Oracle® Service for Communications Technical Reference Manual

RELEASE 11*i*

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Oracle® Service for Communications Technical Reference Manual
Release 11i

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Major Contributors:

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CHAPTER

1 Introduction

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

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

About this Manual

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

Detailed Design

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

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

We have constructed Oracle Service for Communications 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 Service for Communications Technical Reference Manual* does not contain complete information about the dependencies between Oracle Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications.

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 Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications that satisfies the business needs we specify during Strategy and Analysis. It contains database diagrams for Oracle Service for Communications 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 Service for Communications applications. And, you can prepare yourself to understand the detailed design and implementation of Oracle Service for Communications.

Database Diagrams

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

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

View Lists

The View List sections list the Oracle Service for Communications 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 Service for Communications uses.

Multiple Reporting Currency Views

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

Module List

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

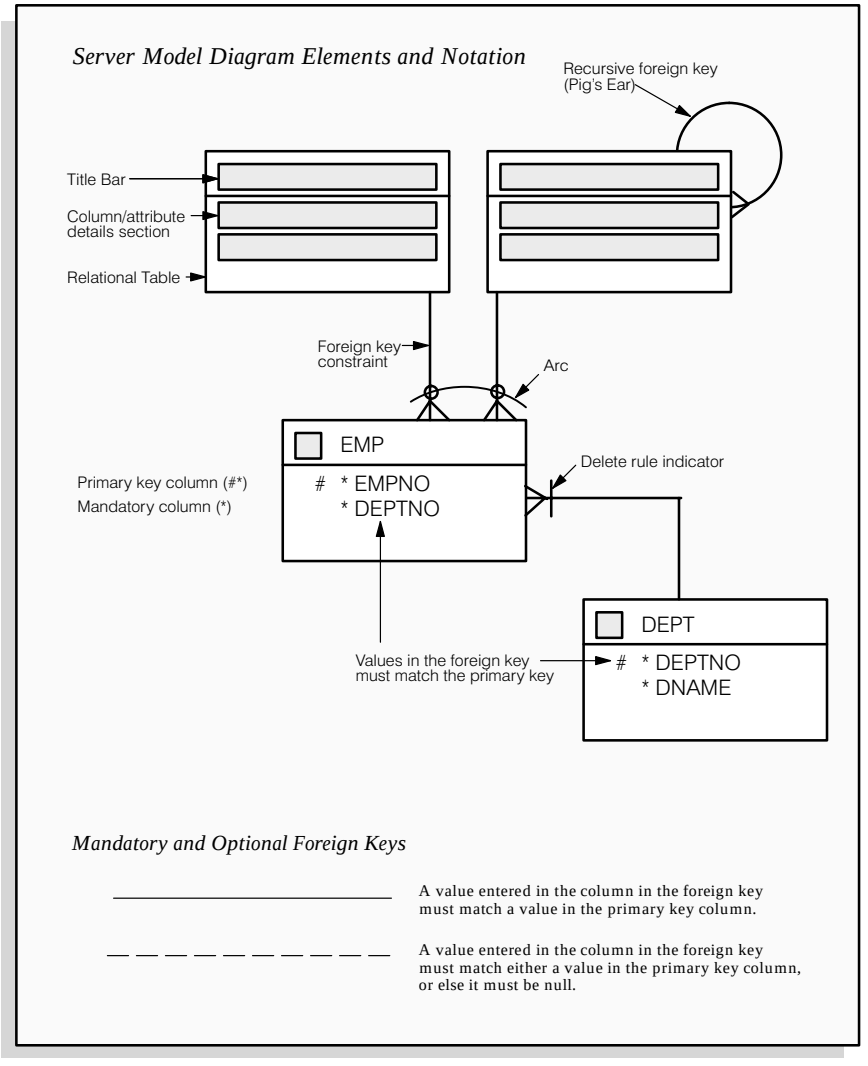
A form is a module comprised of closely related windows that are used together to perform a task. For example, the Enter Journals form in Oracle General Ledger includes the Enter Journals window, the Batch window, and the More Actions window. The Enter Journals window is the main window, and from it, 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 Service for Communications. Use your user's guide to learn more about reports and concurrent processes.

Database Diagramming Conventions

We use the following notational conventions in our database diagrams:

Figure 2 – 1
Database Diagram Conventions



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

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

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

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

Database Diagrams

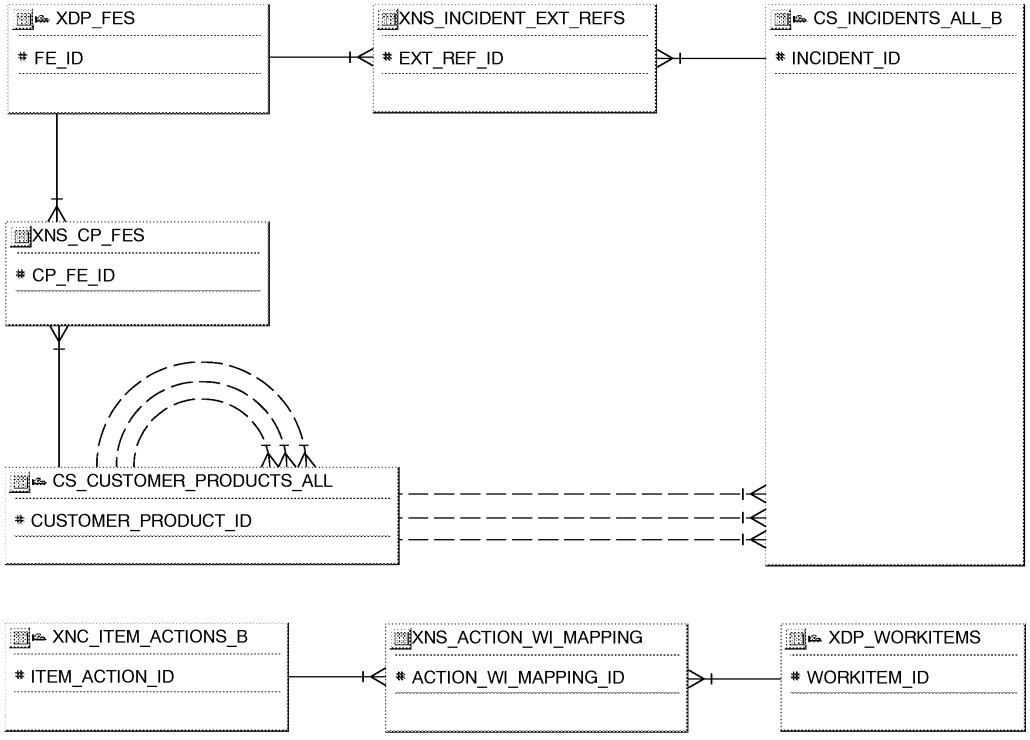
This section graphically represents most of the significant Oracle Service for Communications tables and the relationships between them, organized by building block. Use this section to quickly learn what tables each Oracle Service for Communications application building block uses, and how these tables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

- Diagram 1: Summary

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.

Summary



Public Table List

This section lists each public database table that Oracle Service for Communications 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.

Oracle Service for Communications uses the following Public tables:

Table Name	Description
CS_CUSTOMER_PRODUCTS_ALL	The installed base Products information. (See page 3 – 8)
CS_INCIDENTS_ALL_B	This table stores non–translated information about service requests. (See page 3 – 12)
XDP_FES	This table holds all the names of the Fulfillment Elements (Network Elements). This data contains the definition of a fulfillment element. (See page 3 – 17)
XDP_WORKITEMS	XDP_WORKITEMS is used to define a work item (See page 3 – 18)
XNC_ITEM_ACTIONS_B	This table to intended to hold all the information related to the actions , sub actions and Result procedure applied to a Product(Item). (See page 3 – 20)
XNS_ACTION_WI_MAPPING	Workitem and DRC test message mapping (See page 3 – 22)
XNS_CP_FES	Fulfillment element information for customer products (See page 3 – 23)
XNS_INCIDENT_EXT_REFS	Network and service provider information for service requests (See page 3 – 26)

Public View List

This section lists each public database view that Oracle Service for Communications 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 Service for Communications uses the following public views:

View Name	Description
XNS_INCIDENTS_WORKFLOW_V	Service requests and their attributes used by Comms workflow (See page 3 – 24)

Forms and Table View List

This section lists supplementary views that are not essential to the Release 11i data model, but simplify coding or improve performance of Developer. For example, many of these views are used as base tables in Oracle Service for Communications forms.

Warning: We do not recommend you query or alter data using these views. Furthermore, these views may change dramatically in subsequent minor or major releases of Oracle Service for Communications.

Oracle Service for Communications uses the following Forms and Table views:

- XNS_CP_FES_V
- XNS_CP_PARAMETERS_V
- XNS_CUSTOMER_PRODUCTS_MAINT_V
- XNS_INCIDENTS_V
- XNS_INCIDENT_LINKS_V
- XNS_SUPPORT_HISTORY_V

Module List

This section lists each form, report and concurrent program comprising Oracle Service for Communications.

Forms

XNSCUMPI	Product Summary and Details
XNSSRISR	Service Requests
XNSWIMAP	Map Action to Workitems

CHAPTER

3 Detailed Design

This chapter presents a detailed design for implementing Oracle Service for Communications. 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 Service for Communications that enables you to:

- Convert existing application data
- Integrate your Oracle Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications 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 Service for Communications does not use this column, although the column might be used in a future release.
No longer used	Oracle Service for Communications no longer uses this column. AutoInstall installs this column. Subsequent versions of Oracle Service for Communications might not include this column.
No longer installed	Oracle Service for Communications 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 Service for Communications, you do not have this column.

Standard Who Columns

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

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

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

Indexes

If an Oracle Service for Communications 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 Service for Communications.

Sequences

Oracle Service for Communications 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 Service for Communications 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.

CS_CUSTOMER_PRODUCTS_ALL

CS_CUSTOMER_PRODUCTS_ALL stores information about products that customers own. Each row holds information about a single customer product. Sales order information is brought over by interface programs and stored in this table as customer product records.

PARENT_CP_ID points to the earliest grandparent in a set of related products (upgrades, replacements, etc.). For example, if product A was upgraded to product B which was then upgraded to product C, there would be three records in this table, all of which have PARENT_CP_ID pointing to product A.

ORIGINAL_ORDER_LINE_ID holds the link from this record to the original order. Prior to this release, some of the order information used to be stored in this table. However, we have now normalized the information by removing all the order data from this table. All the order information can now be obtained from the corresponding ”order management” system. The ORIGINAL_ORDER_LINE_ID field has hence become a mandatory field.

RMA_LINE_ID and RETURN_BY_DATE are set for some related products (replacements, loaners, etc.) based on the charge details specified in Depot Repair for such transactions. ACTUAL_RETURNED_DATE is set when the product is actually returned.

CONFIG_ENABLED_FLAG, CONFIG_START_DATE,CONFIG_END_DATE, CONFIG_ROOT_ID,CONFIG_PARENT_ID, and CONFIG_TYPE are columns for the configuration management functionality. CONFIG_ENABLED_FLAG is set to ’Y’ when a particular customer product is configuration management enabled. A customer product can be of one of the five pre–defined types: AS_ORDERED,AS_BUILT,AS_SHIPPED, AS_INSTALLED, and AS_MAINTAINED, or user defined types.

ORG_ID partitions data in this table by organization in a multi–organization environment.

The primary key for this table is CUSTOMER_PRODUCT_ID.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CSS_DEF_PLAT_VERSIONS	PLATFORM_VERSION_ID	PLATFORM_VERSION_ID

CS_CP_REVISIONS	CP_REVISION_ID	CURRENT_CP_REVISION_ID
CS_CUSTOMER_PRODUCTS_ALL	CUSTOMER_PRODUCT_ID	PARENT_CP_ID
CS_CUSTOMER_PRODUCTS_ALL	CUSTOMER_PRODUCT_ID	CONFIG_PARENT_ID
CS_CUSTOMER_PRODUCTS_ALL	CUSTOMER_PRODUCT_ID	CONFIG_ROOT_ID
CS_CUSTOMER_PRODUCT_STATUSES	CUSTOMER_PRODUCT_STATUS_ID	CUSTOMER_PRODUCT_STATUS_ID
CS_LINE_INST_DETAILS	LINE_INST_DETAIL_ID	ORIGINAL_LINE_SERV_DETAIL_ID
CS_SYSTEMS_ALL_B	SYSTEM_ID	SYSTEM_ID
HZ_CUST_ACCOUNTS	CUST_ACCOUNT_ID	CUSTOMER_ID
HZ_CUST_ACCT_SITES_ALL	CUST_ACCT_SITE_ID	BILL_TO_SITE_USE_ID
HZ_PARTY_SITES	PARTY_SITE_ID	SHIP_TO_SITE_USE_ID
HZ_PARTY_SITES	PARTY_SITE_ID	INSTALL_SITE_USE_ID
MTL_SYSTEM_ITEMS_B	INVENTORY_ITEM_ID	INVENTORY_ITEM_ID
MTL_UNITS_OF_MEASURE_TL	UNIT_OF_MEASURE	UNIT_OF_MEASURE_CODE

QuickCodes Columns

Column	QuickCodes Type	QuickCodes Table
TYPE_CODE	CUSTOMER_PRODUCT_TYPE	CS_LOOKUPS

Column Descriptions

Name	Null?	Type	Description
CUSTOMER_PRODUCT_ID (PK)	NOT NULL	NUMBER	Unique identifier for a product in the installed base.
CUSTOMER_ID	NOT NULL	NUMBER	Identifier of the customer account.
INVENTORY_ITEM_ID	NOT NULL	NUMBER	Product identifier.
LOT_NUMBER	NULL	VARCHAR2(30)	Lot number of product shipped
CREATED_MANUALLY_FLAG	NOT NULL	VARCHAR2(1)	Flag indicating whether record was created manually or imported from an ”order management” system.
MOST_RECENT_FLAG	NOT NULL	VARCHAR2(1)	Flags the most recent of a set of related (i.e., upgraded, etc.) customer products
CURRENT_CP_REVISION_ID	NOT NULL	NUMBER(15)	Identifies the current revision.
CURRENT_SERIAL_NUMBER	NULL	VARCHAR2(30)	Serial number of product shipped
TYPE_CODE	NULL	VARCHAR2(30)	Product type
SYSTEM_ID	NULL	NUMBER	Identifies the system to which the product belongs
PRODUCT_AGREEMENT_ID	NULL	NUMBER	Product agreement identifier.
INSTALLATION_DATE	NULL	DATE	Date of installation of product at customer site
ORIGINAL_ORDER_LINE_ID	NULL	NUMBER	Holds the link to the sales order information.
ORIGINAL_LINE_SERV_DETAIL_ID	NULL	NUMBER	The identifier of the installation details record from the sales order.
ORIGINAL_NET_AMOUNT	NULL	NUMBER(28,5)	The amount of the product in the Installed Base. Maybe different from the amount in the order line in case of splits, etc.
ORIGINAL_ORDER_CURRENCY_CODE	NULL	VARCHAR2(15)	Currency code of the amount of product in Installed Base
PURCHASE_ORDER_NUM	NULL	VARCHAR2(50)	The purchase order number for this product.
SHIP_TO_SITE_USE_ID	NULL	NUMBER	Identifies the location to which product was shipped

BILL_TO_SITE_USE_ID	NULL	NUMBER	Identifies the location to which product was invoiced
INSTALL_SITE_USE_ID	NULL	NUMBER	Identifies the location where product is installed
QUANTITY	NULL	NUMBER	Quantity of product.
SHIPPED_FLAG	NULL	VARCHAR2(1)	Flag indicating whether product has been shipped
DELIVERED_FLAG	NULL	VARCHAR2(1)	Flag indicating whether product has reached the customer
UNIT_OF_MEASURE_CODE	NOT NULL	VARCHAR2(25)	unit of measure of product
PARENT_CP_ID	NULL	NUMBER	See table description
CUSTOMER_PRODUCT_STATUS_ID	NOT NULL	NUMBER	Status identifier of a customer product
SHIPPED_DATE	NULL	DATE	Date product shipped to customer
ORG_ID	NULL	NUMBER	Operating unit identifier
REFERENCE_NUMBER	NULL	NUMBER	Unique reference for a customer product
RETURN_BY_DATE	NULL	DATE	The date by which the product should be returned
ACTUAL_RETURNED_DATE	NULL	DATE	The actual date on which the product was returned
RMA_LINE_ID	NULL	NUMBER(15)	Identifies the RMA line created for the return of the product
SPLIT_FLAG	NULL	VARCHAR2(1)	Flag that gets set if the product has been split from/into another product(s)
PROJECT_ID	NULL	NUMBER(15)	Project identifier
TASK_ID	NULL	NUMBER(15)	Task identifier
CONFIG_ENABLED_FLAG	NULL	VARCHAR2(1)	Determines if Configuration Management is enabled
CONFIG_START_DATE	NULL	DATE	The date when a configuration type becomes active
CONFIG_END_DATE	NULL	DATE	The date when a configuration type becomes inactive
CONFIG_ROOT_ID	NULL	NUMBER	The customer product ID of the top most parent of the tree that includes the current product
CONFIG_PARENT_ID	NULL	NUMBER	The customer product ID of the immediate parent customer product
CONFIG_TYPE	NULL	VARCHAR2(30)	The configuration type of the customer product
PLATFORM_VERSION_ID	NULL	NUMBER	Applicable only for software products in the installed base. Identifier of the platform version on which this product exists in the installed base.
START_DATE_ACTIVE	NULL	DATE	Effective from
END_DATE_ACTIVE	NULL	DATE	Effective till
OBJECT_VERSION_NUMBER	NOT NULL	NUMBER	Sequential number used for database locking control
MERCHANT_VIEW_FLAG	NULL	VARCHAR2(1)	Flag to indicate whether the product is viewed by a Merchant
CUSTOMER_VIEW_FLAG	NULL	VARCHAR2(1)	Flag to indicate whether the product is viewed by a Customer
ATTRIBUTE1	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE2	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE3	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE4	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE5	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE6	NULL	VARCHAR2(150)	Descriptive flexfield segment

ATTRIBUTE7	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE8	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE9	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE10	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE11	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE12	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE13	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE14	NULL	VARCHAR2(150)	Descriptive flexfield segment
ATTRIBUTE15	NULL	VARCHAR2(150)	Descriptive flexfield segment
CONTEXT	NULL	VARCHAR2(30)	Descriptive flexfield structure defining column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column
CREATION_DATE	NOT NULL	DATE	Standard Who column
CREATED_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
CS_CUSTOMER_PRODUCTS_N1	NOT UNIQUE	2	CUSTOMER_ID
CS_CUSTOMER_PRODUCTS_N13	NOT UNIQUE	5	INSTALL_SITE_USE_ID
CS_CUSTOMER_PRODUCTS_N14	NOT UNIQUE	1	CONFIG_PARENT_ID
CS_CUSTOMER_PRODUCTS_N15	NOT UNIQUE	1	CONFIG_ROOT_ID
CS_CUSTOMER_PRODUCTS_N16	NOT UNIQUE	1	BILL_TO_SITE_USE_ID
CS_CUSTOMER_PRODUCTS_N17	NOT UNIQUE	1	SHIP_TO_SITE_USE_ID
CS_CUSTOMER_PRODUCTS_N2	NOT UNIQUE	2	INVENTORY_ITEM_ID
CS_CUSTOMER_PRODUCTS_N3	NOT UNIQUE	2	SYSTEM_ID
CS_CUSTOMER_PRODUCTS_N4	NOT UNIQUE	2	PARENT_CP_ID
CS_CUSTOMER_PRODUCTS_N5	NOT UNIQUE	4	ORIGINAL_ORDER_LINE_ID
CS_CUSTOMER_PRODUCTS_N6	NOT UNIQUE	1	CURRENT_SERIAL_NUMBER
CS_CUSTOMER_PRODUCTS_N8	NOT UNIQUE	2	PRODUCT_AGREEMENT_ID
CS_CUSTOMER_PRODUCTS_N9	NOT UNIQUE	1	CURRENT_CP_REVISION_ID
CS_CUSTOMER_PRODUCTS_U1	UNIQUE	2	CUSTOMER_PRODUCT_ID
CS_CUSTOMER_PRODUCTS_U2	UNIQUE	1	REFERENCE_NUMBER

Sequences

Sequence	Derived Column
CS_CUSTOMER_PRODUCTS_S	CUSTOMER_PRODUCT_ID

CS_INCIDENTS_ALL_B

CS_INCIDENTS_ALL_B stores information about service requests. A service request can be logged against any product, any product in inventory, or any product in the install base. Each row contains information about a single service request.This table is partitioned by ORG_ID in a multi–organizational environment.This is the multi–language support base table and contains all of the fields from this table that are not translatable.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CSS_DEF_LANGUAGES	LANGUAGE_ID	LANGUAGE_ID
CSS_DEF_PLATFORMS	PLATFORM_ID	PLATFORM_ID
CSS_DEF_PLAT_VERSIONS	PLATFORM_VERSION_ID	PLATFORM_VERSION_ID
CS_CP_REVISIONS	CP_REVISION_ID	CP_COMPONENT_VERSION_ID
CS_CP_REVISIONS	CP_REVISION_ID	CP_SUBCOMPONENT_VERSION_ID
CS_CP_REVISIONS	CP_REVISION_ID	CP_REVISION_ID
CS_CP_SERVICES_ALL_OBSOLETE	CP_SERVICE_ID	CONTRACT_SERVICE_ID
CS_CUSTOMER_PRODUCTS_ALL	CUSTOMER_PRODUCT_ID	CUSTOMER_PRODUCT_ID
CS_CUSTOMER_PRODUCTS_ALL	CUSTOMER_PRODUCT_ID	CP_COMPONENT_ID
CS_CUSTOMER_PRODUCTS_ALL	CUSTOMER_PRODUCT_ID	CP_SUBCOMPONENT_ID
CS_INCIDENT_SEVERITIES_B	INCIDENT_SEVERITY_ID	INCIDENT_SEVERITY_ID
CS_INCIDENT_STATUSES_B	INCIDENT_STATUS_ID	INCIDENT_STATUS_ID
CS_INCIDENT_TYPES_B	INCIDENT_TYPE_ID	INCIDENT_TYPE_ID
CS_INCIDENT_URGENCIES_B	INCIDENT_URGENCY_ID	INCIDENT_URGENCY_ID
CS_TIME_ZONES	TIME_ZONE_ID	TIME_ZONE_ID
FND_LOOKUP_VALUES	LOOKUP_CODE	PROBLEM_CODE
FND_LOOKUP_VALUES	LOOKUP_CODE	RESOLUTION_CODE
HZ_CUST_ACCOUNTS	ORG_ID CUST_ACCOUNT_ID	ORG_ID ACCOUNT_ID
HZ_CUST_ACCOUNTS	CUST_ACCOUNT_ID	ACCOUNT_ID
HZ_CUST_SITE_USES_ALL	SITE_USE_ID	BILL_TO_SITE_USE_ID
HZ_CUST_SITE_USES_ALL	SITE_USE_ID	SHIP_TO_SITE_USE_ID
HZ_CUST_SITE_USES_ALL	SITE_USE_ID	INSTALL_SITE_USE_ID
HZ_PARTIES	PARTY_ID	CUSTOMER_ID
HZ_PARTIES	PARTY_ID	BILL_TO_CONTACT_ID
HZ_PARTIES	PARTY_ID	SHIP_TO_CONTACT_ID
HZ_PARTY_SITE_USES	PARTY_SITE_ID	SITE_ID
HZ_PARTY_SITE_USES	PARTY_SITE_ID	CUSTOMER_SITE_ID
HZ_TIMEZONES	TIMEZONE_ID	TIME_ZONE_ID
JTF_RESOURCES_V	RESOURCE_NUMBER	INCIDENT_OWNER_ID
JTF_RESOURCE_SUBTYPES_B	RESOURCE_SUBTYPE_ID	RESOURCE_SUBTYPE_ID
JTF_RS_GROUPS_B	GROUP_ID	INCIDENT_OWNER_ID
JTF_RS_RESOURCE_EXTNS	RESOURCE_ID	INCIDENT_OWNER_ID
JTF_RS_TEAMS_B	TEAM_ID	INCIDENT_OWNER_ID
JTF_TERR_RSC_ALL	RESOURCE_ID TERR_ID	INCIDENT_OWNER_ID TERRITORY_ID
MTL_SYSTEM_ITEMS_B	INVENTORY_ITEM_ID	INVENTORY_ITEM_ID
MTL_SYSTEM_ITEMS_B	INVENTORY_ITEM_ID	INV_COMPONENT_ID
MTL_SYSTEM_ITEMS_B	INVENTORY_ITEM_ID	INV_SUBCOMPONENT_ID
OKC_K_LINES_B	ID	CONTRACT_SERVICE_ID
PER_ALL_PEOPLE_F	PERSON_ID	EMPLOYEE_ID
QA_PLANS	PLAN_ID	QA_COLLECTION_ID

QuickCodes Columns

Column	QuickCodes Type	QuickCodes Table
PROBLEM_CODE	REQUEST_PROBLEM_CODE	CS_LOOKUPS
RESOLUTION_CODE	REQUEST_RESOLUTION_CODE	CS_LOOKUPS

Column Descriptions

Name	Null?	Type	Description
INCIDENT_ID (PK)	NOT NULL	NUMBER(15)	Service request identifier
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column – with the user id from FND_USER
CREATION_DATE	NOT NULL	DATE	Standard Who column
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column – with the user id from FND_USER
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column
INCIDENT_NUMBER	NOT NULL	VARCHAR2(64)	Service request number
INCIDENT_DATE	NULL	DATE	Service request date
INCIDENT_STATUS_ID	NOT NULL	NUMBER(15)	Identifier for service request status
INCIDENT_TYPE_ID	NOT NULL	NUMBER(15)	Identifier for service request type
INCIDENT_URGENCY_ID	NULL	NUMBER(15)	Identifier for service request urgency
INCIDENT_SEVERITY_ID	NOT NULL	NUMBER(15)	Identifier for service request severity
INCIDENT_OWNER_ID	NOT NULL	NUMBER(15)	Identifier for the owner of the service request
RESOURCE_TYPE	NULL	VARCHAR2(30)	Identifier for the owner type of the service request. The owner type could be an Employee, a Group or a Team.
RESOURCE_SUBTYPE_ID	NULL	NUMBER	Not used.
INVENTORY_ITEM_ID	NULL	NUMBER(15)	Item identifier
CUSTOMER_ID	NULL	NUMBER(15)	Customer identifier
ACCOUNT_ID	NULL	NUMBER	Account Identifier
BILL_TO_SITE_USE_ID	NULL	NUMBER(15)	Identifier for bill–to site use
PURCHASE_ORDER_NUM	NULL	VARCHAR2(50)	Purchase order number
EMPLOYEE_ID	NULL	NUMBER(15)	Identifier for the employee if the service request is made by an employee
FILED_BY_EMPLOYEE_FLAG	NULL	VARCHAR2(1)	Indicates whether the request was made by an employee
SHIP_TO_SITE_USE_ID	NULL	NUMBER(15)	Identifier for ship– to site use
PROBLEM_CODE	NULL	VARCHAR2(50)	Problem code
EXPECTED_RESOLUTION_DATE	NULL	DATE	Expected date for the problem resolution
ACTUAL_RESOLUTION_DATE	NULL	DATE	Actual date of resolution
CUSTOMER_PRODUCT_ID	NULL	NUMBER(15)	Customer product identifier
INSTALL_SITE_USE_ID	NULL	NUMBER(15)	Identifier for installed site use
BILL_TO_CONTACT_ID	NULL	NUMBER(15)	Bill–to contact identifier
SHIP_TO_CONTACT_ID	NULL	NUMBER(15)	Ship–to contact identifier
CURRENT_SERIAL_NUMBER	NULL	VARCHAR2(30)	Product serial number for product not in installed base
CUSTOMER_NUMBER	NULL	VARCHAR2(30)	Customer number for non–verified requests
SYSTEM_ID	NULL	NUMBER(15)	Not used

INCIDENT_ATTRIBUTE_1	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_2	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_3	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_4	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_5	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_6	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_7	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_8	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_9	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_10	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_11	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_12	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_13	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_14	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_ATTRIBUTE_15	NULL	VARCHAR2(150)	Descriptive flexfield segment column
INCIDENT_CONTEXT	NULL	VARCHAR2(30)	Descriptive flexfield structure defining column
RECORD_IS_VALID_FLAG	NULL	VARCHAR2(1)	Flag to denote if the service request is verified or not
RESOLUTION_CODE	NULL	VARCHAR2(50)	Problem resolution quick code
ORG_ID	NULL	NUMBER	Operating unit identifier
ORIGINAL_ORDER_NUMBER	NULL	NUMBER	Order number for the product if installed base is not used
WORKFLOW_PROCESS_ID	NULL	NUMBER	Sequence number used for this action’s last workflow process
CLOSE_DATE	NULL	DATE	Date the service request is closed
PUBLISH_FLAG	NULL	VARCHAR2(1)	Flag to denote whether the service request is published or not.
INTERFACED_TO_DEPOT_FLAG	NULL	VARCHAR2(1)	Flag to denote service request is linked to repairs
QA_COLLECTION_ID	NULL	NUMBER	Foreign key to Quality results table
CONTRACT_SERVICE_ID	NULL	NUMBER	Service line unique identifier
KB_TYPE	NULL	VARCHAR2(15)	Not used.
KB_SOLUTION_ID	NULL	VARCHAR2(240)	External knowledge base solution identifier.
TIME_ZONE_ID	NULL	NUMBER(15)	This field stores the time zone id of the time zone specified in the field service request form
TIME_DIFFERENCE	NULL	NUMBER	GMT offset of the contact person’s time.
CUSTOMER_PO_NUMBER	NULL	VARCHAR2(50)	Customers Purchase Order number.
OWNER_GROUP_ID	NULL	NUMBER	Not used

CUSTOMER_TICKET_NUMBER	NULL	NUMBER	Customer's internal helpdesk tracking number.
OBLIGATION_DATE	NULL	DATE	Obligation Date
SITE_ID	NULL	NUMBER	Identifier for Support Site.
CUSTOMER_SITE_ID	NULL	NUMBER	Identifier for Customer Site.
CALLER_TYPE	NOT NULL	VARCHAR2(30)	Type of the Calling Party. It could be an Organization, Person, Employee.
PLATFORM_VERSION_ID	NULL	NUMBER	Identifier for Platform Version.
OBJECT_VERSION_NUMBER	NULL	NUMBER(9)	Sequential number used for database locking control when using HTML as a user interface
CP_COMPONENT_ID	NULL	NUMBER	Identifier for Installed Base Component.
CP_COMPONENT_VERSION_ID	NULL	NUMBER	Identifier for Installed Base Component Revision.
CP_SUBCOMPONENT_ID	NULL	NUMBER	Identifier for Installed Base Subcomponent.
CP_SUBCOMPONENT_VERSION_ID	NULL	NUMBER	Identifier for Installed Base Subcomponent Revision.
PLATFORM_ID	NULL	NUMBER	Identifier for Platform.
LANGUAGE_ID	NULL	NUMBER	Identifier for the Product's Language.
TERRITORY_ID	NULL	NUMBER	Identifier for the Territory of the Service Request.
CP_REVISION_ID	NULL	NUMBER	Identifier for Installed Base Product Revision.
INV_ITEM_REVISION	NULL	VARCHAR2(3)	Identifier for the Item Revision for a product not in Installed Base.
INV_COMPONENT_ID	NULL	NUMBER	Identifier for the Component for a product not in Installed Base.
INV_COMPONENT_VERSION	NULL	VARCHAR2(3)	Identifier for the Component Revision for a product not in Installed Base.
INV_SUBCOMPONENT_ID	NULL	NUMBER	Identifier for the Subcomponent for a product not in Installed Base.
INV_SUBCOMPONENT_VERSION	NULL	VARCHAR2(3)	Identifier for the Subcomponent Revision for a product not in Installed Base.
PROJECT_ID	NULL	NUMBER	This column is not currently used.
TASK_ID	NULL	NUMBER	This column is not currently used.
INV_ORGANIZATION_ID	NULL	NUMBER	This field stores the inventory organization id based on the profile AS_PRODUCT_ORGANIZATION_ID.

Indexes

Index Name	Index Type	Sequence	Column Name
CS_INCIDENTS_N1	NOT UNIQUE	4	INVENTORY_ITEM_ID
CS_INCIDENTS_N12	NOT UNIQUE	2	CLOSE_DATE
		5	EXPECTED_RESOLUTION_DATE
CS_INCIDENTS_N13	NOT UNIQUE	2	EXPECTED_RESOLUTION_DATE
		5	CLOSE_DATE
CS_INCIDENTS_N2	NOT UNIQUE	2	CUSTOMER_ID
CS_INCIDENTS_N3	NOT UNIQUE	2	INCIDENT_OWNER_ID
CS_INCIDENTS_N4	NOT UNIQUE	1	INCIDENT_STATUS_ID

CS_INCIDENTS_N5	NOT UNIQUE	1	INCIDENT_TYPE_ID
CS_INCIDENTS_N6	NOT UNIQUE	1	INCIDENT_URGENCY_ID
CS_INCIDENTS_N7	NOT UNIQUE	1	INCIDENT_SEVERITY_ID
CS_INCIDENTS_N8	NOT UNIQUE	1	CUSTOMER_PRODUCT_ID
CS_INCIDENTS_N9	NOT UNIQUE	1	INCIDENT_DATE
CS_INCIDENTS_U1	UNIQUE	5	INCIDENT_ID
CS_INCIDENTS_U2	UNIQUE	2	INCIDENT_NUMBER

Sequences

Sequence	Derived Column
CS_INCIDENTS_S	INCIDENT_ID
CS_INCIDENTS_NUMBER_S	INCIDENT_NUMBER
CS_WF_PROCESS_ID_S	WORKFLOW_PROCESS_ID

XDP_FES

XDP_FES table holds all the names of the Fulfillment Elements (Network Elements). This data contains the definition of a Fulfillment Element. Example: FE or NE is a DMS200, a Cisco CPC, HA Server.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
XDP_FE_TYPES	FETYPE_ID	FETYPE_ID

Column Descriptions

Name	Null?	Type	Description
FE_ID (PK)	NOT NULL	NUMBER	Fulfillment Element identifier
FETYPE_ID	NOT NULL	NUMBER	Fulfillment Element Type identifier
FULFILLMENT_ELEMENT_NAME	NOT NULL	VARCHAR2(40)	Name of the Fulfillment Element
MAX_CONNECTION	NOT NULL	NUMBER	Maximum number of concurrent connections it allows
MIN_CONNECTION	NOT NULL	NUMBER	Minimum number of concurrent connections it allows
SESSION_CONTROLLER_ID	NULL	NUMBER	Future use.
VALID_DATE	NULL	DATE	Date indicating when the Fulfillment Element is active for use
INVALID_DATE	NULL	DATE	Date indicating when the Fulfillment Element is inactive for use
GEO_AREA_ID	NULL	NUMBER	Geographic area for the Fulfillment Element.
ROLE_NAME	NULL	VARCHAR2(100)	Group to be notified if problem occurs with the object.
NETWORK_UNIT_ID	NULL	NUMBER	Network Unit identifier for the Adapter
CREATION_DATE	NOT NULL	DATE	Standard WHO column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard WHO column
CREATED_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

Indexes

Index Name	Index Type	Sequence	Column Name
XDP_FES_N1	NOT UNIQUE	10	GEO_AREA_ID
XDP_FES_N2	NOT UNIQUE	5	FETYPE_ID
XDP_FES_U1	UNIQUE	5	FE_ID
XDP_FES_U2	UNIQUE	1	FE_ID
		2	FETYPE_ID
XDP_FES_U3	UNIQUE	5	FULFILLMENT_ELEMENT_NAME

Sequences

Sequence	Derived Column
XDP_FES_S	FE_ID

XDP_WORKITEMS

XDP_WORKITEMS is used to define a work item. A work item can be viewed as a job to fulfill a valid service action offering. A typical work item will consist of a list of fulfillment actions to be executed. The WI_TYPE_CODE column is used to identify what type of fulfillment mapping needs to be used for this workitem. The valid values for the mapping type are: STATIC – The list of all fulfillment actions to be executed can be decided at the configuration time. You can configure the work item fulfillment action mapping. DYNAMIC – The list of all fulfillment actions to be executed can only be decided at the runtime when the order arrives. You can define the dynamic mapping logic in a PL/SQL procedure specified by FA_EXEC_MAP_PROC column and use API XDP_ENG_UTIL.Add_FA_ToWI to create the fulfillment action list for this work item at runtime. WORKFLOW – The list of all fulfillment actions to be executed is conditional based on the execution result for each fulfillment action. You can define your own workflow for this work item. User defined workflow is identified by the columns USER_WF_ITEM_TYPE, USER_WF_ITEM_KEY and USER_WF_PROCESS_NAME which are required to be updated at configuration time. WORKFLOW_PROC – The list of all fulfillment actions to be executed is conditional based on the execution result of each fulfillment action and can vary on basis of the order information. You may define several workflows for this work item and instruct application about which workflow should be executed at runtime. Column WF_EXEC_PROC should be updated at the configuration time with a PL/SQL procedure which will dynamically create the appropriate workflow process at runtime and return the workflow item type, item key and process name to the provisioning engine

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
XDP_PROC_BODY	PROC_NAME	FA_EXEC_MAP_PROC
XDP_PROC_BODY	PROC_NAME	WF_EXEC_PROC

QuickCodes Columns

Column	QuickCodes Type	QuickCodes Table
PROTECTED_FLAG	XDP_YES_NO_FLAG_DEFAULT_NO	XDP_LOOKUPS
	N	No
	Y	Yes
WI_TYPE_CODE	XDP_FA_MAPPING_TYPE	XDP_LOOKUPS
	DYNAMIC	Dynamic
	STATIC	Static
	WORKFLOW	User defined workflow
	WORKFLOW_PROC	User defined Workflow Procedure

Column Descriptions

Name	Null?	Type	Description
WORKITEM_ID (PK)	NOT NULL	NUMBER	Work item identifier
WORKITEM_NAME	NOT NULL	VARCHAR2(40)	Work item name
VERSION	NOT NULL	VARCHAR2(40)	Work item version
WI_TYPE_CODE	NOT NULL	VARCHAR2(40)	Internal code representing the type of work item
VALID_DATE	NULL	DATE	Date indicating when the work item is active for use
INVALID_DATE	NULL	DATE	Date indicating when the work item is inactive for use
FA_EXEC_MAP_PROC	NULL	VARCHAR2(40)	Dynamic mapping procedure for fulfillment actions for work item
USER_WF_ITEM_TYPE	NULL	VARCHAR2(8)	The item type of the user defined workflow for the work item
USER_WF_ITEM_KEY_PREFIX	NULL	VARCHAR2(240)	The item key prefix of the user defined workflow for the work item
USER_WF_PROCESS_NAME	NULL	VARCHAR2(40)	The process name of the user defined workflow for the work item
WF_EXEC_PROC	NULL	VARCHAR2(40)	Dynamic procedure which initiates appropriate user defined workflow for the work item
TIME_ESTIMATE	NULL	NUMBER	Not used. For future use
PROTECTED_FLAG	NOT NULL	VARCHAR2(1)	Internal flag to indicate if the work item is seeded data or not
ROLE_NAME	NULL	VARCHAR2(100)	Owner role name
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
CREATED_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
XDP_WORKITEMS_N1	NOT UNIQUE	20	FA_EXEC_MAP_PROC
XDP_WORKITEMS_N2	NOT UNIQUE	20	WF_EXEC_PROC
XDP_WORKITEMS_U1	UNIQUE	5	WORKITEM_ID
XDP_WORKITEMS_U2	UNIQUE	1	WORKITEM_NAME
		3	VERSION

Sequences

Sequence	Derived Column
XDP_WORKITEMS_S	WORKITEM_ID

XNC_ITEM_ACTIONS_B

This table to intended to hold all the information related to the actions , sub actions and Result procedure applied to a Product(Item).

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
MTL_SYSTEM_ITEMS_B	INVENTORY_ITEM_ID ORGANIZATION_ID	INVENTORY_ITEM_ID ORGANIZATION_ID

Column Descriptions

Name	Null?	Type	Description
ITEM_ACTION_ID (PK)	NOT NULL	NUMBER	This field is meant to hold system generated id and it is the primary key.
ACTION_NAME	NOT NULL	VARCHAR2(240)	This field is meant to hold action name, which is a user entarable.
INVENTORY_ITEM_ID	NOT NULL	NUMBER	This field is meant to hold the system genereted id which is a FK to MTL_SYSTEM_ITEMS_KFV.
ORGANIZATION_ID	NOT NULL	NUMBER	This field is meant to hold the system generated id , which is a FK to MTL_SYSTEM_ITEMS_KFV.
ACTION_TYPE	NOT NULL	VARCHAR2(30)	This field is meant to hold action type, which is a lookup value from FND_LOOKUP_VALUES
SUB_ACTION_TYPE	NOT NULL	VARCHAR2(30)	This field is meant to hold sub action type, which is a lookup value from FND_LOOKUP_VALUES
SYNCHRONOUS_ACTION_FLAG	NOT NULL	VARCHAR2(1)	This field is meant to hold whether the action is synchronous or not.
DRC_RESULT_PROCEDURE	NULL	VARCHAR2(40)	This field is meant to hold whether the action is associated to any DRC_RESULT_PROCEDURES which is mainly used to test the service.
CREATED_BY	NOT NULL	NUMBER	Standard WHO column
CREATION_DATE	NOT NULL	DATE	Standard WHO column
LAST_UPDATED_BY	NOT NULL	NUMBER	Standard WHO column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard WHO column
LAST_UPDATE_LOGIN	NULL	NUMBER	Standard WHO column
CONTEXT	NULL	VARCHAR2(30)	Standard Flex field column
ATTRIBUTE1	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE2	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE3	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE4	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE5	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE6	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE7	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE8	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE9	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE10	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE11	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE12	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE13	NULL	VARCHAR2(150)	Standard Flex field column

ATTRIBUTE14	NULL	VARCHAR2(150)	Standard Flex field column
ATTRIBUTE15	NULL	VARCHAR2(150)	Standard Flex field column

Indexes

Index Name	Index Type	Sequence	Column Name
XNC_ITEM_ACTIONS_B_U1	NOT UNIQUE	5	ITEM_ACTION_ID
XNC_ITEM_ACTIONS_B_U2	UNIQUE	2	ACTION_NAME
		3	ACTION_TYPE
		4	ORGANIZATION_ID
		5	INVENTORY_ITEM_ID

Sequences

Sequence	Derived Column
XNC_ITEM_ACTIONS_B_S	ITEM_ACTION_ID

XNS_ACTION_WI_MAPPING

This table maps all of the workitems which need to be executed in a specified DRC test.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
XDP_WORKITEMS	WORKITEM_ID	WORKITEM_ID
XNC_ITEM_ACTIONS_B	ITEM_ACTION_ID	ITEM_ACTION_ID

Column Descriptions

Name	Null?	Type	Description
ACTION_WI_MAPPING_ID (PK)	NOT NULL	NUMBER(15)	Unique identifier for the mapping between a DRC test message and a workitem
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column
CREATION_DATE	NOT NULL	DATE	Standard Who column
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column
ITEM_ACTION_ID	NOT NULL	NUMBER	Item action identifier
WORKITEM_ID	NOT NULL	NUMBER	Workitem identifier
PROVISIONING_SEQ	NOT NULL	NUMBER	Provisioning sequence
OBJECT_VERSION_NUMBER	NULL	NUMBER(9)	Sequential number used for database locking control when using HTML as a user interface

Indexes

Index Name	Index Type	Sequence	Column Name
XNS_ACTION_WI_MAPPING_U1	UNIQUE	1	ITEM_ACTION_ID
		2	WORKITEM_ID

Sequences

Sequence	Derived Column
XNS_ACTION_WI_MAPPING_S	ACTION_WI_MAPPING_ID

XNS_CP_FES

This table stores the association between fulfilment elements and customer products in the installed base. The primary key for this table is CP_FE_ID.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CS_CUSTOMER_PRODUCTS_ALL	CUSTOMER_PRODUCT_ID	CUSTOMER_PRODUCT_ID
XDP_FES	FE_ID	FE_ID

Column Descriptions

Name	Null?	Type	Description
CP_FE_ID (PK)	NOT NULL	NUMBER(15)	Unique identifier for the association between a fulfillment element and a customer product in the installed base
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column
CREATION_DATE	NOT NULL	DATE	Standard Who column
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column
CUSTOMER_PRODUCT_ID	NOT NULL	NUMBER(15)	Unique identifier for a customer product
FE_ID	NOT NULL	NUMBER(15)	Unique identifier for a fulfillment element
START_DATE_ACTIVE	NOT NULL	DATE	Effective start date
END_DATE_ACTIVE	NULL	DATE	Effective end date
OBJECT_VERSION_NUMBER	NULL	NUMBER(9)	Sequential number used for database locking control when using HTML as a user interface

Indexes

Index Name	Index Type	Sequence	Column Name
XNS_CP_FES_U1	UNIQUE	2	CP_FE_ID

Sequences

Sequence	Derived Column
XNS_CP_FES_S	CP_FE_ID

XNS_INCIDENTS_WORKFLOW_V

This view shows all service requests and service request attributes used by Comm workflow.

View Definition

```
    CREATE VIEW XNS_INCIDENTS_WORKFLOW_V
      as SELECT
            INC.INCIDENT_ID
      ,INC.INCIDENT_NUMBER
      ,INC.SUMMARY
      ,INC.INCIDENT_OWNER_ID
      ,INC.INVENTORY_ITEM_ID
      ,INC.PROBLEM_CODE
      ,INC.EXPECTED_RESOLUTION_DATE
      ,INC.INCIDENT_DATE
      ,INC.CUSTOMER_PRODUCT_ID
      ,INC.RESOLUTION_CODE
      ,TYPE.NAME INCIDENT_TYPE
      ,SEVERITY.NAME SEVERITY
      ,STATUS.NAME STATUS_CODE
      ,URGENCY.NAME URGENCY
      ,PER.FULL_NAME OWNER
      ,RA2.PARTY_NAME CUSTOMER_NAME
      ,LKUP.MEANING PROBLEM_CODE_MEANING
      ,LKUP.DESCRIPTION PROBLEM_CODE_DESCRIPTION
      ,LKUP2.MEANING RESOLUTION_CODE_MEANING
      ,LKUP2.DESCRIPTION RESOLUTION_CODE_DESCRIPTION
      ,MTL.DESCRIPTION PRODUCT_DESCRIPTION
      ,FND.USER_NAME LOGGED_BY_NAME
    FROM
      CS_INCIDENTS_ALL_VL INC
      ,CS_INCIDENT_TYPES_VL TYPE
      ,CS_INCIDENT_SEVERITIES_VL SEVERITY
      ,CS_INCIDENT_STATUSES_VL STATUS
      ,CS_INCIDENT_URGENCIES_VL URGENCY
      ,HZ_PARTIES RA2
      ,PER_PEOPLE_X PER
      ,CS_CUSTOMER_PRODUCTS CP
      ,FND_LOOKUPS LKUP
      ,FND_LOOKUPS LKUP2
      ,MTL_SYSTEM_ITEMS_VL MTL
      ,FND_USER FND
       Where   INC.INCIDENT_TYPE_ID = TYPE.INCIDENT_TYPE_ID
      AND INC.INCIDENT_STATUS_ID = STATUS.INCIDENT_STATUS_ID
      AND INC.INCIDENT_OWNER_ID = PER.PERSON_ID(+)
      AND INC.INCIDENT_URGENCY_ID = URGENCY.INCIDENT_URGENCY_ID(+)
      AND INC.CUSTOMER_ID = RA2.PARTY_ID(+)
      AND INC.INCIDENT_SEVERITY_ID = SEVERITY.INCIDENT_SEVERITY_ID(+)
      AND INC.CUSTOMER_PRODUCT_ID = CP.CUSTOMER_PRODUCT_ID(+)
      AND INC.PROBLEM_CODE = LKUP.LOOKUP_CODE(+)
      AND LKUP.LOOKUP_TYPE(+) = 'REQUEST_PROBLEM_CODE'
      AND INC.RESOLUTION_CODE = LKUP2.LOOKUP_CODE(+)
      AND LKUP2.LOOKUP_TYPE (+) = 'REQUEST_RESOLUTION_CODE'
      AND MTL.INVENTORY_ITEM_ID(+) = INC.INVENTORY_ITEM_ID
```

```
  AND NVL(MTL.ORGANIZATION_ID,
  TO_NUMBER(FND_PROFILE.VALUE_SPECIFIC('SO_ORGANIZATION_ID') )) =
TO_NUMBER(FND_PROFILE.VALUE_SPECIFIC('SO_ORGANIZATION_ID'))
  AND INC.CREATED_BY = FND.USER_ID
```

Column Descriptions

Name	Null?	Type	Description
INCIDENT_ID	NULL	NUMBER(15)	Service request identifier
INCIDENT_NUMBER	NULL	VARCHAR2(64)	Service request number
SUMMARY	NULL	VARCHAR2(80)	Service request summary
INCIDENT_OWNER_ID	NULL	NUMBER(15)	Identifier for the owner of the service request
INVENTORY_ITEM_ID	NULL	NUMBER(15)	Item identifier
PROBLEM_CODE	NULL	VARCHAR2(50)	Problem code
EXPECTED_RESOLUTION_DATE	NULL	DATE	Expected date for the problem resolution
INCIDENT_DATE	NULL	DATE	Service request date
CUSTOMER_PRODUCT_ID	NULL	NUMBER(15)	Customer product identifier
RESOLUTION_CODE	NULL	VARCHAR2(50)	Resolution code
INCIDENT_TYPE	NOT NULL	VARCHAR2(30)	Name of the incident type
SEVERITY	NULL	VARCHAR2(30)	Severity name
STATUS_CODE	NOT NULL	VARCHAR2(30)	Status code
URGENCY	NULL	VARCHAR2(30)	Urgency name
OWNER	NULL	VARCHAR2(240)	Owner of the service request
CUSTOMER_NAME	NULL	VARCHAR2(255)	Customer name
PROBLEM_CODE_MEANING	NULL	VARCHAR2(80)	Meaning of the problem code
PROBLEM_CODE_DESCRIPTION	NULL	VARCHAR2(240)	Description of the problem code
RESOLUTION_CODE_MEANING	NULL	VARCHAR2(80)	Meaning of the resolution code
RESOLUTION_CODE_DESCRIPTION	NULL	VARCHAR2(240)	Description of the resolution code
PRODUCT_DESCRIPTION	NULL	VARCHAR2(240)	Product description
LOGGED_BY_NAME	NOT NULL	VARCHAR2(100)	Name of the person who log the service request

XNS_INCIDENT_EXT_REFS

This table stores network and service provider info for network and service provider service requests. The primary key for this table is EXT_REF_ID.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
CS_INCIDENTS_ALL_B	INCIDENT_ID	INCIDENT_ID
XDP_FES	FE_ID	FE_ID

Column Descriptions

Name	Null?	Type	Description
EXT_REF_ID (PK)	NOT NULL	NUMBER(15)	Unique identifier for the association between an external reference and a service request
LAST_UPDATE_DATE	NOT NULL	DATE	Standard Who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard Who column
CREATION_DATE	NOT NULL	DATE	Standard Who column
CREATED_BY	NOT NULL	NUMBER(15)	Standard Who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard Who column
INCIDENT_ID	NOT NULL	NUMBER(15)	Service request identifier
SERIALIZED_UNITS_ID	NULL	NUMBER(15)	Not currently used
FE_ID	NOT NULL	NUMBER(15)	Fulfillment element identifier
SERVICE_PROVIDER_ID	NULL	NUMBER(15)	Service provider identifier
EXT_REF_CODE	NULL	VARCHAR2(80)	External reference code
EXT_SR_LEVEL	NULL	NUMBER(15)	Not currently used
OBJECT_VERSION_NUMBER	NULL	NUMBER(9)	Sequential number used for database locking control when using HTML as a user interface

Indexes

Index Name	Index Type	Sequence	Column Name
XNS_INCIDENT_EXT_REFS_U1	UNIQUE	2	EXT_REF_ID

Sequences

Sequence	Derived Column
XNS_INCIDENT_EXT_REFS_S	EXT_REF_ID

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