Oracle® Universal Work Queue Technical Reference Manual

RELEASE 11*i*

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Oracle® Universal Work Queue Technical Reference Manual
Release 11i

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Major Contributors:

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CHAPTER

1 Introduction

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

This chapter introduces you to the *Oracle Universal Work Queue 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 Universal Work Queue Technical Reference Manual* contains detailed, up–to–date information about the underlying structure of Oracle Universal Work Queue. As we design and build new releases of Oracle Universal Work Queue, we update our Oracle Designer repository to reflect our enhancements. As a result, we can always provide you with an *Oracle Universal Work Queue 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 Universal Work Queue to improve performance.

About this Manual

This manual describes the Oracle Customer Relationship Management (CRM) Applications Release 11i data model, as used by Oracle Universal Work Queue; 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 Universal Work Queue. 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 Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue. 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 Universal Work Queue uses. This chapter also has a list of modules.

Detailed Design

This section, Chapter 3, contains a detailed description of the Oracle Universal Work Queue 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 Universal Work Queue Technical Reference Manual* is a single, centralized source for all the information you need to know about the underlying structure and processing of Oracle Universal Work Queue. For example, you can use this manual when you need to:

- Convert existing application data
- Integrate your Oracle Universal Work Queue 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 Universal Work Queue. Modifying Oracle Universal Work Queue limits your ability to upgrade to future releases of your Oracle Universal Work Queue application. In addition, it interferes with our ability to give you the high–quality support you deserve.

We have constructed Oracle Universal Work Queue 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 Universal Work Queue Technical Reference Manual* does not contain complete information about the dependencies between Oracle Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue.

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

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 Universal Work Queue 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

Thanks for using Oracle Universal Work Queue and this technical reference manual!

We appreciate your comments and feedback. After the Table of Contents of this manual is a Reader's Comment Form that you can use to explain what you like or dislike about Oracle Universal Work Queue or this technical reference manual. Mail your comments to the following address or call us directly at (650) 506–7000.

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CHAPTER

2 High–Level Design

This chapter presents a high–level design for Oracle Universal Work Queue that satisfies the business needs we specify during Strategy and Analysis. It contains database diagrams for Oracle Universal Work Queue 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 Universal Work Queue applications. And, you can prepare yourself to understand the detailed design and implementation of Oracle Universal Work Queue.

Summary Database Diagram

The Summary Database Diagram section graphically represents the most important application tables and the relationships between them. It omits tables and relationships that contribute little to the understanding of the application data model. Typically, a summary database diagram shows tables that contain key reference and transaction data.

We prepare a summary database diagram to describe, at a conceptual level, the key information on which our business depends. Later, we refine this summary database diagram, breaking it into multiple database diagrams (generally, one per application building block) to represent all the tables and relationships we need to implement our application in the database.

Review the Summary Database Diagram section to see at a glance the major tables and relationships on which your Oracle Universal Work Queue application depends.

Database Diagrams

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

Use this section to quickly learn what tables each Oracle Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue; we do not provide additional documentation for these tables.

View Lists

The View List sections list the Oracle Universal Work Queue 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 Universal Work Queue uses.

Single–Organization Views

This section lists the Oracle Universal Work Queue views that we added to take the place of various tables that are now partitioned by operating unit, to support multiple sets of books within a single installation of Oracle Universal Work Queue.

Multiple Reporting Currency Views

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

MultiLingual Views

This section lists views that were created to allow certain seed data to be available in multiple national languages simultaneously.

Module List

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

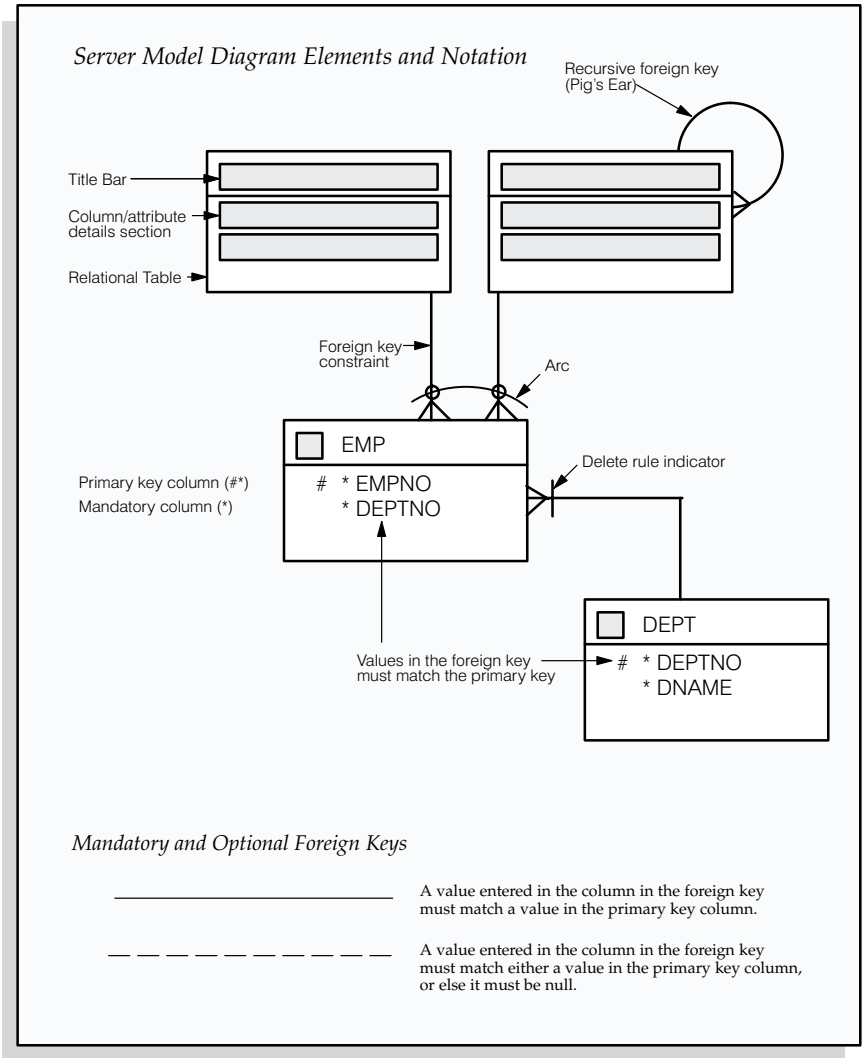
A form is a module comprised of closely related windows that are used together to perform a task. For example, the Enter Journals form in Oracle General Ledger includes the Enter Journals window, the Batch window, and the More Actions window. The Enter Journals window is the main window, and from it, 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 Universal Work Queue. 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.

Oracle Universal Work Queue Summary Database Diagram

Database Diagrams

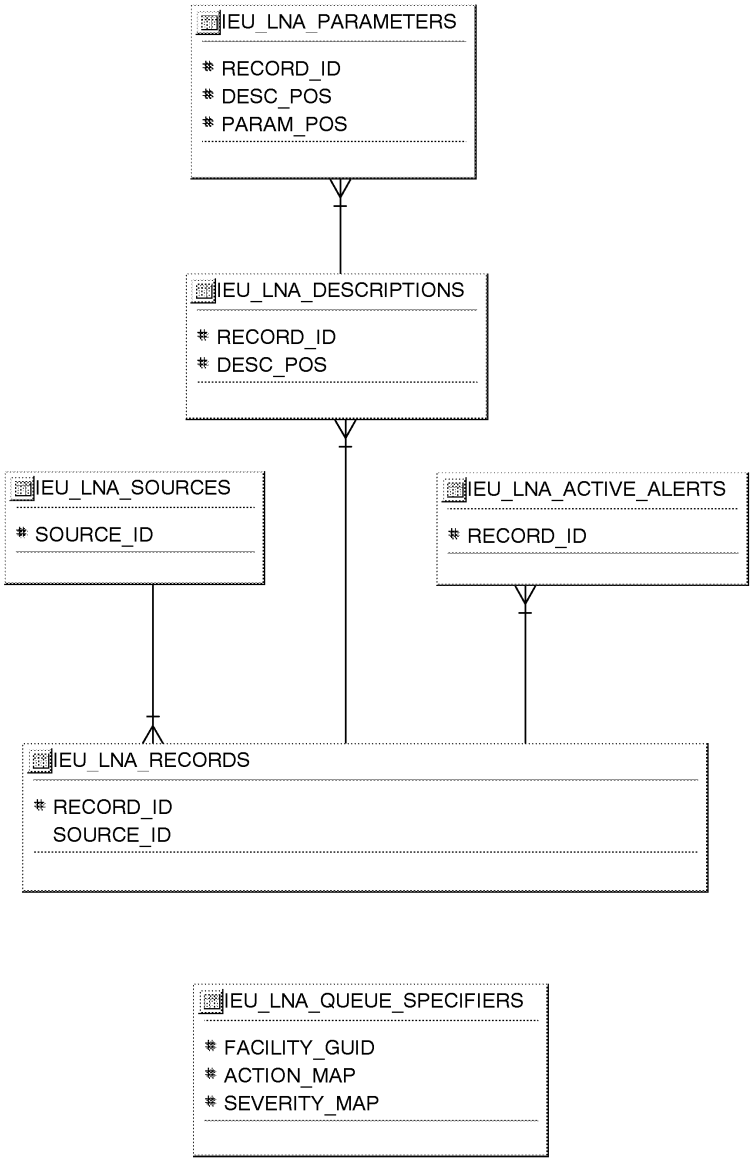
This section graphically represents most of the significant Oracle Universal Work Queue tables and the relationships between them, organized by building block. Use this section to quickly learn what tables each Oracle Universal Work Queue application building block uses, and how these tables interrelate. 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 Universal Work Queue application building blocks:

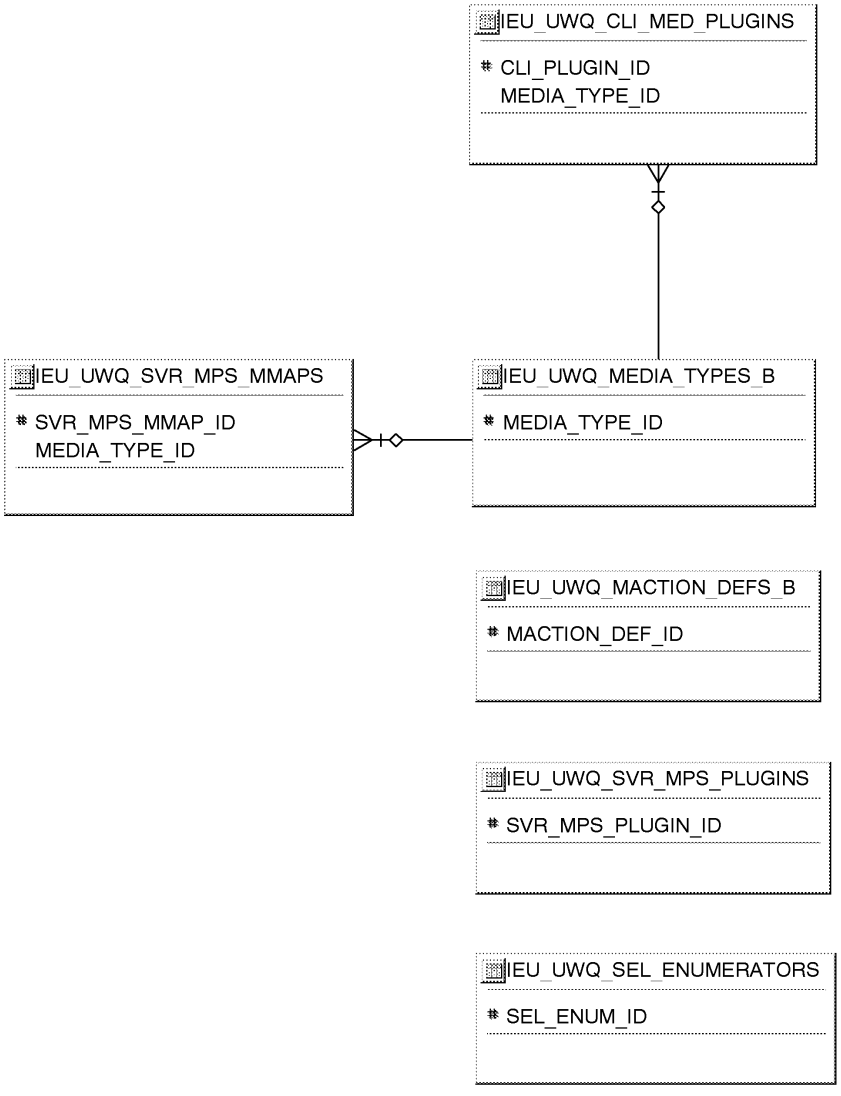
- Diagram 1: Logging and Alerting
- Diagram 2: UWQ Configuration
- Diagram 3: UWQ Media Action

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.

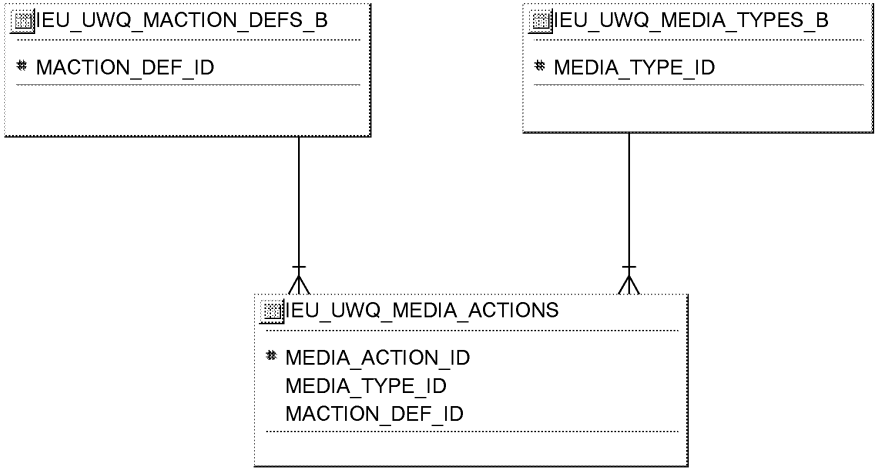
Logging and Alerting



UWQ Configuration



UWQ Media Action



Public Table List

This section lists each public database table that Universal Work Queue 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.

Universal Work Queue uses the following Public tables:

Table Name	Description
IEU_LNA_ACTIVE_ALERTS	Alerts that are considered active. (See page 3 – 8)
IEU_LNA_DESCRIPTIONS	Description of an LNA record. (See page 3 – 9)
IEU_LNA_PARAMETERS	Parameters of a description of an LNA record. (See page 3 – 10)
IEU_LNA_QUEUE_SPECIFIERS	Specifies the AQ queue to use when publishing. (See page 3 – 11)
IEU_LNA_RECORDS	Basic unit of information for a log or alert. (See page 3 – 12)
IEU_LNA_SOURCES	Potential sources who emit LNA data. (See page 3 – 14)
IEU_UWQ_AGENT_BINDINGS	Persists bindings of an agent to servers. (See page 3 – 15)
IEU_UWQ_CLI_MED_PLUGINS	UWQ Client (Media Type) Plugins (See page 3 – 16)
IEU_UWQ_MACTION_DEFS_B	Media Action Definitions (base) (See page 3 – 17)
IEU_UWQ_MACTION_DEFS_TL	Media Action Definitions (translations) (See page 3 – 18)
IEU_UWQ_MEDIA_ACTIONS	UWQ Media Delivery Action Procedures. (See page 3 – 19)
IEU_UWQ_MEDIA_TYPES_B	UWQ Media Types (base) (See page 3 – 20)
IEU_UWQ_MEDIA_TYPES_TL	UWQ Media Types (translations) (See page 3 – 21)
IEU_UWQ_SEL_ENUMERATORS	UWQ Selector Enumerator Functions. (See page 3 – 22)
IEU_UWQ_SEL_MRT_DATA	Data used for selector view. (See page 3 – 23)
IEU_UWQ_SEL_RT_NODES	UWQ Selector Run–Time Nodes. (See page 3 – 24)

IEU_UWQ_SVR_MPS_MMAPS	UWQ Server (Media Provider) Media Maps (See page 3 – 26)
IEU_UWQ_SVR_MPS_PLUGINS	UWQ Server (Media Provider) Plugins (See page 3 – 27)

Public View List

This section lists each public database view that Oracle Universal Work Queue 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 Universal Work Queue uses the following public views:

View Name	Description
IEU_UWQ_DEFECTS_V	View used for UWQ selector SpreadTable. (See page NO TAG)
IEU_UWQ_INBOUND_EMAIL_V	View used for UWQ selector SpreadTable. (See page NO TAG)
IEU_UWQ_INBOUND_TEL_V	View used for UWQ selector SpreadTable. (See page NO TAG)
IEU_UWQ_MACTION_DEFS_VL	View of media action definitions for forms. (See page NO TAG)
IEU_UWQ_MEDIA_ACTIONS_VL	View of media actions for forms. (See page NO TAG)
IEU_UWQ_MEDIA_V	View used for UWQ selector SpreadTable. (See page NO TAG)
IEU_UWQ_MYWORK_V	View used for UWQ selector SpreadTable. (See page NO TAG)
IEU_UWQ_OUTBOUND_TEL_V	View used for UWQ selector SpreadTable. (See page NO TAG)
IEU_UWQ_SERV_REQ_V	View used for UWQ selector SpreadTable. (See page NO TAG)
IEU_UWQ_TASKS_V	View used for UWQ selector SpreadTable. (See page NO TAG)

Module List

This section lists each form, report and concurrent program comprising Universal Work Queue.

CHAPTER

3 Detailed Design

This chapter presents a detailed design for implementing Oracle Universal Work Queue. 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 Universal Work Queue that enables you to:

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

Table and View Definitions

The Table and View Definitions section contains a detailed definition of Oracle Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue 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

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 Universal Work Queue 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 Universal Work Queue 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 Universal Work Queue does not use this column, although the column might be used in a future release.
No longer used	Oracle Universal Work Queue no longer uses this column. AutoInstall installs this column. Subsequent versions of Oracle Universal Work Queue might not include this column.
No longer installed	Oracle Universal Work Queue no longer uses this column. If you *upgraded* 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 *install* Oracle Universal Work Queue, you do not have this column.

Standard Who Columns

Most Oracle Universal Work Queue tables contain standard columns to support \ **R**ow **W**ho. 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 Universal Work Queue 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.

Columns Reserved for Country–Specific Localizations

Some tables have GLOBAL_ATTRIBUTE columns which support additional features added to Oracle Universal Work Queue to meet statutory requirements and common business practices in your country or region. For details on these columns, refer to the Appendix in *Oracle Financials Regional Technical Reference Manual*. To read more about the features that these columns support, look for a User Guide appropriate to your country; for example, see the *Oracle Financials for the Czech Republic User Guide*.

Indexes

If an Oracle Universal Work Queue 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 Universal Work Queue.

Sequences

Oracle Universal Work Queue 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 Universal Work Queue 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.

IEU_LNA_ACTIVE_ALERTS

Represents alerts that are currently active in the system. This is used by viewing applications and gives much better performance than a view on the IEU_LNA_RECORDS table.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_LNA_RECORDS	RECORD_ID	RECORD_ID

Column Descriptions

Name	Null?	Type	Description
RECORD_ID (PK)	NOT NULL	NUMBER(30)	Identifies the record that is considered an active alert.
SOURCE_ID	NOT NULL	NUMBER(10)	Identifies the source that emitted the alert.
ALERT_KEY	NULL	VARCHAR2(256)	A key used to distinguish active alerts further.

IEU_LNA_DESCRIPTIONS

The description for a particular record. Parameters can be associated with a description. This provides a very efficient method for producers to emitt logging information quickly. Consumers (i.e., a viewer application) use this when displaying details of a log or alert.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_LNA_RECORDS	RECORD_ID	RECORD_ID

Column Descriptions

Name	Null?	Type	Description
RECORD_ID (PK)	NOT NULL	NUMBER(30)	Identifies the record that the description belongs to.
DESC_POS (PK)	NOT NULL	NUMBER(3)	Position (order) of the description.
DESC_MSG_ID	NOT NULL	NUMBER(10)	Code for the description used to obtain translated text.
DESC_RESOURCE_GUID	NULL	VARCHAR2(32)	The resource that the DESC_MSG_ID can be found in.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_LNA_DESCRIPTIONS_U1	UNIQUE	10	RECORD_ID
		20	DESC_POS

IEU_LNA_PARAMETERS

The parameters for a particular description. This provides a very efficient method for producers to emitt logging information quickly. Consumers (i.e., a viewer application) use this when displaying details of a log or alert.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_LNA_DESCRIPTIONS	DESC_POS RECORD_ID	DESC_POS RECORD_ID

Column Descriptions

Name	Null?	Type	Description
RECORD_ID (PK)	NOT NULL	NUMBER(30)	Identifies the record that the parameter is associated with.
DESC_POS (PK)	NOT NULL	NUMBER(3)	DESC_POS of the description that the parameter belongs to.
PARAM_POS (PK)	NOT NULL	NUMBER(3)	Position of the parameter (orders the parameters).
VALUE_TYPE	NOT NULL	NUMBER(2)	Type of value the parameter represents (Java types).
VALUE	NOT NULL	VARCHAR2(2000)	Actual value of the parameter.
PNAME_MSG_ID	NULL	NUMBER(10)	MSG_ID used for translation when displaying parameter name.
PNAME_RESOURCE_GUID	NULL	VARCHAR2(32)	Resource that the PNAME_MSG_ID translation can be found in.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_LNA_PARAMETERS_U1	UNIQUE	10	RECORD_ID
		20	DESC_POS
		30	PARAM_POS

IEU_LNA_QUEUE_SPECIFIERS

Queue specifiers are used to determine which logs or alerts go on which AQ queues. This is a different type of granularity than what AQ offers because some logs or alerts may be dropped entirely and never published. In such cases, we don't overfill the AQ and cause more scalability problems than are already present because of the potentially large volume of logs and alerts. In most cases, only the alerts are published to an AQ.

Column Descriptions

Name	Null?	Type	Description
FACILITY_GUID (PK)	NOT NULL	VARCHAR2(32)	Specifies the FACILITY_GUID for this QUEUE_NAME.
ACTION_MAP (PK)	NOT NULL	NUMBER(10)	Specifies the ACTION_MAP for this QUEUE_NAME.
SEVERITY_MAP (PK)	NOT NULL	NUMBER(10)	Specifies the SEVERITY_MAP for this QUEUE_NAME.
QUEUE_NAME	NOT NULL	VARCHAR2(512)	Specifies the AQ queue to publish to, given filter criteria.
ENABLE	NOT NULL	NUMBER(1)	Indicates whether the queue specification is active/enabled or not.
FACILITY_INSTANCE	NULL	VARCHAR2(512)	Specifies the FACILITY_INSTANCE for this QUEUE_NAME.
RESERVED	NULL	VARCHAR2(2000)	Reserved for on-site customization, etc.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_LNA_QUEUE_SPECIFIERS_N1	NOT UNIQUE	10	ACTION_MAP
		20	SEVERITY_MAP
		30	FACILITY_GUID
		40	ENABLE
IEU_LNA_QUEUE_SPECIFIERS_U1	UNIQUE	3	ACTION_MAP
		4	SEVERITY_MAP
		5	FACILITY_GUID

IEU_LNA_RECORDS

Records can represent logs or alerts, and represent the base unit of information needed for a log or alert. Optionally, logs and alerts can have descriptions, and parameters associated with them, but only if that association makes sense for that log. Timestamp is captured with mill–second granularity. Severity ranges from CRITICAL to INFORMATIONAL. The data captured here is optimized to be a trade–off between speed of a master–detail viewer application, and speed of producers emitting data.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_LNA_SOURCES	SOURCE_ID	SOURCE_ID

Column Descriptions

Name	Null?	Type	Description
RECORD_ID (PK)	NOT NULL	NUMBER(30)	Uniquely identifies an LNA record.
SOURCE_ID	NOT NULL	NUMBER(10)	Source that emitted this record.
TIMESTAMP	NOT NULL	DATE	Timestamp, to DATE granularity.
TIMESTAMP_MILLI	NOT NULL	NUMBER(3)	Millisecond portion of timestamp.
ACTION_ID	NOT NULL	NUMBER(10)	Action performed (log, alert-set, alert-clear, etc).
SEVERITY_ID	NOT NULL	NUMBER(10)	Severity of log or alert (critical, major, minor, info, etc).
TITLE_MSG_ID	NOT NULL	NUMBER(10)	MSG_ID code used to translate title of the record.
TITLE_RESOURCE_GUID	NULL	VARCHAR2(32)	Resource in which the TITLE_MSG_ID translation can be found.
ALERT_KEY	NULL	VARCHAR2(256)	Key that can distinguish alert further (emitter sets).
XML_DATA	NULL	VARCHAR2(4000)	XML data attached by emitter can represent anything.
RESERVED	NULL	VARCHAR2(2000)	Reserved for on-site customization, etc.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_LNA_RECORDS_N1	NOT UNIQUE	10	ACTION_ID
		20	ALERT_KEY
		30	RECORD_ID
		40	SEVERITY_ID
		50	SOURCE_ID
		60	TIMESTAMP
		70	TIMESTAMP_MILLI

Database Triggers

```
Trigger Name    : IEU_LNA_RECORDS_T1
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : INSERT

((new.ACTION_ID = 0) OR (new.ACTION_ID IS NULL))

Trigger Name    : IEU_LNA_RECORDS_T2
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : INSERT

((new.ACTION_ID IS NOT NULL) AND (new.ACTION_ID != 0))
```

IEU_LNA_SOURCES

Instead of capturing the same data repeatedly in the IEU_LNA_RECORDS table, the sources represent a producer of logs or alerts. The sources are updated much less frequently, and are simply associated with the records being emitted to save table space, and speed of emitting.

Column Descriptions

Name	Null?	Type	Description
SOURCE_ID (PK)	NOT NULL	NUMBER(10)	Uniquely identifies a source (emitter) of LNA records.
FACILITY_GUID	NOT NULL	VARCHAR2(32)	Globally unique identifier of the emitter.
FACILITY_NAME_MSG_ID	NOT NULL	NUMBER(10)	MSG_ID that can be translated to show emitter name.
FACILITY_RESOURCE_GUID	NOT NULL	VARCHAR2(32)	Resource in which FACILITY_RESOURCE_MSG_ID can be found.
FACILITY_INSTANCE	NOT NULL	VARCHAR2(512)	Specific instance of an emitter.
FACILITY_INSTANCE_UID	NOT NULL	VARCHAR2(256)	Uniquely identifies an instance of an emitter.
IP_ADDRESS	NOT NULL	VARCHAR2(16)	IP address obtained by emitter by system call.
HOSTNAME	NOT NULL	VARCHAR2(256)	Hostname obtained by emitter by system call.
OS_USER_NAME	NOT NULL	VARCHAR2(256)	User name obtained by emitter by calling OS.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_LNA_SOURCES_U1	UNIQUE	5	FACILITY_INSTANCE_UID
		10	FACILITY_GUID
		20	FACILITY_INSTANCE

IEU_UWQ_AGENT_BINDINGS

Persists bindings of an agent to servers. This is used when restoring service after various system failure cases (i.e., when a server is bounced on/off, temporary network failures, etc).

Column Descriptions

Name	Null?	Type	Description
SERVER_ID (PK)	NOT NULL	NUMBER(15)	Identifies the IEO_SVR_SERVER of the binding.
RESOURCE_ID (PK)	NOT NULL	NUMBER(15)	Identifies JTF resource for the binding.
LAST_UPDATE_DATE	NOT NULL	DATE	Last time the binding was updated.
NOT_VALID	NULL	VARCHAR2(1)	Indicates if row is valid or not.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_AGENT_BINDINGS_N1	NOT UNIQUE	10	SERVER_ID
		20	RESOURCE_ID
		30	NOT_VALID
IEU_UWQ_AGENT_BINDINGS_U1	UNIQUE	4	SERVER_ID
		5	RESOURCE_ID

IEU_UWQ_CLI_MED_PLUGINS

The UWQ client plugins allow the UWQ client to launch any Java bean that is associated with a media type that the agent can work on. This is how the SoftPhone and Email beans are detected and ivoked.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_UWQ_MEDIA_TYPES_B	MEDIA_TYPE_ID	MEDIA_TYPE_ID

Column Descriptions

Name	Null?	Type	Description
CLI_PLUGIN_ID (PK)	NOT NULL	NUMBER(15)	UID of row.
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.
MEDIA_TYPE_ID	NOT NULL	NUMBER(15)	FK to media type.
CLI_PLUGIN_CLASS	NOT NULL	VARCHAR2(1996)	Fully qualified Java class string.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_CLI_PLUGINS_U1	UNIQUE	4	CLI_PLUGIN_CLASS
		5	MEDIA_TYPE_ID

Sequences

Sequence	Derived Column
IEU_UWQ_CLI_MED_PLUGINS_S1	CLI_PLUGIN_ID
IEU_UWQ_MEDIA_TYPES_B_S1	MEDIA_TYPE_ID

IEU_UWQ_MACTION_DEFS_B

The media action definitions declare the actions that can be launched on media delivery.

Column Descriptions

Name	Null?	Type	Description
MACTION_DEF_ID (PK)	NOT NULL	NUMBER(15)	UID of media action.
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.
ACTION_PROC	NOT NULL	VARCHAR2(200)	Media action procedure name.
APPLICATION_ID	NOT NULL	NUMBER(15)	App ID of the app that made the entry.
GLOBAL_FORM_PARAMS	NULL	VARCHAR2(500)	Column not used (not currently supported).

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_MACTION_DEFS_B_N1	NOT UNIQUE	4	ACTION_PROC
		5	MACTION_DEF_ID
IEU_UWQ_MACTION_DEFS_B_U1	UNIQUE	5	ACTION_PROC

Sequences

Sequence	Derived Column
IEU_UWQ_MACTION_DEFS_B_S1	MACTION_DEF_ID

IEU_UWQ_MACTION_DEFS_TL

The media action definitions declare the actions that can be launched on media delivery.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_UWQ_MACTION_DEFS_B	MACTION_DEF_ID	MACTION_DEF_ID

Column Descriptions

Name	Null?	Type	Description
MACTION_DEF_ID (PK)	NOT NULL	NUMBER(15)	Identifies the media action definition in the base table.
LANGUAGE (PK)	NOT NULL	VARCHAR2(4)	Language of the translation.
CREATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
CREATION_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard WHO columns.
ACTION_USER_LABEL	NOT NULL	VARCHAR2(1996)	Action label displayed to user.
SOURCE_LANG	NULL	VARCHAR2(4)	Source language of the translation.
ACTION_DESCRIPTION	NULL	VARCHAR2(1996)	Description of the action (displayed to user).

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_MACTION_DEFS_TL_U1	UNIQUE	2	MACTION_DEF_ID
		5	LANGUAGE

IEU_UWQ_MEDIA_ACTIONS

The media delivery action procedures are called by UWQ when media items are delivered. The procedures return action information so that UWQ can call the action specific to that media item (i.e. Launch a customer care, or an OTS form).

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_UWQ_MACTION_DEFS_B	MACTION_DEF_ID	MACTION_DEF_ID
IEU_UWQ_MEDIA_TYPES_B	MEDIA_TYPE_ID	MEDIA_TYPE_ID

Column Descriptions

Name	Null?	Type	Description
MEDIA_ACTION_ID (PK)	NOT NULL	NUMBER(15)	Identifies a media action specification.
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.
MEDIA_TYPE_ID	NOT NULL	NUMBER(15)	Media type the action is for.
MACTION_DEF_ID	NOT NULL	NUMBER(15)	FK to the media action definition.
APPLICATION_ID	NOT NULL	NUMBER(15)	Application ID owning the entry.
CLASSIFICATION	NULL	VARCHAR2(500)	Classification for the action.
OTHER_PARAMS	NULL	VARCHAR2(500)	DO NOT USE (not currently supported).

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_MEDIA_ACTIONS_N1	NOT UNIQUE	2	MEDIA_TYPE_ID
		4	CLASSIFICATION
		5	MACTION_DEF_ID
IEU_UWQ_MEDIA_ACTIONS_U1	UNIQUE	4	CLASSIFICATION
		5	MEDIA_TYPE_ID

Sequences

Sequence	Derived Column
IEU_UWQ_MEDIA_ACTIONS_S1	MEDIA_ACTION_ID
IEU_UWQ_MEDIA_TYPES_B_S1	MEDIA_TYPE_ID

IEU_UWQ_MEDIA_TYPES_B

The media types simply declare the media types that UWQ is aware of.

Column Descriptions

Name	Null?	Type	Description
MEDIA_TYPE_ID (PK)	NOT NULL	NUMBER(15)	Uniquely identifies the media type.
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.
MEDIA_TYPE_UUID	NOT NULL	VARCHAR2(38)	Universally unique identifier of media type.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_MEDIA_TYPES_B_U1	UNIQUE	5	MEDIA_TYPE_UUID

Sequences

Sequence	Derived Column
IEU_UWQ_MEDIA_TYPES_B_S1	MEDIA_TYPE_ID

IEU_UWQ_MEDIA_TYPES_TL

The media types simply declare the media types that UWQ is aware of.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_UWQ_MEDIA_TYPES_B	MEDIA_TYPE_ID	MEDIA_TYPE_ID

Column Descriptions

Name	Null?	Type	Description
MEDIA_TYPE_ID (PK)	NOT NULL	NUMBER(15)	FK to media type.
LANGUAGE (PK)	NOT NULL	VARCHAR2(4)	Language of the translation.
CREATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
CREATION_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard WHO columns.
MEDIA_TYPE_NAME	NOT NULL	VARCHAR2(1996)	Media type (string displayed to user).
SOURCE_LANG	NULL	VARCHAR2(4)	Source language of the translation.
MEDIA_TYPE_DESCRIPTION	NULL	VARCHAR2(1996)	Description of media type displayed to user.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_MEDIA_TYPES_TL_U1	UNIQUE	4	MEDIA_TYPE_ID
		5	LANGUAGE

Sequences

Sequence	Derived Column
IEU_UWQ_MEDIA_TYPES_B_S1	MEDIA_TYPE_ID

IEU_UWQ_SEL_ENUMERATORS

The enumerators determine how the UWQ tree view is built. A default implementation will be built for v1, but this table allows future usage to change without changing UWQ.

Column Descriptions

Name	Null?	Type	Description
SEL_ENUM_ID (PK)	NOT NULL	NUMBER(15)	Uniquely identifies a node enumerator.
CREATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
CREATION_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard WHO columns.
ENUM_PROC	NOT NULL	VARCHAR2(256)	Fully qualified enumeration function.
ENUM_TYPE_UUID	NOT NULL	VARCHAR2(38)	Universally unique identifier of the enumeration type.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_SEL_ENUMERATORS_U1	UNIQUE	2	ENUM_PROC
		4	ENUM_TYPE_UUID

Sequences

Sequence	Derived Column
IEU_UWQ_SEL_ENUMERATORS_S1	SEL_ENUM_ID

IEU_UWQ_SEL_MRT_DATA

UWQ integrates near real–time servers on the middle–tier. Some of them do not have a schema of their own, so this table can be used to store information that is needed for the SpreadTable view.

Column Descriptions

Name	Null?	Type	Description
SEL_MRT_ID (PK)	NOT NULL	NUMBER(15)	Uniquely identifies media run-time data row.
RESOURCE_ID	NOT NULL	NUMBER(15)	JTF Resource ID that queue represent.
SVR_TYPE_ID	NOT NULL	NUMBER(15)	Server that queue belongs to.
MEDIA_TYPE_ID	NOT NULL	NUMBER(15)	Media type that queue represents.
QUEUE_NAME	NOT NULL	VARCHAR2(500)	Queue name.
QUEUE_COUNT	NOT NULL	NUMBER(10)	Queue count.
LAST_UPDATE_DATE	NOT NULL	DATE	Timestamp of last update.
PROVIDER_REF	NULL	VARCHAR2(32)	Provider specific reference.
NOT_VALID	NULL	VARCHAR2(1)	Indicates if row is valid or not.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_SEL_MRT_DATA_N1	NOT UNIQUE	10	SVR_TYPE_ID
		20	MEDIA_TYPE_ID
		30	RESOURCE_ID
		40	QUEUE_NAME
		50	QUEUE_COUNT

Sequences

Sequence	Derived Column
IEU_UWQ_SEL_MRT_DATA_S1	SEL_MRT_ID
IEU_UWQ_MEDIA_TYPES_B_S1	MEDIA_TYPE_ID

IEU_UWQ_SEL_RT_NODES

The UWQ Selector is a Forms based app that needs run–time information to display the correct tree–view to the end user based on media types, availablity, etc. This table is maintained at run–time using private stored procedures, and there is a Form component that keeps the relevant data for each agent based on the information in this table. This was done for performance purposes.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_UWQ_MEDIA_TYPES_B	MEDIA_TYPE_ID	MEDIA_TYPE_ID
IEU_UWQ_SEL_ENUMERATORS	SEL_ENUM_ID	SEL_ENUM_ID

Column Descriptions

Name	Null?	Type	Description
SEL_RT_NODE_ID (PK)	NOT NULL	NUMBER(15)	Uniquely identifies selector node row.
CREATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
CREATION_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard WHO columns.
RESOURCE_ID	NOT NULL	NUMBER(15)	Identifies JTF resource ID of the agent.
SEL_ENUM_ID	NOT NULL	NUMBER(15)	FK to enumerator.
NODE_ID	NOT NULL	NUMBER(10)	Node ID.
NODE_TYPE	NOT NULL	NUMBER(10)	Type of node.
NODE_LABEL	NOT NULL	VARCHAR2(512)	Display label of the node.
COUNT	NOT NULL	NUMBER(10)	Elements contained in node (displayed).
DATA_SOURCE	NOT NULL	VARCHAR2(512)	DataSource for SpreadTable.
VIEW_NAME	NOT NULL	VARCHAR2(512)	View that DataSource is based upon.
MEDIA_TYPE_ID	NULL	NUMBER(15)	FK to media type.
SEL_ENUM_PID	NULL	NUMBER(15)	Parent's enumerator ID.
NODE_PID	NULL	NUMBER(10)	Node's Parent.
NODE_WEIGHT	NULL	NUMBER(10)	Weight for display order.
WHERE_CLAUSE	NULL	VARCHAR2(1996)	Where clause that qualifies agents view.
HIDE_IF_EMPTY	NULL	VARCHAR2(1)	Indicates to hide if count is zero (or not).
NOT_VALID	NULL	VARCHAR2(1)	Indicates if row is valid (or not).

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_SEL_RT_NODES_N1	NOT UNIQUE	5	RESOURCE_ID
		10	SEL_ENUM_ID
		35	NODE_ID
		37	NODE_TYPE
		50	NOT_VALID

IEU_UWQ_SEL_RT_NODES_U1	UNIQUE	10	RESOURCE_ID
		20	SEL_ENUM_ID
		30	NODE_ID
		40	NODE_TYPE

Sequences

Sequence	Derived Column
IEU_UWQ_SEL_RT_NODES_S1	SEL_RT_NODE_ID
IEU_UWQ_MEDIA_TYPES_B_S1	MEDIA_TYPE_ID

IEU_UWQ_SVR_MPS_MMAPS

The UWQ server needs to know what types of media the media provider plugins are enabling. This table declares those associations, and optionally declares how the UWQ media type maps to the provider type (for cases where they are not the same).

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEU_UWQ_MEDIA_TYPES_B	MEDIA_TYPE_ID	MEDIA_TYPE_ID

Column Descriptions

Name	Null?	Type	Description
SVR_MPS_MMAP_ID (PK)	NOT NULL	NUMBER(15)	Uniquely identifies media map row.
CREATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
CREATION_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard WHO columns.
MEDIA_TYPE_ID	NOT NULL	NUMBER(15)	Media type ID.
SVR_TYPE_ID	NOT NULL	NUMBER(15)	Server type ID.
MEDIA_TYPE_MAP	NULL	NUMBER(10)	Server's representation of media type.

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_SVR_MPS_MMAPS_U1	UNIQUE	4	MEDIA_TYPE_ID
		5	SVR_TYPE_ID

Sequences

Sequence	Derived Column
IEU_UWQ_SVR_MPS_MMAPS_S1	SVR_MPS_MMAP_ID
IEU_UWQ_MEDIA_TYPES_B_S1	MEDIA_TYPE_ID

IEU_UWQ_SVR_MPS_PLUGINS

The UWQ server plugins allow the UWQ server to integrated to any media provider, for future media enabling. This is how MCM and Advanced Outbound are detected and invoked.

Column Descriptions

Name	Null?	Type	Description
SVR_MPS_PLUGIN_ID (PK)	NOT NULL	NUMBER(15)	UID of row.
CREATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
CREATION_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard WHO columns.
LAST_UPDATE_DATE	NOT NULL	DATE	Standard WHO columns.
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard WHO columns.
SVR_TYPE_ID	NOT NULL	NUMBER(15)	Server type ID.
SVR_PLUGIN_CLASS	NOT NULL	VARCHAR2(1996)	Fully qualified server plugin class (Java).

Indexes

Index Name	Index Type	Sequence	Column Name
IEU_UWQ_SVR_MPS_PLUGINS_N1	NOT UNIQUE	4	SVR_TYPE_ID
		5	SVR_PLUGIN_CLASS

Sequences

Sequence	Derived Column
IEU_UWQ_SVR_MPS_PLUGINS_S1	SVR_MPS_PLUGIN_ID

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Oracle Universal Work Queue Technical Reference Manual
A83691–01

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