Oracle® Interaction Blending Technical Reference Manual

RELEASE 11*i*

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Oracle® Interaction Blending Technical Reference Manual
Release 11i

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Major Contributors:

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CHAPTER

1 Introduction

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

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

About this Manual

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

Detailed Design

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

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

We have constructed Oracle Interaction Blending 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 Interaction Blending Technical Reference Manual* does not contain complete information about the dependencies between Oracle Interaction Blending Blending 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 Interaction Blending Blending 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 Interaction Blending 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 Interaction Blending 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 Interaction Blending 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 Interaction Blending.

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

Summary Database Diagram

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

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

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

Database Diagrams

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

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

View Lists

The View List sections list the Oracle Interaction Blending Blending 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 Interaction Blending Blending uses.

Single–Organization Views

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

Multiple Reporting Currency Views

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

MultiLingual Views

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

Module List

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

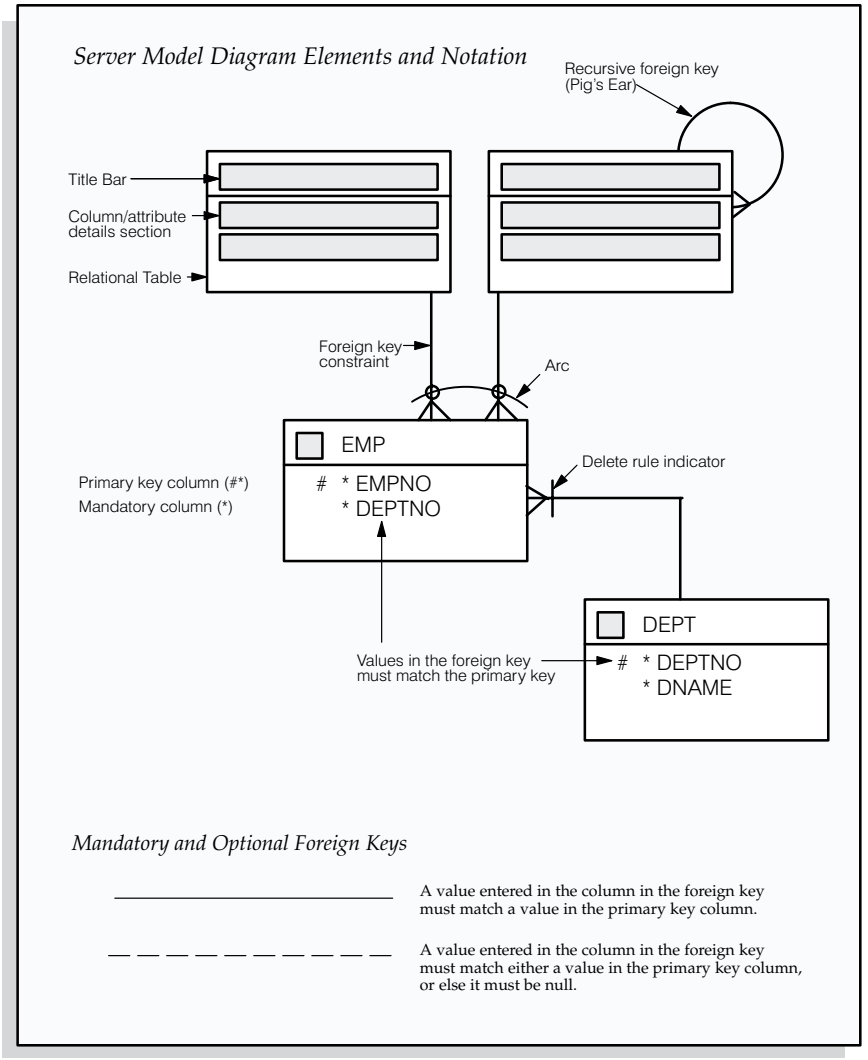
A form is a module comprised of closely related windows that are used together to perform a task. For example, the Enter Journals form in Oracle General Ledger includes the Enter Journals window, the Batch window, and the More Actions window. The Enter Journals window is the main window, and from it,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

Database Diagramming Conventions

We use the following notational conventions in our database diagrams:

Figure 2 – 1
Database Diagram Conventions



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

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

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

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

Oracle Interaction Blending Blending Summary Database Diagram

Database Diagrams

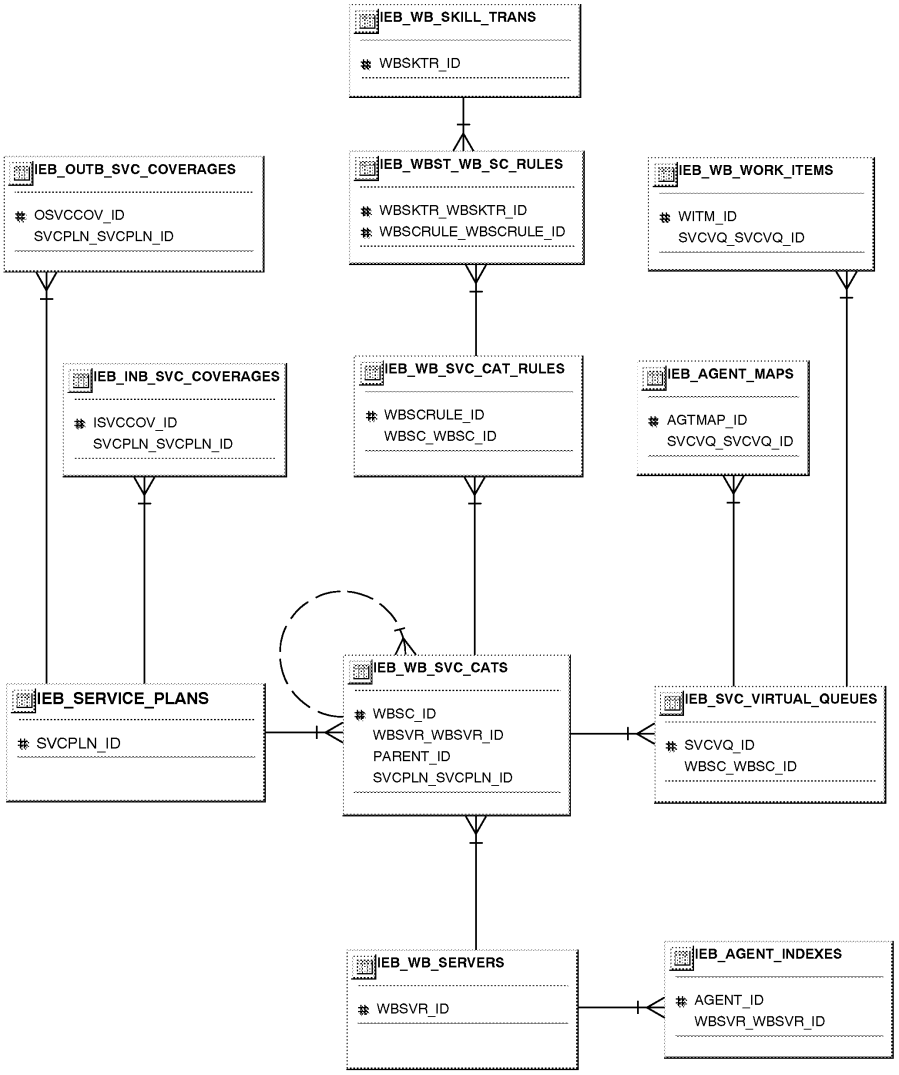
This section graphically represents most of the significant Oracle Interaction Blending tables and the relationships between them, organized by building block. Use this section to quickly learn what tables each Oracle Interaction Blending Blending application building block uses, and how these tables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

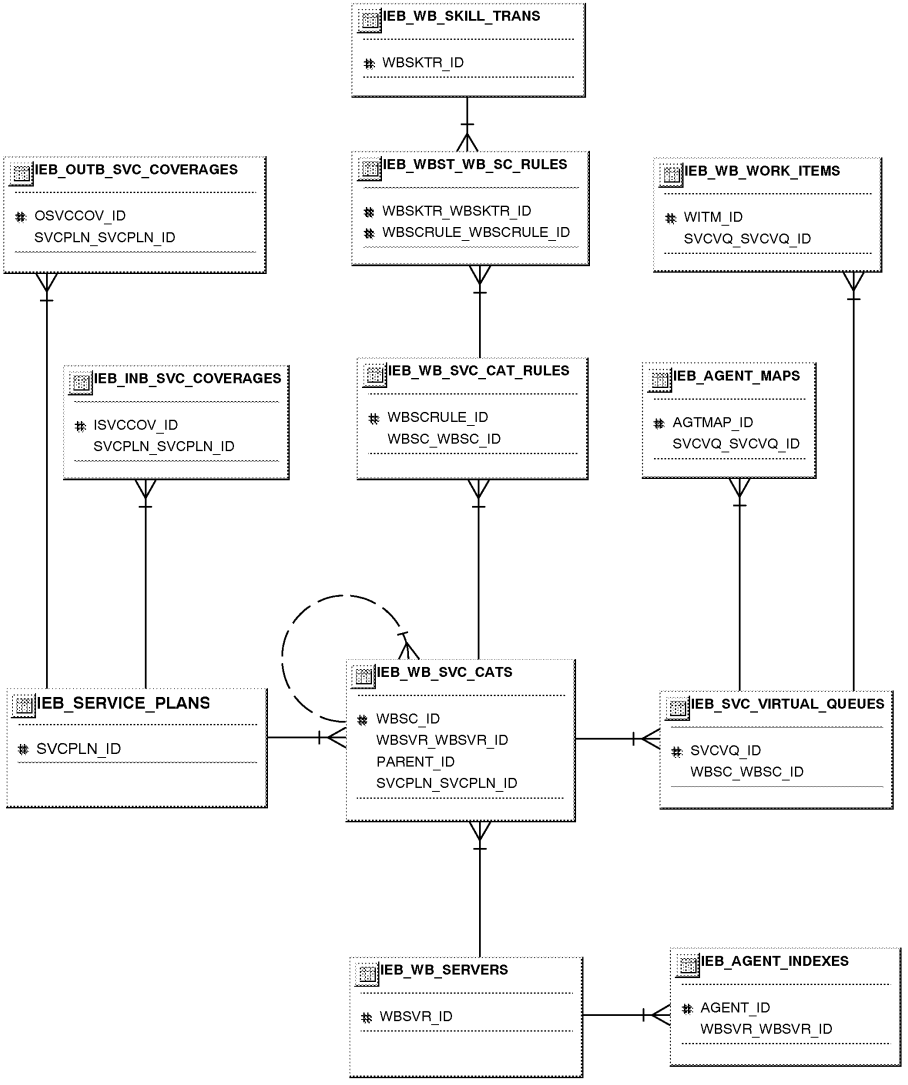
- Diagram 1: Interaction Blending
- Diagram 2: Server Model

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.

Interaction Blending



Server Model



Public Table List

This section lists each public database table that Call Blending 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 Blending uses the following Public tables:

Table Name	Description
IEB_AGENT_INDEXES	Mapping of Agent IDs with internal bit map indexes, for IEB server internal use only. (See page 12) (See page 3 – 8)
IEB_AGENT_MAPS	Indexes of member agents for virtual queues. (See page 13) (See page 3 – 9)
IEB_INB_SVC_COVERAGES	Service goals of coverage periods within inbound service plans. (See page 9) (See page 3 – 10)
IEB_MEDIA_TASK_SOURCES	Media sources of Media Manager Servers. (Obsolete table) (See page 3 – 12)
IEB_MMS_SERVERS	Summary of media server information. This is an obsolete table, replaced by IEO server location schema. (See page 3 – 13)
IEB_OUTB_SVC_COVERAGES	Service goals of coverage periods of outbound service plans. (See page 9) (See page 3 – 14)
IEB_SERVICE_PLANS	Summary information of service plans. (See page 8) (See page 3 – 15)
IEB_SVC_VIRTUAL_QUEUES	Summary information about virtal queues, i.e., dynamic agent groups, for IEB server internal use. (See page 14) (See page 3 – 16)
IEB_WBST_WB_SC_RULES	Intersection table that defines the M to M relation between Service Category selection rules and skill requirements. (See page 6) (See page 3 – 17)

IEB_WB_SERVERS	Summary of Information for running IEB servers. (See page 2) (See page 3 – 18)
IEB_WB_SKILL_TRANS	Definition of skill requirements for service category selection rules. (See page 7) (See page 3 – 20)
IEB_WB_SVC_CATS	Information about service categories. (See page 4) (See page 3 – 21)
IEB_WB_SVC_CAT_RULES	Rules for selecting inbound media tasks into service categories. (See page 5) (See page 3 – 23)
IEB_WB_SVRS_MMS_SVRS	Intersection table between Media Manager Servers and IEB servers. (Obsolete). (See page 3 – 24)
IEB_WB_WORK_ITEMS	Information about media work items. (see page 15). (See page 3 – 25)

Module List

This section lists each form, report and concurrent program comprising Call Blending.

CHAPTER

3 Detailed Design

This chapter presents a detailed design for implementing Oracle Interaction Blending. 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 Interaction Blending that enables you to:

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

Table and View Definitions

The Table and View Definitions section contains a detailed definition of Oracle Interaction Blending Blending 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 Interaction Blending Blending 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 Interaction Blending 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 Interaction Blending 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 Interaction Blending 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 Interaction Blending 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 Interaction Blending does not use this column, although the column might be used in a future release.
No longer used	Oracle Interaction Blending no longer uses this column. AutoInstall installs this column. Subsequent versions of Oracle Interaction Blending might not include this column.
No longer installed	Oracle Interaction Blending 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 Interaction Blending, you do not have this column.

Standard Who Columns

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

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

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

Columns Reserved for Country–Specific Localizations

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

Indexes

If an Oracle Interaction Blending 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 Interaction Blending Blending.

Sequences

Oracle Interaction Blending 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 Interaction Blending 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.

IEB_AGENT_INDEXES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_WB_SERVERS	WBSVR_ID	WBSVR_WBSVR_ID

Column Descriptions

Name	Null?	Type	Description
AGENT_ID (PK)	NOT NULL	NUMBER(15)	Agent ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
AGENT_INDEX	NOT NULL	NUMBER(8)	Agent Index assigned by IEB server for internal use.
WBSVR_WBSVR_ID	NOT NULL	NUMBER(15)	Interaction Bending Server ID created by system

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_AGENT_INDEXES_FK_N	NOT UNIQUE	1	WBSVR_WBSVR_ID

IEB_AGENT_MAPS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_SVC_VIRTUAL_QUEUES	SVCVQ_ID	SVCVQ_SVCVQ_ID

Column Descriptions

Name	Null?	Type	Description
AGTMAP_ID (PK)	NOT NULL	NUMBER(15)	Oracle Standard Primary ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
ROW_INDEX	NOT NULL	NUMBER(4)	Bit map row number in agent group bit maps.
ROW_AGENT_BITMAP	NOT NULL	NUMBER(20)	Actual countents of bit map for rows in agent bit map.
SVCVQ_SVCVQ_ID	NOT NULL	NUMBER(15)	Service Virtual Queue ID

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_AGENT_MAPS_FK_N	NOT UNIQUE	1	SVCVQ_SVCVQ_ID

Sequences

Sequence	Derived Column
IEB_AGENT_MAP_S1	AGTMAP_ID

IEB_INB_SVC_COVERAGES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_SERVICE_PLANS	SVCPLN_ID	SVCPLN_SVCPLN_ID

Column Descriptions

Name	Null?	Type	Description
ISVCCOV_ID (PK)	NOT NULL	NUMBER(15)	Oracle Standard Primary ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
SCHEDULE_TYPE	NOT NULL	VARCHAR2(1)	Schedule type, "R" -- regualer day in the week or a "S"pecific date
REGULAR_SCHD_DAY	NULL	NUMBER(1)	0-6 for Sunday to Saturday if the schedule type is "R"egular
SPEC_SCHD_DATE	NULL	DATE	Date of the coverage if schedule type is "SPECIFIC"
BEGIN_TIME_HHMM	NOT NULL	NUMBER(4)	begin time in HHMM(2400)
END_TIME_HHMM	NOT NULL	NUMBER(4)	end time in HHMM (2400)
MIN_AGENT	NOT NULL	NUMBER(8)	Minimun agent
PERCENTAGE	NOT NULL	NUMBER(4)	Percentage requirement
TIME_THRESHOLD	NOT NULL	NUMBER(8)	Time threshold for service plan
MAX_WAIT_TIME	NOT NULL	NUMBER(8)	Max wait time
REROUTE_TIME	NOT NULL	NUMBER(8)	Time limit, in number of seconds, to reroute email messages.
REROUTE_WARNING_TIME	NOT NULL	NUMBER(8)	Time limit, in number of seconds, to warn agent to process email messages before rerouting email messages.
SVCPLN_SVCPLN_ID	NOT NULL	NUMBER(15)	Service Plan ID

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_INB_SVC_COVERAGES_FK_N	NOT UNIQUE	1	SVCPLN_SVCPLN_ID

Sequences

Sequence	Derived Column
IEB_SVC_COV_S1	ISVCCOV_ID

Database Triggers

```
Trigger Name    : IEB_INB_SVC_COVERAGES_ALERT
Trigger Time    : AFTER
Trigger Level   : STATEMENT
Trigger Event   : INSERT, UPDATE, DELETE
```

IEB_MEDIA_TASK_SOURCES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_MMS_SERVERS	MMSSVR_ID	MMSSVR_MMSSVR_ID

Column Descriptions

Name	Null?	Type	Description
MTS_ID (PK)	NOT NULL	NUMBER(15)	Oracle Standard Primary ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
SOURCE_NAME	NOT NULL	VARCHAR2(32)	Media Task QUeue Name
ACTIVE_Y_N	NOT NULL	VARCHAR2(1)	If the Queue is active, "Y" or "N"
MEDIA_TYPE	NOT NULL	VARCHAR2(80)	Media Type of the queue
SOURCE_CONFIG_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for media server level configuration
MONITOR_OPTIONS	NULL	VARCHAR2(256)	Monitor Options if ever
MMSSVR_MMSSVR_ID	NOT NULL	NUMBER(15)	Unique ID generated by system as primary key

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_MEDIA_TASK_SOURCES_FK_N	NOT UNIQUE	1	MMSSVR_MMSSVR_ID

Sequences

Sequence	Derived Column
IEB_MTS_S1	MTS_ID

IEB_MMS_SERVERS

Column Descriptions

Name	Null?	Type	Description
MMSSVR_ID (PK)	NOT NULL	NUMBER(15)	Unique ID generated by system as primary key
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
MMS_SERVER_NAME	NOT NULL	VARCHAR2(32)	MMS Server Name
ACTIVE_Y_N	NOT NULL	VARCHAR2(1)	Yes or No
DESCRIPTION	NULL	VARCHAR2(240)	A brief desciption of the Media Manager Server.
COMMUNICATION_METHOD	NOT NULL	VARCHAR2(32)	Communication type, such as RMI, TCP/IP, etc.
COM_OBJECT_NAME	NULL	VARCHAR2(32)	RMI or other Object Name
COM_DNS_NAME	NULL	VARCHAR2(32)	DNS Name
COM_IP_ADDRESS	NULL	VARCHAR2(15)	TCP/IP port number
COM_PORT_NUMBER	NULL	NUMBER(15)	TCP/IP port number
COM_PARAM1	NULL	VARCHAR2(32)	Future Use
COM_PARAM2	NULL	VARCHAR2(32)	Future Use
COM_PARAM3	NULL	VARCHAR2(32)	Future Use
COM_PARAM4	NULL	VARCHAR2(32)	Future Use

Sequences

Sequence	Derived Column
IEB_MMS_SERVER_S1	MMSSVR_ID

IEB_OUTB_SVC_COVERAGES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_SERVICE_PLANS	SVCPLN_ID	SVCPLN_SVCPLN_ID

Column Descriptions

Name	Null?	Type	Description
OSVCCOV_ID (PK)	NOT NULL	NUMBER(15)	Oracle Standard Primary ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
SCHEDULE_TYPE	NOT NULL	VARCHAR2(1)	Service coverage record type, regular (day of week), or specific(Date),
REGULAR_SCHD_DAY	NULL	NUMBER(1)	Day in week, Monday, etc
SPEC_SCHD_DATE	NULL	DATE	Date for specific schedule type
BEGIN_TIME_HHMM	NOT NULL	NUMBER(4)	Time in 2400 fomrat
END_TIME_HHMM	NOT NULL	NUMBER(4)	End time in 2400 format
MIN_AGENT	NOT NULL	NUMBER(8)	Minimum agent requirement
QUOTA	NOT NULL	NUMBER(8)	number of transactions required
SVCPLN_SVCPLN_ID	NOT NULL	NUMBER(15)	Service Plan ID

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_OUTB_SVC_COVERAGES_FK_N	NOT UNIQUE	1	SVCPLN_SVCPLN_ID

Sequences

Sequence	Derived Column
IEB_SVC_COV_S2	OSVCCOV_ID

Database Triggers

```
Trigger Name    : IEB_OUTB_SVC_COVERAGES_ALERT
Trigger Time    : AFTER
Trigger Level   : STATEMENT
Trigger Event   : INSERT, UPDATE, DELETE
```

IEB_SERVICE_PLANS

Column Descriptions

Name	Null?	Type	Description
SVCPLN_ID (PK)	NOT NULL	NUMBER(15)	Service Plan ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
SERVICE_PLAN_NAME	NOT NULL	VARCHAR2(32)	Service Plan Name
DIRECTION	NOT NULL	VARCHAR2(32)	Inbound or outbound
TREATMENT	NULL	VARCHAR2(80)	Name of handling mechnism – reserved for future use
DESCRIPTION	NULL	VARCHAR2(240)	Optional description

Sequences

Sequence	Derived Column
IEB_SVC_PLAN_S1	SVCPLN_ID

Database Triggers

```
Trigger Name    : IEB_SVC_PLAN_DELETE_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : DELETE
```

```
Trigger Name    : IEB_SERVICE_PLANS_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : INSERT, UPDATE
```

IEB_SVC_VIRTUAL_QUEUES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_WB_SVC_CATS	WBSC_ID	WBSC_WBSC_ID

Column Descriptions

Name	Null?	Type	Description
SVCVQ_ID (PK)	NOT NULL	NUMBER(15)	Service Virtual Queue ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
SEQUENCE_NUMBER	NOT NULL	NUMBER(15)	Internal ID generated by IEB server for the virtual queue.
EXPIRATION_DATE	NOT NULL	DATE	Time when this category expired
WBSC_WBSC_ID	NOT NULL	NUMBER(15)	Service Category ID

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_SVC_VIRTUAL_QUEUES_FK_N	NOT UNIQUE	1	WBSC_WBSC_ID

Sequences

Sequence	Derived Column
IEB_VIRTUAL_Q_S1	SVCVQ_ID

IEB_WBST_WB_SC_RULES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_WB_SKILL_TRANS	WBSKTR_ID	WBSKTR_WBSKTR_ID
IEB_WB_SVC_CAT_RULES	WBSCRULE_ID	WBSCRULE_WBSCRULE_ID

Column Descriptions

Name	Null?	Type	Description
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
WBSKTR_WBSKTR_ID (PK)	NOT NULL	NUMBER(15)	Competence ID
WBSCRULE_WBSCRULE_ID (PK)	NOT NULL	NUMBER(15)	Service Category Rule ID

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_WBST_WB_SC_RULES_RL_FK_N	NOT UNIQUE	1	WBSCRULE_WBSCRULE_ID
IEB_WBST_WB_SC_RULES_SK_FK_N	NOT UNIQUE	1	WBSKTR_WBSKTR_ID

Database Triggers

```
Trigger Name    : IEB_WBST_WBSCR_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : INSERT, UPDATE
```

```
Trigger Name    : IEB_WBSTSCM_DELETE_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : DELETE
```

IEB_WB_SERVERS

Column Descriptions

Name	Null?	Type	Description
WBSVR_ID (PK)	NOT NULL	NUMBER(15)	WorkBending Server ID created by system
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
WB_SERVER_NAME	NOT NULL	VARCHAR2(32)	Server Name
LOG_FILE_NAME	NULL	VARCHAR2(256)	Full path of log file
LOG_DBC_FILE_NAME	NULL	VARCHAR2(256)	DBC file path of the database for IEB server log messages, if it differs from the database for server data
CCI_DBC_FILE_NAME	NULL	VARCHAR2(256)	DBC file path of the database for CCI data, if differs from the database for server data
STAT_DUMP_SUNDAY_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for Statistics dump on Sunday
STAT_DUMP_MONDAY_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for Statistics dump on Monday
STAT_DUMP_TUESDAY_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for Statistics dump on Tuesday
STAT_DUMP_WEDNESDAY_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for Statistics dump on Wednesday
STAT_DUMP_THURSDAY_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for Statistics dump on Thursday
STAT_DUMP_FRIDAY_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for Statistics dump on Friday
STAT_DUMP_SATURDAY_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for Statistics dump on Saturday
STAT_DUMP_BEG_TIME_HHMM	NULL	NUMBER(4)	Time in 2400 fomrat
STAT_DUMP_END_TIME_HHMM	NULL	NUMBER(4)	Time in 2400 fomrat
DAILY_CLEANUP_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for daily clean up
CLEANUP_TIME_HHMM	NULL	NUMBER(4)	Cleanup Time in 2400 fomrat
AUTO_SHUT_DOWN_Y_N	NOT NULL	VARCHAR2(1)	Yes or No for auto shut down
AUTO_SHUT_DOWN_TIME_HHMM	NULL	NUMBER(4)	Auto shut down Time in 2400 fomrat
VIRTUAL_Q_CLEANUP_SIZE	NOT NULL	NUMBER(8)	Size of virutal that requires server clean up function
WORK_QUEUE_CACHE_SIZE	NOT NULL	NUMBER(8)	Size of work queue threshold for send to database
TRACE_FILE_NAME	NULL	VARCHAR2(256)	Trace File Name
WB_SERVER_TYPE	NOT NULL	VARCHAR2(20)	Enumerated values to describe server type (e.g., production server, test server, etc.) This values will be seeded for FND_LOOKUPS
DESCRIPTION	NULL	VARCHAR2(240)	Optional description of the server
COMMUNICATION_METHOD	NOT NULL	VARCHAR2(32)	Communication type, such as RMI, TCP/IP, etc.
COM_OBJECT_NAME	NULL	VARCHAR2(32)	RMI or other Object Name
COM_DNS_NAME	NULL	VARCHAR2(32)	DNS Name
COM_IP_ADDRESS	NULL	VARCHAR2(15)	TCP/IP port number

COM_PORT_NUMBER	NULL	NUMBER(15)	TCP/IP port number
COM_PARAM1	NULL	VARCHAR2(32)	Future Use
COM_PARAM2	NULL	VARCHAR2(32)	Future Use
COM_PARAM3	NULL	VARCHAR2(32)	Future Use
COM_PARAM4	NULL	VARCHAR2(32)	Future Use

Sequences

Sequence	Derived Column
IEB_WB_SERVER_S1	WBSVR_ID

IEB_WB_SKILL_TRANS

Column Descriptions

Name	Null?	Type	Description
WBSKTR_ID (PK)	NOT NULL	NUMBER(15)	Competence ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
SKILL_CATEGORY	NOT NULL	VARCHAR2(80)	SKILL Header statement from MMS, such as "LANGUAGE"
SKILL_CONTENTS	NOT NULL	VARCHAR2(80)	Skill contents statement, such as "SPANISH"

Sequences

Sequence	Derived Column
IEB_SKILL_TRANS_S1	WBSKTR_ID

Database Triggers

```
Trigger Name    : IEB_WB_SKILL_TRANS_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : INSERT, UPDATE
```

```
Trigger Name    : IEB_WB_SKLTRN_DELETE_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : DELETE
```

IEB_WB_SVC_CATS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_SERVICE_PLANS	SVCPLN_ID	SVCPLN_SVCPLN_ID
IEB_WB_SERVERS	WBSVR_ID	WBSVR_WBSVR_ID
IEB_WB_SVC_CATS	WBSC_ID	PARENT_ID

Column Descriptions

Name	Null?	Type	Description
WBSC_ID (PK)	NOT NULL	NUMBER(15)	Service Category ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
SERVICE_CATEGORY_NAME	NOT NULL	VARCHAR2(32)	Service Category Name
CAMPAIGN_SERVER_NAME	NULL	VARCHAR2(32)	IEO Campaign Plus server name related to the Service Category, for outbound use only.
CAMPAIGN_NAME	NULL	VARCHAR2(32)	Name of the AMS Campaign related to the IEO Campaign Plus Server, for outbound use only.
ACTIVE_Y_N	NOT NULL	VARCHAR2(1)	"Y" if the service category is active
MEDIA_TYPE	NOT NULL	VARCHAR2(80)	Media Type
DESCRIPTION	NULL	VARCHAR2(240)	Description
PRIORITY	NOT NULL	NUMBER(4)	Service Category priority
DEPTH	NOT NULL	NUMBER(4)	Depth of the Service category node from the tree top.
WBSVR_WBSVR_ID	NOT NULL	NUMBER(15)	WorkBending Server ID created by system
PARENT_ID	NULL	NUMBER(15)	Service Category ID
SVCPLN_SVCPLN_ID	NOT NULL	NUMBER(15)	Service Plan ID

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_WB_SVC_CATS_PARENT_FK_N	NOT UNIQUE	1	PARENT_ID
IEB_WB_SVC_CATS_SP_FK_N	NOT UNIQUE	1	SVCPLN_SVCPLN_ID
IEB_WB_SVC_CATS_WBSVR_FK_N	NOT UNIQUE	1	WBSVR_WBSVR_ID

Sequences

Sequence	Derived Column
IEB_SVC_CATS_S1	WBSC_ID

Database Triggers

```
Trigger Name    : IEB_WB_SVC_CATS_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : INSERT, UPDATE


Trigger Name    : IEB_WB_SVC_CATS_DELETE_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : DELETE
```

IEB_WB_SVC_CAT_RULES

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_WB_SVC_CATS	WBSC_ID	WBSC_WBSC_ID

Column Descriptions

Name	Null?	Type	Description
WBSCRULE_ID (PK)	NOT NULL	NUMBER(15)	Service Category Rule ID
RULE_TYPE	NOT NULL	VARCHAR2(1)	Type of information to make up the rule, 'C' for Classification, 'S" for Skills + Arrival Address.
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
CLASSIFICATION	NULL	VARCHAR2(32)	Task Classification Code from MCM used for selection rules.
ARRIVAL_ADDRESS	NULL	VARCHAR2(32)	Name
SKILL_INCLUDED_Y_N	NOT NULL	VARCHAR2(1)	Yes or No
DESCRIPTION	NULL	VARCHAR2(240)	Description
WBSC_WBSC_ID	NOT NULL	NUMBER(15)	Service Category ID

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_WB_SVC_CAT_RULES_WBSC_FK_N	NOT UNIQUE	1	WBSC_WBSC_ID

Sequences

Sequence	Derived Column
IEB_SVC_CAT_RULES_S1	WBSCRULE_ID

Database Triggers

```
Trigger Name    : IEB_WB_SC_RULES_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : INSERT, UPDATE
```

```
Trigger Name    : IEB_WB_SCRL_DELETE_ALERT
Trigger Time    : AFTER
Trigger Level   : ROW
Trigger Event   : DELETE
```

IEB_WB_SVRS_MMS_SVRS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_MMS_SERVERS	MMSSVR_ID	MMSSVR_MMSSVR_ID
IEB_WB_SERVERS	WBSVR_ID	WBSVR_WBSVR_ID

Column Descriptions

Name	Null?	Type	Description
WBMMS_ID (PK)	NOT NULL	NUMBER(15)	Oracle Standard Primary ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
MMSSVR_MMSSVR_ID	NOT NULL	NUMBER(15)	Unique ID generated by system as primary key
WBSVR_WBSVR_ID	NOT NULL	NUMBER(15)	WorkBending Server ID created by system

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_WB_SVRS_MMS_SVRS_MMS_FK_N	NOT UNIQUE	1	MMSSVR_MMSSVR_ID
IEB_WB_SVRS_MMS_SVRS_WB_FK_N	NOT UNIQUE	1	WBSVR_WBSVR_ID

IEB_WB_WORK_ITEMS

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
IEB_SVC_VIRTUAL_QUEUES	SVCVQ_ID	SVCVQ_SVCVQ_ID

Column Descriptions

Name	Null?	Type	Description
WITM_ID (PK)	NOT NULL	NUMBER(15)	Oracle Standard Primary ID
CREATED_BY	NOT NULL	NUMBER(15)	Standard who column
CREATION_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATED_BY	NOT NULL	NUMBER(15)	Standard who column
LAST_UPDATE_DATE	NOT NULL	DATE	Standard who column
LAST_UPDATE_LOGIN	NULL	NUMBER(15)	Standard who column
WORK_ITEM_ID	NOT NULL	VARCHAR2(32)	Work Item ID
ORIGINAL_WORK_ID	NULL	VARCHAR2(32)	Original Work ID from original server
QUEUED_TIME	NOT NULL	DATE	date and time queued
SOURCE	NULL	VARCHAR2(32)	Name of MMS server where the item came from
SVCVQ_SVCVQ_ID	NOT NULL	NUMBER(15)	Service Virtual Queue ID
PARAM1	NULL	VARCHAR2(32)	Optional Work Item parameter 1
PARAM2	NULL	VARCHAR2(32)	Optional Work Item parameter 1

Indexes

Index Name	Index Type	Sequence	Column Name
IEB_WB_WORK_ITEMS_VQ_FK_N	NOT UNIQUE	1	SVCVQ_SVCVQ_ID

Sequences

Sequence	Derived Column
IEB_WORK_ITEM_S1	WITM_ID

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