Cisco Customer Response Solutions Database Schema

Cisco Unified Contact Center Express, Cisco Unified IP IVR, and Cisco Unified Queue Manager, Release 5.0(1)

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C O N T E N T S

Preface

Cisco Customer Response Solutions Database Schema describes how data is organized in Cisco Customer Response Solutions (CRS) databases. This manual provides detailed descriptions of the records and fields in each database table and useful information to help you create your own reports.

Audience

Cisco Customer Response Solutions Database Schema is intended for system managers, administrators, and developers who want to create custom reports using generally available third-party programs that create reports from databases.

Organization

The "Database Table Details" section on page 3 describes each table in the Cisco CRS database. The descriptions are arranged in alphabetical order by table name. Each description includes a detailed explanation of each record in the table.

The Index helps you find information in this book.

Conventions

This manual uses the following conventions:

Convention	Description
boldface font	**Boldface** font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit > Find**. • Click **Finish**.
italic font	*Italic* font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco CRS Installation Guide*.

`window font`	`Window` font, such as Courier, is used for the following:
	
	• Text as it appears in code or that the window displays. Example:
	`<html><title>Cisco Systems,Inc.`
	`</title></html>`

`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

Related Documentation

The following documents contain additional information about the Cisco CRS database and the information stored in the database:

- *Cisco CRS Administration Guide*
- *Cisco CRS Historical Reports User Guide*
- *Cisco CRS Historical Reporting Administrator and Developer Guide*

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

■ **Obtaining Documentation, Obtaining Support, and Security Guidelines**

Database Schema

This manual describes how data is organized in the Cisco Customer Response Solutions (CRS) database.

The Cisco CRS database is db_cra. It contains the information for historical and real-time reports, including Cisco Unified Contact Center Express (Unified CCX) configuration information, stored procedures, and some call statistics. All of the tables described in this document are in the db_cra database.

To expand the performance of Cisco CRS, you can install the database component on a separate server instead of on the Cisco CRS Server. You can also install the database component on a standby server. The same db_cra database schema resides on each server on which you install the database component.

If you want to use a third-party program to create custom reports from information in the Cisco CRS databases, refer to the information in this manual as you design your reports.
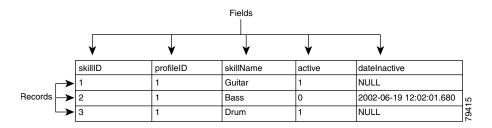
The following sections include these topics:

General Database Concepts

This section provides an overview of some basic database concepts.

Tables, Columns, and Rows

A database contains one or more tables of data. Each table in a database defines a set of columns, which are called *fields*. Within each table, the database stores data in rows, which are called *records*. Each record (row) contains one value for each field (column) of the table. For example, Figure 1 shows an example of a Skill table, which contains five fields. This example shows a Skill table with three records.

Figure 1   Skill Table Fields and Records

Database tables and the number and names of their fields are constant. The number of records in a table and the data that those records contain will vary according your system.

Table Relationships

Related tables in a database share one or more common fields. For example, both the Skill and the SkillGroup tables include the skillID field. Each record in the Skill table is related to each record in the SkillGroup table that shares the same skillID value.

Relationships between tables can be one-to-one or one-to-many. For example, because one skill can be associated with many skill groups, the relationship between the Skill and SkillGroup tables is one-to-many. On the other hand, each

call or call leg has its own set of data about the agent who handled the call and other information. Therefore, the relationship between the AgentConnectionDetail and ContactCallDetail table is one-to-one.

Each database table description in this manual is followed by a Related Tables section. These sections show the fields by which a table is related to other tables. If the fields have different names in each table, these sections show the mapping.

Database Table Details

This section provides information about Cisco CRS system database tables, their records, and their fields.

Each description provides the following information:

- Database Table Name—Name of the Cisco CRS database table.
- Field Name—Name of a field as it appears in the database table.
- Description—Description of the field, including valid values where appropriate.
- Storage—Information about the data in each field as follows:
  - Data type used for the field in the database. Table 1-1 describes each data type.

Table 1-1   Field Data Types

Data Type	Description
bit	Integer value of 1 or 0.
datetime	Date and time data from January 1, 1753, through December 31, 9999, with an accuracy of three-hundredths of a second or 3.33 milliseconds.
decimal	Fixed-precision and scale numeric from $-10^{38} + 1$ through $10^{38} - 1$.
image	Variable-length binary data from 0 through 231-1 (2,147,483,647) bytes.
int	Four-byte integer value between $-2{,}147{,}483{,}648$ and $2{,}147{,}483{,}647$.

Table 1-1   Field Data Types (continued)

Data Type	Description
nvarchar(*n*)	Variable-length Unicode data up to 4,000 characters. The storage size depends on the length of the data.
smallint	Two-byte integer value between –32,768 and 32,767.
tinyint	One-byte integer value between 0 and 255.
varchar(*n*)	Variable-length non-Unicode data up to 8,000 characters. The storage size depends on the length of the data.

- Whether the NULL value is valid for the field. "NULL" if the NULL value is or "NOT NULL" if the NULL value is not valid.

> ✎
> **Note**   If the NULL value is valid, the database will record a value of –1 for a NULL value in a numeric field. The database will record an empty string for a NULL value in other fields.

- "Primary Key" if the field is a primary key, or part of a primary key, in the database table.

Overview of Tables

The following tables are described in this guide:

- AgentConnectionDetail, page 6, contains records written for calls that are connected to an agent.

- AgentStateDetail, page 10, contains records written when an agent changes state.

- AreaCode, page 12, contains the area code and time zone information used for outbound calls.

- Campaign, page 14 contains records with campaign configuration information.

- CampaignCSQMap, page 16, provides a relationship between campaigns and CSQs.

- RmonResConfig, page 61, contains records written for resources configured for a supervisor's remote monitoring allowed list on the CRS Administration user interface.

- RmonUser, page 61, contains records written for remote monitoring supervisors configured on the CRS Administration user interface.

- RtCSQsSummary, page 63, contains real-time statistics for configured CSQs.

- RtICDStatistics, page 65, contains Unified CCX summary statistics.

- Skill, page 68, contains records written for skills configured on the CRS Administration user interface.

- SkillGroup, page 69, is a relationship table between skills and CSQs.

- Supervisor, page 70, contains records written for supervisors configured on the CRS Administration user interface.

- Team, page 72, contains records written for teams configured on the CRS Administration user interface.

- TeamCSQMapping, page 73, is a relationship table between teams and CSQs.

- WorkflowTask, page 74, contains records written for workflow tasks that are executed.

AgentConnectionDetail

Database table name: AgentConnectionDetail

The Cisco CRS system creates a new record in the AgentConnectionDetail table when an agent disconnects a call or a leg by hanging up or by transferring the call. (A new call leg starts each time that a call is transferred, except when a call is transferred from a Cisco Computer Telephony Interface [CTI] port to an agent.)

An AgentConnectionDetail record contains information relating to the agent who handled the call or call leg.

The AgentConnectionDetail table contains the fields shown Table 1-2.

Table 1-2   *AgentConnectionDetail Table Fields*

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each Cisco CRS server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
qIndex	A new qIndex is created whenever a Unified CCX call is conferenced to a Unified CCX route point.	tinyint NOT NULL Primary Key
resourceID	Identifier of the agent who handled the call.	int NOT NULL Primary Key
startDateTime	Date and time that the call or the leg started ringing at the device of an agent.	datetime NOT NULL Primary Key
endDateTime	Date and time that the call or the leg was transferred or disconnected.	datetime NOT NULL
gmtOffset	Offset, in minutes, between local time of the Cisco CRS server and Greenwich Mean Time.	smallint NOT NULL

Table 1-2   AgentConnectionDetail Table Fields (continued)

Field Name	Description	Storage
ringTime	Amount of time, in seconds, between the time the call or the leg first rang at the extension of an agent and one of the following events: • The agent answered the call or the leg • The caller hung up before the call or the leg was answered • The system retrieved the call or the leg before the call or the leg was answered	smallint NULL
talkTime	Amount of time, in seconds, that passed from the time an agent answered the call or the leg to the time the call or the leg was disconnected or transferred, not including hold time.	smallint NULL
holdTime	Amount of time, in seconds, that the call or the leg spent on hold.	smallint NULL
workTime	Amount of time, in seconds, that an agent spent in Work State after the call or the leg.	smallint NULL
dialingListID	Unique identifier of a contact that is dialed for an outbound campaign. Links with DialingList.dialingListID	int NULL
callWrapupData	After-call information that the agent enters through the Agent Desktop user interface while the agent is in the work state.	nvarchar(40) NULL

Table 1-2   AgentConnectionDetail Table Fields (continued)

Field Name	Description	Storage
callResult	Outcome of the outbound dialer call.	smallint
	1 = Voice (Customer answered and was connected to agent)	NULL
	2 = Fax/Modem (Fax machine detected)	
	3 = Answering Machine (answering machine detected)	
	4 = Invalid (Number reported as invalid by the network)	
	5 = Do Not Call (customer does not want to be called again)	
	6 = Wrong Number (number successfully contacted but wrong number)	
	7 = Customer Not Home (number successfully contacted but reached the wrong person)	
	8 = Callback (customer requested regular callback)	
	9 = Agent Rejected (Agent has skipped or rejected a preview call)	
	10 = Agent Closed (Agent has skipped or rejected a preview call with the close option)	
	11 = Busy (busy signal detected)	
	12 = RNA (the agent lets the call go ring-no-answer)	
	20 = OB_XFER is default (the agent transfers or conferences the outbound call to another agent.	

Related Tables

- ContactCallDetail, page 18 (via sessionID, sessionSeqNum, nodeID, and profileID)

- ContactRoutingDetail, page 29 (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)

- ContactQueueDetail, page 27 (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)

- DialingList, page 42 (via dialingListID)

- MonitoredResourceDetail, page 48 (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)

- ProfileIDMapping, page 50 (via profileID)

- RemoteMonitoringDetail, page 51 (sessionID maps to monitoredSessionID, via profileID, and nodeID)

- Resource, page 54 (via resourceID and profileID)

AgentStateDetail

Database table name: AgentStateDetail

The Cisco CRS system creates a new record in the AgentStateDetail table each time the state of an agent changes.

An AgentStateDetail record contains information about the agent and about the event that caused the agent state change.

The AgentStateDetail table contains the fields shown in Table 1-3.

Table 1-3   *AgentStateDetail Table Fields*

Field Name	Description	Storage
agentID	Identifier of the agent whose state has changed.	int NOT NULL Primary Key
eventDateTime	Date and time that the agent state changed.	datetime NOT NULL Primary Key
gmtOffset	Offset, in minutes, between local time of the Cisco CRS server and Greenwich Mean Time.	smallint NOT NULL
eventType	Event that triggered the agent state change: 1—Log In 2—Not Ready 3—Ready 4—Reserved 5—Talking 6—Work 7—Log Out	tinyint NOT NULL Primary Key
reasonCode	Code, as set up in the Cisco Desktop Administrator, for the reason that the agent changed to Not Ready State or to Log Out State. Null if a reason code is not configured.	smallint NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key

Related Tables

- ProfileIDMapping, page 50 (via profileID)
- Resource, page 54 (agentID maps to resourceID and via profileID)

AreaCode

Database table name: AreaCode

The AreaCode table contains a mapping of area codes and their time zones. This table is used as a reference for populating the gmtPhone and dstPhone columns of the DialingList table. This table is pre-populated by the CRS system with the data for North America during the installation process, using a SQL script that the installer invokes. If Unified CCX is installed in a different location, administrators can enter the area code and time zone information for that region using CRS Administration, and the data is stored in this table.

The AreaCode table contains the information shown in Table 1-4.

Table 1-4   AreaCode Table Fields

Field Name	Description	Storage
profileID	Identifier of the profile.	int NOT NULL Primary Key
createDateTime	Default -CURRENT_TIMESTAMP	datetime NOT NULL
recordID	Unique identifier for the record	int NOT NULL Primary Key
areaCode	The area code of the call.	nvarchar(10) NOT NULL Primary Key
cityName	The name of the city.	nvarchar(28) NOT NULL

Table 1-4   AreaCode Table Fields (continued)

Field Name	Description	Storage
regionCode	The state or province code; for example, "MA" for Massachusetts	nvarchar(10) NULL
daylightSavingsEnabled	Indicates whether daylight savings time is observed. • N = Daylight savings time is not observed. • Y = Daylight savings time is observed.	char(1) NOT NULL
gmtZone	Indicates Greenwich Mean Time (GMT) delta in hours. GMT timezones are on a 0-23 scale, which begins with 0 at Greenwich, England, and increases to the East. For the USA, New York is GMT 19; San Francisco is at GMT 16.	int NULL
privateData	Any fields which are to be used internally only. Can be stored in this column in a blob.	image(16) NULL
active	Whether the record is active in the system. A record becomes inactive if the team is deleted from the system. 0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

Related tables

Campaign

Database table name: Campaign

The campaign configuration information is stored in this table. A campaign is associated with one or more CSQs. This mapping of Campaigns and CSQs is stored separately in CampaignCSQMap table.

The Campaign table contains the fields shown in Table 1-5

Table 1-5   *Campaign Table Fields*

Field Name	Description	Storage
recordID	A unique identifier for the record.	int NOT NULL Primary Key
campaignID	A unique identifier for the campaign.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
createDateTime	Default -CURRENT_TIMESTAMP	datetimei NOT NULL
campaignName	Name of the campaign. Must be unique.	nvarchar(50) NOT NULL
enabled	0 = campaign is enabled 1 = campaign is disabled	bit NOT NULL
description	A description of the campaign.	nvarchar(50) NULL
startTime	When the campaign starts (based on server time). This is stored in minutes.	datetime NOT NULL

Table 1-5   *Campaign Table Fields (continued)*

Field Name	Description	Storage
endTime	When the campaign ends (based on server time). This is stored in minutes.	datetime NOT NULL
cacheSize	Number of contacts to be retrieved in a batch for dialing for this campaign.	int NOT NULL
maxAttempts	Maximum number of attempts made to dial a contact for this campaign.	int NOT NULL
ansMachineRetry	0 = Dialer should try dialing a contact again if it reached an answering machine 1 = Dialer should not try dialing a contact again if it reached an answering machine	int NOT NULL
callbackTimeLimit	The amount of time in minutes before and after the scheduled callback time, during which the Dialer attempts a callback.	int NULL
missedCallback Action	Indicates what the Dialer should do if a callback could not be placed at the scheduled time: 0 = reschedule callback to same time the next business day 1 = make an ordinary retry 2 = close record	int NULL
privateData	Any fields which are used internally only can be stored in this column in a blob.	image(16) NULL

Table 1-5   Campaign Table Fields (continued)

Field Name	Description	Storage
active	Indicates whether the record is active in the system. A record becomes inactive if the campaign is deleted from the system. 0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

Related Tables

- CampaignCSQMap, page 16 (via campaignID)
- ContactCallDetail, page 18 (via campaignID and profileID)
- DialingList, page 42 (via campaignID)
- ProfileIDMapping, page 50 (via profileID)

CampaignCSQMap

Database table name: CampaignCSQMap

The CampaignCSQMap table shows the relationship between campaigns and contact service queues (CSQs). A new record is created in the CampaignCSQMap table when a campaign is associated with a CSQ in CRS Administration.

The CampaignCSQMap table contains the fields shown in Table 1-6

Table 1-6   *CampaignCSQMap Table Fields*

Field Name	Description	Storage
recordID	A unique identifier for the record	int NOT NULL Primary Key
campaignID	A unique identifier for the campaign, from the Campaign table.	int NOT NULL Primary Key
csqID	A unique identifier for the CSQ, from the ContactServiceQueue table.	int NOT NULL Primary Key
active	Indicates whether the record is active in the system. A record becomes inactive if the campaign is deleted from the system. 0 = Inactive 1 = Active	datetime NULL
createDateTime	Default, CURRENT_TIME_STAMP	datetime NOT NULL
dateInActive	Date this record was deleted.	bit NOT NULL

Related Tables

- Campaign, page 14 (via campaignID)
- ContactServiceQueue, page 31 (csqID maps to contactServiceQueueID)

ContactCallDetail

Database table name: ContactCallDetail

The Cisco CRS system creates a new record in the ContactCallDetail table for each call or call leg processed by the system. A new call leg starts each time that a call is transferred or redirected, except when a call is transferred from a Cisco CTI port to an agent.

A ContactCallDetail record contains detailed information about the call or leg. At least one such record will exist for each call.

The ContactCallDetail table contains the fields shown in Table 1-7.

Table 1-7   ContactCallDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key

Table 1-7   ContactCallDetail Table Fields (continued)

Field Name	Description	Storage
contactType	Contact type of the call or the leg: 1—Incoming. Outside call received by the Cisco Unified CCX system. 2—Outgoing. Call originated by the Cisco CRS system, other than a call made within the system. 3—Internal. Call transferred or conferenced between agents, or a call made within the system. 4—Redirect in. 5—Transfer in. 6—Preview Outbound.	tinyint NOT NULL
contactDisposition	Disposition of the call or the leg. 1—Abandoned 2—Handled 3—Do not care 4—Aborted[1] 5-21—Rejected	tinyint NOT NULL
dispositionReason	Reason why the call is aborted or rejected by the system.	varchar(100) NULL
transfer	Was this call leg transferring the call: 1 = transfer 0 = no	bit NULL
conference	Was this a conference call: 1 = conference 0 = no	bit NULL

Table 1-7   *ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
redirect	Was this call leg redirecting the call: 1 = redirect 0 = no	bit NULL
metServiceLevel	Did the call meet the service level: 1 = met service level 0 = no Note: Reserved for future use.	bit NULL
originatorType	Originator of the call or the leg: 1—Agent. Call originated by an agent. 2—Device. Call originated by a simulated caller. (Used for testing.) 3—Unknown. Call originated by an outside caller through a gateway or by an unknown device.	tinyint NOT NULL
originatorID	Numeric identifier of the agent who originated the call or the leg. Used only if originatorType is 1.	int NULL
originatorDN	If originatorType is 2, this field shows the CTI port number. If originatorType is 3, this field shows the telephone number of the caller as received by the Cisco Unified Communications Manager, if available. Null if If originatorType is 1.	nvarchar(30) NULL

Table 1-7   ContactCallDetail Table Fields (continued)

Field Name	Description	Storage
destinationType	Destination of the call or the leg: 1—Agent. Call presented to an agent. 2—Device. Call presented to a route point. 3—Unknown. Call presented to an outside destination through a gateway or to an unknown device. Null if no destination.	tinyint NULL
destinationID	Numeric identifier of the agent who received the call or the leg. Used only if destinationType is 1.	int NULL
destinationDN	If destinationType is 2, this field shows the CTI port number. If destinationType is 3, this field shows the telephone number called, if available. Null if destinationType is 1.	nvarchar(30) NULL
startDateTime	For an incoming call or a leg, date and time that the call or the leg started to ring in the system. For an internal call or for an outgoing call, date and time that the call originated.	datetime NOT NULL
endDateTime	Date and time that this call or the leg was transferred or was disconnected.	datetime NOT NULL
gmtOffset	Offset, in minutes, between the local time of the Cisco CRS server and Greenwich Mean Time.	smallint NOT NULL

Table 1-7   ContactCallDetail Table Fields (continued)

Field Name	Description	Storage
calledNumber	Telephone number of the device to which the call or leg was presented. If the call or leg was placed to a Cisco CRS Route Point, this field shows the directory number configured in the Cisco Unified Communications Manager for that Route Point. If the call was placed to an external party, this field shows the telephone number dialed by the caller.	nvarchar(30) NULL
origCalledNumber	Telephone number dialed by the caller if the call was placed from an IP phone. The Cisco Unified Communications Manager directory number to which the VoIP gateway routed the call if the call was placed from outside the VoIP[2] network (for example, from the PSTN[3] or a TDM[4] PBX[5]). Null if the caller picked up the phone but did not dial any digits.	nvarchar(30) NULL
applicationTaskID	Identifier of the Unified CCX or Unified IP IVR[6] application task that is associated with the call or the leg. Null for a call that does not have an application associated with it.	decimal(18) NULL
applicationID	Identifier of the Unified CCX or Unified IP IVR application that processed the call or the leg. Null for a call or a leg that does not have an application associated with it.	int NULL

Table 1-7   ContactCallDetail Table Fields (continued)

Field Name	Description	Storage
applicationName	Name of the Unified CCX or Unified IP IVR application associated with the call. Null for a call or a leg that does not have an application associated with it.	nvarchar(30) NULL
connectTime	Amount of time, in seconds, between the start time of the call or the leg and the end time of the call or the leg.	smallint NULL
customVariable1	Contents of the variable _ccdrVar1, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable2	Contents of the variable _ccdrVar2, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable3	Contents of the variable _ccdrVar3, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL

Table 1-7   ContactCallDetail Table Fields (continued)

Field Name	Description	Storage
customVariable4	Contents of the variable _ccdrVar4, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable5	Contents of the variable _ccdrVar5, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable6	Contents of the variable _ccdrVar6, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable7	Contents of the variable _ccdrVar7, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL

Table 1-7　　　*ContactCallDetail Table Fields (continued)*

Field Name	Description	Storage
customVariable8	Contents of the variable _ccdrVar8, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable9	Contents of the variable _ccdrVar9, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
customVariable10	Contents of the variable _ccdrVar10, if this variable is set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked. Null if this variable is not set.	varchar(40) NULL
accountNumber	Account number entered by the caller.	varchar(40) NULL
callerEnteredDigits	Phone number entered by the caller.	varchar(40) NULL
badCallTag	Tag for a bad call. Default = N	char(1) NULL

Table 1-7   ContactCallDetail Table Fields (continued)

Field Name	Description	Storage
flowout	When this flag is set, it means this call leg is sent to another application or destination outside the system without talking to an agent.	bit NULL
campaignID	Unique identifier of the campaign that generated this call.	int NULL

1. For aborted calls, the corresponding value in ContactQueueDetail.disposition = 1 (abandoned).

2. VoIP = Voice over Internet Protocol

3. PSTN = Public Switched Telephone Network

4. TDM = Time-Division Multiplexing

5. PBX = Private Branch Exchange

6. IVR = Interactive Voice Response

Related Tables

- AgentConnectionDetail, page 6 (via sessionID, sessionSeqNum, nodeID, and profileID)

- Campaign, page 14 (via campaignID)

- ContactQueueDetail, page 27 (via session ID, sessionSeqNum, nodeID, profileID)

- ContactRoutingDetail, page 29 (via sessionID, sessionSeqNum, nodeID, and profileID)

- MonitoredResourceDetail, page 48 (sessionSeqNum maps to monitoredSessionSeqNum, via sessionID, profileID, and nodeID)

- ProfileIDMapping, page 50 (via profileID)

- RemoteMonitoringDetail, page 51 (sessionID maps to monitoredSessionID, via sessionID, sessionSeqNum, profileID, and nodeID)

- Resource, page 54 (via originatorID/destinationID maps to resourceID when originatorType/destinationType is 1, via profileID)

ContactQueueDetail

Database table name: ContactQueueDetail

The Cisco CRS system writes the record when the call is queued for CSQs; then one of the following happens:

- Call is abandoned while queued for CSQs
- Call is being dequeued
- Caller is connected to an agent

The Contact Queue Detail table contains the fields shown in Table 1-8.

Table 1-8   ContactQueueDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
qIndex	A new qIndex is created whenever the Unified CCX call is conferenced to a Unified CCX route point.	tinyint NOT NULL Primary Key
queueOrder	The order of the call in the queue.	tinyint NOT NULL

Table 1-8   ContactQueueDetail Table Fields (continued)

Field Name	Description	Storage
targetType	Indicates whether the call was queued for a CSQ or for an agent. 0 = CSQ 1 = Agent	tinyint NOT NULL Primary Key
targetID	Numeric ID of the CSQ or the agent depending upon the targetType. 0—Numeric record ID of the CSQ. (See record ID description in the Contact Service Queue Table) 1—Numeric agent ID (see resourceID description in the Resource Table)	int NOT NULL Primary Key
disposition	Disposition for this leg of the call for this CSQ. • Abandoned = 1[1] • Handled by CSQ = 2 • Dequeued from CSQ = 3 • Handled by script = 4 • Handled by another CSQ = 5	tinyint NULL
metServiceLevel	Call answered within the configured number of seconds of queue time for this CSQ. • Yes = 1 • No = 0	bit NULL
queueTime	Number of seconds the caller spent in queue for this CSQ and this leg of the call.	smallint NULL

1. For aborted calls, ContactQueueDetail.disposition = 1 and the corresponding ContactCallDetail.contactDisposition = 4 (aborted).

Related Tables

- AgentConnectionDetail, page 6 (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)

- ContactCallDetail, page 18 (via sessionID, sessionSeqNum, nodeID, and profileID)

- ContactRoutingDetail, page 29 (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)

- ContactServiceQueue, page 31 (targetID maps to recordID when targetType is 0, via profileID)

- MonitoredResourceDetail, page 48 (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)

- ProfileIDMapping, page 50 (via profileID)

- RemoteMonitoringDetail, page 51 (sessionID maps to monitoredSessionID, via profileID and nodeID)

- Resource, page 54 (targetID maps to resourceID when targetType is 1, and via profileID)

ContactRoutingDetail

Database table name: ContactRoutingDetail

The Cisco CRS system creates a new record in the ContactRoutingDetail table for each Cisco Unified CCX call or call leg that is queued for one or more CSQs. A new call leg starts each time that a call is transferred or redirected, except when a call is transferred from a Cisco CTI port to an agent. The system also creates a new record in the ContactRoutingDetail table if a call is conferenced to a Unified CCX workflow.

A ContactRoutingDetail record contains information about call priority and accumulated queue time. This differs from the ContactQueueDetail record which shows individual queue time for each CSQ.

The Contact Routing Detail table contains the fields shown in Table 1-9.

Table 1-9   ContactRoutingDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call.	decimal(18) NOT NULL Primary Key
sessionSeqNum	Session sequence number that the system assigned to the call or the leg. Each leg of a call is assigned a new sequence number.	smallint NOT NULL Primary Key
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
qIndex	A new qIndex is created whenever the Unified CCX call is conferenced to a Unified CCX route point.	tinyint NOT NULL Primary Key
origPriority	Priority level assigned to the call or the leg when it was first queued. Null if a priority was not assigned.	tinyint NULL
finalPriority	Priority level of the call or the leg when it ended. Null if a priority was not assigned.	tinyint NULL

Table 1-9   *ContactRoutingDetail Table Fields (continued)*

Field Name	Description	Storage
queueTime	Time, in seconds, that the call or the leg was queued before an agent picked up the call or the leg. This is the accumulated queue time perceived by the caller if the call is queued for more than one CSQ; in contrast, the ContactQueueDetail record records queue time for each individual CSQ.	smallint NULL
startDateTime	For an incoming call or a leg, date and time that the call or the leg was queued for the first CSQ.	datetime NOT NULL

Related Tables

- AgentConnectionDetail, page 6 (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)

- ContactCallDetail, page 18 (via sessionID, sessionSeqNum, nodeID, and profileID)

- ContactQueueDetail, page 27 (via sessionID, sessionSeqNum, nodeID, profileID, and qIndex)

- MonitoredResourceDetail, page 48 (sessionSeqNum maps to monitoredSessionSeqNum, via profileID, and nodeID)

- ProfileIDMapping, page 50 (via profileID)

- RemoteMonitoringDetail, page 51 (sessionID maps to monitoredSessionID, via profileID, and nodeID)

ContactServiceQueue

Database table name: ContactServiceQueue

The Cisco CRS system creates a new record in the ContactServiceQueue table when a Contact Service Queue (CSQ) is set up in Cisco CRS Administration.

A ContactServiceQueue record contains information about the CSQ. One such record exists for each active and inactive CSQ. When a CSQ is deleted (deactivated), its record still remains in the database marked as inactive; that is, the active field value is 0.

The ContactServiceQueue table contains the fields shown in Table 1-10.

Table 1-10   ContactServiceQueue Table Fields

Field Name	Description	Storage
contactServiceQueueID	Numeric identifier of the CSQ. This ID does not change when CSQ attributes are changed through the CRS Administration user interface.	int NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL
CSQName	Name of the CSQ as set up in CRS Administration.	nvarchar(50) NOT NULL
resourcePoolType	Type of resource pool that is set up in CRS Administration: 1—Resource groups 2—Resource skills	tinyint NOT NULL
resourceGroupID	If resourcePoolType is 1, unique identifier used to locate the associated resource group in the Resource Group table. Not used if resourcePoolType is 2.	int NULL
selectionCriteria	Resource pool selection model that is set up in CRS Administration	nvarchar(30) NOT NULL
skillGroupID	If resourcePoolType is 2, unique identifier used to locate the associated skill group in the SkillGroup table. Not used if resourcePoolType is 1.	int NULL

Table 1-10   ContactServiceQueue Table Fields (continued)

Field Name	Description	Storage
serviceLevel	Goal, in seconds, for the maximum time that a caller spends in the queue before the call is answered by an agent, as set up in CRS Administration.	int NOT NULL
serviceLevelPercentage	Goal for the percentage of calls that meet the service level that is shown in the serviceLevel field, as set up in CRS Administration.	tinyint NOT NULL
active	Indicates whether the record is active: 0—Inactive 1—Active A record becomes inactive if the CSQ is deleted from the system or if the attributes are changed through the CRS Administration user interface. When an attribute is changed, the record is marked inactive; that is, the active field is changed to 0, and a new record is created.	bit NOT NULL
autoWork	Whether an agent goes to Work State after handling a call from this CSQ: 0—No 1—Yes	bit NOT NULL
dateInactive	If the active field is 0, date and time that the record became inactive.	datetime NULL
queueAlgorithm	Criterion that specifies how contacts are queued, as set up in CRS Administration.	nvarchar(30) NOT NULL

Table 1-10   ContactServiceQueue Table Fields (continued)

Field Name	Description	Storage
recordID	Identifier of this record. When any CSQ attribute, such as service level, is changed through the CRS Administration user interface, the record is marked inactive; that is, the value of the active field changes to 0, and a new record is created with a new record ID; the contactServiceQueueID stays the same for that CSQ.	int NOT NULL Primary Key
orderList	Reserved for future use.	int NULL
wrapUpTime	Time in seconds that agent is placed in Work state. Possible values: 1 – 7200 0 = disabled	small int NULL
prompt	The prompt value is used for remote monitoring. The customer can record the name of the CSQ and store it in a WAV file. This field contains the name of the WAV file.	nvarchar (256) NOT NULL
privateData	Any fields which are used internally only can be stored in this column in a blob.	image(16) NULL

Related Tables

- SkillGroup, page 69 (via skillGroupID and profileID)
- TeamCSQMapping, page 73 (contactServiceQueueID maps to csqID, and via profileID

CrsApplication

Database Table Name: CrsApplication

The CrsApplication table records application information. An application is uniquely identified by applicationName. When an application is created, a new record is inserted into this table. When an application is modified, the old record is marked as inactive, and a new record is inserted into the table with a new recordID. When an application is deleted, the corresponding record is marked as inactive.

The CrsApplication table contains the information shown in Table 1-11

Table 1-11   CrsApplication Table Fields

Field Name	Description	Storage
record ID	Unique numeric ID for each record. Introduced for historical reporting purposes. Possible values: 1, 2, 3....	int NOT NULL Primary Key
profileID	The indentifier of the profile	int NOT NULL Primary Key
configImplClass	Represents application configuration implementation class. Possible values: • com.cisco.crs.app. • ScriptApplicationConfig	nvarchar(512) NOT NULL
applicationName	Name that uniquely identifies the application	nvarchar(50) NOT NULL

Table 1-11   CrsApplication Table Fields (continued)

Field Name	Description	Storage
applicationType	The type of application. Possible values: • Busy • Ring-No-Answer • Cisco Script Application • Simulation Script • Unified ICME Post-Routing • Unified ICME Translation Routing	nvarchar(128) NOT NULL
applicationID	Configurable application identifier. Not unique for an application. Exposed for Unified ICME integration. Configured on CRS Administration, modifiable. Possible values: -1, 1, 2, 3...	bit NOT NULL
applicationEnabled	Whether or not the application is enabled. Possible values: • 0 = disabled • 1 = enabled	int NOT NULL
numOfSessions	Maximum number of sessions	int NOT NULL
description	The description of the application that is configured in CRS Administration.	nvarchar(128) NULL
createDateTime	The time when the record is created or updated.	datetime NOT NULL

Table 1-11   CrsApplication Table Fields (continued)

Field Name	Description	Storage
active	Whether this record is active. Possible values: • 0 = inactive • 1 = active	bit NOT NULL
dateInactive	If active = 0, the time when this record became inactive.	datetime NULL
privateData	Commonly referred to as the blob. Internal data not exposed to customers.	image NULL
configClass	Represents application configuration class. Possible values: ApplicationConfig.class	nvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 1	int NOT NULL

Related Table

- ProfileIDMapping, page 50 (via profileID)

CrsGroup

Database Table Name: CrsGroup table

The CrsGroup table describes group information. A group is uniquely identified by the combination of groupClassName and groupID. When a group is created, a new record is inserted into this table. When a group is modified, the old record is marked as inactive, and a new record is inserted into the table with a new recordID. When a group is deleted, the corresponding record is marked as inactive.

The CrsGroup table contains the information shown in Table 1-12.

Table 1-12   *CrsGroup Table Fields*

Field Name	Description	Storage
recordID	A unique numeric ID for each record. Introduced for historical reporting purposes.	int NOT NULL Primary Key
profileID	Identifier of the profile. Possible values: 1, 2, 3...	int NOT NULL
configImplClass	Represents group configuration implementation class. Possible values: • com.cisco.crs.email. • CiscoEmailControlGroupConfig.	nvarchar(512) NOT NULL
groupClass	Uniquely identifies a group together with the groupID. The class of channels being managed by the group.	nvarchar(400) NOT NULL
groupID	Uniquely identifies a group together with groupClassName. Group identifier unique for a give class of channels.	int NOT NULL
groupType	Type of the group, corresponding to type of the channels managed by the group as defined since CRS 3.0.	nvarchar(128) NOT NULL
groupEnabled	Whether the group is enabled. Possible values: • 0 = disabled • 1 = enabled	bit NOT NULL
numOfChannels	Number of channels defined in the group.	int NOT NULL

Table 1-12   CrsGroup Table Fields (continued)

Field Name	Description	Storage
active	Whether this record is active. Possible values: • 0 = inactive • 1 = active	bit NOT NULL
dateInactive	If active = 0, the time when the record became inactive.	datetime NULL
description	Description of the group.	nvarchar(128) NULL
createDateTime	When the group was created.	datetime NOT NULL
privateData	Commonly referred to as the blob. Internal data not exposed to customers.	image NULL
configClass	Represents Group configuration class. Possible values: GroupConfig.class	nvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 2	int NOT NULL

Related Table

CrsTrigger

Database table name: CrsTrigger

The CrsTrigger table describes trigger information. A trigger is uniquely identified by a trigger name (triggerName). When a trigger is created, a new record is inserted into this table. When a trigger is modified, the old record is

marked as inactive, and a new record is inserted into the table with a new recordID. When a trigger is deleted, the corresponding record will be marked as inactive.

The CrsGroup table contains the information shown in Table 1-13:

Table 1-13   CrsTrigger Table Fields

Field Name	Description	Storage
recordID	Unique numeric ID for each record. Introduced for historical reporting purposes.	int NOT NULL Primary Key
profileID	Identifier of the profile. Possible values: 1, 2, 3...	int NOT NULL Primary Key
configImplClass	Represents trigger configuration implementation class. Possible values: • com.cisco.crs.email. • CiscoEmailControlGroupConfig	nvarchar(512) NOT NULL
triggerName	Uniquely identifies a trigger. New in CRS 4.5. The API does limit the string length. Go back and revisit the length.	nvarchar(50) NOT NULL
triggerType	Hard coded. Possible values: • Cisco Http Trigger • Cisco JTAPI Trigger	nvarch(128) NOT NULL
applicationName	Application name being triggered by the trigger.	nvarchar(50) NULL

Table 1-13   CrsTrigger Table Fields (continued)

Field Name	Description	Storage
triggerEnabled	Whether the trigger is enabled Possible values: • 0 = disabled • 1 = enabled	bit NOT NULL
numOfSessions	Maximum number of sessions Possible values: 0, 1, 2...	int NOT NULL
idleTimeout	Idle time out in milliseconds	int NOT NULL
triggerLocale	Default locale for the trigger. Possible values: • system.default (the currently configured system default locale) • accept.trigger (the locale provided by the incoming event)	nvarchar(50) NOT NULL
misc1	For HTTP trigger, this field contains the URL. For JTAPI and call triggers, this is the dialed number (DN).	nvarchar(256) NULL
misc2	For JTAPI trigger, this is the partition.	nvarchar(256) NULL
active	Whether this record is active. Possible values: • 0 = inactive • 1 = active	bit NOT NULL
dateInactive	If active = 0, the time when the record became inactive.	bit NOT NULL
description	Description of the trigger	nvarchar(128) NULL

Table 1-13   CrsTrigger Table Fields (continued)

Field Name	Description	Storage
createDateTime	When the trigger was created.	datetime NOT NULL
privateData	Commonly referred to as the blob. Internal data not exposed to customers, such as parameters or groups associated with a trigger.	image NULL
configClass	Represents trigger configuration class. Possible values: ApplicationTriggerConfig.class	nvarchar(512) NOT NULL
version	Specifies internal configuration schema version. Possible values: 3	int NOT NULL

Related Table

- ProfileIDMapping, page 50 (via profileID)

DialingList

Database table name: DialingList

The DialingList table contains the outbound contacts that need to be dialed for a particular campaign. This table is populated when a text file containing the outbound contacts is imported from the Campaigns configuration page in CRS Administration.

When the outbound contacts are imported into the database from CRS Administration, the callStatus field has the default value of 1 (Pending); that is, the contacts are yet to be dialed.

The DialingList table contains the information shown in Table 1-14.

Table 1-14   DialingList Table Fields

Field Name	Description	Storage
recordID	A unique identifier for the record.	int NOT NULL Primary Key
dialingListID	A unique identifier for a contact.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
campaignID	Campaign identifier	int NOT NULL
createDateTime	Default -CURRENT_TIMESTAMP	datetime NOT NULL
accountNumber	The account number of the contact (from the imported file). This field is sent to the agent desktop.	nvarchar(25) NULL
firstName	The first name of the contact (from the imported file).	nvarchar(50) NULL
lastName	The last name of the contact (from the imported file).	nvarchar(50) NULL
phone01	Primary phone number of the contact (from the imported file).	varchar(28) NOT NULL
phone02	Additional number of the contact (from the imported file). The number is dialed when the agent selects Skip-Next for the preview call.	varchar(28) NULL

Table 1-14   DialingList Table Fields (continued)

Field Name	Description	Storage
phone03	Additional number of the contact (from the imported file). This number is dialed if attempts to dial the first two numbers are unsuccessful.	varchar(28) NULL
gmtZonePhone01	The time zone for the first phone number of the contact.	smallint NOT NULL
dstPhone01	0 = Daylight Savings Time (DST) is observed at this phone number. 1 = DST is not observed at this phone number	bit NOT NULL
gmtZonePhone02	The time zone for the second phone number of the contact.	smallint NOT NULL
dstPhone02	0 = DST is observed at this phone number. 1 = DST is not observed at this phone number.	bit NOT NULL
gmtZonePhone03	The time zone for the third phone number of the contact.	smallint NOT NULL
dstPhone03	0 = DST is observed at this phone number. 1 = DST is not observed at this phone number.	bit NOT NULL
callbackNumber	Phone number to be used for callback (can be supplied by the agent).	varchar(28) NULL
callbackDateTime	Customer requested callback time.	datetime NULL

Table 1-14   *DialingList Table Fields (continued)*

Field Name	Description	Storage
callStatus	The status of the contact record: 1 = Pending. The call is pending. 2 = Active. The record is sent (active) to the Dialer for dialing. 3 = Closed. The record is closed. 4 = Callback. The record is marked for a callback. 5 = Max calls. The maximum attempts have been reached for this record (considered closed). 6 = Retry. This record will be retried because the previous attempt resulted in busy or answering machine, for example, 7 = Unknown. If the Outbound subsystem is restarted with records in the Active (2) state, they are moved to this state and reset to 1 (Pending) at midnight.	smallint NOT NULL

Table 1-14   DialingList Table Fields (continued)

Field Name	Description	Storage
callResult	The call result from the last call placed for this record. 1 = Voice. Customer answered and was connected to agent. 2 = Fax. Fax machine reached. 3 = Answering machine. Answering machine reached. 4 = Invalid. Number reported as invalid by the network or by the agent. 5 = Do Not Call. Customer does not want to be called again. 6 = Wrong Number. Number successfully contacted but wrong number. 7 = Wrong Person. Number successfully contacted but reached the wrong person. 8 = Callback. Customer requested regular callback. 9 = Skip/Reject. Agent skipped or rejected a preview call. 10 = Skip-Close/Reject-Close. Agent skipped or rejected a preview call with the close option. 11 = Busy. Busy signal detected or marked busy by agent.	smallint NULL
callResult01	The call result from the last time phone01 was called. Values are the same as for callResult.	smallint NULL
callResult02	The call result from the last time phone02 was called. Values are the same as for callResult.	smallint NULL

Table 1-14   DialingList Table Fields (continued)

Field Name	Description	Storage
callResult03	The call result from the last time phone03 was called. Values are the same as for callResult.	smallint NULL
lastNumberDialed	The last number dialed. 1 = phone01 2 = phone02 3 = phone03	smallint NULL
callsMadeToPhone01	The number of call attempts made to phone01. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
callsMadeToPhone02	The number of call attempts made to phone02. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
callsMadeToPhone03	The number of call attempts made to phone03. If there is an error in an attempt to call this number, the attempt is not counted here.	smallint NULL
privateData	Any fields which are used internally only can be stored in this column in a blob.	image(16) NULL
active	Whether the record is active in the system. A record becomes inactive if the campaign is deleted from the system. 0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

Related Tables

MonitoredResourceDetail

Database table name: MonitoredResourceDetail

The MonitoredResourceDetail table records the actual agents who are monitored. The RemoteMonitoringDetail table records the original agent or the CSQ that the supervisor plans to monitor. Monitoring a CSQ involves monitoring the agents who handle calls for that CSQ. So the actual agents (which can be more than one) that are monitored will be recorded in the MonitoredResourceDetail table.

The MonitoredResourceDetail table contains the fields shown in Table 1-15.

Table 1-15   MonitoredResourceDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call. It is the sessionID of the IVR call; that is, when the supervisor starts monitoring, the monitoring call itself is an IVR call. The supervisor monitors one or more Unified CCX calls.	decimal(18) NOT NULL Primary Key
startMonitoringReqTime	The time and date that the remote supervisor attempted to monitor the agent.	datetime NOT NULL

Table 1-15   MonitoredResourceDetail Table Fields

Field Name	Description	Storage
startMonitoringCallTime	The time and date that the supervisor began monitoring the call.	datetime NOT NULL Primary Key
monitoredRsrcID	Identifier of the resource being monitored.	int NOT NULL
monitoredSessionSeqNum	The session sequence number of the Unified CCX call that is being monitored.	smallint NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
gmtOffset	The daylight savings time (DST) adjusted offset.	int NOT NULL
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key

Related Tables

- AgentConnectionDetail, page 6 (monitoredSessionSeqNum maps to sessionSeqNum, via nodeID, profileID)

- ContactCallDetail, page 18 (monitoredSessionSeqNum maps to sessionSeqNum, via sessionID, nodeID, profileID)

- ContactQueueDetail, page 27 (monitoredSessionSeqNum maps to sessionSeqNum, via nodeID, profileID)

- ContactRoutingDetail, page 29 (monitoredSessionSeqNum maps to sessionSeqNum, via nodeID, profileID)

- RemoteMonitoringDetail, page 51 (via sessionID, profileID, nodeID, startMonitoringReqTime)

- Resource, page 54 (monitoredRsrcID maps to resourceID, via profileID)

ProfileIDMapping

Database table name: ProfileIDMapping

The Cisco CRS system creates a new record in the ProfileIDMapping table when a new profile is set up in CRS Administration.

A ProfileIDMapping record shows the mapping of the profile name to its unique identifier.

The ProfileIDMapping table contains the information shown in Table 1-16.

Table 1-16   ProfileIDMapping Table Fields

Field Name	Description	Storage
profilename	Name of the profile, as set up in CRS Administration.	nvarchar(50) NOT NULL Primary Key
profileID	Identifier of the profile.	int NOT NULL

Related Tables

- AgentConnectionDetail, page 6 (via ProfileID)
- AgentStateDetail, page 10 (via profileID)
- AreaCode, page 12 (via profileID)
- Campaign, page 14 (via profile ID)
- ContactCallDetail, page 18 (via profileID)
- ContactQueueDetail, page 27 (via profileID)
- ContactRoutingDetail, page 29 (via profileID)
- ContactServiceQueue, page 31 (via profileID)
- DialingList, page 42 (via profile ID)
- MonitoredResourceDetail, page 48 (via profileID)
- RemoteMonitoringDetail, page 51 (via profileID)
- Resource, page 54 (via ProfileID)

RemoteMonitoringDetail

Database table name: RemoteMonitoringDetail

The Remote Monitoring Detail Record provides information about sessions where remote monitoring is used.

The RemoteMonitoringDetail table contains the fields shown in Table 1-17.

Table 1-17   RemoteMonitoringDetail Table Fields

Field Name	Description	Storage
sessionID	Identifier that the system assigned to the call. This identifier remains the same for all legs of the call. This is the sessionID of the IVR call; that is, the call that the supervisor makes to monitor other Unified CCX calls.	decimal(18) NOT NULL Primary Key
startMonitoringReqTime	The time and date that the remote supervisor attempted to monitor the agent.	datetime NOT NULL Primary Key

Table 1-17   RemoteMonitoringDetail Table Fields (continued)

Field Name	Description	Storage
remoteLoginID	The numeric ID the supervisor enters before starting to monitor a call	nvarchar(50) NOT NULL
rmonID	Numeric ID of the supervisor who does the monitoring.	int NOT NULL
endMonitoringTime	The date and time the monitoring ended.	datetime NOT NULL
origMonitoredID	If origMonitoredIDType is: • 1 (agent), this field contains the extension of the agent being monitored. • 2 (CSQ), this field contains the CSQ ID of the CSQ being monitored.	int NOT NULL
origMonitoredIdType	Indicates an agent or a CSQ. 1 = agent 2 = CSQ	tinyint NOT NULL

Table 1-17   RemoteMonitoringDetail Table Fields (continued)

Field Name	Description	Storage
cause	The termination cause of a monitoring session: • 3 = Normal (Monitored) • 100 = Normal (Agent RNA) • 0 = Error (Other) • –9 = Error (Unable to Stop Monitoring) • –8 = Error (Unable to Monitor New Call) • –7 = Error (Agent Logged Off) • –6 = Error (Network Problem) • –5 = Error (VoIP Server unable to communicate) • –4 = Error (Monitoring not allowed) • –3 = Error (Agent not logged in) • –2 = Error (Invalid input) • –1 = Error (Other)	smallint NULL
monitoredSessionID	The sessionID of the monitored Unified CCX call.	decimal(18) NOT NULL
sessionSeqNum	The sequence number for the IVR call; that is, the call the supervisor makes to monitor other Unified CCX calls.	smallint NOT NULL
profileID	Identifier of the CRS profile that is associated with this record.	int NOT NULL Primary Key

Table 1-17   RemoteMonitoringDetail Table Fields (continued)

Field Name	Description	Storage
gmtOffset	Offset, in minutes, between local time of the CRS server and Greenwich Mean Time.	int NOT NULL
nodeID	Unique identifier assigned to each server in the cluster.	smallint NOT NULL Primary Key

Related Tables

- AgentConnectionDetail, page 6 (monitoredSessionID maps to sessionID, via nodeID, profileID)
- ContactCallDetail, page 18 (monitoredSessionID maps to sessionID, via sessionID, sessionSeqNum, nodeID, profileID)
- ContactQueueDetail, page 27 (monitoredSessionID maps to sessionID, via nodeID, profileID)
- ContactRoutingDetail, page 29 (monitoredSessionID maps to sessionID, via nodeID, profileID)
- ContactServiceQueue, page 31 (origMonitoredID maps to contactServiceQueueID when origMonitoredIDType is 2, via profileID)
- MonitoredResourceDetail, page 48 (via sessionID, profileID, nodeID, startMonitoringReqTime)
- RmonUser, page 61 (remoteLoginID maps to loginID, via profileID, rmonID)

Resource

Database table name: Resource

The Cisco CRS system creates a new record in the Resource table when the CRS system retrieves agent information from the Cisco Unified Communications Manager.

A Resource record contains information about the resource (agent). One such record exists for each active and inactive resource. When a resource is deleted, the old record is flagged as inactive; when a resource is updated, a new record is created and the old one is flagged as inactive.

The Resource table contains the fields shown in Table 1-18.

Table 1-18   Resource Table Fields

Field Name	Description	Storage
resourceID	Numeric identifier of the resource.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
resourceLoginID	The login name assigned to the resource in the Cisco Unified Communications Manager.	nvarchar(50) NOT NULL
resourceName	The first name and the last name of the resource.	nvarchar(50) NOT NULL
resourceGroupID	Resource group to which the resource belongs. Null if no resource group is assigned to the resource.	int NULL
resourceType	Type of the resource: 1—Agent 2—Supervisor 3—Administrator	tinyint NOT NULL

Table 1-18   Resource Table Fields (continued)

Field Name	Description	Storage
resourceSkillMapID	Identifier used to locate the associated skill set of the resource in the ResourceSkillMapping table. The ResourceSkillMapping table can contain multiple records for one resource.	int NOT NULL
active	Whether this record is active: 0—Inactive 1—Active A record becomes inactive if the resource is deleted or updated.	bit NOT NULL
autoAvail	Determines whether the resource goes to Ready State after handling a Unified CCX call: 0—No 1—Yes	bit NOT NULL
extension	The Unified CCX extension of the resource.	nvarchar(50) NOT NULL
orderInRG	Order in which the resource resides within the resource group. Null if no resource group is assigned to the resource.	int NULL
dateInactive	If the active field is 0, date and time that the record became inactive.	datetime NULL
assignedTeamID	Identifier of the resource's assigned team.	int NOT NULL

Table 1-18   Resource Table Fields (continued)

Field Name	Description	Storage
resourceFirstName	The resource's first name.	nvarchar(50) NOT NULL
resourceLastName	The resource's last name.	nvarchar(50) NOT NULL

Related Tables

- AgentConnectionDetail, page 6 (via resourceID, profileID)

- AgentStateDetail, page 10 (resourceID maps to agentID, via profileID)

- ContactCallDetail, page 18 (resourceID maps originatorID/destinationID when originatorType/destinageType is 1, via profileID)

- ContactQueueDetail, page 27 (resourceID maps to targetID when targetType is 1, via profileID)

- MonitoredResourceDetail, page 48 (resourceID maps to monitoredRsrcID, via profileID)

- ProfileIDMapping, page 50 (via profileID)

- RemoteMonitoringDetail, page 51 (resourceID maps to origMonitoredID when origMonitoredIDType is 1, via profileID)

- ResourceGroup, page 57 (via resourceGroupID, profileID)

- ResourceSkillMapping, page 59 (via resourceSkillMapID, profileID)

- Supervisor, page 70 (via resourceLoginID, profileID)

- Team, page 72 (assignedTeamID maps to teamID, via profileID)

ResourceGroup

Database table name: ResourceGroup

The Cisco CRS system creates a new record in the ResourceGroup table when a resource group is set up in CRS Administration.

A ResourceGroup record contains information about the resource group. One such record exists for each active and inactive resource group.

The Resource Group table contains the fields shown in Table 1-19.

Table 1-19   Resource Group Table Fields

Field Name	Description	Storage
resourceGroupID	Numeric identifier of the resource group.	int NOT NULL Primary Key
resourceGroupName	Name of the resource group, as set up in CRS Administration.	nvarchar(50) NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
active	Whether the record is active in the Cisco CRS system: 0—Inactive 1—Active A record becomes inactive if the resource group is deleted or updated.	bit NOT NULL
dateInactive	If the active field is 0, date and time that the record became inactive.	datetime NULL

Related Tables

- ContactServiceQueue, page 31 (via resourceGroupID, profileID)
- ProfileIDMapping, page 50 (via profileID)
- Resource, page 54 (via resourceGroupID, profileID)

ResourceSkillMapping

Database table name: ResourceSkillMapping

The Cisco CRS system creates a new record in the ResourceSkillMapping table when an agent is associated with a skill in CRS Administration.

A ResourceSkillMapping record contains information about all of the skills that are assigned to resources.

The ResourceSkillMapping table contains the fields shown in Table 1-20.

Table 1-20   ResourceSkillMapping Table Fields

Field Name	Description	Storage
resourceSkillMapID	Identifier of the skill set that is associated with a resource.	int NOT NULL Primary Key
skillID	Identifier of the skill that is associated with a resource.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
competenceLevel	Competence level associated with the skill, as set up in Cisco CRS Administration. Values range from 1 (lowest) to 10 (highest).	tinyint NOT NULL
active	Whether the record is active: 0—Inactive 1—Active A record becomes inactive if a new skill or a new competence level is assigned to the resource that is associated with this record.	bit NOT NULL

Related Tables

- ProfileIDMapping, page 50 (via profileID)
- Resource, page 54 (via resourceSkillMapID and profileID)
- Skill, page 68 (via skillID and profileID)

RmonCSQConfig

Database table name: RmonCSQConfig

The Remote Monitoring Contact Service Queue Configuration table contains the CSQs that a remote monitoring supervisor is allowed to monitor (the supervisor's allowed list). This table is updated when you configure the Cisco CRS system through the CRS Administration pages.

The RmonCSQConfig table contains the fields shown in Table 1-21.

Table 1-21   RmonCSQConfig Table Fields

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key
contactServiceQueueID	The numeric identifier of the CSQ, relating to contactServiceQueueID in the ContactServiceQueue table.	int NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key

Related Tables

- ContactServiceQueue, page 31 (via contactServiceQueueID, and profileID)
- ProfileIDMapping, page 50 (via profileID)
- RmonResConfig, page 61 (via rmonID and profileID)
- RmonUser, page 61 (via rmonID and profileID

RmonResConfig

Database table name: RmonResConfig

The Remote Monitoring Resource Configuration table contains the list of the agents (resources) that a remote monitoring supervisor is allowed to monitor (the supervisor's allowed list). This table is updated when you configure the system through the Cisco CRS Administration pages.

The RmonResConfig table contains the fields shown in Table 1-22.

Table 1-22   RmonResConfig Table Fields

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key
resourceLoginID	The login ID of the resource that the remote supervisor is allowed to monitor.	nvarchar(50) NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key

Related Tables

- ProfileIDMapping, page 50 (via ProfileID)
- Resource, page 54 (via resourceLoginID, profileID
- RmonCSQConfig, page 60 (via rmonID, profileID)
- RmonUser, page 61 (via rmonID, profileID)

RmonUser

Database table name: RmonUser

The Remote Monitoring User table provides information about the supervisor who is logged in to remotely monitor agents.

The RmonUser table contains the fields shown in Table 1-23.

Table 1-23　　RmonUser Table Fields

Field Name	Description	Storage
rmonID	Numeric identifier of the remote supervisor.	int NOT NULL Primary Key
loginID	User login name of the remote supervisor.	nvarchar(50) NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
name	Name of the supervisor.	nvarchar(50) NOT NULL
active	Determines whether the remote supervisor is active. 0 = inactive 1 = active	bit NOT NULL
dateInactive	Date and time the remote supervisor became inactive.	datetime NULL
type	The type of supervisor: 0 = regular supervisor 1 = remote monitoring supervisor	int NOT NULL

Related Tables

- ProfileIDMapping, page 50 (via profileID)
- RemoteMonitoringDetail, page 51 (loginID maps to remoteLoginID, via profileID, and rmonID

- RmonCSQConfig, page 60 (via rmonID and profileID)
- RmonResConfig, page 61 (via rmonID and profileID)

RtCSQsSummary

Database table name: RtCSQsSummary

The RtCSQsSummary table contains real-time statistics about all configured Contact Service Queues in the system. This table gets updated automatically when real-time snapshot data writing for this table is enabled through the Cisco CRS Administration pages (**Tools > Real-time snapshot configuration** menu option). The updating frequency is based on the configured data writing interval.

The RtCSQsSummary table contains the fields shown in Table 1-24.

Table 1-24   RtCSQsSummary Table Fields

Field Name	Description	Storage
CSQName	Name of the contact service queue.	nvarchar(50) NOT NULL
loggedInAgents	Number agents who are logged in.	int NOT NULL
talkingAgents	Number of agents who are in the talking state.	int NOT NULL
workingAgents	Number of agents who are in the working state.	int NOT NULL
reservedAgents	Number of agents who are in the reserved state.	int NOT NULL
availableAgents	Number of available (idle) agents.	int NOT NULL
unavailableAgents	Number of unavailable agents.	int NOT NULL

Table 1-24   RtCSQsSummary Table Fields (continued)

Field Name	Description	Storage
totalCalls	Total number of calls.	int NOT NULL
oldestContact	Oldest contact in the queue.	int NOT NULL
callsHandled	Number of calls handled.	int NOT NULL
callsAbandoned	Number of calls abandoned.	int NOT NULl
callsDequeued	Number of calls dequeued.	int NOT NULL
avgTalkDuration	Average talk duration.	int NOT NULL
avgWaitDuraton	Average wait duration.	int NOT NULL
longestTalkDuration	Longest talk duration.	int NOT NULL
longestWaitDuration	Longest wait duration.	int NOT NULL
callsWaiting	Number of calls waiting.	int NOT NULL
endDateTime	The date and time that this table data was last updated.	datetime NOT NULL
startDateTime	The date and time that this table's statistics get collected.	datetime NOT NULL
convAvgTalkDuration	Average talk duration in HH:MM:SS format.	nvarchar(25) NOT NULL

Table 1-24   RtCSQsSummary Table Fields (continued)

Field Name	Description	Storage
convAvgWaitDuration	Average wait duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convLongestTalkDuration	Longest talk duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convLongestWaitDuration	Longest wait duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convOldestContact	Oldest call in the queue in HH:MM:SS format.	nvarchar(25) NOT NULL

Related Tables

None.

RtICDStatistics

Database table name: RtICDStatistics

The RtICDStatistics table contains real-time summary statistics about Unified CCX. This table gets updated automatically when real-time snapshot data writing for this table is enabled through the Cisco CRS Administration pages (**Tools > Real-time snapshot configuration** menu option.) The updating frequency is based on the configured data writing interval.

The RtICDStatistics table contains the fields shown in Table 1-25.

Table 1-25   RtICDStatistics Table Fields

Field Name	Description	Storage
totalCSQs	Number of CSQs configured.	int NOT NULL
loggedInAgents	Number of agents who are logged in.	int NOT NULL

Table 1-25   RtICDStatistics Table Fields (continued)

Field Name	Description	Storage
talkingAgents	Number of agents who are in the talking state.	int NOT NULL
workingAgents	Number of agents who are in the working state.	int NOT NULL
reservedAgents	Number of agents who are in the reserved state.	int NOT NULL
availableAgents	Number of available (idle) agents.	int NOT NULL
unavailableAgents	Number of unavailable agents.	int NOT NULL
totalCalls	Total number of calls.	int NOT NULL
callsWaiting	Number of calls waiting.	int NOT NULL
callsHandled	Number of calls handled.	int NOT NULL
callsAbandoned	Number of calls abandoned.	int NOT NULL
avgTalkDuration	Average talk duration.	int NOT NULL
avgWaitDuration	Average wait duration.	int NOT NULL
longestTalkDuration	Longest talk duration.	int NOT NULL
longestWaitDuration	Longest wait duration.	int NOT NULL

Table 1-25   RtICDStatistics Table Fields (continued)

Field Name	Description	Storage
oldestContact	Oldest contact in the queue.	int NOT NULL
startDateTime	Data collection starting time.	datetime NOT NULL
endDateTime	Date and time this table was last updated.	datetime NOT NULL
convAvgTalkDuration	Average talk duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convAvgWaitDuration	Average wait duration in HH:MM:SS format	nvarchar(25) NOT NULL
convLongestTalkDuration	Longest talk duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convLongestWaitDuration	Longest wait duration in HH:MM:SS format.	nvarchar(25) NOT NULL
convOldestContact	Oldest call in the queue in HH:MM:SS format.	nvarchar(25) NOT NULL

Related Tables

None.

Skill

Database table name: Skill

The Cisco CRS system creates a new record in the Skill table when a skill is set up in Cisco CRS Administration.

A Skill record contains information about a skill. One such record exists for each configured skill.

The Skill table contains the fields shown in Table 1-26.

Table 1-26   Skill Table Fields

Field Name	Description	Storage
skillID	Numeric identifier of the skill.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
skillName	Name of the skill, as set up in CRS Administration.	nvarchar(50) NOT NULL
active	Determines whether the record is active in the Cisco CRS system: 0—Inactive 1—Active A record becomes inactive if the skill is deleted or updated.	bit NOT NULL
dateInactive	If the active field is 0, date and time that the record became inactive.	datetime NULL

Related Tables

- ProfileIDMapping, page 50 (via profileID)
- ResourceSkillMapping, page 59 (via skillID and profileID)

SkillGroup

Database table name: SkillGroup

The Cisco CRS system creates a new record in the SkillGroup table when skills are associated with a Contact Service Queue (CSQ) in Cisco CRS Administration.

A SkillGroup record describes each skill that is associated with the CSQ.

The Skill Group table contains the fields shown in Table 1-27.

Table 1-27   Skill Group Table Fields

Field Name	Description	Storage
skillGroupID	Numeric identifier of the skill group.	int NOT NULL Primary Key
skillID	Numeric identifier of the skill.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
competenceLevel	Minimum acceptable skill level for agents with this skill, as set up in CRS Administration. Values range from 1 (lowest) to 10 (highest).	tinyint NOT NULL
active	Determines whether the record is active in the CSQ: 0—Inactive 1—Active A record becomes inactive if the new skill group is deleted or updated.	bit NOT NULL

Table 1-27   Skill Group Table Fields (continued)

Field Name	Description	Storage
skillWeight	Skills within a CSQ can be assigned weights. This field is used in the weighted skill calculation of the skill-based resource selection algorithm. Default value is 1.	int NOT NULL
skillOrder	Skills within a CSQ can be ordered. This field is used in the order skill calculation of the skill-based resource selection algorithm.	int NOT NULL

Related Tables

- ContactServiceQueue, page 31 (via skillGroupID and profileID)
- ProfileIDMapping, page 50 (via profileID)
- Skill, page 68 (via skillID and profileID)

Supervisor

Database table name: Supervisor

The Supervisor table contains the information about the supervisor.

The Supervisor table contains the fields shown in Table 1-28.

Table 1-28   Supervisor Table Fields

Field Name	Description	Storage
recordID	Numeric identifier of this supervisor.	int NOT NULL Primary Key
resourceLoginID	User ID in the Cisco Unified Communications Manager configuration.	nvarchar(50) NOT NULL
managedTeamID	Team identifier of the managed team.	int NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
supervisorType	Type of supervisor for this team 0 = Primary 1 = Secondary	tinyint NOT NULL
active	Indicates whether the record is active in the CRS system. A record becomes inactive if a team is deleted or updated. 0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

Related Tables

- Resource, page 54 (via resourceLoginID and profileID
- ProfileIDMapping, page 50 (via ProfileID)
- Team, page 72 (managedTeamID maps to teamID, via profileID)

Team

Database table name: Team

The Team table contains information about specific teams.

The Team table contains the fields shown in Table 1-29.

Table 1-29   Team Table Fields

Field Name	Description	Storage
teamID	Numeric identifier for this team.	int NOT NULL Primary Key
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
teamName	Name of this team.	nvarchar(50) NOT NULL
active	Indicates whether the record is active in the CRS system. A record becomes inactive if a team is deleted or updated. 0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

Related Tables

- ProfileIDMapping, page 50 (via ProfileID)
- Resource, page 54 (teamID maps to assignedTeamID and via profileID
- Supervisor, page 70 (teamID maps to managedTeamID and via profileID)
- TeamCSQMapping, page 73 (via teamID and profileID)

TeamCSQMapping

Database table name: TeamCSQMapping

The TeamCSQMapping table shows the relationship between Teams and CSQs; for example, Team 1 is CSQ3, Team 4 is CSQ10.

The TeamCSQMapping table contains the fields shown in Table 1-30.

Table 1-30   TeamCSQMapping Table Fields

Field Name	Description	Storage
recordID	Numeric identifier for this record.	int NOT NULL Primary Key
csqID	Numeric identifier for the CSQ.	int NOT NULL
teamID	Numeric identifier for the team.	int NOT NULL
profileID	Identifier of the Cisco CRS profile that is associated with this record.	int NOT NULL Primary Key
active	Indicates whether the record is active in the CRS system. A record becomes inactive if a team is deleted or updated. 0 = Inactive 1 = Active	bit NOT NULL
dateInactive	Date this record was deleted.	datetime NULL

Related Tables

- (csqID maps to contactServiceQueueID, and via profileID)

- (via ProfileID)

- (via teamID and profileID)

WorkflowTask

Database table name: WorkflowTask

A WorkflowTask record contains information about a task or a subtask that runs on the Cisco CRS system.

The Workflow Task table contains the fields shown in Table 1-31.

Table 1-31   WorkflowTask Table Fields

Field Name	Description	Storage
taskID	Identifier of the task.	decimal(18) NOT NULL Primary Key
parentTaskID	Identifier of the parent task, if the task is a subtask.	decimal(18) NULL
applicationServerID	Unique identifier assigned to each Cisco CRS server in the cluster.	smallint NOT NULL Primary Key
startDateTime	Date and the time that the task started executing.	datetime NOT NULL
endDateTime	Date and the time that the task completed executing.	datetime NOT NULL

Related Tables

- AgentConnectionDetail, page 6 (applicationServerID maps to nodeID)
- ContactCallDetail, page 18 (applicationServerID maps to nodeID)
- ContactQueueDetail, page 27 (applicationServerID maps to nodeID)
- ContactRoutingDetail, page 29 (applicationServerID maps to nodeID)
- MonitoredResourceDetail, page 48 (applicationServerID maps to nodeID)
- RemoteMonitoringDetail, page 51 (applicationServerID maps to nodeID)

Database Table Details

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