**Appendix A - Expected Values**

|  |  |
| --- | --- |
| **Design Name** | Project Contact Center |
| **Version Date** | 18.09.2013 05:39:24 |
| **Version Comment** |  |
| **Model Name** | Staging / Production Planning Actuals Staging |

|  |  |
| --- | --- |
| **Table Name** | CC\_C\_CONTACT\_QUEUE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | C\_CONTACT\_QUEUE\_ID | n/a |  |
| 2 | QUEUE\_NUMBER | n/a |  |
| 3 | QUEUE\_NAME | n/a |  |
| 7 | UNIT\_OF\_WORK\_NAME | n/a |  |
| 8 | PROJECT\_NAME | n/a |  |
| 9 | PROGRAM\_NAME | n/a |  |
| 10 | REGION\_NAME | n/a |  |
| 11 | STATE\_NAME | n/a |  |
| 12 | PROVINCE\_NAME | n/a |  |
| 13 | DISTRICT\_NAME | n/a |  |
| 14 | COUNTRY\_NAME | n/a |  |
| 15 | RECORD\_EFF\_DT | n/a |  |
| 16 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_C\_PROJECT\_CONFIG |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | PROJECT\_CONFIG\_ID | n/a |  |
| 2 | PROJECT\_NAME | n/a |  |
| 3 | PROGRAM\_NAME | n/a |  |
| 4 | REGION\_NAME | n/a |  |
| 5 | STATE\_NAME | n/a |  |
| 6 | PROVINCE\_NAME | n/a |  |
| 7 | DISTRICT\_NAME | n/a |  |
| 8 | COUNTRY\_NAME | n/a |  |
| 9 | RECORD\_EFF\_DT | n/a |  |
| 10 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_C\_UNIT\_OF\_WORK |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | UNIT\_OF\_WORK\_ID | n/a |  |
| 2 | UNIT\_OF\_WORK\_NAME | n/a |  |
| 3 | RECORD\_EFF\_DT | n/a |  |
| 4 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_ACD\_INTERVAL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | ACD\_INTERVAL\_ID | n/a |  |
| 2 | INTERVAL\_DATE | n/a |  |
| 3 | CONTACT\_QUEUE\_ID | Consult  InboundAban  Internal  Labor  MAXHIHIX\_English\_General\_vcall  MAXHIHIX\_English\_Individual\_Plans\_vcall  MAXHIHIX\_English\_Individual\_Plans\_vmail  MAXHIHIX\_English\_Individual\_Tech\_Diff\_vcall  MAXHIHIX\_English\_Individual\_Tech\_Diff\_vmail  MAXHIHIX\_English\_Individual\_vcall  MAXHIHIX\_English\_Individual\_vmail  MAXHIHIX\_English\_Individual\_WebChat\_Issues\_vcall  MAXHIHIX\_English\_Shop\_Appl\_tax\_credits\_vcall  MAXHIHIX\_English\_Shop\_Application\_billing\_vcall  MAXHIHIX\_English\_Shop\_Plans\_vcall  MAXHIHIX\_English\_Shop\_Plans\_vmail  MAXHIHIX\_English\_Shop\_Tech\_Difficulties\_vcall  MAXHIHIX\_English\_Shop\_Tech\_Difficulties\_vmail  MAXHIHIX\_English\_Shop\_vcall  MAXHIHIX\_English\_Shop\_vmail  MAXHIHIX\_English\_Shop\_WebChat\_Issues\_vcall  MAXHIHIX\_Hawaiian\_General\_vcall  MAXHIHIX\_Other\_General\_vcall  MAXHIHIX\_Other\_General\_vmail  MAXHIHIX\_Test  No Queue  Outbound  Vmail  Webchat |  |
| 4 | INTERVAL\_ID | n/a |  |
| 5 | AGENT\_ID | n/a |  |
| 6 | CONTACTS\_RECEIVED\_FROM\_IVR | n/a |  |
| 7 | CONTACTS\_OFFERED | n/a |  |
| 8 | CONTACTS\_HANDLED | n/a |  |
| 9 | CONTACTS\_ABANDONED | n/a |  |
| 10 | MIN\_HANDLE\_TIME | n/a |  |
| 11 | MAX\_HANDLE\_TIME | n/a |  |
| 12 | MEAN\_HANDLE\_TIME | n/a |  |
| 13 | MEDIAN\_HANDLE\_TIME | n/a |  |
| 14 | STDDEV\_HANDLE\_TIME | n/a |  |
| 15 | MIN\_SPEED\_TO\_HANDLE | n/a |  |
| 16 | MAX\_SPEED\_TO\_HANDLE | n/a |  |
| 17 | MEAN\_SPEED\_TO\_HANDLE | n/a |  |
| 18 | MEDIAN\_SPEED\_TO\_HANDLE | n/a |  |
| 19 | STDDEV\_SPEED\_TO\_HANDLE | n/a |  |
| 20 | MIN\_SPEED\_OF\_ANSWER | n/a |  |
| 21 | MAX\_SPEED\_OF\_ANSWER | n/a |  |
| 22 | MEAN\_SPEED\_OF\_ANSWER | n/a |  |
| 23 | MEDIAN\_SPEED\_OF\_ANSWER | n/a |  |
| 24 | STDDEV\_SPEED\_OF\_ANSWER | n/a |  |
| 25 | SPEED\_OF\_ANSWER\_PERIOD\_1 | n/a |  |
| 26 | SPEED\_OF\_ANSWER\_PERIOD\_2 | n/a |  |
| 27 | SPEED\_OF\_ANSWER\_PERIOD\_3 | n/a |  |
| 28 | SPEED\_OF\_ANSWER\_PERIOD\_4 | n/a |  |
| 29 | SPEED\_OF\_ANSWER\_PERIOD\_5 | n/a |  |
| 30 | SPEED\_OF\_ANSWER\_PERIOD\_6 | n/a |  |
| 31 | SPEED\_OF\_ANSWER\_PERIOD\_7 | n/a |  |
| 32 | SPEED\_OF\_ANSWER\_PERIOD\_8 | n/a |  |
| 33 | SPEED\_OF\_ANSWER\_PERIOD\_9 | n/a |  |
| 34 | SPEED\_OF\_ANSWER\_PERIOD\_10 | n/a |  |
| 35 | CALLS\_ABANDONED\_PERIOD\_1 | n/a |  |
| 36 | CALLS\_ABANDONED\_PERIOD\_2 | n/a |  |
| 37 | CALLS\_ABANDONED\_PERIOD\_3 | n/a |  |
| 38 | CALLS\_ABANDONED\_PERIOD\_4 | n/a |  |
| 39 | CALLS\_ABANDONED\_PERIOD\_5 | n/a |  |
| 40 | CALLS\_ABANDONED\_PERIOD\_6 | n/a |  |
| 41 | CALLS\_ABANDONED\_PERIOD\_7 | n/a |  |
| 42 | CALLS\_ABANDONED\_PERIOD\_8 | n/a |  |
| 43 | CALLS\_ABANDONED\_PERIOD\_9 | n/a |  |
| 44 | CALLS\_ABANDONED\_PERIOD\_10 | n/a |  |
| 45 | LABOR\_MINUTES\_TOTAL | n/a |  |
| 46 | LABOR\_MINUTES\_WAITING | n/a |  |
| 47 | HEADCOUNT\_AVAILABLE | n/a |  |
| 48 | CONTACT\_INVENTORY | n/a |  |
| 49 | CONTACT\_INVENTORY\_JEOPARDY | n/a |  |
| 50 | CONTACT\_INVENTORY\_AGE\_TOTAL | n/a |  |
| 51 | MIN\_CONTACT\_INVENTORY\_AGE | n/a |  |
| 52 | MAX\_CONTACT\_INVENTORY\_AGE | n/a |  |
| 53 | MEAN\_CONTACT\_INVENTORY\_AGE | n/a |  |
| 54 | MEDIAN\_CONTACT\_INVENTORY\_AGE | n/a |  |
| 55 | STDDEV\_CONTACT\_INVENTORY\_AGE | n/a |  |
| 56 | CONTACTS\_TRANSFERRED | n/a |  |
| 57 | OUTFLOW\_CONTACTS | n/a |  |
| 58 | ANSWER\_WAIT\_TIME\_TOTAL | n/a |  |
| 59 | ABANDON\_TIME\_TOTAL | n/a |  |
| 60 | TALK\_TIME\_TOTAL | n/a |  |
| 61 | AFTER\_CALL\_WORK\_TIME\_TOTAL | n/a |  |
| 62 | SERVICE\_LEVEL\_ANSWERED\_PERCENT | n/a |  |
| 63 | SERVICE\_LEVEL\_ANSWERED\_COUNT | n/a |  |
| 64 | SERVICE\_LEVEL\_ABANDONED | n/a |  |
| 65 | CALLS\_ON\_HOLD | n/a |  |
| 66 | HOLD\_TIME\_TOTAL | n/a |  |
| 67 | IVR\_TIME\_TOTAL | n/a |  |
| 68 | SHORT\_ABANDONS | n/a |  |
| 69 | CONTACTS\_BLOCKED | n/a |  |
| 70 | EXTRACT\_DT | n/a |  |
| 71 | LAST\_UPDATE\_DT | n/a |  |
| 72 | LAST\_UPDATE\_BY | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_ACD\_INTERVAL\_PERIOD |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | ACD\_INTERVAL\_PERIOD\_ID | n/a |  |
| 2 | PERIOD\_TYPE | n/a |  |
| 3 | PERIOD\_1\_UPPER\_BOUND | n/a |  |
| 4 | PERIOD\_2\_UPPER\_BOUND | n/a |  |
| 5 | PERIOD\_3\_UPPER\_BOUND | n/a |  |
| 6 | PERIOD\_4\_UPPER\_BOUND | n/a |  |
| 7 | PERIOD\_5\_UPPER\_BOUND | n/a |  |
| 8 | PERIOD\_6\_UPPER\_BOUND | n/a |  |
| 9 | PERIOD\_7\_UPPER\_BOUND | n/a |  |
| 10 | PERIOD\_8\_UPPER\_BOUND | n/a |  |
| 11 | PERIOD\_9\_UPPER\_BOUND | n/a |  |
| 12 | PERIOD\_10\_UPPER\_BOUND | n/a |  |
| 13 | EXTRACT\_DT | n/a |  |
| 14 | RECORD\_EFF\_DT | n/a |  |
| 15 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_AGENT |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | AGENT\_ID | n/a |  |
| 2 | LOGIN\_ID | n/a |  |
| 3 | PROJECT\_CONFIG\_ID | n/a |  |
| 4 | FIRST\_NAME | n/a |  |
| 5 | LAST\_NAME | n/a |  |
| 6 | MIDDLE\_INITIAL | n/a |  |
| 7 | JOB\_TITLE | n/a | Do we want to specify this? |
| 8 | LANGUAGE | n/a |  |
| 9 | SITE\_NAME | n/a | Do we want to specify this? |
| 10 | HOURLY\_RATE | n/a |  |
| 11 | RATE\_CURRENCY | n/a |  |
| 12 | AGENT\_GROUP | n/a |  |
| 13 | EXTRACT\_DT | n/a |  |
| 14 | LAST\_UPDATE\_DT | n/a |  |
| 15 | LAST\_UPDATE\_BY | n/a |  |
| 16 | RECORD\_EFF\_DT | n/a |  |
| 17 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_CALL\_DETAIL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | CALL\_DETAIL\_ID | n/a |  |
| 2 | CALL\_SEGMENT\_ID | n/a |  |
| 3 | CALL\_DATE | n/a | Date should match format yyyy-MM-dd HH:mm:ss |
| 4 | SOURCE\_CALL\_ID | n/a |  |
| 5 | AGENT\_ID | n/a |  |
| 6 | CALL\_SEGMENT\_END\_DT | n/a |  |
| 7 | QUEUE\_NAME | Consult  InboundAban  Internal  Labor  MAXHIHIX\_English\_General\_vcall  MAXHIHIX\_English\_Individual\_Plans\_vcall  MAXHIHIX\_English\_Individual\_Plans\_vmail  MAXHIHIX\_English\_Individual\_Tech\_Diff\_vcall  MAXHIHIX\_English\_Individual\_Tech\_Diff\_vmail  MAXHIHIX\_English\_Individual\_vcall  MAXHIHIX\_English\_Individual\_vmail  MAXHIHIX\_English\_Individual\_WebChat\_Issues\_vcall  MAXHIHIX\_English\_Shop\_Appl\_tax\_credits\_vcall  MAXHIHIX\_English\_Shop\_Application\_billing\_vcall  MAXHIHIX\_English\_Shop\_Plans\_vcall  MAXHIHIX\_English\_Shop\_Plans\_vmail  MAXHIHIX\_English\_Shop\_Tech\_Difficulties\_vcall  MAXHIHIX\_English\_Shop\_Tech\_Difficulties\_vmail  MAXHIHIX\_English\_Shop\_vcall  MAXHIHIX\_English\_Shop\_vmail  MAXHIHIX\_English\_Shop\_WebChat\_Issues\_vcall  MAXHIHIX\_Hawaiian\_General\_vcall  MAXHIHIX\_Other\_General\_vcall  MAXHIHIX\_Other\_General\_vmail  MAXHIHIX\_Test  No Queue  Outbound  Vmail  Webchat |  |
| 8 | LANGUAGE | English  Hawaiian  Other |  |
| 9 | ANI\_PHONE\_NUMBER | n/a |  |
| 10 | QUEUE\_TIME\_SECONDS | n/a |  |
| 11 | RING\_TIME\_SECONDS | n/a |  |
| 12 | HOLD\_TIME\_SECONDS | n/a |  |
| 13 | AFTER\_CALL\_WORK\_SECONDS | n/a |  |
| 14 | TALK\_TIME\_SECONDS | n/a |  |
| 15 | XFERRED\_OUT\_FLAG | Y  N |  |
| 16 | CALL\_TYPE | Consult  Internal  Outbound  Inbound  Webchat  Voicemail |  |
| 17 | DNIS | n/a |  |
| 18 | DISPOSITION | n/a | Do we want to specify this? |
| 19 | CALL\_ABANDONED\_FLAG | 0  1 |  |
| 20 | VOICEMAIL\_FLAG | Y  N |  |
| 21 | IVR\_TIME\_SECONDS | n/a |  |
| 22 | TRANSFER\_TO | n/a |  |
| 23 | EXTRACT\_DT | n/a |  |
| 24 | LAST\_UPDATE\_DT | n/a |  |
| 25 | LAST\_UPDATE\_BY | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_CONTACT\_QUEUE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | CONTACT\_QUEUE\_ID | n/a |  |
| 2 | QUEUE\_NUMBER | n/a |  |
| 3 | PROJECT\_CONFIG\_ID | n/a |  |
| 4 | QUEUE\_NAME | Consult  InboundAban  Internal  Labor  MAXHIHIX\_English\_General\_vcall  MAXHIHIX\_English\_Individual\_Plans\_vcall  MAXHIHIX\_English\_Individual\_Plans\_vmail  MAXHIHIX\_English\_Individual\_Tech\_Diff\_vcall  MAXHIHIX\_English\_Individual\_Tech\_Diff\_vmail  MAXHIHIX\_English\_Individual\_vcall  MAXHIHIX\_English\_Individual\_vmail  MAXHIHIX\_English\_Individual\_WebChat\_Issues\_vcall  MAXHIHIX\_English\_Shop\_Appl\_tax\_credits\_vcall  MAXHIHIX\_English\_Shop\_Application\_billing\_vcall  MAXHIHIX\_English\_Shop\_Plans\_vcall  MAXHIHIX\_English\_Shop\_Plans\_vmail  MAXHIHIX\_English\_Shop\_Tech\_Difficulties\_vcall  MAXHIHIX\_English\_Shop\_Tech\_Difficulties\_vmail  MAXHIHIX\_English\_Shop\_vcall  MAXHIHIX\_English\_Shop\_vmail  MAXHIHIX\_English\_Shop\_WebChat\_Issues\_vcall  MAXHIHIX\_Hawaiian\_General\_vcall  MAXHIHIX\_Other\_General\_vcall  MAXHIHIX\_Other\_General\_vmail  MAXHIHIX\_Test  No Queue  Outbound  Vmail  Webchat |  |
| 5 | SOURCE\_QUEUE | n/a |  |
| 6 | QUEUE\_TYPE | Web Chat  Internal  Vmail  Consult  InboundAban  Labor  Inbound  Outbound  No Queue  Inbound |  |
| 7 | SERVICE\_PERCENT | n/a |  |
| 8 | SERVICE\_SECONDS | n/a |  |
| 9 | QUEUE\_GROUP | n/a |  |
| 10 | INTERVAL\_MINUTES | n/a |  |
| 11 | AVG\_SPEED\_ANSR\_INTRVL\_PRIOD\_ID | n/a |  |
| 12 | CALLS\_ABANDOND\_INTRVL\_PRIOD\_ID | n/a |  |
| 13 | UNIT\_OF\_WORK\_ID | n/a |  |
| 14 | RECORD\_EFF\_DT | n/a |  |
| 15 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_INTERVAL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | INTERVAL\_ID | n/a |  |
| 2 | INTERVAL\_START\_DATE | n/a |  |
| 3 | INTERVAL\_END\_DATE | n/a |  |
| 4 | INTERVAL\_SECONDS | n/a |  |
| 5 | RECORD\_EFF\_DT | n/a |  |
| 6 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_IVR\_INTERVAL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | IVR\_INTERVAL\_ID | n/a |  |
| 2 | PROJECT\_CONFIG\_ID | n/a |  |
| 3 | INTERVAL\_DATE | n/a |  |
| 4 | INTERVAL\_ID | n/a |  |
| 5 | CONTACTS\_CREATED | n/a |  |
| 6 | CONTACTS\_OFFERED\_TO\_ACD | n/a |  |
| 7 | CONTACTS\_CONTAINED\_IN\_IVR | n/a |  |
| 8 | MIN\_TIME\_IN\_THE\_IVR | n/a |  |
| 9 | MAX\_TIME\_IN\_THE\_IVR | n/a |  |
| 10 | MEAN\_TIME\_IN\_THE\_IVR | n/a |  |
| 11 | MEDIAN\_TIME\_IN\_THE\_IVR | n/a |  |
| 12 | STDDEV\_TIME\_IN\_THE\_IVR | n/a |  |
| 13 | EXTRACT\_DT | n/a |  |
| 14 | LAST\_UPDATE\_DT | n/a |  |
| 15 | LAST\_UPDATE\_BY | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_IVR\_SELF\_SERVICE\_PATH |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | IVR\_SELF\_SERVICE\_PATH\_ID | n/a |  |
| 2 | CODE | n/a |  |
| 3 | DESCRIPTION | n/a |  |
| 4 | BEGIN\_NODE | n/a |  |
| 5 | END\_NODE | n/a |  |
| 6 | RECORD\_EFF\_DT | n/a |  |
| 7 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_IVR\_SELF\_SERVICE\_USAGE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | IVR\_SELF\_SERVICE\_USAGE\_ID | n/a |  |
| 2 | PROJECT\_CONFIG\_ID | n/a |  |
| 3 | INTERVAL\_ID | n/a |  |
| 4 | IVR\_SELF\_SERVICE\_PATH\_ID | n/a |  |
| 5 | CONTACTS\_ENTERING | n/a |  |
| 6 | CONTACTS\_TRANSFERRED | n/a |  |
| 7 | CONTACTS\_COMPLETED | n/a |  |
| 8 | MINUTES\_IN\_IVR\_TRANSFERRED | n/a |  |
| 9 | MINUTES\_IN\_IVR\_COMPLETED | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_WFM\_INTERVAL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | WFM\_INTERVAL\_ID | n/a |  |
| 2 | INTERVAL\_DATE | n/a |  |
| 3 | CONTACT\_QUEUE\_ID | n/a |  |
| 4 | INTERVAL\_ID | n/a |  |
| 5 | LABOR\_MINUTES\_TOTAL | n/a |  |
| 6 | LABOR\_MINUTES\_WAITING | n/a |  |
| 7 | LABOR\_MINUTES\_AVAILABLE | n/a |  |
| 8 | HEADCOUNT\_TOTAL | n/a |  |
| 9 | HEADCOUNT\_AVAILABLE | n/a |  |
| 10 | HEADCOUNT\_UNAVAILABLE | n/a |  |
| 11 | EXTRACT\_DT | n/a |  |
| 12 | LAST\_UPDATE\_DT | n/a |  |
| 13 | LAST\_UPDATE\_BY | n/a |  |