#### Sources

### Amazon [JSON]

#### Primary Key

RECORD\_ID INTERACTION ID SUPPORT\_CATEGORY AGENT\_PSEUDO\_NAME CONTACT\_DATE TYPE\_OF\_CUSTOMER INTERACTION\_DURATION TOTAL\_TIME STATUS\_OF\_CUSTOMER\_INCIDENT RESOLVED\_IN\_FIRST\_CONTACT SOLUTION\_TYPE RATING

#### Uber [XML]

SUPPORT IDENTIFIER CONTACT\_REGARDING AGENT\_CODE DATE\_OF\_INTERACTION CUSTOMER TYPE CONTACT\_DURATION AFTER\_CONTACT\_WORK\_TIME INCIDENT\_STATUS 1ST\_CONTACT\_SOLVE TYPE\_OF\_RESOLUTION SUPPORT\_RATING RECORD\_DATETIME

## AT&T [CSV]

TICKET\_IDENTIFIER SUPPORT\_CATEGORY AGEN\_NAME DATE\_OF\_CALL TYPE\_OF\_CUSTOMER DURATION TOTAL\_TIME TICKET\_STATUS RESOLVED\_IN\_FIRST\_CONTACT RESOLUTION\_CATEGORY RATING

## **CSD Satabase**

# **Configuration Tables**

# **CSD SOURCES**

SOURCE\_ID Primary Key INT **Unique Key** SOURCE NAME VARCHAR SOURCE\_TYPE VARCHAR HOST\_NAME VARCHAR PORT VARCHAR DATABASE NAME VARCHAR USER\_NAME VARCHAR **PASSWORD** VARCHAR FILE\_PATH VARCHAR API\_ENDPOINT VARCHAR SECURITY\_PROTOCOL VARCHAR AUTH\_METHOD VARCHAR CONNECTION\_PARAMETERS VARCHAR LAST\_LOADED\_RECORD\_ID VARCHAR DESCRIPTION VARCHAR ACTIVE FLAG CHAR CREATED\_TIME DATETIME

DATETIME

UPDATED\_TIME

CSD_AGENTS				
Primary Key	AGENT_ID	INT		
	FIRST_NAME	VARCHAR		
	MIDDLE_NAME	VARCHAR		
	LAST_NAME	VARCHAR		
	PSUEDO_NAME	VARCHAR		
	SUPPORT_TEAM	VARCHAR		
	ACTIVE_FLAG	CHAR		
	START_DATE	DATETIME		
	END_DATE	DATETIME		

CSD_TRANSFORMATIONS			
Primary Key	TRANSFORMATION_ID	INT	
Foreign Key	SOURCE_ID	INT	
	SOURCE_COLUMN_NAME	VARCHAR	
	TARGET_COLUMN_NAME	VARCHAR	
	TARGET_TABLE_NAME	VARCHAR	
Foreign Key	TARGET_SOURCE_ID	INT	
	TRANSFORMATION_RULE	VARCHAR	
	ACTIVE_FLAG	CHAR	
	START_DATE	DATETIME	
	END_DATE	DATETIME	

\_PySpark\_

CSD_DM		
Primary Key	CSD_ID	INT
Foreign Key	SOURCE_ID	INT
	SOURCE_SYSTEM_IDENTIFIER	VARCHAR
Foreign Key	AGENT_ID	INT
	INTERACTION_DATE	DATETIME
	CUSTOMER_TYPE	VARCHAR
	SUPPORT_AREA	VARCHAR
	HANDLE_TIME	INT
	WORK_TIME	INT
	FIRST_CONTACT_RESOLUTION	CHAR
	CUSTOMER_RATING	INT
	RESOLUTION_CATEGORY	VARCHAR
	QUERY_STATUS	VARCHAR
	IS_VALID_DATA	CHAR
	ACTIVE_FLAG	CHAR
	START_DATE	DATETIME
	END_DATE	DATETIME