# 版本记录

|  |  |  |  |
| --- | --- | --- | --- |
| Database Version | Change nots | Change Date | Author |
| V1.2 | 1. Add mentioned agent related tables | 2018-7-26 | Frank |
| V1.3 | 1. Add unread count tables 2. Add full text index table 3. Add SLA policy tables 4. Add auto allocation related columns 5. Add columns in Business Time table | 2018-11-30 | Frank |
| V1.3.1 | For attachment upload webhook | 2019-3-20 | Frank |
| V1.3.2 | Human V2, webhook etc. | 2019-4-21 | Frank |

# General库

## T\_EmailTicket\_Breakline

记录Ticket的分割线

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 是否废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| comm2 | Name | 名称 | Nvarchar(1024) | 是 | “” | 1.0 | 否 |
| 3 | htmlContent | Html内容 | Nvarchar(2048) | 是 | “” | 1.0 | 否 |
| 4 | textContent | Plain text内容 | Nvarchar(2048) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Breakline(Unique,Non-Clustered)，字段：id

## T\_EmailTicket\_BusinessTime

记录ticket的business time

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 是否废弃 |
| 1 | SiteId |  | Int | 是 | 0 | 1.0 | 否 |
| 2 | IfSunday | Sunday是否是BusinessDays | Bit | 是 |  | 1.0 | 否 |
| 3 | IfMonday | Monday是否是BusinessDays | Bit | 是 |  | 1.0 | 否 |
| 4 | IfTuesday | Tuesday是否是BusinessDays | Bit | 是 |  | 1.0 | 否 |
| 5 | IfWednesday | Wednesday是否是BusinessDays | Bit | 是 |  | 1.0 | 否 |
| 6 | IfThursday | Thursday是否是BusinessDays | Bit | 是 |  | 1.0 | 否 |
| 7 | IfFriday | Friday是否是BusinessDays | Bit | 是 |  | 1.0 | 否 |
| 8 | IfSaturday | Saturday是否是BusinessDays | Bit | 是 |  | 1.0 | 否 |
| 9 | SundayOpenHour |  | Tinyint | 是 | 9 | 1.0 | 否 |
| 10 | SundayOpenMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 11 | SundayCloseHour |  | Tinyint | 是 | 17 | 1.0 | 否 |
| 12 | SundayCloseMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 13 | MondayOpenHour |  | Tinyint | 是 | 9 | 1.0 | 否 |
| 14 | MondayOpenMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 15 | MondayCloseHour |  | Tinyint | 是 | 17 | 1.0 | 否 |
| 16 | MondayCloseMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 17 | TuesdayOpenHour |  | Tinyint | 是 | 9 | 1.0 | 否 |
| 18 | TuesdayOpenMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 19 | TuesdayCloseHour |  | Tinyint | 是 | 17 | 1.0 | 否 |
| 20 | TuesdayCloseMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 21 | WednesdayOpenHour |  | Tinyint | 是 | 9 | 1.0 | 否 |
| 22 | WednesdayOpenMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 23 | WednesdayCloseHour |  | Tinyint | 是 | 17 | 1.0 | 否 |
| 24 | WednesdayCloseMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 25 | ThursdayOpenHour |  | Tinyint | 是 | 9 | 1.0 | 否 |
| 26 | ThursdayOpenMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 27 | ThursdayCloseHour |  | Tinyint | 是 | 17 | 1.0 | 否 |
| 28 | ThursdayCloseMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 29 | FridayOpenHour |  | Tinyint | 是 | 9 | 1.0 | 否 |
| 30 | FridayOpenMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 31 | FridayCloseHour |  | Tinyint | 是 | 17 | 1.0 | 否 |
| 32 | FridayCloseMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 33 | SaturdayOpenHour |  | Tinyint | 是 | 9 | 1.0 | 否 |
| 34 | SaturdayOpenMin |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 35 | SaturdayCloseHour |  | Tinyint | 是 | 17 | 1.0 | 否 |
| 36 | SaturdayCloseMin |  | Tinyint | 是 | 0 | 1.0 | 否 |

Index: PK\_t\_EmailTicket\_BusinessTime(Unique,Non-Clustered),字段：siteid

## T\_EmailTicket\_Config

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 是否废弃 |
| 1 | siteId |  | Int | 是 | 0 | 1.0 | 否 |
| 2 | CreateUserOrContactWhenEmailAddressIsNew |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 3 | LoginTypeWhenSubmitTicketInServicePortal |  | Tinint | 是 | 0 | 1.0 | 否 |
| 4 | IfDepartmentEnable |  | Bit | 是 | 0 | 1.0 | 否 |
| 5 | WebTicketLinkText |  | Nvarchar(1024) | 是 | Null | 1.0 | 否 |
| 6 | IfBan |  | Bit | 是 | 0 | 1.0 | 否 |
| 7 | RecipientLimitPerEmail |  | Int | 是 | 0 | 1.0 | 否 |
| 8 | RecipientLimitPerEmailServer |  | Int | 是 | 0 | 1.0 | 否 |
| 9 | RecipientLimitPerSite |  | Int | 是 | 0 | 1.0 | 否 |
| 10 | IfEnableAutoAllocation | 是否开启Auto Allocation | bit | 是 | 00； | 1.3.1 | 否 |
| 11 | MaxConcurrentCountForAllOperator | 所有agent最大分配ticket数， | int | 否 |  | 1.3 | 否 |
| 12 | IfSetMaxConcurrentCountForEachOperator | 是否为每个agent单独设置最大值 | bit | 是 |  | 1.3 | 否 |
| 13 | DefaultAllocationStrategy | 未开启部门或者ticket没有分配到部门时，默认的allocation策略。  0：load balance  1： round robin | tinyint | 是 | 0 | 1.3 | 否 |
| 14 | IfLastAssignedPreferred | 是否优先分配给之前该客户提交的ticket的assignee。 | bit | 是 | false： 默认值  true： | 1.3 | 否 |
| 15 | AllocationExcludedStatus | Allocation计算agent正在处理的ticket时要排除的状态。保存值的格式：“2,4” | Nvarchar(50) | 是 | “” | 1.3 | 否 |
| 16 | IfEnableSLA | 是否开启SLA | bit | 是 | 0； | 1.3 | 否 |
| 17 | RoundRobinAssigneeIndex | 记录上次轮询分配到哪个Agent，保存Agent ID | Int | 是 | 0 | 1.3 | 否 |

Index:PK\_t\_EmailTicket\_Config(Unique,Non-Clustered),字段：siteID

## T\_EmailTicket\_CustomerSegmentationSetting

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 是否废弃 |
| 1 | CustomerSegmentationId |  | Int | 是 | Null | 1.0 | 否 |
| 2 | Color |  | Char(6) | 是 | Null | 1.0 | 否 |

## T\_EmailTicket\_FreeEmailProvider

记录免费邮箱，ticket默认不能添加免费邮箱作为email account

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 是否废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | Name | 名称 | Nvarchar(128) | 是 | Null | 1.0 | 否 |
| 3 | Keyword | 关键词 | Nvarchar(128) | 是 | Null | 1.0 | 否 |
| 4 | Description | 描述 | Nvarchar(1024) | 是 | Null | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_FreeEmailProvider(Unique,Non-Clustered)，字段：id

## T\_EmailTicket\_Holidays

记录holiday的日期，当天不记入during time

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 是否 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 废弃 |
| 2 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 3 | Title | 名称 | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 4 | Date | 日期 | datetime | 是 | “1901-01-01” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Holidays(Unique,Non-Clustered)，字段：id

IX\_t\_EmailTicket\_Holidays\_SiteId(Non-Unique,Non-Clustered),字段：siteID

# Site库

## t\_EmailTicket\_Block

记录block sender的email

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 是否废弃 |
| 1 | id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | SiteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | Email | Email or domain | Nvarchar(64) | 是 | “” | 1.0 | 否 |
| 4 | Type | 1. NonExistentAddress 2. SpamReportFromISP 3. SpamReportFromComm100 4. AddByOperator 5. BlockEmailAsJunk 6. BlockEmailAsReject 7. BlockDomainAsJunk 8. BlockDomainAsReject | smallint | 是 | 0 | 1.0 | 否 |
| 5 | CreateDate | 创建日期 | datetime | 是 | “1990-01-01” | 1.0 | 否 |
| 6 | CreateBy | 创建者 | int | 是 | 0 | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Block(Unique,Non-Clustered),字段：id

IX\_t\_EmailTicket\_Block\_SiteId\_Email(Non-Unique,Non-Clustered),字段：siteId，email

## T\_EmailTicket\_Attachment

记录ticket的附件信息

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 是否废弃 |
| 1 | Siteid | 站点ID | Int | 是 | 0 | 1.0 | 否 |
| 2 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 3 | Type | 1. Ticket 2. Email 3. Rule 4. DraftEmail 5. RatingSetting 6. Reply | Smallint | 是 | 1 | 1.0 | 否 |
| 4 | RelatedId | 当Type =1 时，对应t\_EmailTicket\_Ticket{siteid}.id 当Type =2时，对应t\_EmailTicket\_Email{siteid}.id  当Type =3时，对应t\_EmailTicket\_Rule.id  当Type =4时，对应t\_ EmailTicket\_DraftEmail.id  当Type =5时，对应t\_ EmailTicket\_RatingSetting.id  当Type =6时，对应t\_EmailTicket\_History{siteid}.id | Int | 是 | 0 | 1.0 | 否 |
| 5 | FileName | 文件名 | Nvarchar(256) | 是 | Null | 1.0 | 否 |
| 6 | Attachment |  | Varbinary(max) | 否 | Null | 1.0 | 否 |
| 7 | Size | 大小 | Int | 是 | Null | 1.0 | 否 |
| 8 | Guid |  | Uniqueidentifier | 是 | Newid() | 1.0 | 否 |
| 9 | IfAvailable | 附件是否可用（没有收下来的附件为不可用） | bit | 是 | 1 | 1.3 | 否 |

Index:PK\_t\_EmailTicket\_Attachment(Unique,Non-Clustered)，字段：id

IX\_t\_EmailTicket\_Attachment\_SiteIdAndTypeAndRelatedId(Non-Unique,Non-Clustered)，字段：SiteId,Type,RelatedId

## t\_emailTicket\_AutoFollowUpEmail

记录触发auto followup规则后发送的邮件，

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | Siteid | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | RuleId | Rule id | Int | 是 | 0 | 1.0 | 否 |
| 4 | ticketId | Ticket id | Int | 是 | 0 | 1.0 | 否 |
| 5 | SendTime | 发送时间 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 6 | IfSuccess | 是否成功 | Bit | 是 | 1 | 1.0 | 否 |
| 7 | FailReason | 失败原因 | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 8 | EmailId | Email id | Int | 是 | 0 | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_AutoFollowUpEmail(Unique,Non-Clustered)，字段：id

IX\_t\_EmailTicket\_AutoFollowUpEmail\_SiteIdAndRuleIdAndTicketId(Non-Unique,Non-Clustered),字段：SiteId,RuleId,TicketId

## T\_EmailTicket\_BusinessDays（要废弃）

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 |
| SiteId | 站点id | Int | 是 | 0 |
| IfSunday | Sunday是否是BusinessDays | Bit | 是 | 0 |
| IfMonday | Monday是否是BusinessDays | Bit | 是 | 1 |
| IfTuesday | Tuesday是否是BusinessDays | Bit | 是 | 1 |
| IfWednesday | Wednesday是否是BusinessDays | Bit | 是 | 1 |
| IfThursday | Thursday是否是BusinessDays | Bit | 是 | 1 |
| IfFriday | Friday是否是BusinessDays | Bit | 是 | 1 |
| IfSaturday | Saturday是否是BusinessDays | Bit | 是 | 0 |
| SundayOpenHour |  | Tinyint | 是 | 9 |
| SundayOpenMin |  | Tinyint | 是 | 0 |
| SundayCloseHour |  | Tinyint | 是 | 17 |
| SundayCloseMin |  | Tinyint | 是 | 0 |
| MondayOpenHour |  | Tinyint | 是 | 9 |
| MondayOpenMin |  | Tinyint | 是 | 0 |
| MondayCloseHour |  | Tinyint | 是 | 17 |
| MondayCloseMin |  | Tinyint | 是 | 0 |
| TuesdayOpenHour |  | Tinyint | 是 | 9 |
| TuesdayOpenMin |  | Tinyint | 是 | 0 |
| TuesdayCloseHour |  | Tinyint | 是 | 17 |
| TuesdayCloseMin |  | Tinyint | 是 | 0 |
| WednesdayOpenHour |  | Tinyint | 是 | 9 |
| WednesdayOpenMin |  | Tinyint | 是 | 0 |
| WednesdayCloseHour |  | Tinyint | 是 | 17 |
| WednesdayCloseMin |  | Tinyint | 是 | 0 |
| ThursdayOpenHour |  | Tinyint | 是 | 9 |
| ThursdayOpenMin |  | Tinyint | 是 | 0 |
| ThursdayCloseHour |  | Tinyint | 是 | 17 |
| ThursdayCloseMin |  | Tinyint | 是 | 0 |
| FridayOpenHour |  | Tinyint | 是 | 9 |
| FridayOpenMin |  | Tinyint | 是 | 0 |
| FridayCloseHour |  | Tinyint | 是 | 17 |
| FridayCloseMin |  | Tinyint | 是 | 0 |
| SaturdayOpenHour |  | Tinyint | 是 | 9 |
| SaturdayOpenMin |  | Tinyint | 是 | 0 |
| SaturdayCloseHour |  | Tinyint | 是 | 17 |
| SaturdayCloseMin |  | Tinyint | 是 | 0 |

## T\_EmailTicket\_CannedResponse

记录portal添加的canned response信息

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | SiteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | Name | Name | Nvarchar(512) | 是 | “” | 1.0 | 否 |
| 4 | Content | Html content | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 5 | TextContent | Plain text content | Nvarchar(max) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_CannedResponse(Unique,Non-Clustered),字段：id

IX\_t\_EmailTicket\_CannedResponse\_SiteId (Non-Unique,Non-Clustered),字段：SiteId

## T\_EmailTicket\_ClientLanguage

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Siteid |  | Int | 是 | 0 | 1.0 | 否 |
| 2 | AllTickets |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 3 | AttachmentUploadError |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 4 | Attachment |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 5 | AttachmentMaxMessage |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 6 | ButtonCancel |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 7 | ButtonClose |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 8 | ButtonReopen |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 9 | ButtonPostReply |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 10 | ButtonSend |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 11 | ButtonReturn |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 12 | ButtonDetailTab |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 13 | ButtonRatingTab |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 14 | ButtonSubmit |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 15 | ButtonSubmitATicket |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 16 | ButtonSubmitNewTicket |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 17 | ButtonRatingAgain |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 18 | CloseTicketSuccessfully |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 19 | ConfirmClose |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 20 | ConfirmReopen |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 21 | Comment |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 22 | Content |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 23 | ContinueAsAGuest |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 24 | ErrorLoadingRatingPage |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 25 | ErrorClose |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 26 | ErrorLoadingRelatedArticles |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 27 | ErrorLoadNewTicketsPage |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 28 | ErrorSubmitTicket |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 29 | ErrorReopen |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 30 | ErrorSendingReply |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 31 | ErrorLoadingTicketDetailsPage |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 32 | ErrorSubmitRating |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 33 | ErrorRatingAgain |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 34 | LanguageTicketSubmitSuccessfully |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 35 | LanguageSubmitNewTicket |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 36 | Login |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 37 | MyTickets |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 38 | NotClosedTickets |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 39 | OpenTicketSuccessfully |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 40 | Prompt |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 41 | RatedMessage |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 42 | RatingResult |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 43 | SubmitATicket |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 44 | Select |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 45 | SendReplySuccessfully |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 46 | SubmitRatingSuccessfully |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 47 | TicketDetail\_Title |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 48 | TicketInfo |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 49 | TicketCorrespondences |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 50 | WebToEmailTicket\_ErrorLoading |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 51 | WebToEmailTicket\_lblDescription |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 52 | WebToEmailTicket\_SubmitSuccessfully |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |

Index:

IX\_t\_EmailTicket\_ClientLanguage\_SiteId (Non-Unique,Non-Clustered),字段：SiteId

## T\_EmailTicket\_Condition

记录ticket的condition信息，包括filter，rule,sla

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Siteid | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 3 | Type | 1. Query 2. Rule 3. SLA | Smallint | 是 | 0 | 1.0 | 否 |
| 4 | RelatedId | 当Type =1 时，对应t\_EmailTicket\_Querey.id 当Type =2时，对应t\_EmailTicket\_Rule.id | Int | 是 | 0 | 1.0 | 否 |
| 5 | FieldId | T\_EmailTicket\_Field.id | Int | 是 | 0 | 1.0 | 否 |
| 6 | Match | 1. Include 2. NotInclude 3. StartWith 4. NotStartWith 5. EndWith 6. NotEndWith 7. EqualTo 8. NotEqualTo 9. MoreThan 10. NotMoreThan 11. LessThan 12. NotLessThan 13. EarlyThan 14. NotEarlyThan 15. LaterThan 16. NotLaterThan 17. Between 18. NotBetween | Smallint | 是 | 0 | 1.0 | 否 |
| 7 | Value |  | Nvarchar(max) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Condition(Unique,Non-Clustered),字段：id

IX\_t\_EmailTicket\_Condition\_SiteId\_Type\_RelatedId(Non-Unique,Non-Clustered),字段：SiteId,Type,RelatedId

## T\_EmailTicket\_Department

记录ticket的department信息

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 3 | Name | 部门name | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 4 | Description | 描述 | Nvarchar(1024) | 是 | “” | 1.0 | 否 |
| 5 | AllocationStrategy | auto allocation 策略：load balance or round robin | tinyint | 是 | 0 | 1.3 | 否 |
| 6 | IfLastAssignedPreferred | 是否上次assignee优先 | Bit | 是 | 0 | 1.3 | 否 |
| 7 | RoundRobinAssigneeIndex | 上次分配到哪个agent | Int | 是 | 0 | 1.3 | 否 |

Index:PK\_t\_EmailTicket\_Department(Unique,Non-Clustered),字段：id

IX\_t\_EmailTicket\_Department\_SiteId (Non-Unique,Non-Clustered),字段：SiteId

## T\_EmailTicket\_DraftEmail

记录ticket的草稿内容

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | SiteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | TicketId | Ticket id | Int | 是 | 0 | 1.0 | 否 |
| 4 | Subject | 标题 | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 5 | from | From email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 6 | To | To email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 7 | Cc | Cc email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 8 | Bcc | Bcc email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 9 | Body | 内容 | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 10 | ifHtml | 是否html | Bit | 是 | 1 | 1.0 | 否 |
| 11 | lastUpdateBy | 最后更新者 | int | 是 | 0 | 1.0 | 否 |
| 12 | LastUpdateTime | 最后更新时间 | Datetime | 是 | “1990-01-01” | 1.0 | 否 |
| 13 | PlainBody |  | Nvarchar(max) | 是 | “” | 1.3 | 否 |

Index:PK\_t\_EmailTicket\_DraftEmail(Unique,Non-Clustered),字段：id

IX\_t\_EmailTicket\_DraftEmail\_SiteId\_TicketId(Non-Unique,Non-Clustered),字段：SiteId,TicketId

## T\_EmailTicket\_Email[siteId]

记录ticket的email信息

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | TicketId | Ticket id | Int | 是 | 0 | 1.0 | 否 |
| 3 | DirectType | 1. Receive 2. Send 3. Junk 4. Reply | Tinyint | 是 | 0 | 1.0 | 否 |
| 4 | EmailServer | Email account id | Int | 是 | 0 | 1.0 | 否 |
| 5 | Time | 时间 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 6 | Subject | 标题 | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 7 | From | From email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 8 | replyTo | Replyto email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 9 | To | To email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 10 | Cc | Cc email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 11 | Bcc | Bcc email | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 12 | Body | Body | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 13 | ifHtml | 是否html | Bit | 是 | 1 | 1.0 | 否 |
| 14 | isRead | 是否已读 | Bit | 是 | 0 | 1.0 | 否 |
| 15 | Reference | 引用 | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 16 | ifHasAttachmentButNotReceived | 在ticket server收信时，如果没有把attachment收下了会把这个字段设为true，之后将不再去收这个附件 | bit | 是 | 0 | 1.0 | 否 |
| 17 | PlainBody |  | Nvarchar(max) | 是 | “” | 1.3 | 否 |

Index:PK\_t\_EmailTicket\_Email[siteId](Unique,Non-Clustered)，字段：id

IX\_t\_EmailTicket\_Email[siteId]\_MutiFields(Non-Unique,Non-Clustered),字段：ticketId

Ix\_t\_EmailTicket\_Email[siteId]\_TicketId(Non-Unique,Non-Clustered)，字段：ticketId

## T\_EmailTicket\_EmailMessageId[siteId]

记录email的messageid，已存在的id，收信时不会再收取该email

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | emailId | Email id | Int | 是 | Null | 1.0 | 否 |
| 2 | EmailServer | Email account id | Int | 是 | 0 | 1.0 | 否 |
| 3 | messageId | Message id | Nvarchar(1024) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Email\_MessageId[SiteId](Unique,Non-Clustered)，字段：EmailId

IX\_t\_EmailTicket\_EmailMessageId[SiteId]\_EmailServer(Non-Unique,Non-Clustered),字段：EmailServer

## T\_EmailTicket\_EmailServer

记录portal添加的email account

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | Type | Pop3,exchange | Tinyint | 是 | 1 | 1.0 | 否 |
| 4 | emailAddress | Email | Nvarchar(512) | 是 | “” | 1.0 | 否 |
| 5 | UserName | 用户名 | Nvarchar(128) | 是 | “” | 1.0 | 否 |
| 6 | Password | 密码 | Nvarchar(128) | 是 | “” | 1.0 | 否 |
| 7 | SenderName |  | Nvarchar(128) | 是 | “” | 1.0 | 否 |
| 8 | serverAddress |  | Nvarchar(128) | 是 | “” | 1.0 | 否 |
| 9 | Port | 端口 | Int | 是 | 25 | 1.0 | 否 |
| 10 | ifSSL | 是否ssl | bit | 是 | 0 | 1.0 | 否 |
| 11 | serverURL |  | Nvarchar(512) | 是 | “” | 1.0 | 否 |
| 12 | serverVersion |  | Tinyint | 是 | 1 | 1.0 | 否 |
| 13 | Domain |  | Nvarchar(512) | 是 | “” | 1.0 | 否 |
| 14 | ifDefault |  | Bit | 是 | 0 | 1.0 | 否 |
| 15 | ifPollSuccess |  | Bit | 是 | 1 | 1.0 | 否 |
| 16 | LastPollTime |  | Datetime | 是 | Getdate() | 1.0 | 否 |
| 17 | FailReason | 失败原因 | Nvarchar(max) | 是 | Null | 1.0 | 否 |
| 18 | departmentId | 部门id | Int | 是 | 0 | 1.0 | 否 |
| 19 | firstPollStatus |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 20 | Guid |  | Nvarchar(36) | 是 | “” | 1.0 | 否 |
| 21 | ifVerified | 是否验证 | Bit | 是 | 0 | 1.0 | 否 |
| 22 | ifDelete | 是否删除 | Bit | 是 | 0 | 1.0 | 否 |
| 23 | sentsToday |  | Int | 是 | 0 | 1.0 | 否 |
| 24 | sentsUpdateTime |  | datetime | 是 | Getdate() | 1.0 | 否 |
| 25 | ifEnable | 是否可用 | Bit | 是 | 0 | 1.0 | 否 |
| 26 | ifUseMyOwnSmtp |  | Bit | 是 | 0 | 1.0 | 否 |
| 27 | smtpIfRequiredAuthentication |  | Bit | 是 | 0 | 1.0 | 否 |
| 28 | smtpServerAddress |  | Nvarchar(512) | 是 | “” | 1.0 | 否 |
| 29 | smtpPort |  | Int | 是 | 0 | 1.0 | 否 |
| 30 | smtpUserName |  | Nvarchar(128) | 是 | “” | 1.0 | 否 |
| 31 | smtpPassword |  | Nvarchar(128) | 是 | “” | 1.0 | 否 |
| 32 | smtpEncrytedConnectionType |  | Tinyint | 是 | 0 | 1.0 | 否 |
| 33 | CreateTime | 创建时间 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 34 | ContinousErrorCount | 连续错误的次数 | Int | 是 | 0 | 1.0 | 否 |
| 35 | AgentAssignee | assignee agent id | ~~Int~~  Nvarchar(50) | 是 | ~~0~~  ‘’ | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_EmailServer(Unique,Non-Clustered),字段：id

IX\_t\_EmailTicket\_EmailServer\_SiteId(Non-Unique,Non-Clustered),字段：SiteId

## T\_EmailTicket\_Field

记录ticket的field信息，包括系统字段和自定义字段

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 3 | ifSystem | 是否系统字段 | Bit | 是 | 0 | 1.0 | 否 |
| 4 | datatype | 1. Text 2. Textarea 3. Email 4. URL 5. Date 6. Integer 7. Float 8. Operator 9. Radio 10. Checkbox 11. DropdownList 12. CheckboxList 13. Link | Smallint | 是 | 1 | 1.0 | 否 |
| 5 | Name | 名字 | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 6 | systemName | 系统name | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 7 | ifValueRequired | 是否必填 | Bit | 是 | 0 | 1.0 | 否 |
| 8 | Length | 长度 | Int | 是 | 255 | 1.0 | 否 |
| 9 | helpText |  | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 10 | defaultValue | 默认值 | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 11 | linkUrl | url | Nvarchar(2048) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Field(Unique,Non-Clustered),字段：id

IX\_t\_EmailTicket\_Field\_Siteid(Non-Unique,Non-Clustered),字段：SiteId

## T\_EmailTicket\_FieldQuery

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | queryId | T\_EmailTicket\_Query.Id | Int | 是 | 0 | 1.0 | 否 |
| 3 | FieldId | T\_EmailTicket\_Field.Id | Int | 是 | 0 | 1.0 | 否 |
| 4 | OrderId | 序号 | int | 是 | 1 | 1.0 | 否 |

Index:

IX\_t\_EmailTicket\_FieldOfQuery\_SiteId\_QueryId(Non-Unique,Non-Clustered)，字段：SiteId,QueryId

## T\_EmailTicket\_FieldOfTicketSubmitForm

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Type | 1. WebToTicketForm 2. PortalTicketSubmitFormForGuest 3. PortalTicketSubmitFormForLoggedInUser | Tinyint | 是 | 0 | 1.0 | 否 |
| 2 | relatedId | 当Type =0 时，对应t\_EmailTicket\_FieldOfTicketSubmitForm.id  当Type =1 时，对应t\_Site{SiteId}.id 当Type =2时，对应t\_Site{SiteId}.id | Int | 是 | 0 | 1.0 | 否 |
| 3 | fieldId | Field id | Int | 是 | 0 | 1.0 | 否 |
| 4 | ifValueRequired | 是否必填 | Bit | 是 | 0 | 1.0 | 否 |
| 5 | OrderId | 序号 | Int | 是 | 1 | 1.0 | 否 |
| 6 | DisplayText |  | Nvarchar(256) | 否 | “” | 1.0 | 否 |

Index:

IX\_t\_EmailTicket\_FieldOfTicketSubmitForm\_Type\_RelatedId(Non-Unique,Non-Clustered) ，字段：Type,RelatedId

## T\_EmailTicket\_FieldOption

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | FieldId | Filed id | Int | 是 | 0 | 1.0 | 否 |
| 4 | DisplayText |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 5 | OrderId | 序号 | int | 是 | 0 | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_FieldOption(Unique,Non-Clustered) ，字段：id

IX\_t\_EmailTicket\_FieldOption\_SiteId\_FieldId(Non-Unique,Non-Clustered) ，字段：SiteId,FieldId

## T\_EmailTicket\_GradeOfRatingSetting（已废弃）

|  |  |  |  |
| --- | --- | --- | --- |
| 字段名 | 描述 | 数据类型 | 是否必填 |
| siteId | 站点id | Int | 是 |
| Grade |  | Tinyint | 是 |
| Label |  | Nvarchar(1024) | 是 |
| ifVisible | 是否可见 | Bit | 是 |

## T\_EmailTicket\_History[siteId]

ticket的历史记录，

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | ticketId | Ticket id | Int | 是 | 0 | 1.0 | 否 |
| 3 | timestamp | 时间戳 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 4 | actionType | Created = 1, //system, operator, user, emailId, cookieId  WebFormSubmitted = 2, //客户请求  NoteAdded = 3, //operator  CallLogAdded = 4, //operator  AttachmentAdded = 5, //cookieId, emailId, operatorId  AttachmentDeleted = 6,//operatorId  ChatLogAttached = 7, //emailId, userId, operatorId??? --Web Ticket Included  ChatLogDetached = 8, //operatorId  OutgoingEmail = 9, //Operator响应，Addby > 0 --Web Ticket Included  IncomingEmail = 10, //客户请求 --Web Ticket Included  OfflineMessageAttached = 11, //emailId, userId, operatorId??? --Web Ticket Included  OfflineMessageDetached = 12, //operatorId  Deleted = 13, //operatorId  Recovered = 14, //operatorId  Purged = 15,  Edited = 16,//operatorId, emailId, cookieId, userId, system  TicketLinked = 17, //operatorId  TicketDelinked = 18,//operatorId  TicketAssigned = 19,//operatorId, system  TicketMerged = 20, //operatorId  SaveDraftEmail = 21,//operatorId  DiscardDraftEmail = 22, //operatorId  BouncedEmail = 23, // Added by Leo 2010-09-28, //emailId  Notification = 24, //Added by Jason 2010-11-16 //system  AutoFollowUpEmail = 25, //Added by Jason 2010-11-18 //system  OperatorRepliedWithEmailSent = 26, //operatorId//Operator响应 --Web Ticket Included  OperatorForwardedWithEmailSent = 27,//operatorId//Operator响应  OperatorRepliedOnly = 28, //operatorId//Operator响应 --Web Ticket Included  OperatorForwardedOnly = 29, //operatorId//Operator响应  ServicePortalReplied = 30, //userId, cookieId, email Id//客户请求 --Web Ticket Included  WebReplied = 31, //posted by user, contact or visitor //cookieId, email Id//客户请求 --Web Ticket Included  RatingOutGoingEmail = 32,  PortalFormSubmitted = 33,  AutoFollowUpEmailNotShow = 34, //Added by Jason 2012-03-12 如果这个Rule执行的时候设置不显示在Detail的Corresdence中，则生成这个类型的历史 | Smallint | 是 | 0 | 1.0 | 否 |
| 5 | addByType | None = 0,  Operator = 1,  User = 2,  Contact = 3,  EmailAddress = 4,  Cookie = 5,  Visitor = 6, | Smallint | 是 | 0 | 1.0 | 否 |
| 6 | addBy | 当CloseByType=1 时，对应t\_user{siteid}.id 当CloseByType=2时，对应t\_user{siteid}.id  当CloseByType=3时，对应t\_user{siteid}.id  当CloseByType=4时，对应t\_ EmailAddressIdentity {siteid}.id  当CloseByType=5时，对应t\_ CookieIdentity {siteid}.id  当CloseByType=6时，对应t\_VisitorIdentity{siteid}.id | Bigint  Nvarchar(50) | 是 | 0 | 1.0 | 否 |
| 7 | Summary |  | Nvarchar(1024) | 是 | “” | 1.0 | 否 |
| 8 | Detail |  | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 9 | relatedId | 当ActionType=1时，RelatedId=0  Actiontype=2的数据造不出来  当ActionType=3时，RelatedId=0  当ActionType=4时，RelatedId=0  当ActionType=5时，对应t\_EmailTicket\_Attachment.Id  当ActionType=6时，对应t\_EmailTicket\_Attachment.Id  当ActionType=7时，对应t\_Livechat\_SessionChat{Siteid}.Id  当ActionType=8时，对应t\_Livechat\_SessionChat{Siteid}.Id  当ActionType=9时，对应t\_EmailTicket\_Email{SiteId}.Id  当ActionType=10时，对应t\_EmailTicket\_Email{SiteId}.Id  当ActionType=11时，对应t\_LiveChat\_SessionOfflineMessage{SiteId}.Id  当ActionType=12时，对应t\_LiveChat\_SessionOfflineMessage{SiteId}.Id  当ActionType=13时，RelatedId=0  当ActionType=14时，RelatedId=0  彻底删除的时候，historty会被全部删除，所以ActionTyep=15不会有数据的  当ActionType=16时，RelatedId=0  当ActionType=17时，对应t\_EmailTicket\_Ticket{SiteId}.Id  当ActionType=18时，对应t\_EmailTicket\_Ticket{SiteId}.Id  当ActionType=19时，RelatedId=0  当ActionType=20时，对应t\_EmailTicket\_Ticket{SiteId}.Id  当ActionType=21时，对应t\_emailticket\_draftemail.Id  当ActionType=22时，对应t\_emailticket\_draftemail.Id  当ActionType=23时，对应t\_emailticket\_email{SiteId}.Id  当ActionType=25时，对应t\_EmailTicket\_Email{SiteId}.Id  当ActionType=26时，对应t\_EmailTicket\_Email{SiteId}.Id  当ActionType=27时，对应t\_EmailTicket\_Email{SiteId}.Id  当ActionType=28时，对应t\_EmailTicket\_Email{SiteId}.Id  当ActionType=29时，对应t\_EmailTicket\_Email{SiteId}.Id  当ActionType=30时，RelatedId=0  当ActionType=31时，RelatedId=0  当ActionType=32时，对应t\_EmailTicket\_Email{SiteId}.Id  当ActionType=34时，对应t\_EmailTicket\_Email{SiteId}.Id | int | 是 | 0 | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_History[SiteId](Unique,Non-Clustered) ，字段：id

IX\_t\_EmailTicket\_History[SiteId]\_Addby\_Addbytype\_Timestamp\_TicketId(Non-Unique,Non-Clustered) ，字段：AddBy,AddByType,TimeStamp,TicketId

Ix\_t\_EmailTicket\_History[SiteId]\_TicketId\_ActionType(Non-Unique,Non-Clustered) ，字段：TicketId,ActionType

## T\_EmailTicket\_Label

记录ticket的标签

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | Siteid | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | Name | 名称 | Nvarchar(256) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Label(Unique,Non-Clustered) ，字段：id

IX\_t\_EmailTicket\_Label\_SiteId(Non-Unique,Non-Clustered) ，字段：SiteId

T\_emailTicket\_LinkedTicket（废弃）

|  |  |  |  |
| --- | --- | --- | --- |
| 字段名 | 描述 | 数据类型 | 是否必填 |
| siteId |  | Int | 是 |
| ticketId |  | Int | 是 |
| linkedTicketId |  | int | 是 |

## T\_EmailTicket\_MemberOfDepartment

记录department的成员id

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | DepartmentId | 部门id | Int | 是 | 0 | 1.0 | 否 |
| 3 | RelatedId | 当Type=0，对应的是t\_User{Siteid}.Id  当Type=1，对应的是t\_Admin\_OperatorGroups.Id | Int | 是 | 0 | 1.0 | 否 |
| 4 | Type | Operator = 0,  OperatorGroup = 1, | Tinyint | 是 | 0 | 1.0 | 否 |

Index:

IX\_t\_EmailTicket\_MemberOfDepartment\_SiteId\_DepartmentId(Non-Unique,Non-Clustered) ，字段：SiteId,DepartmentId

## T\_EmailTicket\_MentionedRelation

记录ticket note中@的agent和已读未读

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.2 | 否 |
| 2 | siteId | 站点id | Int | 是 | Null | 1.2 | 否 |
| 3 | ticketId | Ticket id | Int | 是 | Null | 1.2 | 否 |
| 4 | agentId | Agent id | Int | 是 | Null | 1.2 | 否 |
| 5 | ifRead | 是否已读 | Bit | 是 | Null | 1.2 | 否 |
| 6 | historyId | 历史id | int | 是 | Null | 1.2 | 否 |

Index:PK\_t\_EmailTicket\_MentionedRelation(Clustered) ，字段：id

IX\_t\_EmailTicket\_MentionedRelation\_SiteId\_AgentId(Non-Unique,Non-Clustered) ，字段：SiteId,AgentId

IX\_t\_EmailTicket\_MentionedRelation\_SiteId\_TicketId(Non-Unique,Non-Clustered) ，字段：SiteId,TicketId

T\_EmailTicket\_PortalTicketSubmitForm（废弃）

|  |  |  |  |
| --- | --- | --- | --- |
| 字段名 | 描述 | 数据类型 | 是否必填 |
| siteId | 站点id | Int | 是 |
| Type | WebToTicketForm = 0,  PortalTicketSubmitFormForGuest = 1,  PortalTicketSubmitFormForLoggedInUser = 2, | Tinyint | 是 |
| greetingMessage |  | Nvarchar(max) | 是 |
| ifAutoListKBArticalsBySubject |  | Bit | 是 |
| ifAllowAttachment |  | Bit | 是 |
| ifShowVerificationCode |  | Bit | 是 |

## T\_EmailTicket\_Query

记录ticket的filter

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | Name | 名称 | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 4 | Description | 描述 | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 5 | ifPrivate | 是否私有 | Bit | 是 | 0 | 1.0 | 否 |
| 6 | orderByFieldId |  | Int | 是 | 0 | 1.0 | 否 |
| 7 | orderDirection |  | Nvarchar(256) | 是 | “Ascending” | 1.0 | 否 |
| 8 | createBy | 创建者 | ~~Int~~  Nvarchar(50) | 是 | ~~0~~  ‘’ | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Query(Unique,Non-Clustered) ，字段：id

IX\_t\_EmailTicket\_Query\_SiteId\_IfPrivate\_CreateBy(Non-Unique,Non-Clustered) ，字段：SiteId,Ifprivate,CreateBy

T\_EmailTicket\_RatingSetting（已废弃）

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 字段名 | 描述 | 数据类型 | 是否必填 | 版本号 |
| siteId |  | Int | 是 | 1.0 |
| ifSendEmailWhenTicketClosed |  | Bit | 是 | 1.0 |
| ifEnableRatingInservicePortal |  | Bit | 是 | 1.0 |
| Subject |  | Nvarchar(1024) | 是 | 1.0 |
| htmlBody |  | Nvarchar(max) | 是 | 1.0 |
| textBody |  | Nvarchar(max) | 是 | 1.0 |
| greetingMessage |  | Nvarchar(2048) | 是 | 1.0 |
| ifAllowComment |  | Bit | 是 | 1.0 |

## T\_EmailTicket\_Rule

记录ticket的rule，包括auto update,auto follow up

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | Name | 名称 | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 4 | Description | 描述 | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 5 | Enable | 是否可用 | Bit | 是 | 1 | 1.0 | 否 |
| 6 | Type | AutoUpdate = 1,  AutoFollowUp = 2, | Tinyint | 是 | 1 | 1.0 | 否 |
| 7 | Trigger | WhenTicketIsCreated = 1,  WhenEmailIsReceived = 2,  WhenOperatorReplied = 3,  WhenTicketAssigneeIsChanged = 4,  WhenStatusIsChanged = 5,  WhenTicketStaysInOneStatusForASpecifiedPeriodOfTime = 6,  WhenUserReplied = 7 | Smallint | 是 | 0 | 1.0 | 否 |
| 8 | stayStatus | New = 1,  PendingInternalAction = 2,  PendingExternalAction = 3,  Deferred = 4,  Closed = 5, | Int | 是 | 0 | 1.0 | 否 |
| 9 | stayTimeSpan |  | Int | 是 | 0 | 1.0 | 否 |
| 10 | ifSendEmailToContacts | 是否发送给contacts | Bit | 是 | 1 | 1.0 | 否 |
| 11 | orderId | 序号 | Int | 是 | 0 | 1.0 | 否 |
| 12 | Subject | 标题 | Nvarchar(1024) | 是 | “” | 1.0 | 否 |
| 13 | htmlBody | Email html body | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 14 | ifShownInTicketCorresdence |  | Bit | 是 | 1 | 1.0 | 否 |
| 15 | textBody | Email plain text body | Nvarchar(max) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Rule(Unique,Non-Clustered) ，字段：id

## T\_EmailTicket\_RuleSendOperator

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | operatorId | Agent id | Int | 是 | 0 | 1.0 | 否 |
| 3 | ruleId | Rule id | int | 是 | 0 | 1.0 | 否 |

## T\_EmailTicket\_SetFieldValue

记录field的value

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Id | Int | 是 | Null | 1.0 | 否 |
| 2 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 3 | ruleId | Rule id | Int | 是 | 0 | 1.0 | 否 |
| 4 | fieldId | Field id | Int | 是 | 0 | 1.0 | 否 |
| 5 | Value | Field value | Nvarchar(max) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_SetFieldValue(Unique,Non-Clustered) ，字段：id

## T\_EmailTicket\_Ticket[siteID]

记录ticket的信息

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id | Ticket id | Int | 是 | Null | 1.0 | 否 |
| 2 | Subject | 标题 | Nvarchar(4000) | 是 | “” | 1.0 | 否 |
| 3 | ~~Description~~ | ~~描述~~ | ~~Nvarchar(max)~~ | ~~是~~ | ~~“”~~ | ~~1.0~~ | ~~否~~ |
| 4 | contactName | Contact name | Nvarchar(256) | 是 | “” | 1.0 | 是 |
| 5 | contactEmail | Contact email | Nvarchar(512) | 是 | “” | 1.0 | 是 |
| 6 | Status | 状态 | Int | 是 | 0 | 1.0 | 否 |
| 7 | Priority | 优先级 | Int | 是 | 0 | 1.0 | 否 |
| 8 | ~~Source~~ Channel | 来源 (api中的channel) | Int | 是 | 0 | 1.0 | 否 |
| 9 | Assignee | 指派的agent | ~~Int~~  Nvarchar（50） | 否 | ~~0~~  ‘’ | 1.0 | 否 |
| 10 | createTime | 创建时间 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 11 | ifDeleted | 是否删除 | Bit | 是 | 0 | 1.0 | 否 |
| 12 | receivingEmail | 收信邮箱 | Nvarchar(512) | 是 | “” | 1.0 | 否 |
| 13 | preStatus | 前一个状态 | Int | 是 | 0 | 1.0 | 是 |
| 14 | lastStatusChangeTime | 最后一次修改状态的时间 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 15 | lastActivityTime | 最后一次活跃时间 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 16 | mergeTarget | Merge操作的目标 | Int | 是 | 0 | 1.0 | 否 |
| 17 | ifRead | 是否已读 | Bit | 是 | 0 | 1.0 | 否 |
| 18 | State |  | int | 是 | 0 | 1.0 | 是 |
| 19 | ifHasDraft | 是否有草稿 | Bit | 是 | 0 | 1.0 | 否 |
| 20 | RelatedType | 关联类型 | Smallint | 是 | 0 | 1.0 | 否 |
| 21 | RelatedId | 关联id | Bigint | 是 | 0 | 1.0 | 否 |
| 22 | Department | 部门id | Int | 是 | 0 | 1.0 | 否 |
| 23 | totalReplies | Reply总数 | Int | 是 | 0 | 1.0 | 否 |
| ~~24~~ | ~~lastReplier~~ | ~~最后回复的name~~ | ~~Nvarchar(256)~~ | ~~是~~ | ~~“”~~ | ~~1.0~~ | ~~否~~ |
|  | LastRepliedById | 最后回复人ID | bigint | 是 | 0 | 1.3 | 否 |
|  | LastRepliedByType | 最后回复人类型 | tinyint | 是 | 0 | 1.3 | 否 |
| 25 | Guid | Webticket或者邮件里面带链接的时候用于验证是否是这个ticket | Nvarchar(36) | 是 | “” | 1.0 | 否 |
| 26 | closeByType | 1. None 2. Operator 3. User 4. Contact 5. EmailAddress 6. Cookie 7. Visitor | Smallint | 是 | 0 | 1.0 | 否 |
| 27 | closeBy | 当CloseByType=1 时，对应t\_user{siteid}.id 当CloseByType=2时，对应t\_user{siteid}.id  当CloseByType=3时，对应t\_user{siteid}.id  当CloseByType=4时，对应t\_ EmailAddressIdentity {siteid}.id  当CloseByType=5时，对应t\_ CookieIdentity {siteid}.id  当CloseByType=6时，对应t\_VisitorIdentity{siteid}.id | ~~Bigint~~  Nvarchar（50） | 是 | 0 | 1.0 | 否 |
| 28 | closeTime | 关闭时间 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 29 | ifPublic |  | Bit | 是 | 1 | 1.0 | 否 |
| 30 | lastReplyTime | 最后回复时间 | Datetime | 是 | Getdate() | 1.0 | 否 |
| 31 | lastReplyMessage | 最后回复的message | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 32 | EnterQueueStatus | 标识ticket是否进入auto allocation 分配队列，等待分配。 | tinyint | 是，  0, 默认值，未进队列   1. 等待分配 2. 已分配 | 0 | 1.3 | 否 |
| 33 | AllocationTime | allocation时间点 | Datetime | 是 | 默认值1901-01-01 | 1.3 | 否 |
| 34 | CreatedById | 创建者guid | Nvarchar（50） | 是 | ‘’ | 1.3 | 否 |
| 35 | CreatedByType | System=0, Agent=1，contact=3, | tinyInt | 1 | 0 | 1.3 | 否 |
|  | NextSLABreach | 用于根据NextSLABreach排序 | Datetime | 是 | Datetime max | 1.3 | 否 |
|  | IsReadByContact | Ticket是否被Contact已读 | Bit | 是 | 0 | 1.3 | 否 |
| 36 | Comm100\_TKCF\_{FieldID} | 自定义字段 |  |  |  | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_Ticket[SiteId](Unique,Non-Clustered) ，字段：id

IX\_t\_EmailTicket\_Ticket[SiteId]\_CreateTime(Non-Unique,Non-Clustered) ，字段：CreateTime

IX\_t\_EmailTicket\_Ticket[SiteId]\_IfDeletedLastActivityMergeTarget\_Id(Non-Unique,Non-Clustered) ，字段：IfDeleted,LastActivityTime,MergeTarget,Status,Assignee,CreateTime,Department,LastReplyTime

IX\_t\_EmailTicket\_Ticket[SiteId]\_LastActivityTime(Non-Unique,Non-Clustered) ，字段：LastActivityTime

IX\_t\_EmailTicket\_Ticket[SiteId]\_LastReplyTime(Non-Unique,Non-Clustered) ，字段：LastReplyTime

IX\_t\_EmailTicket\_Ticket[SiteId]\_LastStatusChangeTime(Non-Unique,Non-Clustered) ，字段：LastStatusChangeTime

IX\_t\_EmailTicket\_Ticket[SiteId]\_multicolumn(Non-Unique,Non-Clustered) ，字段：id,status,assignee,ifDeleted,mergeTarget,ifRead,department,lastReplyTime

IX\_t\_EmailTicket\_Ticket[SiteId]\_RelatedType(Non-Unique,Non-Clustered) ，字段：relatedType

## T\_EmailTicket\_TicketLabelRelation

记录tag和ticket之间的关联关系

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | ticketId | Ticket id | Int | 是 | 0 | 1.0 | 否 |
| 3 | labelId | 标签id | int | 是 | 0 | 1.0 | 否 |

Index:

IX\_t\_EmailTicket\_TicketLabelRelation\_SiteId\_LabelId(Non-Unique,Non-Clustered) ，字段：SiteId,LabelId

IX\_t\_EmailTicket\_TicketLabelRelation\_SiteId\_TicketId(Non-Unique,Non-Clustered) ，字段：SiteId,TicketId

T\_EmailTicket\_TicketRatingResult（已废弃）

|  |  |  |  |
| --- | --- | --- | --- |
| 字段名 | 描述 | 数据类型 | 是否必填 |
| siteId |  | Int | 是 |
| TicketId |  | Int | 是 |
| Grade |  | Smallint | 是 |
| Comment |  | Nvarchar(2048) | 是 |
| lastUpdateTime |  | datetime | 是 |

## T\_EmailTicket\_TicketRunRuleHistory

记录ticket触发rule的历史

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | ticketId | Ticket id | Int | 是 | 0 | 1.0 | 否 |
| 3 | ruleId | Rule id | Int | 是 | 0 | 1.0 | 否 |
| 4 | ruleType | AutoUpdate = 1,  AutoFollowUp = 2, | Tinyint | 是 | 1 | 1.0 | 否 |
| 5 | ruleTrigger | WhenTicketIsCreated = 1,  WhenEmailIsReceived = 2,  WhenOperatorReplied = 3,  WhenTicketAssigneeIsChanged = 4,  WhenStatusIsChanged = 5,  WhenTicketStaysInOneStatusForASpecifiedPeriodOfTime = 6,  WhenUserReplied = 7, | Smallint | 是 | 0 | 1.0 | 否 |
| 6 | runTime | 运行时间 | datetime | 是 | “1990-01-01” | 1.0 | 否 |

## T\_EmailTicket\_Transcript

记录ticket与chat message之间的关联关系

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | siteId | 站点id | Int | 是 | 0 | 1.0 | 否 |
| 2 | ticketId | Ticket id | Int | 是 | 0 | 1.0 | 否 |
| 3 | Type | ChatLog = 0,  OfflineMessage = 1, | Tinyint | 是 | 0 | 1.0 | 否 |
| 4 | chatLogOrOfflineMessageId | 当Type=0，对应t\_livechat\_Sessionchat{Siteid}.id  当Type=1，对应t\_livechat\_Sessionofflinemessage{Siteid}.id | int | 是 | 0 | 1.0 | 否 |

Index:

IX\_t\_EmailTicket\_Transcript\_AllColumn (Non-Unique,Non-Clustered) ，字段：SiteId,TicketId,Type,ChatLogOrOfflineMessageId

## T\_EmailTicket\_WebToTicketForm

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 字段名 | 描述 | 数据类型 | 是否必填 | 默认值 | 版本号 | 废弃 |
| 1 | Id |  | Int | 是 | Null | 1.0 | 否 |
| 2 | siteId |  | Int | 是 | 0 | 1.0 | 否 |
| 3 | Name |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 4 | Description |  | Nvarchar(512) | 是 | “” | 1.0 | 否 |
| 5 | ifAllowAttachment |  | Bit | 是 | 1 | 1.0 | 否 |
| 6 | ifShowVerificationCode |  | Bit | 是 | 1 | 1.0 | 否 |
| 7 | formHeight |  | Int | 是 | 0 | 1.0 | 否 |
| 8 | formWidth |  | Int | 是 | 0 | 1.0 | 否 |
| 9 | ifDefaultCss |  | Bit | 是 | 1 | 1.0 | 否 |
| 10 | cssContent |  | Nvarchar(max) | 是 | “” | 1.0 | 否 |
| 11 | languageAttachment |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 12 | languageAttachmentTotalSize |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 13 | languageVerificationCode |  | Nvarchar(256\_ | 是 | “” | 1.0 | 否 |
| 14 | languageSubmit |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 15 | languageTicketSubmitSuccessfully |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 16 | languageSubmitNewTicket |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 17 | languageRequired |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 18 | languageInvalidEmailAddress |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 19 | languageInvalidDateFormat |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 20 | languageInvalidFloat |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 21 | languageInvalidInteger |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 22 | languageChooseAnOption |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 23 | languageChooseAnOperator |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 24 | languageSystemError |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 25 | languageInvalidURL |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |
| 26 | languageIfEnabled |  | Bit | 是 | 0 | 1.0 | 否 |
| 27 | languageVerificationCodeError |  | Nvarchar(256) | 是 | “” | 1.0 | 否 |

Index:PK\_t\_EmailTicket\_WebToTicketForm(Unique,Non-Clustered) ，字段：id

IX\_t\_EmailTicket\_WebToTicketForm\_SiteId(Non-Unique,Non-Clustered) ，字段：siteId

## T\_EmailTicket\_SLARecord

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **序号** | **字段名称** | **字段类型** | **是否必填** | **字段说明** | **默认值** | **版本号** | **废弃** |
| 1 | Id | **Int** | **Y** | **主键** |  | 1.3 | 否 |
| 2 | SiteId | Int | Y |  |  | 1.3 | 否 |
| 3 | TicketId | int | Y |  |  | 1.3 | 否 |
| 4 | SLAId | int | Y | 对应SLA Policy ID |  | 1.3 | 否 |
| 5 | FirstRespondBreachAt | datetime | Y | SLA 规定的first respond time时间点，ticket创建时间+SLA规定的时间周期 |  | 1.3 | 否 |
| 6 | FirstRespondBreachStatus | int | Y | 0，默认值，first response未发生  1，first response 已经发生，未违背  2，first response 未发生，已经违背   1. first response 已发生，已经违背 2. first response 已发生，但发生在匹配SLA之前,不统计是否违背。 |  | 1.3 | 否 |
| 7 | FirstRespondDuration | int | Y | first respond 所花费的时间，默认值为0. |  | 1.3 | 否 |
| 8 | NextRespondBreachAt | datetime | Y | next respond time， 只有有外部回信的情况下才有值,如果没有next respond time，使用1901-01-01 |  | 1.3 | 否 |
| 9 | NextRespondBreachStatus | int | Y | -1 默认值，还没到next response  0，next response未发生  1，next response 已经发生，未违背  2，next response 未发生，已经违背  3，next response 已发生，已经违背 |  | 1.3 | 否 |
| 10 | NextRespondBreachCount | int | Y | Next respond 违背次数 |  | 1.3 | 否 |
| 11 | NextRespondCount | Int | Y | Next respond 次数 |  | 1.3 | 否 |
| 12 | NextRespondDuration | int | Y | agent回复的总时间（不包括第一次）平均时间等总时间除以次数,默认值为0. |  | 1.3 | 否 |
| 13 | LastExternalReplyTime | datetime | Y | 访客上次回复的时间（用于计算duration，当连续都是访客回复时，记录最早的那条回复时间） |  | 1.3 | 否 |
| ~~14~~ | ~~ExternalReplyCountBeforeNextRespond~~ | ~~Int~~ |  | ~~默认是0，agent回复后也重置为0~~ |  | 1.3 | 是 |
| 15 | ResolveBreachAt | datetime | Y | SLA规定的resolve ticket的时间，ticket创建时间 + SLA规定的时间周期 |  | 1.3 | 否 |
| 16 | ResolveTimeBreachSatus | int | Y | 0，默认值，resolve未发生  1，resolve 已经发生，未违背  2，resolve 未发生，已经违背  3，resolve 已发生，已经违背 |  | 1.3 | 否 |
| 17 | ResolvedDuration | int | Y | resolve ticket 所花费的时间周期,默认值为0. |  | 1.3 | 否 |
| 18 | IfAbandoned | bit | Y | 该record是否被废弃,默认值为0.当ticket被delete或者merge时标记 |  | 1.3 | 否 |

Index：

## t\_emailticket\_SLAPolicy

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **序号** | **字段名称** | **字段类型** | **是否必填** | **字段说明** | **默认值** | **版本号** | **废弃** |
| 1 | Id | int | Y | 主键自增 |  | 1.3 | 否 |
| 2 | SiteId | int | Y |  |  | 1.3 | 否 |
| 3 | Name | nvarchar(256) | Y | Policy name |  | 1.3 | 否 |
| 4 | IfEnable | bit | Y | 是否enable |  | 1.3 | 否 |
| 5 | OrderId | int | Y | SLA Policy 顺序 |  | 1.3 | 否 |
| 6 | FirstRespondHours | int | Y |  |  | 1.3 | 否 |
| 7 | NextRespondHours | int | Y |  |  | 1.3 | 否 |
| 8 | ResolveHours | int | Y |  |  | 1.3 | 否 |
| 9 | IfBusinessHour | bit | Y | true: business hours  false: calendar hours | false | 1.3 | 否 |
| 10 | CreateTime | datetime | Y |  |  | 1.3 | 否 |
| 11 | UpdateTime | datetime | Y |  |  | 1.3 | 否 |
| 12 | IfDeleted | bit | Y | Default:0 | 0 | 1.3 | 否 |

## t\_emailticket\_UnreadCount

记录ticket unread count

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **序号** | **字段名称** | **字段类型** | **是否必填** | **字段说明** | **默认值** | **版本号** | **废弃** |
| 1 | SiteId | int | Y |  |  | 1.3 | 否 |
| 2 | AgentId | int | Y |  |  | 1.3 | 否 |
| 3 | FilterId | int | Y | filter id |  | 1.3 | 否 |
| 4 | Type | tinyint | Y | 0: allticket count,  1: fitler count  2: mentioned count |  | 1.3 | 否 |
| 5 | UnreadCount | int | Y | unread count number | 0 | 1.3 | 否 |

Index:

IX\_t\_EmailTicket\_UnreadCount\_MulColumns(Non-Unique,Non-Clustered) ，字段：siteId,AgentId,FilterId,Type

## t\_emailticket\_UnreadCountExpired

记录ticket unread count的过期与否

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **序号** | **字段名称** | **字段类型** | **是否必填** | **字段说明** | **默认值** | **版本号** | **废弃** |
| 1 | SiteId | int | Y |  |  | 1.3 | 否 |
| 2 | AgentId | int | Y |  |  | 1.3 | 否 |
| 3 | Type | tinyint | Y | 0: allticket count  1: fitler count  2: mentioned count |  | 1.3 | 否 |
| 4 | IfExpired | bit | Y | 是否过期，是否需要重新计算 |  | 1.3 | 否 |

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IX\_t\_EmailTicket\_UnreadCountExpired\_MulColumns(Non-Unique,Non-Clustered) ，字段：SiteId,AgentId,Type

## t\_emailticket\_FulltextIndex{siteid}

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **序号** | **字段名称** | **字段类型** | **是否必填** | **字段说明** | **默认值** | **版本号** | **废弃** |
| 1 | Id | int | Y |  |  | 1.3 | 否 |
| 2 | TicketId | int | Y |  |  | 1.3 | 否 |
| 3 | RelatedType | tinyint | Y | 关联类型： ticket subject， ticket content， email subject， email html body，email plain body， history detail， custom field（多行文本类型） |  | 1.3 | 否 |
| 4 | RelatedId | int | N | 如果自定义字段的值，这里保存的是自定义字段的ID，通过这个字段去定位是哪个字段的值。 | 0 | 1.3 | 否 |
| 5 | Content | nvarchar（max) | Y | 内容，全文索引字段 | “” | 1.3 | 否 |

Content: 全文索引字段， 全文索引自动更新

RelatedType 非聚集索引，包含ticket id 字段。

# Operator相关的表

## t\_EmailTicket\_OperatorPreference

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **序号** | **字段名称** | **字段类型** | **是否必填** | **字段说明** | **默认值** | **版本号** | **废弃** |
| 1 | OperatorId | int | Y |  |  | 1.0 | 否 |
| 2 | SiteId | Int | Y |  |  | 1.0 | 否 |
| 3 | TicketSettings | narvarchar(max) | Y | Json格式数据，主要保存user 签名等设置信息，可用于扩展。 | “” | 1.0 | 否 |
| 4 | MaxConcurrentCount | smallint | Y | Agent能接受待处理的ticket最大数量。 | 0 | 1.3 | 否 |
| 5 | IfAcceptAllocation | bit | Y | 是否接收ticket allocation assign。 | True | 1.3 | 否 |
| 7 | TicketAvailableStatus | Tinyint | Y | Ticket available status，标识此时是否接收ticket assign  0, 默认值 接收，   1. 不接收   Agent可以切换这个值。  心跳机制： 通过signlR，如果用户不在线，则自动改为unavailable. 每5/10分钟更新一次。 | 0 | 1.3 | 否 |
| 8 | RowVersion | Timestamp | Y |  |  | 1.3 | 否 |

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IX\_t\_LiveChat\_OperatorPreference(Non-Unique,Non-Clustered)