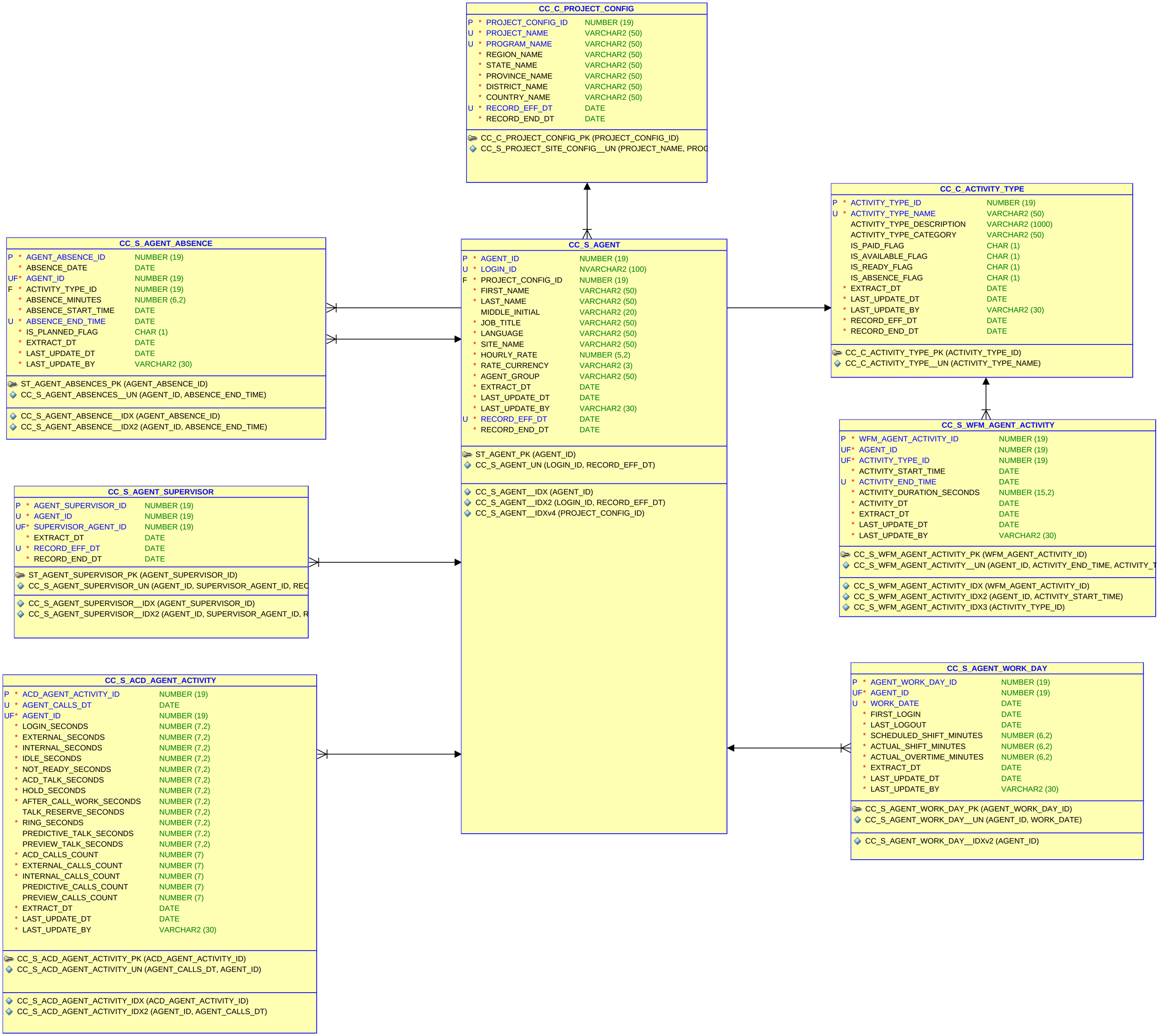
CC_C_PROJECT_CONFIG
P * PROJECT_CONFIG_ID NUMBER (19)
U * PROJECT_NAME VARCHAR2 (50)
U * PROGRAM_NAME VARCHAR2 (50)
* REGION_NAME VARCHAR2 (50)
* STATE_NAME VARCHAR2 (50)
* PROVINCE_NAME VARCHAR2 (50)
* DISTRICT_NAME VARCHAR2 (50)
* COUNTRY_NAME VARCHAR2 (50)
U * RECORD_EFF_DT DATE
* RECORD_END_DT DATE
CC_C_PROJECT_CONFIG_PK (PROJECT_CONFIG_ID)
CC_S_PROJECT_SITE_CONFIG__UN (PROJECT_NAME, PROG
CC_C_ACTIVITY_TYPE
P * ACTIVITY_TYPE_ID NUMBER (19)
U * ACTIVITY_TYPE_NAME VARCHAR2 (50)
ACTIVITY_TYPE_DESCRIPTION VARCHAR2 (1000)
ACTIVITY_TYPE_CATEGORY VARCHAR2 (50)
IS_PAID_FLAG CHAR (1)
IS_AVAILABLE_FLAG CHAR (1)
IS_READY_FLAG CHAR (1)
IS_ABSENCE_FLAG CHAR (1)
* EXTRACT_DT DATE
* LAST_UPDATE_DT DATE
* LAST_UPDATE_BY VARCHAR2 (30)
* RECORD_EFF_DT DATE
* RECORD_END_DT DATE
CC_C_ACTIVITY_TYPE_PK (ACTIVITY_TYPE_ID)
CC_C_ACTIVITY_TYPE__UN (ACTIVITY_TYPE_NAME)
CC_S_AGENT_ABSENCE
P * AGENT_ABSENCE_ID NUMBER (19)
* ABSENCE_DATE DATE
UF* AGENT_ID NUMBER (19)
F * ACTIVITY_TYPE_ID NUMBER (19)
* ABSENCE_MINUTES NUMBER (6,2)
* ABSENCE_START_TIME DATE
U * ABSENCE_END_TIME DATE
* IS_PLANNED_FLAG CHAR (1)
* EXTRACT_DT DATE
* LAST_UPDATE_DT DATE
* LAST_UPDATE_BY VARCHAR2 (30)
ST_AGENT_ABSENCES_PK (AGENT_ABSENCE_ID)
CC_S_AGENT_ABSENCES__UN (AGENT_ID, ABSENCE_END_TIME)
CC_S_AGENT_ABSENCE__IDX (AGENT_ABSENCE_ID)
CC_S_AGENT_ABSENCE__IDX2 (AGENT_ID, ABSENCE_END_TIME)
CC_S_AGENT
P * AGENT_ID NUMBER (19)
U * LOGIN_ID NVARCHAR2 (100)
F * PROJECT_CONFIG_ID NUMBER (19)
* FIRST_NAME VARCHAR2 (50)
* LAST_NAME VARCHAR2 (50)
MIDDLE_INITIAL VARCHAR2 (20)
* JOB_TITLE VARCHAR2 (50)
* LANGUAGE VARCHAR2 (50)
* SITE_NAME VARCHAR2 (50)
* HOURLY_RATE NUMBER (5,2)
* RATE_CURRENCY VARCHAR2 (3)
* AGENT_GROUP VARCHAR2 (50)
* EXTRACT_DT DATE
* LAST_UPDATE_DT DATE
* LAST_UPDATE_BY VARCHAR2 (30)
U * RECORD_EFF_DT DATE
* RECORD_END_DT DATE
ST_AGENT_PK (AGENT_ID)
CC_S_AGENT_UN (LOGIN_ID, RECORD_EFF_DT)
CC_S_AGENT__IDX (AGENT_ID)
CC_S_AGENT__IDX2 (LOGIN_ID, RECORD_EFF_DT)
CC_S_AGENT__IDXv4 (PROJECT_CONFIG_ID)
CC_S_WFM_AGENT_ACTIVITY
P * WFM_AGENT_ACTIVITY_ID NUMBER (19)
UF* AGENT_ID NUMBER (19)
UF* ACTIVITY_TYPE_ID NUMBER (19)
* ACTIVITY_START_TIME DATE
U * ACTIVITY_END_TIME DATE
* ACTIVITY_DURATION_SECONDS NUMBER (15,2)
* ACTIVITY_DT DATE
* EXTRACT_DT DATE
* LAST_UPDATE_DT DATE
* LAST_UPDATE_BY VARCHAR2 (30)
CC_S_WFM_AGENT_ACTIVITY_PK (WFM_AGENT_ACTIVITY_ID)
CC_S_WFM_AGENT_ACTIVITY__UN (AGENT_ID, ACTIVITY_END_TIME, ACTIVITY_T
CC_S_WFM_AGENT_ACTIVITY_IDX (WFM_AGENT_ACTIVITY_ID)
CC_S_WFM_AGENT_ACTIVITY_IDX2 (AGENT_ID, ACTIVITY_START_TIME)
CC_S_WFM_AGENT_ACTIVITY_IDX3 (ACTIVITY_TYPE_ID)
CC_S_AGENT_SUPERVISOR
P * AGENT_SUPERVISOR_ID NUMBER (19)
U * AGENT_ID NUMBER (19)
UF* SUPERVISOR_AGENT_ID NUMBER (19)
* EXTRACT_DT DATE
U * RECORD_EFF_DT DATE
* RECORD_END_DT DATE
ST_AGENT_SUPERVISOR_PK (AGENT_SUPERVISOR_ID)
CC_S_AGENT_SUPERVISOR_UN (AGENT_ID, SUPERVISOR_AGENT_ID, REC
CC_S_AGENT_SUPERVISOR__IDX (AGENT_SUPERVISOR_ID)
CC_S_AGENT_SUPERVISOR__IDX2 (AGENT_ID, SUPERVISOR_AGENT_ID, R
CC_S_AGENT_WORK_DAY
P * AGENT_WORK_DAY_ID NUMBER (19)
UF* AGENT_ID NUMBER (19)
U * WORK_DATE DATE
* FIRST_LOGIN DATE
* LAST_LOGOUT DATE
* SCHEDULED_SHIFT_MINUTES NUMBER (6,2)
* ACTUAL_SHIFT_MINUTES NUMBER (6,2)
* ACTUAL_OVERTIME_MINUTES NUMBER (6,2)
* EXTRACT_DT DATE
* LAST_UPDATE_DT DATE
* LAST_UPDATE_BY VARCHAR2 (30)
CC_S_AGENT_WORK_DAY_PK (AGENT_WORK_DAY_ID)
CC_S_AGENT_WORK_DAY__UN (AGENT_ID, WORK_DATE)
CC_S_AGENT_WORK_DAY__IDXv2 (AGENT_ID)
CC_S_ACD_AGENT_ACTIVITY
P * ACD_AGENT_ACTIVITY_ID NUMBER (19)
U * AGENT_CALLS_DT DATE
UF* AGENT_ID NUMBER (19)
* LOGIN_SECONDS NUMBER (7,2)
* EXTERNAL_SECONDS NUMBER (7,2)
* INTERNAL_SECONDS NUMBER (7,2)
* IDLE_SECONDS NUMBER (7,2)
* NOT_READY_SECONDS NUMBER (7,2)
* ACD_TALK_SECONDS NUMBER (7,2)
* HOLD_SECONDS NUMBER (7,2)
* AFTER_CALL_WORK_SECONDS NUMBER (7,2)
TALK_RESERVE_SECONDS NUMBER (7,2)
* RING_SECONDS NUMBER (7,2)
PREDICTIVE_TALK_SECONDS NUMBER (7,2)
PREVIEW_TALK_SECONDS NUMBER (7,2)
* ACD_CALLS_COUNT NUMBER (7)
* EXTERNAL_CALLS_COUNT NUMBER (7)
* INTERNAL_CALLS_COUNT NUMBER (7)
PREDICTIVE_CALLS_COUNT NUMBER (7)
PREVIEW_CALLS_COUNT NUMBER (7)
* EXTRACT_DT DATE
* LAST_UPDATE_DT DATE
* LAST_UPDATE_BY VARCHAR2 (30)
CC_S_ACD_AGENT_ACTIVITY_PK (ACD_AGENT_ACTIVITY_ID)
CC_S_ACD_AGENT_ACTIVITY_UN (AGENT_CALLS_DT, AGENT_ID)
CC_S_ACD_AGENT_ACTIVITY_IDX (ACD_AGENT_ACTIVITY_ID)
CC_S_ACD_AGENT_ACTIVITY_IDX2 (AGENT_ID, AGENT_CALLS_DT)