)	Contains the string after the @ in an email address.
EMAIL_PASSWORD	NOT NULL	VARCHAR2(100)	Email account password.
ACCOUNT_PROFILE	NOT NULL	VARCHAR2(400)	User defined text, 5 lines of additional information.
DB_SERVER_ID	NOT NULL	NUMBER(15)	Sequence generated identifier. Foreign key from IEM_DB_SERVERS.
SERVER_GROUP_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_SERVER_GROUPS.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

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ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

<u>Index Name</u>	<u>Index Type</u>	<u>Sequence</u>	<u>Column Name</u>
IEM_EMAIL_ACCOUNTS_U1	UNIQUE	1	EMAIL_ACCOUNT_ID

Sequences

<u>Sequence</u>	<u>Derived Column</u>
IEM_EMAIL_ACCOUNTS_S1	EMAIL_ACCOUNT_ID

IEM_EMAIL_ACCOUNTS_V

This view is mainly used by the JTF_RESOURCE module. The view displays a mapping between an Interaction Center and Email accounts.

View Definition

```
CREATE VIEW IEM_EMAIL_ACCOUNTS_V
as SELECT
    B.SERVER_GROUP_ID INTERACTION_CENTER_ID,
    A.ACCOUNT_NAME CONFIG_NAME,
    TO_CHAR(A.EMAIL_ACCOUNT_ID) VALUE_TYPE
FROM IEM.IEM_EMAIL_ACCOUNTS A, IEM.IEM_EMAIL_ICNTR_MAPS B
Where A.EMAIL_ACCOUNT_ID=B.EMAIL_ACCOUNT_ID
```

Column Descriptions

Name	Null?	Type	Description
INTERACTION_CENTER_ID	NOT NULL	NUMBER(15)	Interaction center ID. Primary Key fom IEO_SVR_GROUPS.
CONFIG_NAME	NULL	VARCHAR2(256)	Email Account Name.
VALUE_TYPE	NULL	VARCHAR2(40)	Email Account ID. Primary Key from IEM_EMAIL_ACCOUNTS.

IEM_EMAIL_CATEGORY_MAPS

This table maps the various email accounts to their respective KB Categories. In cases where entire KBS category hierarchies are maintained in the IEM_KB_CATEGORIES table, only the top-level categories should be mapped to email accounts . APIs that populate these tables can enforce the above-mentioned recommendation by enforcing the KB_CATEGORY_ID to be the top-level category.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_EMAIL_ACCOUNTS	EMAIL_ACCOUNT_ID	EMAIL_ACCOUNT_ID
IEM_KB_CATEGORIES	KB_CATEGORY_ID	KB_CATEGORY_ID

Column Descriptions

Name	Null?	Type	Description
EMAIL_ACCOUNT_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_EMAIL_ACCOUNTS.
KB_CATEGORY_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_KB_CATEGORIES.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

IEM_EMAIL_CLASSIFICATIONS

This table contains classifications assigned to each email message and their scores. There can be a maximum of 7 classifications per message. This table has a high frequency of usage. The data stored here is purged on completion of an email interaction.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_CLASSIFICATIONS	CLASSIFICATION_ID	CLASSIFICATION_ID
IEM_EMAIL_ACCOUNTS	EMAIL_ACCOUNT_ID	EMAIL_ACCOUNT_ID

Column Descriptions

Name	Null?	Type	Description
MESSAGE_ID	NOT NULL	NUMBER(15)	Sequence generated identifier. Uniquely Identifies an email message.
CLASSIFICATION_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_CLASSIFICATIONS.
SCORE	NULL	NUMBER	Percentage match score.
EMAIL_ACCOUNT_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_EMAIL_ACCOUNTS.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.

IEM_EMAIL_ICNTR_MAPS

An email account can potentially be accessed and serviced by agents from all over the world. However we have the following constraints. Emails are routed to agents through an MCM and a routing server that routes emails to agents belonging to its Interaction Center. MCM or the routing server has no knowledge of agents in other Interaction Centers. Hence, for now, an email account is uniquely tied to an Interaction Center. This mapping id is inserted into JTF_RS_RESOURCE_VALUES to tie an agent to an Interaction Center and a specific Email Account.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_EMAIL_ACCOUNTS	EMAIL_ACCOUNT_ID	EMAIL_ACCOUNT_ID

Column Descriptions

Name	Null?	Type	Description
EMAIL_ICNTR_MAP_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
EMAIL_ACCOUNT_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_EMAIL_ACCOUNTS.
SERVER_GROUP_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_SERVER_GROUPS.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

ATTRIBUTE15

NULL VARCHAR2(150) Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_EMAIL_ICNTR_MAPS_U1	UNIQUE	1	EMAIL_ICNTR_MAP_ID

Sequences

Sequence	Derived Column
IEM_EMAIL_ICNTR_MAPS_S1	EMAIL_ICNTR_MAP_ID

IEM_EMAIL_SERVERS

This table maintains instance specific information. Currently we store IMAP and SMTP instance details. The eMC clients use the information to connect to these instances to send and receive emails.

Either DNS_NAME or IP ADDRESS must be specified. DNS_NAME if specified takes precedence over the IP Address.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_EMAIL_SERVER_TYPES	EMAIL_SERVER_TYPE_ID	SERVER_TYPE_ID
IEM_SERVER_GROUPS	SERVER_GROUP_ID	SERVER_GROUP_ID

Column Descriptions

Name	Null?	Type	Description
EMAIL_SERVER_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
SERVER_NAME	NOT NULL	VARCHAR2(50)	Arbitrary name. User defined.
DNS_NAME	NOT NULL	VARCHAR2(256)	Named parameter required to connect to this server.
IP_ADDRESS	NULL	VARCHAR2(15)	Named parameter required to connect to this server.
PORT	NOT NULL	NUMBER(5)	Named parameter required to connect to this server.
SERVER_TYPE_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_SERVER_TYPES.
RT_AVAILABILITY	NOT NULL	VARCHAR2(1)	This column indicates whether the specified server is available or not.
SERVER_GROUP_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_SERVER_GROUPS.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

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ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_EMAIL_SERVERS_U1	UNIQUE	1	EMAIL_SERVER_ID

Sequences

Sequence	Derived Column
IEM_EMAIL_SERVERS_S1	EMAIL_SERVER_ID

IEM_EMAIL_SERVER_TYPES

There are myriad types of email servers. We deal mainly with IMAP and SMTP protocols. This table is seeded with the above two values to indicate default implementations shipped with IM. The configuration can be extended to include IMAPs that implement SSL and POP3 servers. Different implementations of the protocols above would need to be differentiated by the functionality offered.

Column Descriptions

Name	Null?	Type	Description
EMAIL_SERVER_TYPE_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
EMAIL_SERVER_TYPE	NULL	VARCHAR2(20)	Server type. IMAP, SMTP or any other implementation.
IS_SECURE	NULL	VARCHAR2(1)	Y or N. Y if this server implements some encryption algorithm to scramble messages. N if it does not.
TYPE_DESCRIPTION	NULL	VARCHAR2(400)	User defined text, 5 lines of additional information.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_EMAIL_SERVER_TYPES_U1	UNIQUE	1	EMAIL_SERVER_TYPE_ID

Sequences

Sequence	Derived Column
IEM_EMAIL_SERVER_TYPES_S1	EMAIL_SERVER_TYPE_ID

IEM_EMC_SERVERS

This table maintains eMC server specific information. An eMC server belongs to one Interaction Center only and mostly handles all emails for a single domain. There can also be multiple servers for a domain.

Either DNS_NAME or IPADDRESS must be specified. If both are filled in then DNS_NAME takes precedence.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_SERVER_GROUPS	SERVER_GROUP_ID	SERVER_GROUP_ID

Column Descriptions

Name	Null?	Type	Description
EMC_SERVER_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
SERVER_GROUP_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_SERVER_GROUPS.
EMC_SERVER_NAME	NOT NULL	VARCHAR2(50)	Arbitrary name. User defined.
DNS_NAME	NOT NULL	VARCHAR2(256)	Named parameter required to connect to this server.
IP_ADDRESS	NOT NULL	VARCHAR2(15)	Named parameter required to connect to this server.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

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ATTRIBUTE15

NULL VARCHAR2(150)

Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM EMC SERVERS_U1	UNIQUE	1	EMC_SERVER_ID

Sequences

Sequence	Derived Column
IEM EMC SERVERS_S1	EMC_SERVER_ID

IEM_KB_CATEGORIES

This table supports the generic category structure of most repositories. It is recommended that only top level categories be stored, as it will be difficult to keep track of changes in the remote KBS. APIs that populate these tables can enforce the above-mentioned recommendation.

Column Descriptions

Name	Null?	Type	Description
KB_CATEGORY_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
KB_PARENT_CATEGORY_ID	NULL	NUMBER(15)	Foreign key IEM_KB_CATEGORIES.
DISPLAY_NAME	NOT NULL	VARCHAR2(50)	Display Name.
CATEGORY_CODE	NOT NULL	VARCHAR2(50)	Value that is used to identify this category in queries.
IS_REPOSITORY	NULL	VARCHAR2(1)	Y or N. Y if the specified category is also a repository. N if not.
CATEGORY_ORDER	NOT NULL	NUMBER(5)	Display order on the eMC Client.
CATEGORY_DESC	NULL	VARCHAR2(400)	User defined text, 5 lines of additional information.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_KB_CATEGORIES_U1	UNIQUE	1	KB_CATEGORY_ID

Sequences

Sequence	Derived Column
IEM_KB_CATEGORIES_S1	KB_CATEGORY_ID

IEM_KB_RESULTS

This table stores the query results or suggested responses to an incoming email. This is a high activity table, which stores temporary data that's occasionally purged. The DELETE flag allows for batch deletes

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_CLASSIFICATIONS	CLASSIFICATION_ID	CLASSIFICATION_ID
IEM_EMAIL_ACCOUNTS	EMAIL_ACCOUNT_ID	EMAIL_ACCOUNT_ID

Column Descriptions

Name	Null?	Type	Description
KB_RESULT_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
MESSAGE_ID	NOT NULL	NUMBER(15)	Identifier that uniquely identifies an email message.
CLASSIFICATION_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_CLASSIFICATIONS.
EMAIL_ACCOUNT_ID	NOT NULL	NUMBER(15)	Foreign key from IEM_EMAIL_ACCOUNTS.
DOCUMENT_ID	NOT NULL	VARCHAR2(30)	Named parameter of a document that matched the query.
KB_REPOSITORY_NAME	NOT NULL	VARCHAR2(50)	Repository name.
KB_CATEGORY_NAME	NOT NULL	VARCHAR2(50)	Category Name.
DOCUMENT_TITLE	NOT NULL	VARCHAR2(100)	Named parameter of a document that matched the query.
DOC_LAST_MODIFIED_DATE	NOT NULL	DATE	Named parameter of a document that matched the query.
SCORE	NOT NULL	VARCHAR2(30)	Percentage match score.
URL	NOT NULL	VARCHAR2(200)	URL to the document.
KB_DELETE	NULL	VARCHAR2(1)	Y or N. Y indicates that the row can be purged, N indicates the opposite.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

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ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_KB_RESULTS_U1	UNIQUE	1	KB_RESULT_ID

Sequences

Sequence	Derived Column
IEM_KB_RESULTS_S1	KB_RESULT_ID

IEM_SAFETY_QUEUES

This is a safety queue for an AQ post processing message. This table stores the AQ message object until it is safely transferred to MCM by the eMC server.

Column Descriptions

Name	Null?	Type	Description
MESSAGE_ID	NOT NULL	NUMBER	Identifiers.
MESSAGE_SIZE	NULL	NUMBER	Email message specific data.
SENDER_NAME	NULL	VARCHAR2(128)	Email message specific data.
USER_NAME	NULL	VARCHAR2(256)	Email message specific data.
DOMAIN_NAME	NULL	VARCHAR2(128)	Email message specific data.
MESSAGE_PRIORITY	NULL	VARCHAR2(50)	Email message specific data.
MSG_STATUS	NULL	VARCHAR2(50)	Email message specific data.
SUBJECT	NULL	VARCHAR2(256)	Email message specific data.
CLASSIFICATION	NULL	VARCHAR2(50)	Email message specific data.
SCORE	NULL	NUMBER	Email message specific data.
SENT_DATE	NULL	DATE	Email message specific data.
CUSTOMER_ID	NULL	NUMBER	Identifiers.
PRODUCT_ID	NULL	NUMBER	Identifiers.
KEY1	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE1	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
KEY2	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE2	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
KEY3	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE3	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
KEY4	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE4	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
KEY5	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE5	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.

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KEY6	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE6	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
KEY7	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE7	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
KEY8	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE8	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
KEY9	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE9	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
KEY10	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.
VALUE10	NULL	VARCHAR2(100)	Configurable key value pairs. These contain values that are not always present in every email.

IEM_SERVER_GROUPS

This table groups various email and db servers together. The combination captures a deployment strategy for a group of servers. This information is required to locate servers that service different email accounts. EMC client is required to connect to appropriate servers for email handling.

Column Descriptions

Name	Null?	Type	Description
SERVER_GROUP_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
GROUP_NAME	NULL	VARCHAR2(50)	Arbitrary name. User defined.
GROUP_DESCRIPTION	NULL	VARCHAR2(400)	User defined text, 5 lines of additional information.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
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ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_SERVER_GROUPS_U1	UNIQUE	1	SERVER_GROUP_ID

Sequences

Sequence	Derived Column
IEM_SERVER_GROUPS_S1	SERVER_GROUP_ID

IEM_THEMES

This table contains themes and their scores generated for an email by iMT. This table can be edited by the user, who can add, delete and reprioritize the themes and scores. The themes are identified as an Incoming email theme or as a response selection theme, based on their named purpose.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEM_CLASSIFICATIONS	CLASSIFICATION_ID	CLASSIFICATION_ID

Column Descriptions

Name	Null?	Type	Description
THEME_ID (PK)	NOT NULL	NUMBER(15)	Sequence generated identifier.
CLASSIFICATION_ID	NOT NULL	NUMBER(15)	Sequence generated identifier. Foreign key from IEM_CLASSIFICATIONS table.
THEME	NULL	VARCHAR2(1996)	InterMedia Text generated theme. These themes can also be entered by users.
SCORE	NULL	NUMBER	Percentage match score.
QUERY_RESPONSE	NULL	VARCHAR2(1)	Q or R. Q denotes themes that are used to classify emails. R denotes themes that are used to query knowledge bases to generate suggested responses.
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
CREATION_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

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ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive Flexfield segment column.

Indexes

Index Name	Index Type	Sequence	Column Name
IEM_THEMES_U1	UNIQUE	1	THEME_ID

Sequences

Sequence	Derived Column
IEM_THEMES_S1	THEME_ID

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