
Database Schema Tables

This appendix describes the schema tables of the database underlying RightNow CRM. The following list of tables are in alphabetical order and include the associated columns; the datatype including varchar2 (character), date, number, or clob (character byte objects); and the null value which indicates if the field is required.

To view and print the table structures for the *entire* RightNow CRM schema, open a command prompt and execute the following command from your utilities directory:

```
dbaudit -S <table_name> <interface_name>
```

To view and print the table structure for a *specific* table in the RightNow CRM schema, open a command prompt and execute the following command from your utilities directory:

```
dbaudit -s <table_name> <interface_name>
```

Schema tables

The following tables include attribute data for each RightNow CRM schema table.

Table 1: ac_alerts

Column Name	Datatype	Null
a_id	NUMBER	No
created	DATE	Yes
e_id	NUMBER	Yes
hit_count	NUMBER	Yes
hit_rule	NUMBER	Yes
last_fired	DATE	Yes
name	VARCHAR2	Yes
sch_id	NUMBER	Yes

Table 2: ac_cntr_tabs

Column Name	Datatype	Null
ac_id	NUMBER	Yes
ct_id	NUMBER	No
label	VARCHAR2	Yes

Table 3: ac_color_schemes

Column Name	Datatype	Null
color_trans	NUMBER	Yes
colors	VARCHAR2	Yes
cs_id	NUMBER	No
folder_id	NUMBER	Yes
internal	NUMBER	Yes
name	VARCHAR2	Yes

Table 4: ac_excepts

Column Name	Datatype	Null
attr	NUMBER	Yes
col_refs	VARCHAR2	Yes
data_type	NUMBER	No
e_id	NUMBER	No
except_opts	NUMBER	Yes

Table 4: ac_excepts (Continued)

Column Name	Datatype	Null
expr1	VARCHAR2	Yes
expr2	VARCHAR2	Yes
fi_id	NUMBER	Yes
graph_datamark	NUMBER	Yes
graph_line_color	VARCHAR2	Yes
hcol_rf	NUMBER	Yes
n_id	NUMBER	Yes
name	VARCHAR2	Yes
oper	NUMBER	Yes
tab_cell_color	VARCHAR2	Yes
tab_datamark	NUMBER	Yes
tab_font	VARCHAR2	Yes

Table 5: ac_fld_info

Column Name	Datatype	Null
align	NUMBER	No
col_rf	NUMBER	No
col_type	NUMBER	No
comp_opts	NUMBER	Yes
data_type	NUMBER	No
excl_intv	VARCHAR2	Yes
fi_id	NUMBER	No
format	VARCHAR2	Yes

Table 5: ac_fld_info (Continued)

Column Name	Datatype	Null
format_dec	NUMBER	Yes
format_opts	NUMBER	No
format_style	NUMBER	Yes
format_type	NUMBER	Yes
heading	VARCHAR2	Yes
max_len	NUMBER	Yes
n_id	NUMBER	No
opts	NUMBER	Yes
outp_def	VARCHAR2	Yes
seq	NUMBER	Yes
trend_frct_units	NUMBER	Yes
trend_opts	NUMBER	Yes
width	VARCHAR2	Yes
wt_col_rf	NUMBER	Yes

Table 6: ac_graph_src

Column Name	Datatype	Null
fi_id	NUMBER	No
g_id	NUMBER	No
gsrc_id	NUMBER	No
stype	NUMBER	No

Table 7: ac_graph_styles

Column Name	Datatype	Null
bar_grad	NUMBER	Yes
bar_grad_clr	VARCHAR2	Yes
bar_grad_type	NUMBER	Yes
bar_opts	NUMBER	Yes
bar_outline_clr	VARCHAR2	Yes
bar_outline_type	NUMBER	Yes
bar_spacing	NUMBER	Yes
bar_width	NUMBER	Yes
bubble_size	NUMBER	Yes
bubble_type	NUMBER	Yes
clabel_bkclr	VARCHAR2	Yes
clabel_border_clr	VARCHAR2	Yes
clabel_border_type	NUMBER	Yes
clabel_font	VARCHAR2	Yes
clabel_shadow_clr	VARCHAR2	Yes
clabel_shadow_type	NUMBER	Yes
color_back_clr	VARCHAR2	Yes
color_back_trans	NUMBER	Yes
color_bkgd_clr	VARCHAR2	Yes
color_bkgd_grad_clr	VARCHAR2	Yes
color_bkgd_grad_type	NUMBER	Yes
color_bttm_clr	VARCHAR2	Yes

Table 7: ac_graph_styles (Continued)

Column Name	Datatype	Null
color_bttm_trans	NUMBER	Yes
color_side_clr	VARCHAR2	Yes
color_side_trans	NUMBER	Yes
color_theme	NUMBER	Yes
color_trans	NUMBER	Yes
colors	VARCHAR2	Yes
dlabel_bclr	VARCHAR2	Yes
dlabel_bkclr	VARCHAR2	Yes
dlabel_display	NUMBER	Yes
dlabel_font	VARCHAR2	Yes
dlabel_pos	NUMBER	Yes
elabel_bkclr	VARCHAR2	Yes
elabel_border_clr	VARCHAR2	Yes
elabel_border_type	NUMBER	Yes
elabel_font	VARCHAR2	Yes
elabel_pos	NUMBER	Yes
exc_box_bkclr	VARCHAR2	Yes
exc_box_border_clr	VARCHAR2	Yes
exc_box_border_type	NUMBER	Yes
exc_box_font	VARCHAR2	Yes
exc_box_pos	NUMBER	Yes
exc_box_shadow_clr	VARCHAR2	Yes
exc_box_shadow_type	NUMBER	Yes

Table 7: ac_graph_styles (Continued)

Column Name	Datatype	Null
exc_line_color_theme	NUMBER	Yes
exc_line_colors	VARCHAR2	Yes
exc_line_width	NUMBER	Yes
exc_note_bkclr	VARCHAR2	Yes
exc_note_border_clr	VARCHAR2	Yes
exc_note_border_show	NUMBER	Yes
exc_note_font	VARCHAR2	Yes
folder_id	NUMBER	Yes
gauge_color	VARCHAR2	Yes
gauge_color_tbl	VARCHAR2	Yes
gauge_font	VARCHAR2	Yes
gauge_opts	NUMBER	Yes
gauge_scale_clr	VARCHAR2	Yes
grid_cleft_clr	VARCHAR2	Yes
grid_cmajor_clr	VARCHAR2	Yes
grid_cminor_clr	VARCHAR2	Yes
grid_cright_clr	VARCHAR2	Yes
grid_czero_clr	VARCHAR2	Yes
grid_opts	NUMBER	Yes
grid_vbottom_clr	VARCHAR2	Yes
grid_vmajor_clr	VARCHAR2	Yes
grid_vminor_clr	VARCHAR2	Yes
grid_vtop_clr	VARCHAR2	Yes

Table 7: ac_graph_styles (Continued)

Column Name	Datatype	Null
grid_vzero_clr	VARCHAR2	Yes
gs_id	NUMBER	No
internal	NUMBER	Yes
label_opts	NUMBER	Yes
legend_bkclr	VARCHAR2	Yes
legend_border_clr	VARCHAR2	Yes
legend_border_type	NUMBER	Yes
legend_cols	NUMBER	Yes
legend_font	VARCHAR2	Yes
legend_layout	NUMBER	Yes
legend_pos	NUMBER	Yes
legend_shadow_clr	VARCHAR2	Yes
legend_shadow_type	NUMBER	Yes
legend_show	NUMBER	Yes
line_sym_type	NUMBER	Yes
line_width	NUMBER	Yes
name	VARCHAR2	Yes
pie_show_gaps	NUMBER	Yes
radar_trnsp	NUMBER	Yes
scale_bar_font	VARCHAR2	Yes
scale_line_font	VARCHAR2	Yes
scale_line_max	NUMBER	Yes
scale_line_min	NUMBER	Yes

Table 7: ac_graph_styles (Continued)

Column Name	Datatype	Null
scale_line_pctover	NUMBER	Yes
scale_major_tics	NUMBER	Yes
scale_max	NUMBER	Yes
scale_min	NUMBER	Yes
scale_minor_tics	NUMBER	Yes
scale_opts	NUMBER	Yes
scale_pctover	NUMBER	Yes
scale_rot_bar_lbls	NUMBER	Yes
scale_rot_line_lbls	NUMBER	Yes
threed_bdepth	NUMBER	Yes
threed_xoff	NUMBER	Yes
threed_yoff	NUMBER	Yes
title_bkclr	VARCHAR2	Yes
title_border_clr	VARCHAR2	Yes
title_border_type	NUMBER	Yes
title_font	VARCHAR2	Yes
title_pos	NUMBER	Yes
title_shadow_clr	VARCHAR2	Yes
title_shadow_type	NUMBER	Yes
title_show	NUMBER	Yes
vlabel_bkclr	VARCHAR2	Yes
vlabel_border_clr	VARCHAR2	Yes
vlabel_border_type	NUMBER	Yes

Table 7: ac_graph_styles (Continued)

Column Name	Datatype	Null
vlabel_font	VARCHAR2	Yes
vlabel_rotation	NUMBER	Yes
vlabel_shadow_clr	VARCHAR2	Yes
vlabel_shadow_type	NUMBER	Yes
xy_fill_area	NUMBER	Yes

Table 8: ac_graphs

Column Name	Datatype	Null
clabel	VARCHAR2	Yes
cseq	NUMBER	No
cspan	NUMBER	No
format	NUMBER	No
g_id	NUMBER	No
gs_id	NUMBER	No
gsub_type	NUMBER	No
gtype	NUMBER	No
height	NUMBER	No
n_id	NUMBER	No
rseq	NUMBER	No
rspan	NUMBER	No
sync_scales	NUMBER	Yes
title	VARCHAR2	Yes
vlabel1	VARCHAR2	Yes

Table 8: ac_graphs (Continued)

Column Name	Datatype	Null
vlabel2	VARCHAR2	Yes
width	NUMBER	No

Table 9: ac_nodes

Column Name	Datatype	Null
ac_id	NUMBER	No
delivery_style	NUMBER	No
format_opts	NUMBER	No
n_id	NUMBER	No
node_id	NUMBER	No
output_def	VARCHAR2	Yes
output_def_style	NUMBER	No
output_opts	NUMBER	No
row_limit	NUMBER	Yes
sel_crit_style	NUMBER	No
style_id	NUMBER	No
sub_title	VARCHAR2	Yes
title	VARCHAR2	Yes

Table 10: ac_sch_filters

Column Name	Datatype	Null
ac_id	NUMBER	Yes

Table 10: ac_sch_filters (Continued)

Column Name	Datatype	Null
col_rf	NUMBER	Yes
sch_id	NUMBER	Yes
sf_id	NUMBER	No
value	VARCHAR2	Yes

Table 11: ac_sch_sort

Column Name	Datatype	Null
as_id	NUMBER	No
disp_col	NUMBER	Yes
sch_id	NUMBER	Yes
seq	NUMBER	Yes
value	VARCHAR2	Yes

Table 12: ac_schedules

Column Name	Datatype	Null
ac_id	NUMBER	No
body	VARCHAR2	Yes
created	DATE	Yes
format	NUMBER	No
last_mod	DATE	Yes
last_run	DATE	Yes
name	VARCHAR2	Yes

Table 12: ac_schedules (Continued)

Column Name	Datatype	Null
next_run	DATE	Yes
sch_hours	NUMBER	No
sch_id	NUMBER	No
sch_mdays	NUMBER	No
sch_months	NUMBER	No
sch_opts	NUMBER	Yes
sch_wdays	NUMBER	No
subject	VARCHAR2	Yes

Table 13: ac_scripts

Column Name	Datatype	Null
exit_code	VARCHAR2	Yes
header_code	VARCHAR2	Yes
init_code	VARCHAR2	Yes
n_id	NUMBER	No
process_code	VARCHAR2	Yes
scr_id	NUMBER	No

Table 14: ac_style_attrs

Column Name	Datatype	Null
attr_type	NUMBER	Yes
border	VARCHAR2	Yes

Table 14: ac_style_attrs (Continued)

Column Name	Datatype	Null
cell_padding	VARCHAR2	Yes
cell_spacing	NUMBER	Yes
color	VARCHAR2	Yes
css	VARCHAR2	Yes
font	VARCHAR2	Yes
s_id	NUMBER	Yes
sa_id	NUMBER	No
seq	NUMBER	Yes

Table 15: ac_styles

Column Name	Datatype	Null
folder_id	NUMBER	Yes
gs_id	NUMBER	Yes
internal	NUMBER	Yes
name	VARCHAR2	Yes
s_id	NUMBER	No

Table 16: account_speed_dial

Column Name	Datatype	Null
acct_id	NUMBER	Yes
name	VARCHAR2	Yes
phone	VARCHAR2	Yes

Table 17: accounts

Column Name	Datatype	Null
acct_id	NUMBER	No
acd_group	VARCHAR2	Yes
acd_passwd	VARCHAR2	Yes
alt_first_name	VARCHAR	Yes
alt_last_name	VARCHAR	Yes
attr	NUMBER	Yes
country_id	NUMBER	Yes
dca_enabled	NUMBER	Yes
def_currency	NUMBER	No
display_name	VARCHAR2	Yes
eas_id	NUMBER	Yes
email_address	VARCHAR2	Yes
email_notif	NUMBER	Yes
first_name	VARCHAR2	Yes
group_id	NUMBER	Yes
invalid_logins	NUMBER	Yes
last_name	VARCHAR2	Yes
last_sync	DATE	Yes
login	VARCHAR2	Yes
lv10_id	NUMBER	Yes
lv11_id	NUMBER	Yes
lv12_id	NUMBER	Yes

Table 17: accounts (Continued)

Column Name	Datatype	Null
lvl1_id	NUMBER	Yes
lvl2_id	NUMBER	Yes
lvl3_id	NUMBER	Yes
lvl4_id	NUMBER	Yes
lvl5_id	NUMBER	Yes
lvl6_id	NUMBER	Yes
lvl7_id	NUMBER	Yes
lvl8_id	NUMBER	Yes
lvl9_id	NUMBER	Yes
notif_pending	NUMBER	No
password	VARCHAR2	Yes
password_exp	DATE	Yes
password_history	VARCHAR	Yes
phone	VARCHAR2	Yes
profile_id	NUMBER	Yes
sa_def_cmode	NUMBER	No
seq	NUMBER	Yes
sessionid	VARCHAR2	Yes
sid_esync	VARCHAR	Yes
sid_isync	NUMBER	Yes
sid_wap	NUMBER	Yes
signature	VARCHAR2	Yes
softphone	NUMBER	Yes

Table 17: accounts (Continued)

Column Name	Datatype	Null
start_console	NUMBER	Yes
sync_sessid	VARCHAR2	Yes
sync_state	NUMBER	Yes
terr_id	NUMBER	Yes
timezone	NUMBER	Yes

Table 18: agent_acd_modes

Column Name	Datatype	Null
aam_id	NUMBER	No
cti_mode	NUMBER	Yes
notes	VARCHAR2	Yes
rnt_mode	NUMBER	Yes
seq	NUMBER	Yes
switch_type	NUMBER	Yes

Table 19: analytics_core

Column Name	Datatype	Null
ac_id	NUMBER	No
ac_public	NUMBER	Yes
ac_type	NUMBER	No
act_ac_id	NUMBER	Yes
cdate_offset	VARCHAR2	Yes

Table 19: analytics_core (Continued)

Column Name	Datatype	Null
comp_exist	NUMBER	Yes
created	DATE	Yes
created_by	NUMBER	Yes
cseq	NUMBER	Yes
cspan	NUMBER	Yes
ct_id	NUMBER	Yes
delivery_style	NUMBER	Yes
format_opts	NUMBER	Yes
interface_id	NUMBER	No
internal	NUMBER	Yes
last_gen	DATE	Yes
last_gen_by	NUMBER	Yes
last_mod	DATE	Yes
last_mod_by	NUMBER	Yes
module	NUMBER	Yes
name	VARCHAR2	Yes
notes	VARCHAR2	Yes
output_def	VARCHAR2	Yes
output_def_style	NUMBER	Yes
owner	NUMBER	Yes
parent_id	NUMBER	Yes
rseq	NUMBER	Yes
rspan	NUMBER	Yes

Table 19: analytics_core (Continued)

Column Name	Datatype	Null
sel_crit_style	NUMBER	Yes
seq	NUMBER	Yes
style_id	NUMBER	Yes
sub_title	VARCHAR2	Yes
sys_exe_path	VARCHAR2	Yes
sys_fltr_path	VARCHAR2	Yes
title	VARCHAR2	Yes
view_id	NUMBER	Yes

Table 20: ans_access

Column Name	Datatype	Null
access_id	NUMBER	No
rank	NUMBER	No

Table 21: ans_notif

Column Name	Datatype	Null
a_id	NUMBER	No
c_id	NUMBER	No
interface_id	NUMBER	Yes
start_time	DATE	Yes

Table 22: ans_phrases

Column Name	Datatype	Null
a_id	NUMBER	No
access_mask	VARCHAR	Yes
lang_id	NUMBER	No
natt	NUMBER	No
ncat	NUMBER	No
ndesc	NUMBER	No
nflds	NUMBER	No
nkeyw	NUMBER	No
nprod	NUMBER	No
nsol	NUMBER	No
nsun	NUMBER	No
status_type	NUMBER	No
top_lvl	NUMBER	Yes
word	VARCHAR2	No
word_count	NUMBER	No

Table 23: ans_stats

Column Name	Datatype	Null
a_id	NUMBER	No
hits	NUMBER	Yes
interface_id	NUMBER	Yes

Table 23: ans_stats (Continued)

Column Name	Datatype	Null
solved_1	NUMBER	Yes
solved_2	NUMBER	Yes
solved_3	NUMBER	Yes
solved_4	NUMBER	Yes
solved_5	NUMBER	Yes
stat_date	DATE	Yes

Table 24: answers

Column Name	Datatype	Null
a_id	NUMBER	No
access_mask	VARCHAR2	Yes
assgn_acct_id	NUMBER	Yes
assgn_group_id	NUMBER	Yes
created	DATE	Yes
description	CLOB	Yes
doc_size	NUMBER	Yes
doc_type	VARCHAR2	Yes
doc_url	VARCHAR2	Yes
escldate	DATE	Yes
escllevel	NUMBER	Yes
expires	DATE	Yes
keywords	VARCHAR2	Yes
lang_id	NUMBER	No

Table 24: answers (Continued)

Column Name	Datatype	Null
last_access	DATE	Yes
last_edited_by	NUMBER	Yes
last_notify	DATE	Yes
m_id	NUMBER	Yes
next_notify	DATE	Yes
notes	VARCHAR2	Yes
publish_on	DATE	Yes
rule_state	NUMBER	Yes
solution	CLOB	Yes
solved_count	NUMBER	No
static_solved	NUMBER	Yes
status_id	NUMBER	No
status_type	NUMBER	No
summary	VARCHAR2	No
updated	DATE	Yes

Table 25: archived_incidents

Column Name	Datatype	Null
c_id	NUMBER	Yes
closed	DATE	Yes
created	DATE	Yes
file_dir	VARCHAR2	Yes
i_id	NUMBER	No

Table 25: archived_incidents (Continued)

Column Name	Datatype	Null
interface_id	NUMBER	Yes
last_resp	DATE	Yes
ref_no	VARCHAR2	No
title	VARCHAR2	Yes

Table 26: billable_tasks

Column Name	Datatype	Null
seq	NUMBER	Yes
task_id	NUMBER	No

Table 27: call_activity

Column Name	Datatype	Null
acct_id	NUMBER	Yes
activity	NUMBER	No
cti_call_id	NUMBER	No
dial_num	VARCHAR2	Yes
end_time	DATE	Yes
start_time	DATE	No

Table 28: clicktrack

Column Name	Datatype	Null
c_id	NUMBER	Yes

Table 28: clicktrack (Continued)

Column Name	Datatype	Null
interface_id	NUMBER	No
parm	VARCHAR2	Yes
sessionid	VARCHAR2	No
timestamp	DATE	Yes
val	VARCHAR2	Yes

Table 29: cluster_class

Column Name	Datatype	Null
frequency	NUMBER	No
interface_id	NUMBER	No
node_id	NUMBER	No
weight	NUMBER	No
word	VARCHAR2	No

Table 30: cluster_info

Column Name	Datatype	Null
id	NUMBER	No
interface_id	NUMBER	No
solved_count	NUMBER	Yes
summary	VARCHAR2	Yes

Table 31: cluster_tree

Column Name	Datatype	Null
info_ptr	NUMBER	Yes
interface_id	NUMBER	No
leaf_cnt	NUMBER	Yes
node_id	NUMBER	No
parent	NUMBER	Yes
ptr_type	NUMBER	Yes
strength	NUMBER	Yes
tot_leaf_cnt	NUMBER	Yes

Table 32: configuration

Column Name	Datatype	Null
incident_date	DATE	No
last_ans_id	NUMBER	Yes
last_contact_id	NUMBER	No
last_incident_id	NUMBER	No
last_meta_ans_id	NUMBER	Yes
last_opp_id	NUMBER	Yes
last_org_id	NUMBER	Yes
last_proof_id	NUMBER	Yes
last_quote_id	NUMBER	Yes
last_ref_no_id	VARCHAR2	No

Table 32: configuration (Continued)

Column Name	Datatype	Null
last_rnl_cache	DATE	Yes
last_rule_id	NUMBER	No
last_sp_cache	DATE	Yes
last_ss_cache	DATE	Yes
last_state_id	NUMBER	No
last_ti_id	NUMBER	Yes
options	NUMBER	No
rnw_db_upgrade_level	NUMBER	Yes
rnw_db_version	NUMBER	Yes

Table 33: contact_types

Column Name	Datatype	Null
ctype_id	NUMBER	No
seq	NUMBER	Yes

Table 34: contact_sessions

Column Name	Datatype	Null
c_id	NUMBER	No
has_cookie	NUMBER	Yes
interface_id	NUMBER	No
login_time	NUMBER	Yes
logout_time	NUMBER	Yes

Table 34: contact_sessions (Continued)

Column Name	Datatype	Null
session_start_time	NUMBER	Yes
sessionid	VARCHAR	No

Table 35: contacts

Column Name	Datatype	Null
alt_first_name	VARCHAR	Yes
alt_last_name	VARCHAR	Yes
c_id	NUMBER	No
cat_lvl1	NUMBER	Yes
cat_lvl2	NUMBER	Yes
cat_lvl3	NUMBER	Yes
cat_lvl4	NUMBER	Yes
cat_lvl5	NUMBER	Yes
cat_lvl6	NUMBER	Yes
cert	VARCHAR2	Yes
cert_alt1	VARCHAR2	Yes
cert_alt2	VARCHAR2	Yes
city	VARCHAR2	Yes
country_id	NUMBER	Yes
created	DATE	Yes
css_state	NUMBER	No
ctype_id	NUMBER	Yes
disabled	NUMBER	No

Table 35: contacts (Continued)

Column Name	Datatype	Null
email	VARCHAR2	Yes
email_alt1	VARCHAR2	Yes
email_alt2	VARCHAR2	Yes
email_invalid	NUMBER	Yes
first_name	VARCHAR2	Yes
last_name	VARCHAR2	Yes
lines_per_page	NUMBER	Yes
login	VARCHAR2	Yes
lvl10_id	NUMBER	Yes
lvl11_id	NUMBER	Yes
lvl12_id	NUMBER	Yes
lvl1_id	NUMBER	Yes
lvl2_id	NUMBER	Yes
lvl3_id	NUMBER	Yes
lvl4_id	NUMBER	Yes
lvl5_id	NUMBER	Yes
lvl6_id	NUMBER	Yes
lvl7_id	NUMBER	Yes
lvl8_id	NUMBER	Yes
lvl9_id	NUMBER	Yes
ma_alt_org_name	VARCHAR2	Yes
ma_mail_type	NUMBER	Yes
ma_opt_in	NUMBER	Yes

Table 35: contacts (Continued)

Column Name	Datatype	Null
ma_org_name	VARCHAR2	Yes
ma_state	NUMBER	No
org_id	NUMBER	Yes
password	VARCHAR2	Yes
ph_asst	VARCHAR2	Yes
ph_fax	VARCHAR2	Yes
ph_home	VARCHAR2	Yes
ph_mobile	VARCHAR2	Yes
ph_office	VARCHAR2	Yes
postal_code	VARCHAR2	Yes
prod_lvl1	NUMBER	Yes
prod_lvl2	NUMBER	Yes
prod_lvl3	NUMBER	Yes
prod_lvl4	NUMBER	Yes
prod_lvl5	NUMBER	Yes
prod_lvl6	NUMBER	Yes
prov_id	NUMBER	Yes
rule_state	NUMBER	Yes
sa_state	NUMBER	No
search_text	VARCHAR2	Yes
search_type	NUMBER	Yes
sessionid	VARCHAR2	Yes
source	NUMBER	Yes

Table 35: contacts (Continued)

Column Name	Datatype	Null
street	VARCHAR2	Yes
title	VARCHAR2	Yes
updated	DATE	Yes

Table 36: countries

Column Name	Datatype	Null
abrev	VARCHAR2	Yes
country_id	NUMBER	No
phone_code	NUMBER	Yes
phone_mask	VARCHAR2	Yes
postal_mask	VARCHAR2	Yes
seq	NUMBER	Yes

Table 37: cti_calls

Column Name	Datatype	Null
acct_id	NUMBER	Yes
acd_flag	NUMBER	Yes
ani	VARCHAR2	Yes
app_data	VARCHAR2	Yes
cti_call_id	NUMBER	No
end_time	DATE	Yes
start_time	DATE	Yes

Table 38: cti_current_call

Column Name	Datatype	Null
calldata	VARCHAR2	Yes
cti_call_id	NUMBER	No

Table 39: cti_login

Column Name	Datatype	Null
acct_id	NUMBER	Yes
acd_group	NUMBER	Yes
agent_extension	NUMBER	Yes
cti_login_id	NUMBER	No
end_time	DATE	Yes
start_time	DATE	Yes

Table 40: cti_mode_changes

Column Name	Datatype	Null
acd_mode	NUMBER	No
cti_call_id	NUMBER	Yes
cti_login_id	NUMBER	No
end_time	DATE	Yes
start_time	DATE	Yes

Table 41: cua_contacts

Column Name	Datatype	Null
c_id	NUMBER	Yes
city	VARCHAR2	Yes
country	VARCHAR2	Yes
cua_c_id	NUMBER	No
email	VARCHAR2	Yes
first_name	VARCHAR2	Yes
last_name	VARCHAR2	Yes
login	VARCHAR2	Yes
org_id	NUMBER	Yes
postal_code	VARCHAR2	Yes
province	VARCHAR2	Yes
street	VARCHAR2	Yes

Table 42: currencies

Column Name	Datatype	Null
abbreviation	VARCHAR2	No
currency_id	NUMBER	No
dec_char	VARCHAR2	No
decimal_precision	NUMBER	No
disp_opts	NUMBER	No
group_char	VARCHAR2	No

Table 42: currencies (Continued)

Column Name	Datatype	Null
notes	VARCHAR2	Yes
seq	NUMBER	No
symbol	VARCHAR2	No

Table 43: custom_fields

Column Name	Datatype	Null
cf_id	NUMBER	No
cfgroup_id	NUMBER	Yes
col_name	VARCHAR2	Yes
data_type	NUMBER	Yes
default_value	VARCHAR2	Yes
field_size	NUMBER	Yes
indexed	NUMBER	Yes
mask	VARCHAR2	Yes
notes	VARCHAR2	Yes
required	NUMBER	Yes
seq	NUMBER	Yes
tbl	NUMBER	No

Table 44: dates

Column Name	Datatype	Null
interval_start	NUMBER	No

Table 44: dates (Continued)

Column Name	Datatype	Null
start_date	DATE	PRIMARY_KEY

Table 45: db_maint_hist

Column Name	Datatype	Null
end_db_upgrade_level	NUMBER	Yes
end_db_version	NUMBER	Yes
end_result	NUMBER	No
end_time	DATE	Yes
software_version	VARCHAR2	No
start_db_upgrade_level	NUMBER	No
start_db_version	NUMBER	No
start_time	DATE	Yes

Table 46: deleted_recs

Column Name	Datatype	Null
deleted	DATE	No
deleted_by	NUMBER	Yes
id	NUMBER	No
lbl	VARCHAR	Yes
sourc	VARCHAR2	Yes
tbl	NUMBER	No

Table 47: dependencies

Column Name	Datatype	Null
dep_id	NUMBER	No
dep_tbl	NUMBER	No
ref_id	NUMBER	No
ref_name	VARCHAR2	Yes
ref_subid	NUMBER	Yes
ref_tbl	NUMBER	No

Table 48: dictionary

Column Name	Datatype	Null
lang_id	NUMBER	No
stemword	VARCHAR2	No
wcnt	NUMBER	Yes
word	VARCHAR2	No

Table 49: exchange_rates

Column Name	Datatype	Null
from_currency	NUMBER	No
rate	NUMBER	No
rate_end	DATE	Yes
rate_id	NUMBER	No

Table 49: exchange_rates (Continued)

Column Name	Datatype	Null
rate_start	DATE	Yes
to_currency	NUMBER	No

Table 50: fattach

Column Name	Datatype	Null
content_type	VARCHAR2	Yes
created	DATE	Yes
descr	VARCHAR2	Yes
disabled	NUMBER	No
file_id	NUMBER	No
folder_id	NUMBER	Yes
id	NUMBER	No
idx	NUMBER	Yes
interface_id	NUMBER	Yes
internal	NUMBER	No
localfname	VARCHAR2	No
name	VARCHAR2	Yes
sz	NUMBER	Yes
tbl	NUMBER	No
updated	DATE	Yes
username	VARCHAR2	Yes

Table 51: gap_info

Column Name	Datatype	Null
answer_id	NUMBER	Yes
answer_score	NUMBER	Yes
cohesion	NUMBER	Yes
gap_id	NUMBER	No
gap_score	NUMBER	Yes
interface_id	NUMBER	No
num_inc	NUMBER	Yes
summary	VARCHAR2	Yes
urg_lev	NUMBER	Yes

Table 52: gap_tree

Column Name	Datatype	Null
gap_id	NUMBER	No
i_id	NUMBER	No
interface_id	NUMBER	No
score	NUMBER	Yes

Table 53: hier_folders

Column Name	Datatype	Null
folder_id	NUMBER	No

Table 53: hier_folders (Continued)

Column Name	Datatype	Null
parent_id	NUMBER	Yes
seq	NUMBER	Yes
sub_tbl	NUMBER	Yes
tbl	NUMBER	No

Table 54: hier_menus

Column Name	Datatype	Null
id	NUMBER	No
lvl	NUMBER	No
parent_id	NUMBER	Yes
seq	NUMBER	No
tbl	NUMBER	No

Table 55: holidays

Column Name	Datatype	Null
code	NUMBER	No
day	NUMBER	Yes
month	NUMBER	Yes
name	VARCHAR2	No
seq	NUMBER	Yes
year	NUMBER	Yes

Table 56: inc_performance

Column Name	Datatype	Null
acct_id	NUMBER	Yes
action_cnt	NUMBER	Yes
group_id	NUMBER	Yes
i_id	NUMBER	Yes
interface_id	NUMBER	Yes
intv_type	NUMBER	Yes
queue_id	NUMBER	Yes
rel_time	NUMBER	Yes
solved	NUMBER	Yes
source	NUMBER	Yes
time_end	DATE	Yes
time_start	DATE	Yes

Table 57: incidents

Column Name	Datatype	Null
assgn_acct_id	NUMBER	Yes
assgn_group_id	NUMBER	Yes
c_id	NUMBER	Yes
cat_lvl1	NUMBER	Yes
cat_lvl2	NUMBER	Yes
cat_lvl3	NUMBER	Yes

Table 57: incidents (Continued)

Column Name	Datatype	Null
cat_lv14	NUMBER	Yes
cat_lv15	NUMBER	Yes
cat_lv16	NUMBER	Yes
closed	DATE	Yes
created	DATE	Yes
created_by	NUMBER	Yes
disp_lv11	NUMBER	Yes
disp_lv12	NUMBER	Yes
disp_lv13	NUMBER	Yes
disp_lv14	NUMBER	Yes
disp_lv15	NUMBER	Yes
disp_lv16	NUMBER	Yes
dormant	NUMBER	No
ei_cust	NUMBER	Yes
ei_staff	NUMBER	Yes
escldate	DATE	Yes
escllevel	NUMBER	Yes
i_id	NUMBER	No
initial_soln	DATE	Yes
interface_id	NUMBER	Yes
lang_id	NUMBER	Yes
last_resp	DATE	Yes
ma_mailing_id	NUMBER	Yes

Table 57: incidents (Continued)

Column Name	Datatype	Null
mailbox_id	NUMBER	Yes
org_id	NUMBER	Yes
prod_lv1	NUMBER	Yes
prod_lv2	NUMBER	Yes
prod_lv3	NUMBER	Yes
prod_lv4	NUMBER	Yes
prod_lv5	NUMBER	Yes
prod_lv6	NUMBER	Yes
queue_id	NUMBER	Yes
ref_no	VARCHAR2	No
rel_due	DATE	Yes
resp_sav	CLOB	Yes
rnl_queue_id	NUMBER	Yes
rr_id	NUMBER	Yes
rule_state	NUMBER	Yes
sessionid	VARCHAR2	Yes
sla_resp_delta	NUMBER	Yes
sla_rsln_delta	NUMBER	Yes
slai_id	NUMBER	Yes
source	NUMBER	Yes
status_id	NUMBER	No
status_type	NUMBER	No
subject	VARCHAR2	Yes

Table 57: incidents (Continued)

Column Name	Datatype	Null
updated	DATE	Yes
use_smime	NUMBER	No

Table 58: integration_errors

Column Name	Datatype	Null
acct_id	NUMBER	Yes
closed	DATE	Yes
cnt	NUMBER	Yes
created	DATE	Yes
error_grp	VARCHAR2	Yes
error_id	NUMBER	No
external_id	VARCHAR2	Yes
id	NUMBER	Yes
integration_msg	CLOB	Yes
interface_id	NUMBER	No
notified	DATE	Yes
result	CLOB	Yes
status	NUMBER	Yes
tbl	NUMBER	No
type	NUMBER	Yes
updated	DATE	Yes

Table 59: interfaces

Column Name	Datatype	Null
ans_churn	NUMBER	No
ans_misclassify	NUMBER	No
display_name	VARCHAR2	Yes
interface_id	NUMBER	No
lang_id	NUMBER	No
last_account_notify	DATE	Yes
last_cua_model	DATE	Yes
last_datamine	DATE	Yes
last_gap	DATE	Yes
last_notify	DATE	Yes
name	VARCHAR2	No
pur_prod_churn	NUMBER	No

Table 60: isync_recs

Column Name	Datatype	Null
acct_id	NUMBER	No
id	NUMBER	Yes
tbl	NUMBER	Yes

Table 61: keyword_searches

Column Name	Datatype	Null
interface_id	NUMBER	No
result_list	VARCHAR2	Yes
results	NUMBER	No
search_count	NUMBER	No
search_date	DATE	Yes
source_page	NUMBER	No
srch	VARCHAR2	No
stem	VARCHAR2	No
word_cnt	NUMBER	No

Table 62: labels

Column Name	Datatype	Null
fld	NUMBER	No
label	VARCHAR2	Yes
label_id	NUMBER	No
lang_id	NUMBER	No
tbl	NUMBER	No

Table 63: languages

Column Name	Datatype	Null
lang_id	NUMBER	No
name	VARCHAR2	No

Table 64: links

Column Name	Datatype	Null
access_time	DATE	Yes
from_node	VARCHAR2	No
static_strength	NUMBER	Yes
strength	NUMBER	No
to_node	NUMBER	No

Table 65: locked_folders

Column Name	Datatype	Null
acct_id	NUMBER	Yes
folder_id	NUMBER	No
interface_id	NUMBER	Yes
internal	NUMBER	Yes
module	NUMBER	Yes
name	VARCHAR2	No
parent_id	NUMBER	Yes

Table 65: locked_folders (Continued)

Column Name	Datatype	Null
seq	NUMBER	Yes
sub_tbl	NUMBER	Yes
tbl	NUMBER	No

Table 66: locks

Column Name	Datatype	Null
acct_id	NUMBER	Yes
created	DATE	Yes
type	NUMBER	No

Table 67: ma_bounced_msgs

Column Name	Datatype	Null
c_id	NUMBER	No
created	DATE	Yes
format_id	NUMBER	No
from_addr	VARCHAR2	No
html	CLOB	Yes
mailing_id	NUMBER	No
reply_to_addr	VARCHAR2	Yes
retries	NUMBER	No
return_path_addr	VARCHAR2	No
subject	VARCHAR2	No

Table 67: ma_bounced_msgs (Continued)

Column Name	Datatype	Null
text	CLOB	Yes
to_addr	VARCHAR2	No
tracking_str	VARCHAR2	No

Table 68: ma_campaigns

Column Name	Datatype	Null
actual_cost	NUMBER	Yes
actual_cost_curr_id	NUMBER	Yes
actual_cost_rate_id	NUMBER	Yes
actual_leads	NUMBER	Yes
actual_opps	NUMBER	Yes
actual_sales	NUMBER	Yes
actual_sales_curr_id	NUMBER	Yes
actual_sales_rate_id	NUMBER	Yes
assgn_acct_id	NUMBER	Yes
budget	NUMBER	Yes
budget_curr_id	NUMBER	Yes
budget_rate_id	NUMBER	Yes
campaign_id	NUMBER	No
created	DATE	Yes
created_by	NUMBER	Yes
end_date	DATE	Yes
exp_cost	NUMBER	Yes

Table 68: ma_campaigns (Continued)

Column Name	Datatype	Null
exp_cost_curr_id	NUMBER	Yes
exp_cost_rate_id	NUMBER	Yes
exp_leads	NUMBER	Yes
exp_opps	NUMBER	Yes
exp_sales	NUMBER	Yes
exp_sales_curr_id	NUMBER	Yes
exp_sales_rate_id	NUMBER	Yes
folder_id	NUMBER	Yes
interface_id	NUMBER	No
name	VARCHAR2	Yes
notes	VARCHAR2	Yes
obj_summary	VARCHAR2	Yes
start_date	DATE	Yes
status_id	NUMBER	No
updated	DATE	Yes
updated_by	NUMBER	Yes

Table 69: ma_contact2list

Column Name	Datatype	Null
c_id	NUMBER	No
list_id	NUMBER	No

Table 70: ma_documents

Column Name	Datatype	Null
approved_by	NUMBER	Yes
created	DATE	Yes
created_by	NUMBER	Yes
disabled	NUMBER	No
doc_id	NUMBER	No
folder_id	NUMBER	Yes
html_xml	CLOB	Yes
interface_id	NUMBER	Yes
name	VARCHAR2	No
text_xml	CLOB	Yes
updated	DATE	Yes
updated_by	NUMBER	Yes
vis_email	NUMBER	Yes
vis_web	NUMBER	Yes

Table 71: ma_exclusions

Column Name	Datatype	Null
c_id	NUMBER	No
mailing_id	NUMBER	Yes
type	NUMBER	No

Table 72: ma_events

Column Name	Datatype	Null
c_id	NUMBER	Yes
campaign_id	NUMBER	Yes
created	DATE	Yes
filter_view_id	NUMBER	Yes
mailing_id	NUMBER	Yes
node_id	NUMBER	Yes
scheduled	DATE	Yes

Table 73: ma_formats

Column Name	Datatype	Null
created	DATE	Yes
created_by	NUMBER	Yes
doc_id	NUMBER	Yes
final_flag	NUMBER	Yes
format_id	NUMBER	No
from_addr_xml	VARCHAR2	Yes
from_name_xml	VARCHAR2	Yes
from_trans	NUMBER	Yes
last_launched	DATE	Yes
last_launched_by	NUMBER	Yes
last_proof_msg	VARCHAR	Yes

Table 73: ma_formats (Continued)

Column Name	Datatype	Null
list_id	NUMBER	Yes
mailbox_id	NUMBER	Yes
mailing_id	NUMBER	No
name	VARCHAR2	Yes
num_bounced	NUMBER	No
num_click_thru	NUMBER	No
num_excluded	NUMBER	Yes
num_replied	NUMBER	No
num_sent	NUMBER	No
num_unique_click_thru	NUMBER	No
num_unique_viewed	NUMBER	No
num_unsubs	NUMBER	No
num_viewed	NUMBER	No
percentage	NUMBER	Yes
proof_list_id	NUMBER	Yes
quantity	NUMBER	Yes
reply_addr_xml	VARCHAR2	Yes
reply_name_xml	VARCHAR2	Yes
reply_trans	NUMBER	Yes
scheduled	DATE	Yes
status_id	NUMBER	Yes
subject_trans	NUMBER	Yes
subject_xml	VARCHAR2	Yes

Table 73: ma_formats (Continued)

Column Name	Datatype	Null
updated	DATE	Yes
updated_by	NUMBER	Yes

Table 74: ma_import_templates

Column Name	Datatype	Null
field_map	VARCHAR2	Yes
template_id	NUMBER	No

Table 75: ma_imports

Column Name	Datatype	Null
completed	DATE	Yes
created_by	NUMBER	Yes
exist_mode	NUMBER	Yes
folder_id	NUMBER	Yes
force_import	NUMBER	Yes
import_id	NUMBER	No
imported_by	NUMBER	Yes
kimport_params	VARCHAR2	Yes
list_id	NUMBER	Yes
name	VARCHAR2	Yes
notes	VARCHAR2	Yes
num_error	NUMBER	Yes

Table 75: ma_imports (Continued)

Column Name	Datatype	Null
num_exist	NUMBER	Yes
num_insert	NUMBER	Yes
scheduled	DATE	Yes
seq	NUMBER	No
started	DATE	Yes
status_id	NUMBER	Yes
use_api	NUMBER	Yes

Table 76: ma_links

Column Name	Datatype	Null
cat_lvl1	NUMBER	Yes
cat_lvl2	NUMBER	Yes
cat_lvl3	NUMBER	Yes
cat_lvl4	NUMBER	Yes
cat_lvl5	NUMBER	Yes
cat_lvl6	NUMBER	Yes
disabled	NUMBER	No
folder_id	NUMBER	Yes
interface_id	NUMBER	Yes
link_id	NUMBER	No
name	VARCHAR2	No
notes	VARCHAR2	Yes
type	NUMBER	No

Table 76: ma_links (Continued)

Column Name	Datatype	Null
url	VARCHAR2	No

Table 77: ma_lists

Column Name	Datatype	Null
created_by	NUMBER	Yes
folder_id	NUMBER	Yes
interface_id	NUMBER	Yes
last_count	NUMBER	Yes
last_counted	DATE	Yes
list_id	NUMBER	No
name	VARCHAR2	No
notes	VARCHAR2	Yes
type	NUMBER	No
updated_by	NUMBER	Yes

Table 78: ma_mailing2cg

Column Name	Datatype	Null
exclude	NUMBER	No
list_id	NUMBER	Yes
mailing_id	NUMBER	No
seg_id	NUMBER	Yes

Table 79: ma_map2state

Column Name	Datatype	Null
campaign_id	NUMBER	Yes
mailing_id	NUMBER	Yes
node_id	NUMBER	Yes
state_id	NUMBER	Yes
wf_id	NUMBER	Yes

Table 80: ma_mailings

Column Name	Datatype	Null
campaign_id	NUMBER	Yes
cat_lvl1	NUMBER	Yes
cat_lvl2	NUMBER	Yes
cat_lvl3	NUMBER	Yes
cat_lvl4	NUMBER	Yes
cat_lvl5	NUMBER	Yes
cat_lvl6	NUMBER	Yes
created	DATE	Yes
ignore_suppression	NUMBER	Yes
interface_id	NUMBER	Yes
last_count	NUMBER	Yes
last_counted	DATE	Yes
mailing_id	NUMBER	No

Table 80: ma_mailings (Continued)

Column Name	Datatype	Null
name	VARCHAR2	No
notes	VARCHAR2	Yes
planned	DATE	Yes
query_string	VARCHAR2	Yes
scheduled	DATE	Yes
status_id	NUMBER	Yes
target_rate	NUMBER	Yes
type	NUMBER	No
updated	DATE	Yes

Table 81: ma_proof_content

Column Name	Datatype	Null
accept	NUMBER	Yes
c_id	NUMBER	Yes
comments	VARCHAR	Yes
proof_id	NUMBER	Yes

Table 82: ma_proof_trans

Column Name	Datatype	Null
c_id	NUMBER	Yes
campaign_id	NUMBER	Yes
created	TIME	Yes

Table 82: ma_proof_trans (Continued)

Column Name	Datatype	Null
doc_id	NUMBER	Yes
format_id	NUMBER	Yes
mailing_id	NUMBER	Yes
media	NUMBER	Yes
proof_id	NUMBER	Yes
proof_msg	VARCHAR	Yes
type	NUMBER	Yes

Table 83: ma_query_cache

Column Name	Datatype	Null
doc_id	NUMBER	Yes
format_id	NUMBER	Yes
query_cache	CLOB	No
view_id	NUMBER	Yes

Table 84: ma_segments

Column Name	Datatype	Null
created	DATE	Yes
created_by	NUMBER	Yes
folder_id	NUMBER	Yes
interface_id	NUMBER	Yes
last_count	NUMBER	Yes

Table 84: ma_segments (Continued)

Column Name	Datatype	Null
last_counted	DATE	Yes
name	VARCHAR2	No
notes	VARCHAR2	Yes
seg_id	NUMBER	No
updated	DATE	Yes
updated_by	NUMBER	Yes
view_id	NUMBER	No

Table 85: ma_start_nodes

Column Name	Datatype	Null
campaign_id	NUMBER	No
create_trans	NUMBER	No
name	VARCHAR	No
node_id	NUMBER	No
shortcut	VARCHAR	No

Table 86: ma_suppression

Column Name	Datatype	Null
email	VARCHAR	No
type	NUMBER	No

Table 87: ma_tags

Column Name	Datatype	Null
created	DATE	Yes
id	NUMBER	Yes
tag_id	NUMBER	Yes
tag_type	NUMBER	No
tbl	NUMBER	No

Table 88: ma_trans

Column Name	Datatype	Null
c_id	NUMBER	Yes
campaign_id	NUMBER	Yes
cf_id	NUMBER	Yes
created	DATE	Yes
doc_id	NUMBER	No
file_id	NUMBER	Yes
format_id	NUMBER	Yes
link_id	NUMBER	Yes
mailing_id	NUMBER	Yes
media	NUMBER	Yes
ref_c_id	NUMBER	Yes
type	NUMBER	No
wf_id	NUMBER	Yes

Table 89: ma_web_forms

Column Name	Datatype	Null
campaign_id	NUMBER	Yes
doc_id	NUMBER	Yes
name	VARCHAR2	Yes
sec_cookie	NUMBER	No
sec_login	NUMBER	No
sec_login_required	NUMBER	No
sec_tracking	NUMBER	No
set_cookie	NUMBER	No
shortcut	VARCHAR2	No
wf_id	NUMBER	No

Table 90: mail_addrs

Column Name	Datatype	Null
addr_id	NUMBER	No
email_address	VARCHAR2	No
first_name	VARCHAR2	Yes
last_name	VARCHAR2	Yes
notes	VARCHAR2	Yes

Table 91: mail_groups

Column Name	Datatype	Null
id	NUMBER	No
id_type	NUMBER	No
mgroup_id	NUMBER	No
mgroup_type	NUMBER	No
seq	NUMBER	No

Table 92: mail_list2addr

Column Name	Datatype	Null
addr_id	NUMBER	No
list_id	NUMBER	No

Table 93: mail_lists

Column Name	Datatype	Null
list_id	NUMBER	No
notes	VARCHAR2	Yes

Table 94: mailboxes

Column Name	Datatype	Null
ar_filter_type	NUMBER	No

Table 94: mailboxes (Continued)

Column Name	Datatype	Null
cert	VARCHAR2	Yes
default_mbox	NUMBER	No
desc_size	NUMBER	No
discard_addrs	VARCHAR2	Yes
discard_body	VARCHAR2	Yes
discard_files	VARCHAR2	Yes
discard_hdr	VARCHAR2	Yes
discard_subj	VARCHAR2	Yes
discard_types	VARCHAR2	Yes
display_name	VARCHAR2	Yes
enabled	NUMBER	No
fa_enabled	NUMBER	No
fa_size	NUMBER	No
force_reply_between	NUMBER	No
from_address	VARCHAR2	Yes
interface_id	NUMBER	No
key_passwd	VARCHAR2	Yes
mailbox_id	NUMBER	No
name	VARCHAR2	No
pop_account	VARCHAR2	Yes
pop_passwd	VARCHAR2	Yes
pop_server	VARCHAR2	Yes
priv_key	VARCHAR2	Yes

Table 94: mailboxes (Continued)

Column Name	Datatype	Null
pull_limit	NUMBER	No
reject_addr	VARCHAR2	Yes
reply_to	VARCHAR2	Yes
sa_max_suggestions	NUMBER	No
save_bulk_msgs	NUMBER	No
save_returned_msgs	NUMBER	No
seq	NUMBER	Yes
smime_trust	NUMBER	Yes
ssl_method	NUMBER	Yes
ssl_trust	NUMBER	Yes
vis	NUMBER	Yes

Table 95: map2meta_ans

Column Name	Datatype	Null
lv1_id	NUMBER	Yes
lv2_id	NUMBER	Yes
lv3_id	NUMBER	Yes
lv4_id	NUMBER	Yes
lv5_id	NUMBER	Yes
lv6_id	NUMBER	Yes
m_id	NUMBER	No
tbl	NUMBER	No

Table 96: map_cust

Column Name	Datatype	Null
external_id	NUMBER	No
external_source	NUMBER	No
preferred	NUMBER	Yes
rn_id	NUMBER	Yes

Table 97: map_prod

Column Name	Datatype	Null
external_id	NUMBER	No
external_source	NUMBER	No
preferred	NUMBER	Yes
rn_id	NUMBER	Yes

Table 98: menu_items

Column Name	Datatype	Null
cf_id	NUMBER	No
id	NUMBER	No
seq	NUMBER	No
tbl	NUMBER	No

Table 99: meta_ans_vis

Column Name	Datatype	Null
cat_lvl1	NUMBER	No
cat_lvl2	NUMBER	Yes
cat_lvl3	NUMBER	Yes
cat_lvl4	NUMBER	Yes
cat_lvl5	NUMBER	Yes
cat_lvl6	NUMBER	Yes
lvl1_id	NUMBER	Yes
lvl2_id	NUMBER	Yes
lvl3_id	NUMBER	Yes
lvl4_id	NUMBER	Yes
lvl5_id	NUMBER	Yes
lvl6_id	NUMBER	Yes
m_id	NUMBER	No
prod_id	NUMBER	No

Table 100: meta_ans_vis

Column Name	Datatype	Null
admin_vis	NUMBER	Yes
enduser_vis	NUMBER	Yes
interface_id	NUMBER	No
lvl1_id	NUMBER	Yes

Table 100: meta_ans_vis (Continued)

Column Name	Datatype	Null
lvl2_id	NUMBER	Yes
lvl3_id	NUMBER	Yes
lvl4_id	NUMBER	Yes
lvl5_id	NUMBER	Yes
lvl6_id	NUMBER	Yes
m_id	NUMBER	No
tbl	NUMBER	No

Table 101: meta_answers

Column Name	Datatype	Null
m_id	NUMBER	No
notes	VARCHAR2	Yes
orig_ref_no	VARCHAR2	Yes
summary	VARCHAR2	Yes

Table 102: meta_map

Column Name	Datatype	Null
display	VARCHAR2	Yes
in_transform	VARCHAR2	Yes
map_table	VARCHAR2	Yes
namespace	VARCHAR2	No
out_transform	VARCHAR2	Yes

Table 102: meta_map (Continued)

Column Name	Datatype	Null
url	VARCHAR2	Yes
xml_tag	VARCHAR2	No

Table 103: msg_types

Column Name	Datatype	Null
enabled	NUMBER	No
interface_id	NUMBER	No
msg_type_id	NUMBER	No
send_html	NUMBER	No

Table 104: obj_access

Column Name	Datatype	Null
id	NUMBER	Yes
obj_id	NUMBER	Yes
obj_subtype	NUMBER	Yes
obj_type	NUMBER	Yes
perms	NUMBER	Yes
tbl	NUMBER	No

Table 105: offer_phrases

Column Name	Datatype	Null
freq_description	NUMBER	No
freq_keyword	NUMBER	No
freq_name	NUMBER	No
id	NUMBER	No
lang_id	NUMBER	No
tbl	NUMBER	No
word	VARCHAR2	No
word_count	NUMBER	No

Table 106: offer_trans

Column Name	Datatype	Null
acct_id	NUMBER	Yes
c_id	NUMBER	Yes
channel	NUMBER	No
created	DATE	Yes
i_id	NUMBER	Yes
interface_id	NUMBER	No
offer_id	NUMBER	Yes
offer_type	NUMBER	No
product_id	NUMBER	Yes
response	NUMBER	Yes

Table 106: offer_trans (Continued)

Column Name	Datatype	Null
target_r_name	VARCHAR2	Yes

Table 107: offers

Column Name	Datatype	Null
activated	NUMBER	No
channels	NUMBER	No
cnt	NUMBER	No
created	DATE	Yes
created_by	NUMBER	No
description	VARCHAR2	Yes
end_date	DATE	Yes
folder_id	NUMBER	Yes
guide	VARCHAR2	Yes
interest_opp_create	NUMBER	No
interest_url	VARCHAR2	Yes
interface_id	NUMBER	No
keywords	VARCHAR2	Yes
name	VARCHAR2	Yes
notes	VARCHAR2	Yes
offer_id	NUMBER	No
priority	NUMBER	Yes
product_id	NUMBER	Yes
seq	NUMBER	Yes

Table 107: offers (Continued)

Column Name	Datatype	Null
start_date	DATE	Yes
updated	DATE	Yes
updated_by	NUMBER	No
yes_cnt	NUMBER	No
yes_opp_create	NUMBER	No
yes_url	VARCHAR2	Yes

Table 108: org_addr_types

Column Name	Datatype	Null
oat_id	NUMBER	Yes
seq	NUMBER	Yes

Table 109: org_addrs

Column Name	Datatype	Null
city	VARCHAR2	Yes
country_id	NUMBER	Yes
oat_id	NUMBER	Yes
org_id	NUMBER	Yes
postal_code	VARCHAR2	Yes
prov_id	NUMBER	Yes
street	VARCHAR2	Yes

Table 110: orgs

Column Name	Datatype	Null
alt_name	VARCHAR	Yes
created	DATE	Yes
css_state	NUMBER	No
login	VARCHAR2	Yes
lvl10_id	NUMBER	Yes
lvl11_id	NUMBER	Yes
lvl12_id	NUMBER	Yes
lvl1_id	NUMBER	Yes
lvl2_id	NUMBER	Yes
lvl3_id	NUMBER	Yes
lvl4_id	NUMBER	Yes
lvl5_id	NUMBER	Yes
lvl6_id	NUMBER	Yes
lvl7_id	NUMBER	Yes
lvl8_id	NUMBER	Yes
lvl9_id	NUMBER	Yes
ma_state	NUMBER	No
name	VARCHAR2	No
org_id	NUMBER	No
password	VARCHAR2	Yes
rule_state	NUMBER	Yes
sa_state	NUMBER	No

Table 110: orgs (Continued)

Column Name	Datatype	Null
salesperson	NUMBER	Yes
source	NUMBER	Yes
updated	DATE	Yes

Table 111: phrases

Column Name	Datatype	Null
dormant	NUMBER	No
i_id	NUMBER	No
natt	NUMBER	No
ncat	NUMBER	No
ncust	NUMBER	No
nflds	NUMBER	No
nlive	NUMBER	No
nprod	NUMBER	No
nstaf	NUMBER	No
nsubj	NUMBER	No
word	VARCHAR2	No

Table 112: prod_links

Column Name	Datatype	Null
prod_id	NUMBER	No
lvl1_id	NUMBER	No

Table 112: prod_links (Continued)

Column Name	Datatype	Null
lvl2_id	NUMBER	Yes
lvl3_id	NUMBER	Yes
lvl4_id	NUMBER	Yes
lvl5_id	NUMBER	Yes
lvl6_id	NUMBER	Yes
tbl	NUMBER	No

Table 113: prodcats_notif

Column Name	Datatype	Null
c_id	NUMBER	No
interface_id	NUMBER	Yes
lvl1_id	NUMBER	No
lvl2_id	NUMBER	Yes
lvl3_id	NUMBER	Yes
lvl4_id	NUMBER	Yes
lvl5_id	NUMBER	Yes
lvl6_id	NUMBER	Yes
start_time	DATE	Yes
tbl	NUMBER	No

Table 114: profile2acd_mode

Column Name	Datatype	Null
aam_id	NUMBER	No
profile_id	NUMBER	No

Table 115: profile2intf

Column Name	Datatype	Null
interface_id	NUMBER	No
profile_id	NUMBER	No

Table 116: profile2queue

Column Name	Datatype	Null
profile_id	NUMBER	Yes
queue_id	NUMBER	Yes
seq	NUMBER	Yes

Table 117: profiles

Column Name	Datatype	Null
after_call	NUMBER	Yes
after_call_interval	NUMBER	Yes
ani_filter	VARCHAR2	Yes

Table 117: profiles (Continued)

Column Name	Datatype	Null
appdata_filter	VARCHAR2	Yes
console	NUMBER	Yes
contact_perms	NUMBER	No
css_perms	NUMBER	No
cti_interface_id	NUMBER	Yes
custom_func	VARCHAR2	Yes
custom_url	VARCHAR2	Yes
dnis_filter	VARCHAR2	Yes
dtmf_filter	VARCHAR2	Yes
global_perms	NUMBER	No
lsk_policy	NUMBER	Yes
ma_perms	NUMBER	No
notes	VARCHAR2	Yes
org_perms	NUMBER	No
popup_type	NUMBER	Yes
profile_id	NUMBER	No
sa_perms	NUMBER	No
seq	NUMBER	Yes
sk_display	NUMBER	Yes
sk_max_qty	NUMBER	Yes
sk_policy	NUMBER	Yes
sk_pull_qty	NUMBER	Yes
tabset_data	NUMBER	Yes

Table 117: profiles (Continued)

Column Name	Datatype	Null
view_id	NUMBER	Yes

Table 118: provinces

Column Name	Datatype	Null
country_id	NUMBER	Yes
prov_id	NUMBER	No

Table 119: queue_stats

Column Name	Datatype	Null
created	DATE	Yes
i_id	NUMBER	No
queue_action	NUMBER	Yes
queue_id	NUMBER	Yes

Table 120: queues

Column Name	Datatype	Null
crit_lvl	NUMBER	Yes
default_queue	NUMBER	No
id	NUMBER	No
qtype	NUMBER	Yes
rrobin_enabled	NUMBER	No

Table 120: queues (Continued)

Column Name	Datatype	Null
rrobin_last_id	NUMBER	Yes
seq	NUMBER	Yes
warn_lvl	NUMBER	Yes

Table 121: response_reqs

Column Name	Datatype	Null
interface_id	NUMBER	Yes
resp_within	NUMBER	Yes
rr_id	NUMBER	No
rr_set	NUMBER	Yes
rr_type	NUMBER	Yes
rslv_within	NUMBER	Yes
sla_id	NUMBER	Yes

Table 122: rnl_chat_activities

Column Name	Datatype	Null
acct_id	NUMBER	Yes
agent_session_number	VARCHAR2	Yes
id1	NUMBER	Yes
rnl_chat_id	NUMBER	Yes
rnl_queue_id	NUMBER	Yes
timecreated	DATE	Yes

Table 122: rnl_chat_activities (Continued)

Column Name	Datatype	Null
trancode	NUMBER	Yes
url_pushed	VARCHAR2	Yes

Table 123: rnl_chat2ma

Column Name	Datatype	Null
campaign_id	NUMBER	Yes
mailing_id	NUMBER	Yes
rnl_chat_id	NUMBER	Yes

Table 124: rnl_chats

Column Name	Datatype	Null
agent_id	NUMBER	No
agent_session_number	VARCHAR2	Yes
applet_handle_time	NUMBER	Yes
c_id	NUMBER	Yes
call_type	NUMBER	Yes
cat_lv1	NUMBER	Yes
cat_lv2	NUMBER	Yes
cat_lv3	NUMBER	Yes
cat_lv4	NUMBER	Yes
cat_lv5	NUMBER	Yes
cat_lv6	NUMBER	Yes

Table 124: rnl_chats (Continued)

Column Name	Datatype	Null
client_browser	VARCHAR2	Yes
client_ipaddr	VARCHAR2	Yes
client_os	VARCHAR2	Yes
email	VARCHAR2	Yes
first_name	VARCHAR2	Yes
i_id	NUMBER	Yes
interface_id	NUMBER	Yes
last_name	VARCHAR2	Yes
num_responses	NUMBER	Yes
prod_lvl1	NUMBER	Yes
prod_lvl2	NUMBER	Yes
prod_lvl3	NUMBER	Yes
prod_lvl4	NUMBER	Yes
prod_lvl5	NUMBER	Yes
prod_lvl6	NUMBER	Yes
rnl_chat_id	NUMBER	No
rnl_chat_sourc	NUMBER	Yes
rnl_queue_id	NUMBER	Yes
session_num	NUMBER	No
session_type	NUMBER	No
status	NUMBER	No
termination_code	NUMBER	Yes
time_end	DATE	Yes

Table 124: rnl_chats (Continued)

Column Name	Datatype	Null
time_request	DATE	Yes
time_start	DATE	Yes
total_resp_time	NUMBER	Yes
user_session_number	VARCHAR2	Yes

Table 125: rnl_staff_activity

Column Name	Datatype	Null
acct_id	NUMBER	Yes
staff_login_id	NUMBER	Yes
timestamp	DATE	Yes
tran_code	NUMBER	Yes

Table 126: rnl_staff_engage

Column Name	Datatype	Null
acct_id	NUMBER	No
end_eng	DATE	Yes
staff_login_id	NUMBER	No
start_eng	DATE	Yes

Table 127: rnl_staff_login

Column Name	Datatype	Null
acct_id	NUMBER	No
agent_ipaddr	VARCHAR2	Yes
call_back_requests	NUMBER	Yes
chat_complete_count	NUMBER	Yes
chats_transferred	NUMBER	Yes
conferences	NUMBER	Yes
decl_conferences	NUMBER	Yes
decl_transfers	NUMBER	Yes
declined_count	NUMBER	No
expired_count	NUMBER	No
interface_id	NUMBER	Yes
staff_login_id	NUMBER	No
time_engaged	NUMBER	Yes
time_login	DATE	Yes
time_logoff	DATE	Yes
transfers	NUMBER	Yes

Table 128: rr2holidays

Column Name	Datatype	Null
holiday_id	NUMBER	Yes
rr_id	NUMBER	Yes

Table 129: rr_intervals

Column Name	Datatype	Null
day	NUMBER	Yes
rr_id	NUMBER	Yes
tm_end	DATE	Yes
tm_start	DATE	Yes

Table 130: rule_alerts

Column Name	Datatype	Null
alert_action	NUMBER	No
alert_time	DATE	Yes
entity_id	NUMBER	No
escl_lvl	NUMBER	No
id	NUMBER	No
revalidate	NUMBER	No
rule_id	NUMBER	No
rule_type	NUMBER	No
ruleact_seq	NUMBER	No

Table 131: rule_escalations

Column Name	Datatype	Null
escl_level	VARCHAR2	No

Table 131: rule_escalations (Continued)

Column Name	Datatype	Null
id	NUMBER	No
rb_status	NUMBER	Yes
rule_key	NUMBER	Yes
rule_type	NUMBER	Yes

Table 132: rule_log

Column Name	Datatype	Null
match_dttm	DATE	Yes
rec_id	NUMBER	Yes
rule_name	VARCHAR2	Yes
rule_type	NUMBER	Yes
seq	NUMBER	Yes

Table 133: rule_state_xitions

Column Name	Datatype	Null
archive_id	NUMBER	No
from_state	NUMBER	No
to_state	NUMBER	No

Table 134: rule_states

Column Name	Datatype	Null
archive_id	NUMBER	No
func_ind	NUMBER	No
id	NUMBER	No
initial_state	NUMBER	Yes
name	VARCHAR2	No
notes	VARCHAR2	Yes
rb_status	NUMBER	Yes
rs_key	NUMBER	No
rule_type	NUMBER	No
xml_block	VARCHAR2	Yes

Table 135: ruleacts

Column Name	Datatype	Null
action	NUMBER	No
arg_id	NUMBER	Yes
argument	VARCHAR2	Yes
date_arg	DATE	Yes
dtm_arg	TIME	Yes
rule_key	NUMBER	No
seq	NUMBER	No

Table 136: ruleconds

Column Name	Datatype	Null
date_val	DATE	Yes
dtm_val	TIME	
field_id	NUMBER	No
field_src	NUMBER	No
filter_id	NUMBER	No
id	NUMBER	No
oper	NUMBER	No
rule_key	NUMBER	No
seq	NUMBER	No
subseq	NUMBER	No
val	VARCHAR2	Yes

Table 137: rules

Column Name	Datatype	Null
cond_expr	VARCHAR2	Yes
enabled	NUMBER	No
id	NUMBER	No
name	VARCHAR2	No
notes	VARCHAR2	Yes
r_key	NUMBER	No
seq	NUMBER	No

Table 137: rules (Continued)

Column Name	Datatype	Null
state_key	NUMBER	No

Table 138: rules_archive

Column Name	Datatype	Null
activate_date	DATE	Yes
archive_date	DATE	Yes
create_date	DATE	Yes
created_by	NUMBER	Yes
foreign_id	NUMBER	Yes
id	NUMBER	No
last_modified	DATE	Yes
modified_by	NUMBER	Yes
rb_path	VARCHAR2	Yes
rb_status	NUMBER	No
rule_type	NUMBER	No
version	VARCHAR2	Yes

Table 139: rx_email

Column Name	Datatype	Null
created	NUMBER	No
email	VARCHAR2	No
mailbox_id	NUMBER	No

Table 140: sa_contact_roles

Column Name	Datatype	Null
cr_id	NUMBER	No
notes	VARCHAR2	Yes
seq	NUMBER	No

Table 141: sa_opp2contacts

Column Name	Datatype	Null
c_id	NUMBER	No
cr_id	NUMBER	Yes
oc_primary	NUMBER	No
op_id	NUMBER	No

Table 142: sa_opp_sources

Column Name	Datatype	Null
name	VARCHAR2	No
notes	VARCHAR2	Yes
os_id	NUMBER	No
seq	NUMBER	No

Table 143: sa_opportunities

Column Name	Datatype	Null
acct_lvl10_id	NUMBER	Yes
acct_lvl11_id	NUMBER	Yes
acct_lvl12_id	NUMBER	Yes
acct_lvl1_id	NUMBER	Yes
acct_lvl2_id	NUMBER	Yes
acct_lvl3_id	NUMBER	Yes
acct_lvl4_id	NUMBER	Yes
acct_lvl5_id	NUMBER	Yes
acct_lvl6_id	NUMBER	Yes
acct_lvl7_id	NUMBER	Yes
acct_lvl8_id	NUMBER	Yes
acct_lvl9_id	NUMBER	Yes
assgn_acct_id	NUMBER	Yes
assgn_group_id	NUMBER	Yes
c_id	NUMBER	No
campaign_id	NUMBER	Yes
closed	DATE	Yes
closed_value	NUMBER	Yes
closed_value_curr_id	NUMBER	Yes
closed_value_rate_id	NUMBER	Yes
created	DATE	Yes
created_by	NUMBER	Yes

Table 143: sa_opportunities (Continued)

Column Name	Datatype	Null
dormant	NUMBER	No
escldate	DATE	Yes
escllevel	NUMBER	Yes
forecast_close	DATE	Yes
initial_contact	DATE	Yes
interface_id	NUMBER	No
mgr_commit	NUMBER	No
mgr_value	NUMBER	Yes
mgr_value_curr_id	NUMBER	Yes
mgr_value_rate_id	NUMBER	Yes
name	VARCHAR2	Yes
op_id	NUMBER	No
org_id	NUMBER	Yes
recall	DATE	Yes
rep_commit	NUMBER	No
rep_value	NUMBER	Yes
rep_value_curr_id	NUMBER	Yes
rep_value_rate_id	NUMBER	Yes
rule_state	NUMBER	Yes
source	NUMBER	No
stage_id	NUMBER	Yes
status_id	NUMBER	Yes
status_type	NUMBER	Yes

Table 143: sa_opportunities (Continued)

Column Name	Datatype	Null
strategy_id	NUMBER	Yes
summary	VARCHAR2	Yes
terr_id	NUMBER	Yes
terr_lvl10_id	NUMBER	Yes
terr_lvl11_id	NUMBER	Yes
terr_lvl12_id	NUMBER	Yes
terr_lvl1_id	NUMBER	Yes
terr_lvl2_id	NUMBER	Yes
terr_lvl3_id	NUMBER	Yes
terr_lvl4_id	NUMBER	Yes
terr_lvl5_id	NUMBER	Yes
terr_lvl6_id	NUMBER	Yes
terr_lvl7_id	NUMBER	Yes
terr_lvl8_id	NUMBER	Yes
terr_lvl9_id	NUMBER	Yes
updated	DATE	Yes
updated_by	NUMBER	Yes

Table 144: sa_period2acct

Column Name	Datatype	Null
acct_id	NUMBER	No
amount	NUMBER	No
amount_curr_id	NUMBER	No

Table 144: sa_period2acct (Continued)

Column Name	Datatype	Null
amount_rate_id	NUMBER	Yes
sp_id	NUMBER	No

Table 145: sa_price_schedules

Column Name	Datatype	Null
currency_id	NUMBER	No
disabled	NUMBER	No
notes	VARCHAR2	Yes
schedule_id	NUMBER	No
seq	NUMBER	No

Table 146: sa_prod2quotes

Column Name	Datatype	Null
adjusted_desc	VARCHAR2	Yes
adjusted_id	VARCHAR2	Yes
adjusted_name	VARCHAR2	Yes
adjusted_price	NUMBER	Yes
adjusted_price_curr_id	NUMBER	Yes
adjusted_price_rate_id	NUMBER	Yes
adjusted_total	NUMBER	Yes
adjusted_total_curr_id	NUMBER	Yes
adjusted_total_rate_id	NUMBER	Yes

Table 146: sa_prod2quotes (Continued)

Column Name	Datatype	Null
discount	NUMBER	No
notes	VARCHAR2	Yes
original_desc	VARCHAR2	Yes
original_id	VARCHAR2	Yes
original_name	VARCHAR2	Yes
original_price	NUMBER	Yes
original_price_curr_id	NUMBER	Yes
original_price_rate_id	NUMBER	Yes
product_id	NUMBER	Yes
qty	NUMBER	No
quote_id	NUMBER	No
seq	NUMBER	No

Table 147: sa_prod2sched

Column Name	Datatype	Null
notes	VARCHAR2	Yes
price	NUMBER	No
price_curr_id	NUMBER	No
price_rate_id	NUMBER	Yes
product_id	NUMBER	No
schedule_end	DATE	Yes
schedule_id	NUMBER	No
schedule_start	DATE	Yes

Table 148: sa_products

Column Name	Datatype	Null
cnt	NUMBER	No
cua_exclude	NUMBER	Yes
disabled	NUMBER	No
folder_id	NUMBER	Yes
id	VARCHAR2	Yes
product_id	NUMBER	No
seq	NUMBER	No
updated	DATE	No
yes_cnt	NUMBER	No

Table 149: sa_purchased_products

Column Name	Datatype	Null
c_id	NUMBER	Yes
cua_c_id	NUMBER	Yes
finalized_by	NUMBER	Yes
license_end	DATE	Yes
license_start	DATE	Yes
notes	VARCHAR2	Yes
op_id	NUMBER	Yes
org_id	NUMBER	Yes
price	NUMBER	Yes

Table 149: sa_purchased_products (Continued)

Column Name	Datatype	Null
price_curr_id	NUMBER	Yes
price_rate_id	NUMBER	Yes
product_id	NUMBER	Yes
purchase_date	DATE	Yes
quote_id	NUMBER	Yes
serial_number	VARCHAR2	Yes

Table 150: sa_quote_templates

Column Name	Datatype	Null
disabled	NUMBER	No
folder_id	NUMBER	Yes
notes	VARCHAR2	Yes
seq	NUMBER	No
template_id	NUMBER	No

Table 151: sa_quotes

Column Name	Datatype	Null
adj_total	NUMBER	Yes
adj_total_curr_id	NUMBER	Yes
adj_total_rate_id	NUMBER	Yes
created	DATE	Yes
created_by	NUMBER	No

Table 151: sa_quotes (Continued)

Column Name	Datatype	Null
discount	NUMBER	No
forecast	NUMBER	No
name	VARCHAR2	No
notes	VARCHAR2	Yes
offer_end	DATE	Yes
offer_start	DATE	Yes
op_id	NUMBER	Yes
quote_id	NUMBER	No
schedule_id	NUMBER	Yes
sent	DATE	Yes
sent_to	VARCHAR2	Yes
status	NUMBER	Yes
template_id	NUMBER	Yes
total	NUMBER	Yes
total_curr_id	NUMBER	Yes
total_rate_id	NUMBER	Yes
updated	DATE	Yes
updated_by	NUMBER	No

Table 152: sa_sales_periods

Column Name	Datatype	Null
interface_id	NUMBER	No
notes	VARCHAR2	Yes

Table 152: sa_sales_periods (Continued)

Column Name	Datatype	Null
sp_end	DATE	Yes
sp_id	NUMBER	No
sp_start	DATE	Yes

Table 153: sa_stages

Column Name	Datatype	Null
forecast	NUMBER	No
forecast_pct	NUMBER	Yes
notes	VARCHAR2	Yes
seq	NUMBER	No
stage_id	NUMBER	No
strategy_id	NUMBER	No

Table 154: sa_strategies

Column Name	Datatype	Null
disabled	NUMBER	No
notes	VARCHAR2	Yes
seq	NUMBER	No
strategy_id	NUMBER	No

Table 155: sa_task_instances

Column Name	Datatype	Null
assgn_acct_id	NUMBER	Yes
c_id	NUMBER	Yes
completed	DATE	Yes
created	DATE	Yes
due_date	DATE	Yes
name	VARCHAR2	No
notes	VARCHAR2	Yes
op_id	NUMBER	Yes
org_id	NUMBER	Yes
planned_completion	DATE	Yes
source	NUMBER	No
task_id	NUMBER	Yes
ti_id	NUMBER	No
updated	DATE	Yes

Table 156: sa_tasks

Column Name	Datatype	Null
notes	VARCHAR2	Yes
outlook	NUMBER	No
owner	NUMBER	Yes
seq	NUMBER	No

Table 156: sa_tasks (Continued)

Column Name	Datatype	Null
stage_id	NUMBER	No
task_id	NUMBER	No
task_interval	NUMBER	Yes

Table 157: sa_territories

Column Name	Datatype	Null
disabled	NUMBER	No
lvl10_id	NUMBER	Yes
lvl11_id	NUMBER	Yes
lvl12_id	NUMBER	Yes
lvl1_id	NUMBER	Yes
lvl2_id	NUMBER	Yes
lvl3_id	NUMBER	Yes
lvl4_id	NUMBER	Yes
lvl5_id	NUMBER	Yes
lvl6_id	NUMBER	Yes
lvl7_id	NUMBER	Yes
lvl8_id	NUMBER	Yes
lvl9_id	NUMBER	Yes
notes	VARCHAR2	Yes
seq	NUMBER	No
terr_id	NUMBER	No

Table 158: sec_contacts

Column Name	Datatype	Null
c_id	NUMBER	No
id	NUMBER	No

Table 159: segment_attributes

Column Name	Datatype	Null
attr_id	NUMBER	No
attr_type	NUMBER	No
col_name	VARCHAR2	No
default_weight	NUMBER	Yes
id	NUMBER	Yes
name	VARCHAR2	No
tbl_name	VARCHAR2	No
weight	NUMBER	Yes

Table 160: segments

Column Name	Datatype	Null
attr_id	NUMBER	No
interface_id	NUMBER	No
seg_id	NUMBER	No
weight	NUMBER	Yes

Table 161: session_summary

Column Name	Datatype	Null
ep_adp	NUMBER	Yes
ep_alp	NUMBER	Yes
ep_ask	NUMBER	Yes
ep_cls_adp	NUMBER	Yes
ep_cls_alp	NUMBER	Yes
ep_g_adp	NUMBER	Yes
ep_g_alp	NUMBER	Yes
ep_other	NUMBER	Yes
ep_rel_adp	NUMBER	Yes
ep_sh	NUMBER	Yes
excl_sessions	NUMBER	Yes
interface_id	NUMBER	No
max_pcnt	NUMBER	Yes
max_time	NUMBER	Yes
min_pcnt	NUMBER	Yes
min_time	NUMBER	Yes
npa_adp	NUMBER	Yes
npa_alp	NUMBER	Yes
npa_ask	NUMBER	Yes
npa_cls_adp	NUMBER	Yes
npa_cls_alp	NUMBER	Yes
npa_g_adp	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
npa_g_alp	NUMBER	Yes
npa_other	NUMBER	Yes
npa_rel_adp	NUMBER	Yes
npa_sh	NUMBER	Yes
pa_adp	NUMBER	Yes
pa_alp	NUMBER	Yes
pa_ask	NUMBER	Yes
pa_cls_adp	NUMBER	Yes
pa_cls_alp	NUMBER	Yes
pa_g_adp	NUMBER	Yes
pa_g_alp	NUMBER	Yes
pa_other	NUMBER	Yes
pa_rel_adp	NUMBER	Yes
pa_sh	NUMBER	Yes
sc_ans	NUMBER	Yes
sc_ans_conf	NUMBER	Yes
sc_ans_srch_conf	NUMBER	Yes
sc_ans_srch_sub	NUMBER	Yes
sc_ans_sub	NUMBER	Yes
sc_none_conf	NUMBER	Yes
sc_none_sub	NUMBER	Yes
sc_pa	NUMBER	Yes
sc_search	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
sc_srch_conf	NUMBER	Yes
sc_srch_sub	NUMBER	Yes
sp_adp	NUMBER	Yes
sp_alp	NUMBER	Yes
sp_ask	NUMBER	Yes
sp_cls_adp	NUMBER	Yes
sp_cls_alp	NUMBER	Yes
sp_g_adp	NUMBER	Yes
sp_g_alp	NUMBER	Yes
sp_other	NUMBER	Yes
sp_rel_adp	NUMBER	Yes
sp_sh	NUMBER	Yes
stat_date	DATE	Yes
tot_pcnt	NUMBER	Yes
tot_sessions	NUMBER	Yes
tot_date	NUMBER	Yes
tr_adp2adp	NUMBER	Yes
tr_adp2alp	NUMBER	Yes
tr_adp2ask	NUMBER	Yes
tr_adp2cls_adp	NUMBER	Yes
tr_adp2cls_alp	NUMBER	Yes
tr_adp2g_adp	NUMBER	Yes
tr_adp2g_alp	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
tr_adp2rel_adp	NUMBER	Yes
tr_adp2sh	NUMBER	Yes
tr_alp2adp	NUMBER	Yes
tr_alp2alp	NUMBER	Yes
tr_alp2ask	NUMBER	Yes
tr_alp2cls_adp	NUMBER	Yes
tr_alp2cls_alp	NUMBER	Yes
tr_alp2g_adp	NUMBER	Yes
tr_alp2g_alp	NUMBER	Yes
tr_alp2rel_adp	NUMBER	Yes
tr_alp2sh	NUMBER	Yes
tr_ask2adp	NUMBER	Yes
tr_ask2alp	NUMBER	Yes
tr_ask2ask	NUMBER	Yes
tr_ask2cls_adp	NUMBER	Yes
tr_ask2cls_alp	NUMBER	Yes
tr_ask2g_adp	NUMBER	Yes
tr_ask2g_alp	NUMBER	Yes
tr_ask2rel_adp	NUMBER	Yes
tr_ask2sh	NUMBER	Yes
tr_cls_adp2adp	NUMBER	Yes
tr_cls_adp2alp	NUMBER	Yes
tr_cls_adp2ask	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
tr_cls_adp2cls_adp	NUMBER	Yes
tr_cls_adp2cls_alp	NUMBER	Yes
tr_cls_adp2g_adp	NUMBER	Yes
tr_cls_adp2g_alp	NUMBER	Yes
tr_cls_adp2rel_adp	NUMBER	Yes
tr_cls_adp2sh	NUMBER	Yes
tr_cls_alp2adp	NUMBER	Yes
tr_cls_alp2alp	NUMBER	Yes
tr_cls_alp2ask	NUMBER	Yes
tr_cls_alp2cls_adp	NUMBER	Yes
tr_cls_alp2cls_alp	NUMBER	Yes
tr_cls_alp2g_adp	NUMBER	Yes
tr_cls_alp2g_alp	NUMBER	Yes
tr_cls_alp2rel_adp	NUMBER	Yes
tr_cls_alp2sh	NUMBER	Yes
tr_g_adp2adp	NUMBER	Yes
tr_g_adp2alp	NUMBER	Yes
tr_g_adp2ask	NUMBER	Yes
tr_g_adp2cls_adp	NUMBER	Yes
tr_g_adp2cls_alp	NUMBER	Yes
tr_g_adp2g_adp	NUMBER	Yes
tr_g_adp2g_alp	NUMBER	Yes
tr_g_adp2rel_adp	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
tr_g_adp2sh	NUMBER	Yes
tr_g_alp2adp	NUMBER	Yes
tr_g_alp2alp	NUMBER	Yes
tr_g_alp2ask	NUMBER	Yes
tr_g_alp2cls_adp	NUMBER	Yes
tr_g_alp2cls_alp	NUMBER	Yes
tr_g_alp2g_adp	NUMBER	Yes
tr_g_alp2g_alp	NUMBER	Yes
tr_g_alp2rel_adp	NUMBER	Yes
tr_g_alp2sh	NUMBER	Yes
tr_rel_adp2adp	NUMBER	Yes
tr_rel_adp2alp	NUMBER	Yes
tr_rel_adp2ask	NUMBER	Yes
tr_rel_adp2cls_adp	NUMBER	Yes
tr_rel_adp2cls_alp	NUMBER	Yes
tr_rel_adp2g_adp	NUMBER	Yes
tr_rel_adp2g_alp	NUMBER	Yes
tr_rel_adp2rel_adp	NUMBER	Yes
tr_rel_adp2sh	NUMBER	Yes
tr_sh2adp	NUMBER	Yes
tr_sh2alp	NUMBER	Yes
tr_sh2ask	NUMBER	Yes
tr_sh2cls_adp	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
tr_sh2cls_alp	NUMBER	Yes
tr_sh2g_adp	NUMBER	Yes
tr_sh2g_alp	NUMBER	Yes
tr_sh2rel_adp	NUMBER	Yes
tr_sh2sh	NUMBER	Yes
track_adp	NUMBER	Yes
track_alp	NUMBER	Yes
track_ask	NUMBER	Yes
track_cls_adp	NUMBER	Yes
track_cls_alp	NUMBER	Yes
track_g_adp	NUMBER	Yes
track_g_alp	NUMBER	Yes
track_other	NUMBER	Yes
track_rel_adp	NUMBER	Yes
track_sh	NUMBER	Yes
tt_adp2adp	NUMBER	Yes
tt_adp2alp	NUMBER	Yes
tt_adp2ask	NUMBER	Yes
tt_adp2cls_adp	NUMBER	Yes
tt_adp2cls_alp	NUMBER	Yes
tt_adp2g_adp	NUMBER	Yes
tt_adp2g_alp	NUMBER	Yes
tt_adp2rel_adp	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
tt_adp2sh	NUMBER	Yes
tt_alp2adp	NUMBER	Yes
tt_alp2alp	NUMBER	Yes
tt_alp2ask	NUMBER	Yes
tt_alp2cls_adp	NUMBER	Yes
tt_alp2cls_alp	NUMBER	Yes
tt_alp2g_adp	NUMBER	Yes
tt_alp2g_alp	NUMBER	Yes
tt_alp2rel_adp	NUMBER	Yes
tt_alp2sh	NUMBER	Yes
tt_ask2adp	NUMBER	Yes
tt_ask2alp	NUMBER	Yes
tt_ask2ask	NUMBER	Yes
tt_ask2cls_adp	NUMBER	Yes
tt_ask2cls_alp	NUMBER	Yes
tt_ask2g_adp	NUMBER	Yes
tt_ask2g_alp	NUMBER	Yes
tt_ask2rel_adp	NUMBER	Yes
tt_ask2sh	NUMBER	Yes
tt_cls_adp2adp	NUMBER	Yes
tt_cls_adp2alp	NUMBER	Yes
tt_cls_adp2ask	NUMBER	Yes
tt_cls_adp2cls_adp	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
tt_cls_adp2cls_alp	NUMBER	Yes
tt_cls_adp2g_adp	NUMBER	Yes
tt_cls_adp2g_alp	NUMBER	Yes
tt_cls_adp2rel_adp	NUMBER	Yes
tt_cls_adp2sh	NUMBER	Yes
tt_cls_alp2adp	NUMBER	Yes
tt_cls_alp2alp	NUMBER	Yes
tt_cls_alp2ask	NUMBER	Yes
tt_cls_alp2cls_adp	NUMBER	Yes
tt_cls_alp2cls_alp	NUMBER	Yes
tt_cls_alp2g_adp	NUMBER	Yes
tt_cls_alp2g_alp	NUMBER	Yes
tt_cls_alp2rel_adp	NUMBER	Yes
tt_cls_alp2sh	NUMBER	Yes
tt_g_adp2adp	NUMBER	Yes
tt_g_adp2alp	NUMBER	Yes
tt_g_adp2ask	NUMBER	Yes
tt_g_adp2cls_adp	NUMBER	Yes
tt_g_adp2cls_alp	NUMBER	Yes
tt_g_adp2g_adp	NUMBER	Yes
tt_g_adp2g_alp	NUMBER	Yes
tt_g_adp2rel_adp	NUMBER	Yes
tt_g_adp2sh	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
tt_g_alp2adp	NUMBER	Yes
tt_g_alp2alp	NUMBER	Yes
tt_g_alp2ask	NUMBER	Yes
tt_g_alp2cls_adp	NUMBER	Yes
tt_g_alp2cls_alp	NUMBER	Yes
tt_g_alp2g_adp	NUMBER	Yes
tt_g_alp2g_alp	NUMBER	Yes
tt_g_alp2rel_adp	NUMBER	Yes
tt_g_alp2sh	NUMBER	Yes
tt_rel_adp2adp	NUMBER	Yes
tt_rel_adp2alp	NUMBER	Yes
tt_rel_adp2ask	NUMBER	Yes
tt_rel_adp2cls_adp	NUMBER	Yes
tt_rel_adp2cls_alp	NUMBER	Yes
tt_rel_adp2g_adp	NUMBER	Yes
tt_rel_adp2g_alp	NUMBER	Yes
tt_rel_adp2rel_adp	NUMBER	Yes
tt_rel_adp2sh	NUMBER	Yes
tt_sh2adp	NUMBER	Yes
tt_sh2alp	NUMBER	Yes
tt_sh2ask	NUMBER	Yes
tt_sh2cls_adp	NUMBER	Yes
tt_sh2cls_alp	NUMBER	Yes

Table 161: session_summary (Continued)

Column Name	Datatype	Null
tt_sh2g_adp	NUMBER	Yes
tt_sh2g_alp	NUMBER	Yes
tt_sh2rel_adp	NUMBER	Yes
tt_sh2sh	NUMBER	Yes

Table 162: similar_search_links

Column Name	Datatype	Null
access_time	DATE	Yes
active	NUMBER	Yes
from_id	NUMBER	No
ml_weight	NUMBER	Yes
to_id	NUMBER	No
user_weight	NUMBER	Yes

Table 163: similar_searches

Column Name	Datatype	Null
active	NUMBER	Yes
id	NUMBER	No
srch	VARCHAR2	Yes
stem	VARCHAR2	Yes

Table 164: sla2ans_access

Column Name	Datatype	Null
access_id	NUMBER	Yes
sla_id	NUMBER	Yes

Table 165: sla_instances

Column Name	Datatype	Null
activedate	DATE	Yes
expiredate	DATE	Yes
inc_chat	NUMBER	Yes
inc_csr	NUMBER	Yes
inc_email	NUMBER	Yes
inc_total	NUMBER	Yes
inc_web	NUMBER	Yes
owner_id	NUMBER	Yes
owner_tbl	NUMBER	Yes
sla_id	NUMBER	Yes
slai_id	NUMBER	No
sla_set	NUMBER	Yes
state	NUMBER	Yes
time_billed	NUMBER	Yes

Table 166: slas

Column Name	Datatype	Null
active	NUMBER	Yes
created	DATE	Yes
len_units	NUMBER	Yes
length	NUMBER	Yes
qty_chat	NUMBER	Yes
qty_csr	NUMBER	Yes
qty_email	NUMBER	Yes
qty_inc	NUMBER	Yes
qty_time	NUMBER	Yes
qty_web	NUMBER	Yes
seq	NUMBER	Yes
sla_id	NUMBER	No
sla_set	NUMBER	Yes
time_limit	NUMBER	Yes
web_access	NUMBER	Yes

Table 167: stats

Column Name	Datatype	Null
ans_viewed	NUMBER	No
api_incidents	NUMBER	No
assists	NUMBER	No

Table 167: stats (Continued)

Column Name	Datatype	Null
avg_resp_time	NUMBER	No
avg_soln_time	NUMBER	No
email_assists	NUMBER	No
guided_search	NUMBER	No
hits	NUMBER	No
incident_backlog	NUMBER	No
interface_id	NUMBER	Yes
kb_assists	NUMBER	No
ma_assists	NUMBER	No
new_incidents	NUMBER	No
resp_incidents	NUMBER	No
searches	NUMBER	No
sessions	NUMBER	No
solved_incidents	NUMBER	No
stat_date	DATE	Yes

Table 168: statuses

Column Name	Datatype	Null
seq	NUMBER	Yes
status_id	NUMBER	No
tbl	NUMBER	No
type_id	NUMBER	No

Table 169: std_content

Column Name	Datatype	Null
code	NUMBER	No
folder_id	NUMBER	Yes
html_val	CLOB	Yes
kbd_id	VARCHAR2	Yes
name	VARCHAR2	No
seq	NUMBER	Yes
tbl	NUMBER	No
type	NUMBER	No
val	CLOB	Yes

Table 170: target2offers

Column Name	Datatype	Null
offer_id	NUMBER	No
target_r_id	NUMBER	Yes

Table 171: threads

Column Name	Datatype	Null
acct_id	NUMBER	Yes
c_id	NUMBER	Yes
ei	NUMBER	Yes

Table 171: threads (Continued)

Column Name	Datatype	Null
entered	DATE	Yes
entry_type	NUMBER	No
id	NUMBER	No
mail_hdr	VARCHAR2	Yes
note	CLOB	No
tbl	NUMBER	No

Table 172: time_billed

Column Name	Datatype	Null
acct_id	NUMBER	Yes
bill_date	DATE	Yes
i_id	NUMBER	No
minutes	NUMBER	Yes
notes	VARCHAR2	Yes
task_id	NUMBER	Yes

Table 173: topic_word_phrases

Column Name	Datatype	Null
stem	VARCHAR2	No
tw_id	NUMBER	No
word	VARCHAR2	No

Table 174: topic_words

Column Name	Datatype	Null
a_id	NUMBER	Yes
interface_id	NUMBER	No
label	VARCHAR2	No
state	NUMBER	No
text	VARCHAR2	Yes
title	VARCHAR2	Yes
tw_id	NUMBER	No
tw_type	NUMBER	No
url	VARCHAR2	Yes

Table 175: transactions

Column Name	Datatype	Null
acct_id	NUMBER	Yes
created	DATE	Yes
description	VARCHAR2	Yes
id	NUMBER	No
id1	NUMBER	Yes
id2	NUMBER	Yes
id3	NUMBER	Yes
interface_id	NUMBER	Yes
tbl	NUMBER	No

Table 175: transactions (Continued)

Column Name	Datatype	Null
trans_type	NUMBER	Yes

Table 176: user_trans

Column Name	Datatype	Null
acct_id	NUMBER	Yes
data_id	NUMBER	Yes
data_tbl	NUMBER	Yes
end_dttm	DATE	Yes
start_dttm	DATE	Yes
type	NUMBER	Yes

Table 177: variables

Column Name	Datatype	Null
folder_id	NUMBER	Yes
indxtbl	NUMBER	No
interface_id	NUMBER	No
name	VARCHAR2	No
seq	NUMBER	Yes
val	VARCHAR2	Yes
var_id	NUMBER	No

Table 178: view_columns

Column Name	Datatype	Null
attributes	NUMBER	No
col_id	NUMBER	No
curr_id	NUMBER	Yes
data_type	NUMBER	No
display_order	NUMBER	Yes
group_order	NUMBER	Yes
heading	VARCHAR2	Yes
max_len	NUMBER	Yes
node_id	NUMBER	No
parsed	VARCHAR2	Yes
sort_direction	NUMBER	Yes
sort_order	NUMBER	Yes
val	VARCHAR2	No
val_col_refs	VARCHAR2	Yes
view_uid	NUMBER	No
width	VARCHAR2	Yes

Table 179: view_filter_list_items

Column Name	Datatype	Null
fltr_id	NUMBER	No
id	NUMBER	No

Table 179: view_filter_list_items (Continued)

Column Name	Datatype	Null
view_uid	NUMBER	No

Table 180: view_filters

Column Name	Datatype	Null
attributes	NUMBER	No
curr_id	NUMBER	Yes
data_type	NUMBER	No
fltr_id	NUMBER	No
fltr_name	VARCHAR2	No
fltr_type	NUMBER	No
oper_id	NUMBER	No
prompt	VARCHAR2	Yes
seq	NUMBER	No
val1	VARCHAR2	No
val1_col_refs	VARCHAR2	Yes
val1_parsed	VARCHAR2	Yes
val2	VARCHAR2	Yes
val2_col_refs	VARCHAR2	Yes
val2_parsed	VARCHAR2	Yes
view_uid	NUMBER	No

Table 181: view_join_filters

Column Name	Datatype	Null
attributes	NUMBER	No
curr_id	NUMBER	Yes
data_type	NUMBER	No
fltr_id	NUMBER	No
fltr_name	VARCHAR2	No
fltr_type	NUMBER	No
oper_id	NUMBER	No
tbl_id	NUMBER	No
val1	VARCHAR2	No
val1_col_refs	VARCHAR2	Yes
val1_parsed	VARCHAR2	Yes
val2	VARCHAR2	Yes
val2_col_refs	VARCHAR2	Yes
val2_parsed	VARCHAR2	Yes
view_uid	NUMBER	No

Table 182: view_node_filters

Column Name	Datatype	Null
attributes	NUMBER	No
curr_id	NUMBER	Yes
data_type	NUMBER	No

Table 182: view_node_filters (Continued)

Column Name	Datatype	Null
fltr_id	NUMBER	No
fltr_name	VARCHAR2	No
fltr_type	NUMBER	Yes
node_id	NUMBER	No
oper_id	NUMBER	No
val1	VARCHAR2	No
val1_col_refs	VARCHAR2	Yes
val1_parsed	VARCHAR2	Yes
val2	VARCHAR2	Yes
val2_col_refs	VARCHAR2	Yes
val2_parsed	VARCHAR2	Yes
view_uid	NUMBER	No
view_use	NUMBER	Yes

Table 183: view_nodes

Column Name	Datatype	Null
fltr_col_name	VARCHAR2	Yes
fltr_expr	VARCHAR2	Yes
fltr_expr_parsed	VARCHAR2	Yes
fltr_tbl_id	NUMBER	Yes
fltr_type	NUMBER	Yes
group_by_col_id	NUMBER	Yes
group_by_flag	NUMBER	No

Table 183: view_nodes (Continued)

Column Name	Datatype	Null
having_expr	VARCHAR2	Yes
having_expr_parsed	VARCHAR2	Yes
link_col_id	NUMBER	Yes
node_id	NUMBER	No
node_name	VARCHAR2	No
parent_node_id	NUMBER	Yes
starting_level	NUMBER	Yes
view_uid	NUMBER	No

Table 184: view_tables

Column Name	Datatype	Null
join_col_name	VARCHAR2	Yes
join_to_col_name	VARCHAR2	Yes
join_to_tbl_id	NUMBER	Yes
join_type	NUMBER	Yes
tbl	NUMBER	No
tbl_alias	VARCHAR2	No
tbl_id	NUMBER	No
view_uid	NUMBER	No

Table 185: views

Column Name	Datatype	Null
auto_refresh	NUMBER	Yes
created	DATE	Yes
fltr_expr	VARCHAR2	Yes
fltr_expr_parsed	VARCHAR2	Yes
folder_id	NUMBER	Yes
initial_search	NUMBER	Yes
interface_id	NUMBER	No
internal	NUMBER	Yes
last_mod	DATE	Yes
lines_per_page	NUMBER	Yes
name	VARCHAR2	No
owner_id	NUMBER	No
public_flag	NUMBER	Yes
seq	NUMBER	Yes
view_id	NUMBER	No
view_type	NUMBER	No
view_uid	NUMBER	No

Table 186: visibility

Column Name	Datatype	Null
admin	NUMBER	Yes

Table 186: visibility (Continued)

Column Name	Datatype	Null
cf_flags	NUMBER	Yes
enduser	NUMBER	Yes
id	NUMBER	No
interface_id	NUMBER	No
tbl	NUMBER	No