Oracle® Telephony Manager Technical Reference Manual

RELEASE 11*i*

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Oracle® Telephony Manager Technical Reference Manual
Release 11i

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CHAPTER

1 Introduction

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

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

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

About this Manual

This manual describes the Oracle Customer Relationship Management (CRM) Applications Release 11i data model, as used by Oracle Telephony Manager; 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 Telephony Manager. 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 Telephony Manager 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*).

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Audience

The *Oracle Telephony Manager 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 Telephony Manager. 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 Telephony Manager uses. This chapter also has a list of modules.

Detailed Design

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

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How to Use This Manual

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

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

We have constructed Oracle Telephony Manager 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.

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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 Telephony Manager Technical Reference Manual* does not contain complete information about the dependencies between Oracle Telephony Manager 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 Telephony Manager 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 Telephony Manager 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 Telephony Manager 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 Telephony Manager 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 Telephony Manager.

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 Telephony Manager 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

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

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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 Telephony Manager 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 Telephony Manager 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 Telephony Manager that satisfies the business needs we specify during Strategy and Analysis. It contains database diagrams for Oracle Telephony Manager application building blocks, lists of database tables and views, and a list of modules.

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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 Telephony Manager applications. And, you can prepare yourself to understand the detailed design and implementation of Oracle Telephony Manager.

Database Diagrams

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

Use this section to quickly learn what tables each Oracle Telephony Manager 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 Telephony Manager 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.

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Internal Tables

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

View Lists

The View List sections list the Oracle Telephony Manager 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 Telephony Manager uses.

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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 Telephony Manager 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 Telephony Manager. Use your user's guide to learn more about reports and concurrent processes.

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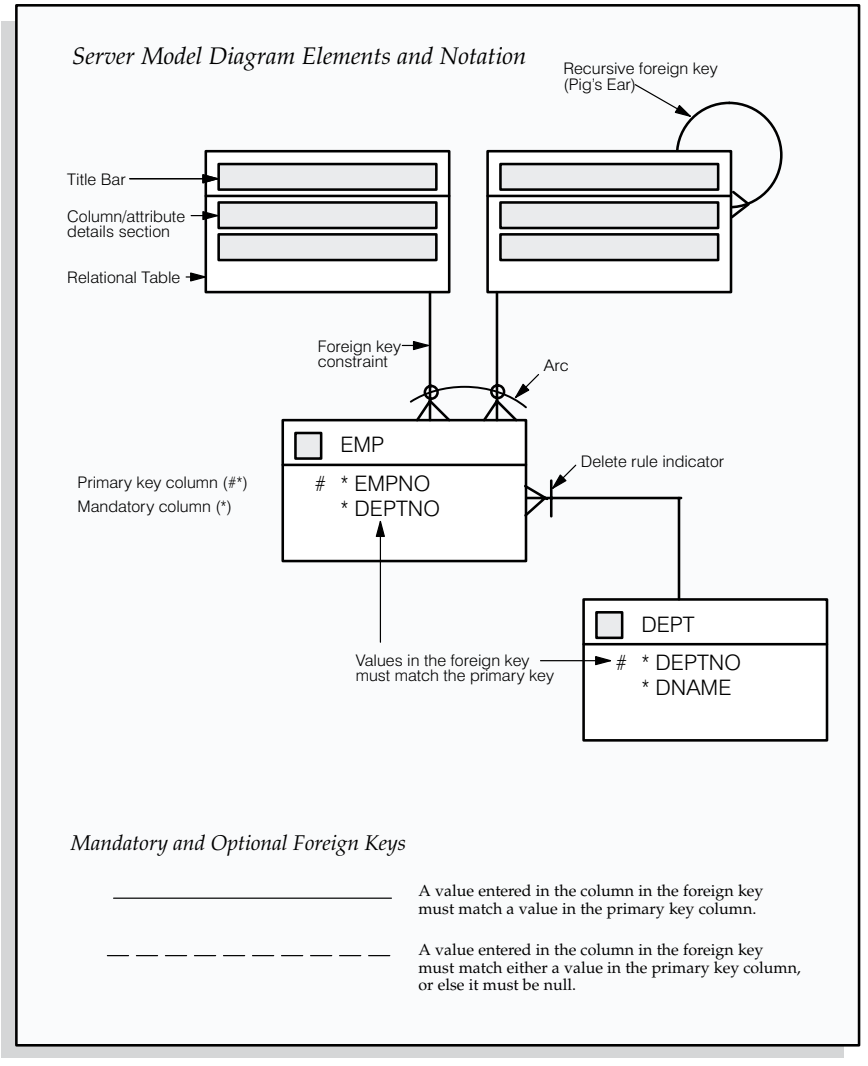
Database Diagramming Conventions

We use the following notational conventions in our database diagrams:

Figure 2 – 1
Database Diagram Conventions



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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.

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Oracle Telephony Manager Summary Database Diagram

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Database Diagrams

This section graphically represents most of the significant Oracle Telephony Manager tables and the relationships between them, organized by building block. Use this section to quickly learn what tables each Oracle Telephony Manager 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 Telephony Manager application building blocks:

- Diagram 1: IVR
- Diagram 2: Classifications
- Diagram 3: Middleware
- Diagram 4: Teleset
- Diagram 5: Routing
- Diagram 6: Agent

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.

IVR

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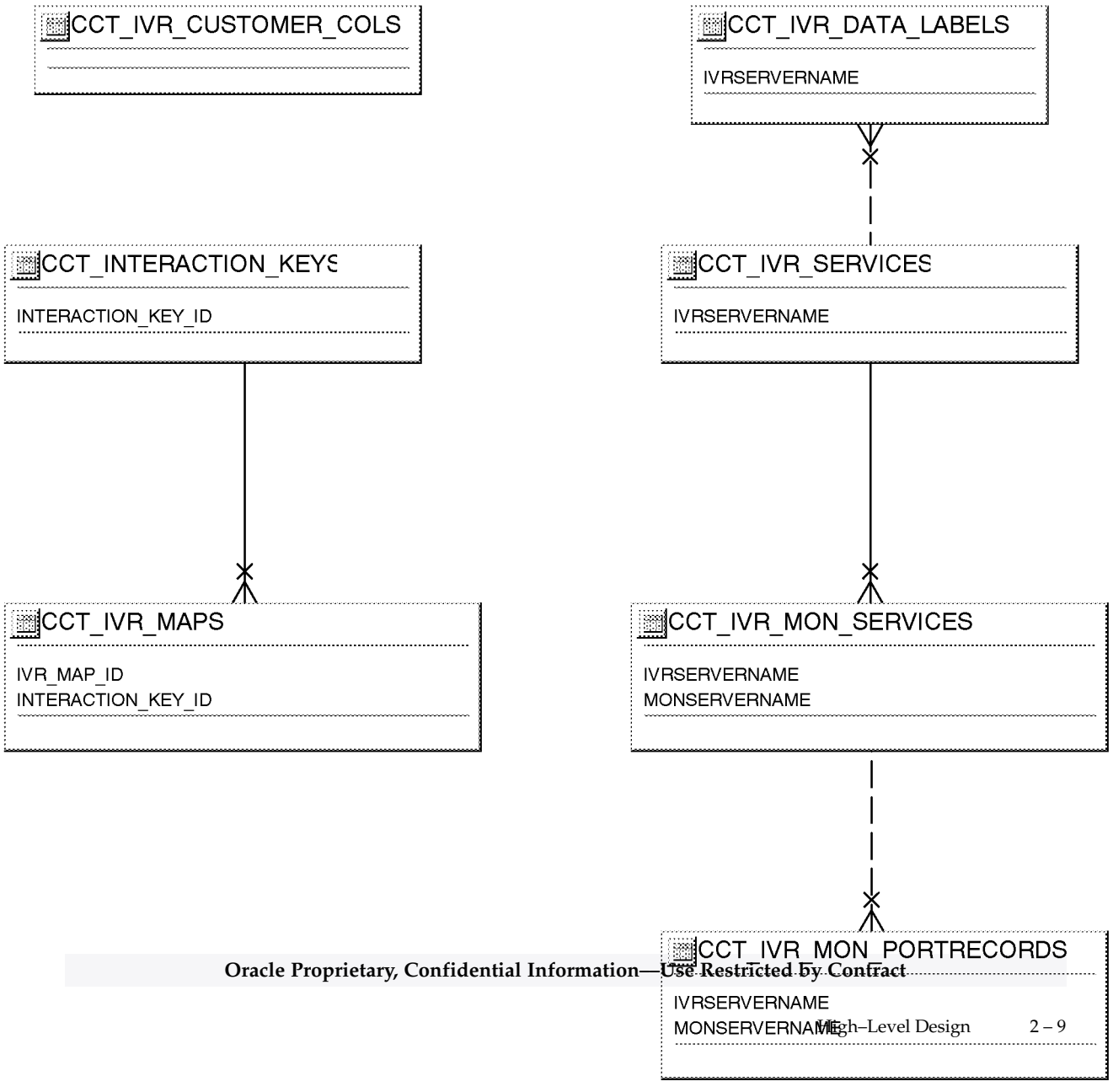

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Classifications

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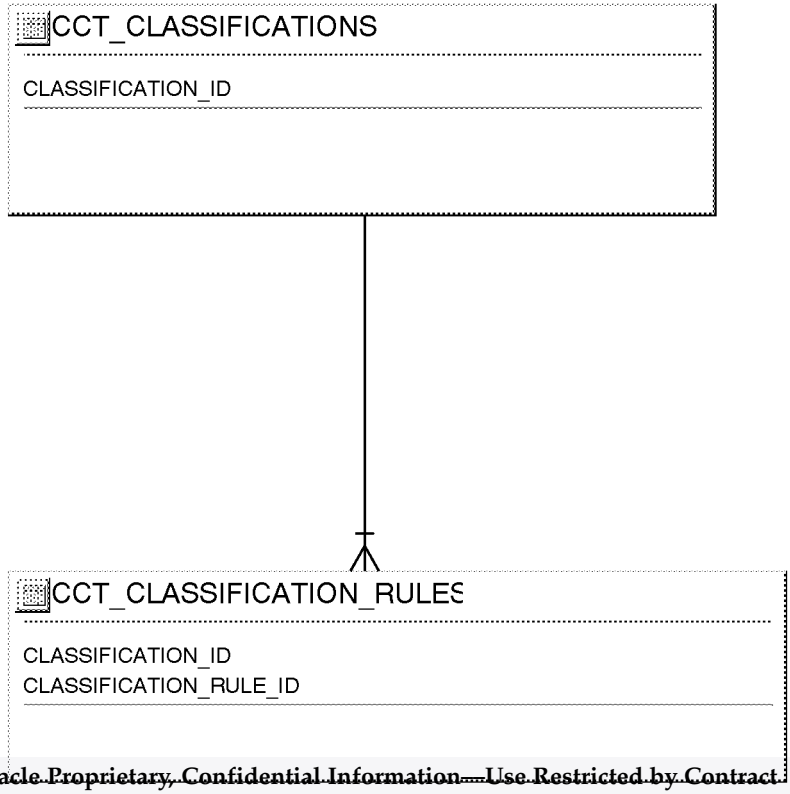

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Middleware

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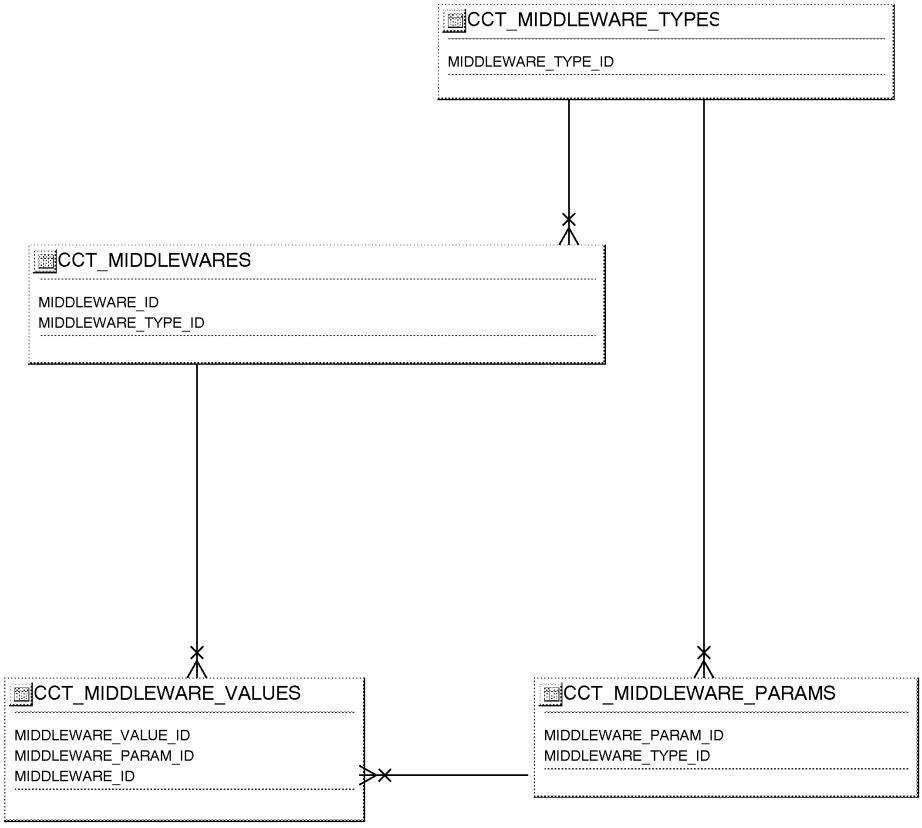

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Teleset

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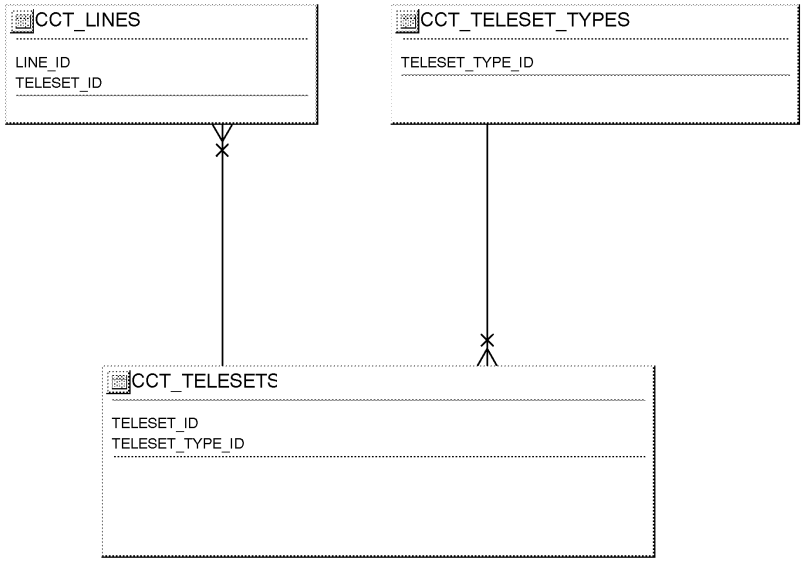

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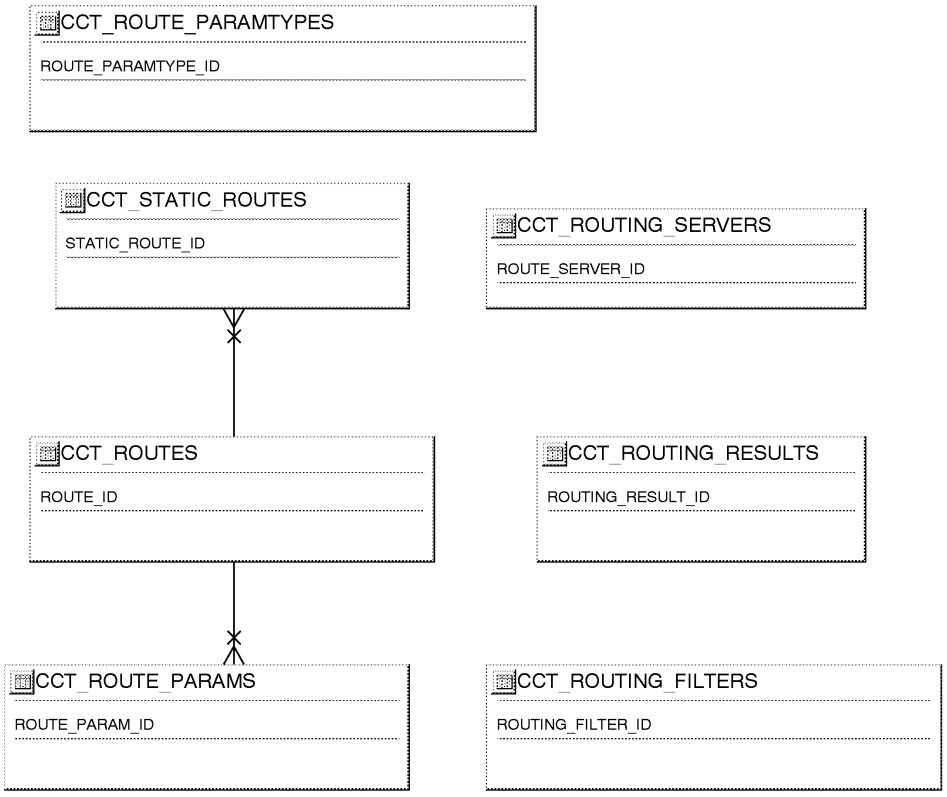

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Agent

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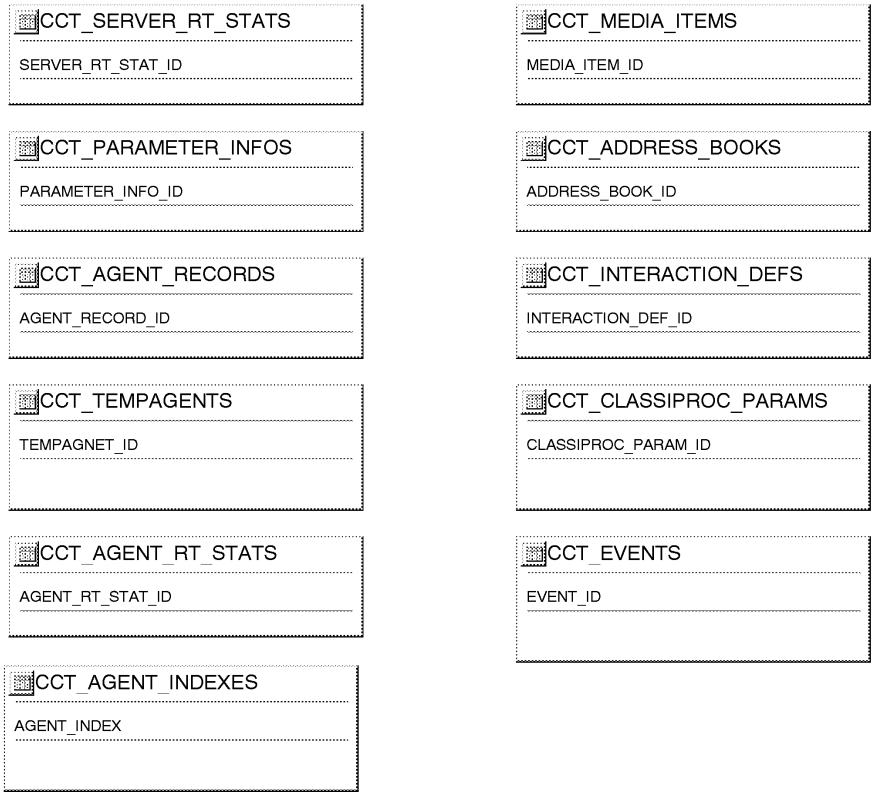

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Public Table List

This section lists each public database table that Call Center Technology/Telephony 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.

Call Center Technology/Telephony uses the following Public tables:

Table Name	Description
CCT_ADDRESS_BOOKS	Address Books table for Agent Soft Phone (See page 3 – 8)
CCT_AGENT_INDEXES	Agent Indexes table. (See page 3 – 9)
CCT_AGENT_RECORDS	This table keeps track of some agent summary stats. Record is INSERTed when an agent logs out. (See page 3 – 10)
CCT_AGENT_RT_STATS	This table keeps tracked of logged in agents. (See page 3 – 11)
CCT_CLASSIFICATIONS	Classifications table. (See page 3 – 12)
CCT_CLASSIFICATION_RULES	Classification Rules table. (See page 3 – 13)
CCT_CLASSIPROC_PARAMS	Classification Procedure Paramters table. (See page 3 – 14)
CCT_EVENTS	This table holds every event that the OTM throws internally. (See page 3 – 15)
CCT_INTERACTION_KEYS	This table lists the predefined Interaction keys for OA Prefs Admin Screen. (See page 3 – 17)
CCT_IVR_CUSTOMER_COLS	IVR Customer Columns table. (See page 3 – 18)
CCT_IVR_DATA_LABELS	IVR Data Labels table (See page 3 – 19)
CCT_IVR_MAPS	This table maps IVR variable names to CCT Interaction Keys (See page 3 – 20)
CCT_IVR_MON_PORTRECORDS	IVR Monitor Port Records table. (See page 3 – 22)
CCT_IVR_MON_SERVICES	IVR Monitor Services table. (See page 3 – 23)

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CCT_IVR_SERVICES	IVR Services table. (See page 3 – 24)
CCT_LINES	This table keeps track of each line's extension/classification. (See page 3 – 25)
CCT_MEDIA_ITEMS	Call Center Media Item table. (See page 3 – 27)
CCT_MIDDLEWARES	This table is for holding information needed for interfacing with the switch's middleware. (See page 3 – 28)
CCT_MIDDLEWARE_PARAMS	This table specifies the specific middleware parameters a middleware needs. (See page 3 – 30)
CCT_MIDDLEWARE_TYPES	This table lists each middleware type, such as PROSPECT_ASPECT or OPENTEL. (See page 3 – 32)
CCT_MIDDLEWARE_VALUES	This table holds the parameter values of each defined middleware id (See page 3 – 33)
CCT_PARAMETER_INFOS	This table is for sql layer parameter info caching. (See page 3 – 34)
CCT_ROUTES	Route table. (See page 3 – 35)
CCT_ROUTE_PARAMS	Route Parameters Table is used to define parameters for Database Procedures and for Route Rules (See page 3 – 36)
CCT_ROUTE_PARAMTYPES	Route Parameter Types table. (See page 3 – 37)
CCT_ROUTING_FILTERS	This table is used to store temporarily the Routing filters for the interaction (See page 3 – 38)
CCT_ROUTING_RESULTS	This table is used to the store the workflow routing results (See page 3 – 39)
CCT_ROUTING_SERVERS	Routing Servers table. (See page 3 – 40)
CCT_SERVER_RT_STATS	Server Real Time Statistics table (See page 3 – 41)
CCT_STATIC_ROUTES	This table is used to store the Route Destinations (See page 3 – 42)
CCT_TELESETS	This table defines a hardware teleset characteristics. (See page 3 – 43)
CCT_TELESET_TYPES	This table specifies the characteristics of a particular type of telesets. (See page 3 – 45)

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CCT_TEMPAGENTS	This table is used by the Routing Server Workflow definitions to keep track of the Agents returned by the nodes (See page 3 – 46)

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Public View List

This section lists each public database view that Oracle Telephony Manager 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 Telephony Manager uses the following public views:

View Name	Description
BIX_INT_CLASSIFICATIONS_V	BIX Interaction Classification View. (See page NO TAG)
CCT_MIDDLEWARES_V	Middlewares View. (See page NO TAG)

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Module List

This section lists each form, report and concurrent program comprising Call Center Technology/Telephony.

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CHAPTER

3 Detailed Design

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

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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 Telephony Manager that enables you to:

- Convert existing application data
- Integrate your Oracle Telephony Manager 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 Telephony Manager 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 Telephony Manager application contains, and how it uses them to hold and access the information it needs.

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Table and View Definitions

This section contains a detailed description of each Oracle Telephony Manager 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 Telephony Manager 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 Telephony Manager 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 Telephony Manager 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 Telephony Manager does not use this column, although the column might be used in a future release.
No longer used	Oracle Telephony Manager no longer uses this column. AutoInstall installs this column. Subsequent versions of Oracle Telephony Manager might not include this column.
No longer installed	Oracle Telephony Manager 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 Telephony Manager, you do not have this column.

Standard Who Columns

Most Oracle Telephony Manager 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

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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 Telephony Manager 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

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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 Telephony Manager 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 Telephony Manager.

Sequences

Oracle Telephony Manager 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 Telephony Manager view you may need to reference, we include important elements from the SQL statement that defines or

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creates a view. By studying this view definition, you can understand exactly how a view derives its contents.

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CCT_ADDRESS_BOOKS

Column Descriptions

Name	Null?	Type	Description
ADDRESS_BOOK_ID (PK)	NOT NULL	NUMBER	Address Book Unique ID
AGENT_ID	NULL	NUMBER	Agent Id/Resource ID.
CONTACT_POINT_ID	NULL	NUMBER	Contact Point Id: Foreign key to HZ_Contacts.
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
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
ATTRIBUTE6	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
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_AGENT_INDEXES

Column Descriptions

Name	Null?	Type	Description
AGENT_ID	NOT NULL	NUMBER	agent's resource id
MCM_SVR_ID	NOT NULL	NUMBER(15)	MCM Server Id.
AGENT_INDEX (PK)	NOT NULL	NUMBER	Agent Index Unique ID
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_AGENT_RECORDS

Column Descriptions

Name	Null?	Type	Description
AGENT_RECORD_ID (PK)	NOT NULL	NUMBER	OTM. Unique ID.
AGENT_INDEX	NOT NULL	NUMBER	Standard who column
AGENT_ID	NULL	NUMBER	COPY. From CCT_AGENT.
LOGIN_TIME	NULL	DATE	OTM. Agent Login time.
LOGOUT_TIME	NULL	DATE	OTM. Agent Logout time.
OTM_ID	NOT NULL	NUMBER	COPY. OTM agent logged into
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_CAR_U1	UNIQUE	60	AGENT_ID
		61	LOGIN_TIME

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CCT_AGENT_RT_STATS

Column Descriptions

Name	Null?	Type	Description
AGENT_RT_STAT_ID (PK)	NOT NULL	NUMBER	Agent RT Stat Unique ID.
AGENT_ID	NOT NULL	NUMBER	COPY. From CCT_AGENT.
CLIENT_ID	NOT NULL	NUMBER	COPY. From CCT_CLIENT. Client agent is using.
AVAILABLE	NULL	VARCHAR2(1)	OTM. T/F; T if agent is logged i
MCM_ID	NOT NULL	NUMBER	COPY. From CCT_OTM. OTM agent is logged into.
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_AGENTID_U1	UNIQUE	75	AGENT_ID

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CCT_CLASSIFICATIONS

Column Descriptions

Name	Null?	Type	Description
CLASSIFICATION_ID (PK)	NOT NULL	NUMBER	Classification Unique ID.
TYPE	NULL	VARCHAR2(16)	Type of Classification : Literal/Database Procedure
DBURL	NULL	VARCHAR2(256)	Database URL for the Classification
CLASSIFICATION	NULL	VARCHAR2(64)	Classification Name
TIME_OUT	NULL	NUMBER	Time Out for the Queue based on this Classification
ROUTE_ID	NULL	NUMBER	Foreign key to Route Id
DB_DRIVER	NULL	VARCHAR2(256)	This is used to define non oracle DB drivers
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NULL	NUMBER	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER	Standard who column

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CCT_CLASSIFICATION_RULES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_CLASSIFICATIONS	CLASSIFICATION_ID	CLASSIFICATION_ID

Column Descriptions

Name	Null?	Type	Description
CLASSIFICATION_ID	NOT NULL	NUMBER	Classification id
CLASSIFICATION_RULE_ID (PK)	NOT NULL	NUMBER	classification Rule Unique ID.
KEY	NULL	VARCHAR2(64)	Key for the Classification Rule
VALUE	NULL	VARCHAR2(64)	Value for the Classification Rule
OPERATION	NULL	VARCHAR2(20)	Operator for the Classification Rule
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NULL	NUMBER	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER	Standard who column

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CCT_CLASSIPROC_PARAMS

Column Descriptions

Name	Null?	Type	Description
CLASSIPROC_PARAM_ID (PK)	NOT NULL	NUMBER	Classiproc Param Unique ID
CLASSIFICATION_RULE_ID	NULL	NUMBER	Classification Rule Id.
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining Column
CLASSIFICATION_ID	NULL	NUMBER	Classification Id.
KEY	NULL	VARCHAR2(64)	Parameter for the Database Procedure
VALUE	NULL	VARCHAR2(64)	Value for the Parameter
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive Flexfield Segment Column
OPERATION	NULL	VARCHAR2(20)	Operation.
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive Flexfield Segment Column
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive Flexfield Segment Column
ATTRIBUTE3	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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_EVENTS

Column Descriptions

Name	Null?	Type	Description
EVENT_ID (PK)	NOT NULL	NUMBER	OTM. Unique record id.
OTM_ID	NOT NULL	NUMBER	COPY. The OTM ID that generated this event
NAME	NULL	VARCHAR2(32)	OTM. The name of the event
AGENT_ATG_NUMBER	NULL	VARCHAR2(32)	COPY. The ID of the Agent Object involved.
LINE_INDEX	NULL	NUMBER(2)	COPY. From CCT_LINE. Idx referring to the Line Object
LINE_INDEX_2	NULL	NUMBER(2)	COPY. From CCT_LINE. Idx of 2nd Line Object involved
ORIGIN	NULL	VARCHAR2(32)	OTM. Originating phone number.
DESTINATION	NULL	VARCHAR2(32)	OTM. Destination Phone Number.
CLASSIFICATION	NULL	VARCHAR2(128)	OTM. Specific error/comment classification.
EXTENSION	NULL	VARCHAR2(32)	COPY. Extension number used. From CCT_AGENT/CCT_LINE
LINE_IDENTIFICATION	NULL	VARCHAR2(32)	OTM. Actual name of Line of LINE_INDEX
LINE_IDENTIFICATION_2	NULL	VARCHAR2(32)	OTM. Actual name of Line2 of LINE_INDEX_2
CALL_IDENTIFICATION	NULL	VARCHAR2(128)	OTM. OTM Call ID.
TIME_DATE	NULL	DATE	OTM. Time stamp of the event
TIME_MILLISECOND	NULL	VARCHAR2(3)	OTM. milliseconds part of time stamp
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_EVENTID_U1	UNIQUE	40	EVENT_ID
CCT_OTMID_N1	NOT UNIQUE	50	OTM_ID

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CCT_INTERACTION_KEYS

Column Descriptions

Name	Null?	Type	Description
INTERACTION_KEY_ID (PK)	NOT NULL	NUMBER	GUI. Unique ID.
DATA_TYPE	NOT NULL	VARCHAR2(32)	Not used in this release
INTERACTION_KEY	NULL	VARCHAR2(32)	USER. Interaction key name
FLAG	NULL	VARCHAR2(32)	XTRA. For future expansion
DESCRIPTION	NULL	VARCHAR2(256)	USER. Description of the key/value pair
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_INTERACTIONKEYID_U1	UNIQUE	16	INTERACTION_KEY_ID
CCT_INTERACTIONKEY_U2	UNIQUE	17	INTERACTION_KEY

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CCT_IVR_CUSTOMER_COLS

Column Descriptions

Name	Null?	Type	Description
COLUMN_NAME	NOT NULL	VARCHAR2(30)	Column Name.

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CCT_IVR_DATA_LABELS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_IVR_SERVICES	IVRSERVERNAME	IVRSERVERNAME

Column Descriptions

Name	Null?	Type	Description
IVRSERVERNAME	NOT NULL	VARCHAR2(32)	IVR Server DCE Name.
IVRDATAPOS	NOT NULL	NUMBER(4)	IVR Data Position.
IVRDATALABEL	NOT NULL	VARCHAR2(132)	IVR Data Label
IVRDATALEN	NOT NULL	NUMBER(4)	IVR Data Length.
VTT_FIELD_NAME	NULL	VARCHAR2(30)	VTT Field name.
DB_FIELD_NAME	NULL	VARCHAR2(50)	Database Field name.

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CCT_IVR_MAPS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_INTERACTION_KEYS	INTERACTION_KEY_ID	INTERACTION_KEY_ID

Column Descriptions

Name	Null?	Type	Description
IVR_MAP_ID (PK)	NOT NULL	NUMBER	GUI. Unique ID.
SEQUENCE	NULL	NUMBER(2)	Not used in this release
IVR_VAR_NAME	NOT NULL	VARCHAR2(32)	USER. IVR variable name
INTERACTION_KEY_ID	NOT NULL	NUMBER	COPY. From CCT_INTERACTION_KEYS.
SERVER_GROUP_ID	NOT NULL	NUMBER	COPY. From CCT_CALL_CENTER table.
FLAG	NULL	VARCHAR2(32)	XTRA. For future expansion
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column

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Indexes

Index Name	Index Type	Sequence	Column Name
CCT_CALLCENTERID_N1	NOT UNIQUE	2	SERVER_GROUP_ID
CCT_CALL_IVR_N4	NOT UNIQUE	1	IVR_VAR_NAME
		6	SERVER_GROUP_ID
CCT_INTERACTION_KEY_ID_N2	NOT UNIQUE	3	INTERACTION_KEY_ID
CCT_IVRMAPID_U1	UNIQUE	5	IVR_MAP_ID

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CCT_IVR_MON_PORTRECORDS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_IVR_MON_SERVICES	IVRSERVERNAME MONSERVERNAME	IVRSERVERNAME MONSERVERNAME

Column Descriptions

Name	Null?	Type	Description
EXTENSION	NOT NULL	VARCHAR2(5)	Extension Number.
PORTTABLENAME	NOT NULL	VARCHAR2(32)	Port Table Name.
IVRSERVERNAME	NOT NULL	VARCHAR2(32)	IVR Server DCE Name.
MONSERVERNAME	NOT NULL	VARCHAR2(32)	IVR Monitor Server DCE Name.
PORTNAME	NULL	VARCHAR2(10)	Port Name
PORTSTATUS	NULL	NUMBER(2)	Port Status
PBXNAME	NULL	VARCHAR2(30)	PBX Name

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CCT_IVR_MON_SERVICES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_IVR_SERVICES	IVRSERVERNAME	IVRSERVERNAME

Column Descriptions

Name	Null?	Type	Description
IVRSERVERNAME	NOT NULL	VARCHAR2(32)	IVR Server DCE Name.
MONSERVERNAME	NOT NULL	VARCHAR2(32)	IVR Monitor Server DCE Name.
CTILOGICALID	NULL	VARCHAR2(128)	CTI Link Logical Id DCE.
CTINETWORKTYPE	NULL	VARCHAR2(128)	CTI Link Network Type
CTISERVERNAME	NULL	VARCHAR2(128)	CTI Server Name
MONTCPIPDLLNAME	NULL	VARCHAR2(32)	IVR MonitorTCP/IP DLL Name
MONCTIDLLNAME	NULL	VARCHAR2(32)	IVR Monitor CTI DLL Name.
MONAPPHOSTNAME	NULL	VARCHAR2(128)	IVR Monitor Application Host Name.
MONPORTTABLENAME	NULL	VARCHAR2(32)	IVR Monitor Port Table Name.
MONACTIVETHRESHOLD	NULL	NUMBER(4)	IVR Monitor Active Threshold.
MONAPPPORT	NULL	NUMBER(4)	IVR Monitor Application Port
MONHOSTNAMELEN	NULL	NUMBER(5)	IVR Monitor Host Name Length
MONHOSTNAMEDATAPOS	NULL	NUMBER(5)	IVR Monitor Host Name Data Position.
MONPORTDATAPOS	NULL	NUMBER(5)	IVR Monitor Port Data Position.
MONKEYDATASIZE	NULL	NUMBER(5)	IVR Monitor Key Data Size.
MONRECVDATASIZE	NULL	NUMBER(4)	IVR Monitor Receive Data Size
MONLISTENPORT	NULL	NUMBER(5)	IVR Monitor listener Port.
MONPERIODICALCLEANUPTIME	NULL	NUMBER(5)	IVR Monitor Periodical Cleanup Time
MONRECVDATATHREAD	NULL	NUMBER(5)	IVR Monitor Receive Data Thread.
MONRETDATAFLAG	NULL	NUMBER(4)	IVR Monitor Return Data Flag.
MONRETDATAPOS	NULL	NUMBER(5)	IVR Monitor Return Data Position.
MONRETDATASIZE	NULL	NUMBER(5)	IVR Monitor Return Data Size.
MONTOTALPORT	NULL	NUMBER(5)	IVR Monitor Total Port
MONTRANSLOWTHRESHOLD	NULL	NUMBER(4)	IVR Monitor Trans Low Threshold.
MONTRANSHIGHTHRESHOLD	NULL	NUMBER(4)	IVR Monitor Trans High Threshold.
MONFINISHTHRESHOLD	NULL	NUMBER(4)	IVR Monitor Finish Threshold.
MONMAXMESSAGEDELAY	NULL	NUMBER(4)	IVR Monitor Max Message Delay.
MONVERSAPBXTYPE	NULL	NUMBER(2)	IVR Monitor Versa PBX Type.
MONPBXTYPE	NULL	VARCHAR2(32)	IVR Monitor PBX Type.
MONPORTLEN	NULL	NUMBER(5)	IVR Monitor Port Length.
MONMSGCLTIME	NULL	NUMBER(5)	IVR Monitor MSGCL Time.
MONCONSTIME	NULL	NUMBER(4)	IVR Monitor Cons Time.
MONRESTARTTIME	NULL	NUMBER(4)	IVR Monitor Restart Time.
MONRETRYLIMIT	NULL	NUMBER(5)	MON Retry Limit.
MAXIVR	NULL	NUMBER(5)	MAX IVR.
USEUUID	NULL	NUMBER(1)	USEUUID.

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CCT_IVR_SERVICES

Column Descriptions

Name	Null?	Type	Description
IVRSERVERNAME	NOT NULL	VARCHAR2(32)	IVR Server DCE Name.
IVRDATAPURGETIME	NULL	NUMBER(4)	IVR Data Purge Time.
IVRDATASEPARATOR	NULL	VARCHAR2(1)	IVR Data Separator
IVRRECVDATASIZE	NULL	NUMBER(4)	IVR Receive Data Size
IVRHASHKEYPOS	NULL	NUMBER(4)	IVR Hash Key Position
IVRHASHKEYSIZE	NULL	NUMBER(4)	IVR Hash Key Size
IVRTRANSLOGFILEPATH	NULL	VARCHAR2(132)	IVR Transfer Log File Path.
IVRBACKUPPATH	NULL	VARCHAR2(132)	IVR Backup Path
IVRMESSAGEKEYPOS	NULL	NUMBER(5)	IVR Message Key Position.
IVRRUNTCPIPFLAG	NULL	NUMBER(1)	IVR Run TCP/IP Flag.
IVRLISTENPORT	NULL	NUMBER(5)	IVR Listener Port.
IVRRECVTHREADNUM	NULL	NUMBER(2)	IVR RECV Thread Number
RUNWITHMONITOR	NULL	NUMBER(1)	Run With IVR Monitor.
IVRMAX	NULL	NUMBER(2)	IVR Max

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CCT_LINES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_TELESETS	TELESET_ID	TELESET_ID

Column Descriptions

Name	Null?	Type	Description
LINE_ID (PK)	NOT NULL	NUMBER	GUI. Unique ID.
LINE_NAME	NULL	VARCHAR2(32)	XTRA. A random name.
LINE_INDEX	NULL	NUMBER(2)	USER. For Softphone GUI.
LINE_PURPOSE	NULL	VARCHAR2(32)	USER. e.g. External, Internal, ACD
EXTENSION	NULL	VARCHAR2(32)	USER. The extension at this line.
TELESET_ID	NOT NULL	NUMBER	COPY. Foreign key to CCT_TELESET table.
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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Indexes

Index Name	Index Type	Sequence	Column Name
CCT_LINE_ID_U1	UNIQUE	3	LINE_ID

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CCT_MEDIA_ITEMS

Column Descriptions

Name	Null?	Type	Description
SOURCE_ID	NULL	VARCHAR2(256)	original media id
MEDIA_ITEM_ID (PK)	NOT NULL	NUMBER	Media Item unique IDmedia item id from Interaction History
MEDIA_TYPE	NOT NULL	NUMBER(8)	Media Type.
QUEUE_SEQ_NUM	NOT NULL	NUMBER	sequence number used by MCM Queue
STATUS	NOT NULL	NUMBER(8)	status used by MCM
MCM_SVR_ID	NOT NULL	NUMBER(15)	MCM server ID
CLASSIFICATION	NOT NULL	VARCHAR2(256)	Classification
DATA	NOT NULL	BLOB	the serialized object.
TO_ADDRESS	NULL	VARCHAR2(512)	to or dnis.
FROM_ADDRESS	NULL	VARCHAR2(512)	from or ani.
ROUTE_RESULT	NULL	VARCHAR2(2000)	compressed route result.
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_MIDDLEWARES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_MIDDLEWARE_TYPES	MIDDLEWARE_TYPE_ID	MIDDLEWARE_TYPE_ID

Column Descriptions

Name	Null?	Type	Description
MIDDLEWARE_ID (PK)	NOT NULL	NUMBER	Middleware Unique ID.
SERVER_GROUP_ID	NOT NULL	NUMBER	COPY. Foreign key to CCT_CALL_CENTER table
CONFIG_NAME	NOT NULL	VARCHAR2(128)	USER. User defined Name
MIDDLEWARE_IP_ADDRESS	NULL	VARCHAR2(128)	USER. DNS Name or IP Address of middleware server
MIDDLEWARE_PORT	NULL	NUMBER(5)	USER. IP Port for middleware server
MIDDLEWARE_TYPE_ID	NOT NULL	NUMBER	COPY. Foreign key to CCT_MIDDLEWARE_TYPE table
EXTRA1	NULL	NUMBER(6)	Expansion column
EXTRA2	NULL	NUMBER(6)	Expansion column
EXTRA3	NULL	NUMBER(6)	Expansion column
EXTRA4	NULL	VARCHAR2(128)	Expansion column
EXTRA5	NULL	VARCHAR2(128)	Expansion column
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column

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LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_CALL_CONFIG_U2	UNIQUE	50	SERVER_GROUP_ID
		51	CONFIG_NAME
CCT_MIDDLEWAREID_U1	UNIQUE	5	MIDDLEWARE_ID
CCT_MIDDLEWARE_TYPE_ID_N1	NOT UNIQUE	53	MIDDLEWARE_TYPE_ID

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CCT_MIDDLEWARE_PARAMS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_MIDDLEWARE_TYPES	MIDDLEWARE_TYPE_ID	MIDDLEWARE_TYPE_ID

Column Descriptions

Name	Null?	Type	Description
MIDDLEWARE_PARAM_ID (PK)	NOT NULL	NUMBER	GUI. Unique key.
NAME	NULL	VARCHAR2(32)	USER. Name of the parameter
TYPE	NULL	VARCHAR2(32)	USER. Data type of the parameter
LENGTH	NULL	VARCHAR2(32)	USER. Length of the parameter value
DOMAIN_LOOKUP_TYPE	NULL	VARCHAR2(32)	This is a foreign key to fnd_lookup_types to be used for list of values for this parameter
MIDDLEWARE_TYPE_ID	NOT NULL	NUMBER	COPY. Foreign key to CCT_MIDDLEWARE_TYPE
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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Indexes

Index Name	Index Type	Sequence	Column Name
CCT_MIDDLEWARE_PARAMS_ID_U1	UNIQUE	19	MIDDLEWARE_PARAM_ID
CCT_MID_NAME_U2	UNIQUE	20	MIDDLEWARE_TYPE_ID
		21	NAME

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CCT_MIDDLEWARE_TYPES

Column Descriptions

Name	Null?	Type	Description
MIDDLEWARE_TYPE_ID	NOT NULL	NUMBER	GUI. Unique middleware type id.
MIDDLEWARE_TYPE	NULL	VARCHAR2(32)	USER. Middleware type name.
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_MIDDLEWARE_TYPE_ID_U1	UNIQUE	22	MIDDLEWARE_TYPE_ID
CCT_MIDDLEWARE_TYPE_U2	UNIQUE	23	MIDDLEWARE_TYPE

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CCT_MIDDLEWARE_VALUES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_MIDDLEWARES	MIDDLEWARE_ID	MIDDLEWARE_ID
CCT_MIDDLEWARE_PARAMS	MIDDLEWARE_PARAM_ID	MIDDLEWARE_PARAM_ID

Column Descriptions

Name	Null?	Type	Description
MIDDLEWARE_VALUE_ID	NOT NULL	NUMBER	GUI. Unique ID for this record.
MIDDLEWARE_ID	NOT NULL	NUMBER	COPY. Which middleware is this value for?
MIDDLEWARE_PARAM_ID	NOT NULL	NUMBER	Middleware Param Id.
VALUE	NULL	VARCHAR2(256)	USER. Value of this parameter
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_MIDDLEWARE_VALUES_ID_U1	UNIQUE	46	MIDDLEWARE_VALUE_ID

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CCT_PARAMETER_INFOS

Column Descriptions

Name	Null?	Type	Description
PARAMETER_INFO_ID (PK)	NOT NULL	NUMBER	Unique ID
PROCEDURE_NAME	NOT NULL	VARCHAR2(32)	Proc name
NUMBER_OF_ARG	NOT NULL	NUMBER(6)	For overloaded procedures
ARGUMENT_SEQ	NOT NULL	NUMBER(6)	For correct order of argument list
IN_OUT_TYPE	NULL	NUMBER(11)	Need to store Java int (including '-' sign)
DATA_TYPE	NOT NULL	NUMBER(11)	Java int
SCALE	NULL	NUMBER(6)	scale if this arg is a number
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_PARAMETER_INFO_ID_U1	UNIQUE	33	PARAMETER_INFO_ID
CCT_PROC_NUM_ARG_U2	UNIQUE	34	PROCEDURE_NAME
		35	NUMBER_OF_ARG
		36	ARGUMENT_SEQ

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CCT_ROUTES

Column Descriptions

Name	Null?	Type	Description
ROUTE_ID (PK)	NOT NULL	NUMBER	Route Unique ID
DESCRIPTION	NULL	VARCHAR2(256)	Description of the Route
NAME	NULL	VARCHAR2(64)	Name of the Route
ROUTE_TYPE	NULL	VARCHAR2(16)	Type of Route : Static or Dynamic
DBURL	NULL	VARCHAR2(256)	Database URL for Non Oracle Applications Database
DEFAULT_ROUTE	NULL	VARCHAR2(64)	Default Route Destination: A Static or Dynamic Group
PRIORITY	NULL	NUMBER	Priority of the Route
DB_DRIVER	NULL	VARCHAR2(256)	This is used to define non oracle DB drivers
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_ROUTE_PARAMS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_ROUTES	ROUTE_ID	ROUTE_ID

Column Descriptions

Name	Null?	Type	Description
ROUTE_PARAM_ID (PK)	NOT NULL	NUMBER	Route Param Unique ID.
ROUTE_ID	NOT NULL	NUMBER	Foreign key to Route ID
CLASSIFICATION_ID	NULL	NUMBER	Unique Classification ID
PARAM	NULL	VARCHAR2(32)	Name of the parameter
DATATYPE	NULL	VARCHAR2(16)	Datatype of the Parameter
DIRECTION	NULL	VARCHAR2(6)	Direction of the parameter: IN, OUT, IN OUT
SEQUENCE	NULL	NUMBER	Sequence of the parameter in the Procedure
VALUE	NULL	VARCHAR2(128)	Value for the parameter
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_ROUTE_PARAMTYPES

Column Descriptions

Name	Null?	Type	Description
ROUTE_PARAMTYPE_ID (PK)	NOT NULL	NUMBER	Route Parameter type Unique ID.
TYPE	NULL	VARCHAR2(16)	Type of Parameter
SETMETHOD	NULL	VARCHAR2(64)	Set method for the parameter
GETMETHOD	NULL	VARCHAR2(240)	Get method for the parameter
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_ROUTING_FILTERS

Column Descriptions

Name	Null?	Type	Description
ROUTING_FILTER_ID (PK)	NOT NULL	NUMBER	Routing Filter Unique ID
FILTER_TYPE	NULL	VARCHAR2(32)	Type of the Routing Filter
CALL_ID	NULL	NUMBER	Call ID for the Filter
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_ROUTING_RESULTS

This table is used to the store the workflow routing results

Column Descriptions

Name	Null?	Type	Description
CALL_ID	NULL	VARCHAR2(240)	Call ID of the route request
ITEMKEY	NULL	VARCHAR2(240)	Workflow Item key
AGENT_ID	NULL	VARCHAR2(32)	Resource ID
SORT_NUM	NULL	NUMBER	The sorting order
ROUTING_RESULT_ID (PK)	NOT NULL	NUMBER	Routing Result Unique ID
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_ROUTING_SERVERS

Column Descriptions

Name	Null?	Type	Description
ROUTE_SERVER_ID (PK)	NOT NULL	NUMBER	Route Server Unique ID.
ROUTE_SERVER_NAME	NULL	VARCHAR2(256)	Routing Server Unique Name
DNS_NAME	NULL	VARCHAR2(64)	DNS Name for the Routing Server machine name
IPADDRES	NULL	VARCHAR2(64)	IP Address for the Routing Server
PORT	NULL	NUMBER	Routing Server Listener port
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_SERVER_RT_STATS

Column Descriptions

Name	Null?	Type	Description
SERVER_RT_STAT_ID (PK)	NOT NULL	NUMBER	Server RT Stat Unique ID.
HOST_NAME	NULL	VARCHAR2(256)	Host Name.
IPADDRES	NULL	VARCHAR2(64)	IP Address.
PORT	NULL	NUMBER	Port Number.
PUBLISHED_NAME	NULL	VARCHAR2(256)	RMI published name.
SERVER_TYPE	NULL	VARCHAR2(64)	server type (OIM , Routing , Email)
SERVER_ID	NULL	NUMBER	Server Id.
CONNECTED_AGENTS	NULL	VARCHAR2(256)	Number of agents connected to OTM/server.
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_STATIC_ROUTES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_ROUTES	ROUTE_ID	ROUTE_ID

Column Descriptions

Name	Null?	Type	Description
ROUTE_ID	NOT NULL	NUMBER	Foreign key to Route ID
STATIC_ROUTE_ID (PK)	NOT NULL	NUMBER	Static Route Unique ID.
DESTINATION	NULL	VARCHAR2(64)	Destination for the Route
DESCRIPTION	NULL	VARCHAR2(256)	Description for the Destination
CREATED_BY	NULL	NUMBER(15)	Standard who column
CREATION_DATE	NULL	DATE	Standard who column
LAST_UPDATE_DATE	NULL	DATE	Standard who column
LAST_UPDATED_BY	NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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CCT_TELESETS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CCT_TELESET_TYPES	TELESET_TYPE_ID	TELESET_TYPE_ID

Column Descriptions

Name	Null?	Type	Description
TELESET_ID (PK)	NOT NULL	NUMBER	GUI. Unique ID
SERVER_GROUP_ID	NOT NULL	NUMBER	COPY. Call Center ID
TELESET_NAME	NULL	VARCHAR2(32)	USER. User defined name
TELESET_HARDWARE_NUMBER	NULL	VARCHAR2(32)	USER. Hardware ID of the teleset
TELESET_TYPE_ID	NOT NULL	NUMBER	COPY. From CCT_TELESET_TYPE table
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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Indexes

Index Name	Index Type	Sequence	Column Name
CCT_CALL_TELE_U2	UNIQUE	37	TELESET_NAME
		38	SERVER_GROUP_ID
		43	TELESET_HARDWARE_NUMBER
CCT_HARD_CALL_ID_U3	UNIQUE	39	TELESET_HARDWARE_NUMBER
		40	SERVER_GROUP_ID
		42	TELESET_TYPE_ID
CCT_TELESET_ID_U1	UNIQUE	41	TELESET_ID

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CCT_TELESET_TYPES

Column Descriptions

Name	Null?	Type	Description
TELESET_TYPE_ID (PK)	NOT NULL	NUMBER	GUI. Unique ID
TELESET_NAME	NULL	VARCHAR2(32)	User defined teleset name
NUMBER_OF_LINE	NULL	NUMBER(2)	USER. Number of lines the teleset supprots
BUTTON_CONFIG_NUMBER	NULL	VARCHAR2(32)	XTRA. ID of button configuration
TELESET_FEATURE	NULL	VARCHAR2(32)	XTRA. Teleset features (32 field flag)
TELESET_TYPE	NOT NULL	VARCHAR2(32)	USER. Type name (e.g. ASPECT, MERIDIAN)
RING_THROUGH	NULL	VARCHAR2(1)	USER. T/F; Let ACD calls ring through to teleset?
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining 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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

Indexes

Index Name	Index Type	Sequence	Column Name
CCT_TELESET_TYPE_ID_U1	UNIQUE	43	TELESET_TYPE_ID

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CCT_TEMPAGENTS

Column Descriptions

Name	Null?	Type	Description
AGENT_ID	NULL	VARCHAR2(32)	The resource ID returned by a workflow node
CALL_ID	NULL	VARCHAR2(240)	The call ID corresponding to the Route request
FILTER_TYPE	NULL	VARCHAR2(40)	The kind of filter used to return the Agent set
CONTEXT	NULL	VARCHAR2(30)	Descriptive Flexfields Structure Defining Column
TEMPAGNET_ID (PK)	NOT NULL	NUMBER	Tempagent Unique ID.
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
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column

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