



# **Database Dictionary for Postgres Avaya Proactive Outreach Manager**

Release 3.1.1  
Issue 1  
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The parties agree that the arbitration provision in this section may be enforced by injunction or other equitable order, and no bond or security of any kind will be required with respect to any such injunction or order. Nothing in this section will be construed to preclude either party from seeking provisional remedies, including but not limited to temporary restraining orders and preliminary injunctions from any court of competent jurisdiction in order to protect its rights, including its rights pending arbitration, at any time. In addition and notwithstanding the foregoing, Avaya shall be entitled to take any necessary legal action at any time, including without limitation seeking immediate injunctive relief from a court of competent jurisdiction, in order to protect Avaya's intellectual property and its confidential or proprietary information (including but not limited to trade secrets).

#### **16.0 IMPORT/EXPORT CONTROL.**

Licensee is advised that the SDK is of U.S. origin and subject to the U.S. Export Administration Regulations ("EAR"). The SDK also may be subject to applicable local country import/export laws and regulations. Diversion contrary to U.S. and/or applicable local country law and/or regulation is prohibited. Licensee agrees not to directly or indirectly export, re-export, import, download, or transmit the SDK to any country, end user or for any use that is contrary to applicable U.S. and/or local country regulation or statute (including but not limited to those countries embargoed by the U.S. government). Licensee represents that any governmental agency has not issued sanctions against Licensee or otherwise suspended, revoked or denied Licensee's import/export privileges. Licensee agrees not to use or transfer the SDK for any use relating to nuclear, chemical or biological weapons, or missile technology, unless authorized by the U.S. and/or any applicable local government by regulation or specific



written license. Additionally, Licensee is advised that the SDK may contain encryption algorithm or source code that may not be exported to government or military end users without a license issued by the U.S. Bureau of Industry and Security and any other country's governmental agencies, where applicable.

#### **17.0 AGREEMENT IN ENGLISH.**

The parties confirm that it is their wish that the Agreement, as well as all other documents relating hereto, including all notices, have been and shall be drawn up in the English language only.

#### **18.0 ENTIRE AGREEMENT.**

This Agreement, its exhibits and other agreements or documents referenced herein, constitute the full and complete understanding and agreement between the parties and supersede all contemporaneous and prior understandings, agreements (excluding the Avaya DevConnect Program Agreement) and representations relating to the subject matter hereof. No modifications, alterations or amendments shall be effective unless in writing signed by both parties to this Agreement.

#### **19. REDISTRIBUTABLE CLIENT FILES.**

The list of SDK client files that can be redistributed, if any, are in the SDK in a file called Redistributable.txt.

**Schedule 1 to Avaya SDK License Agreement  
Third Party Notices**

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### 1.1 Description

The database is a very critical component of the Proactive Outreach Manager architecture. Proactive Outreach Manager uses database extensively to store information such as contact records, campaign templates, schedules, and campaign data. Proactive Outreach Manager supports Oracle and PostgreSQL, and MS-SQL Server databases.

This document is for reporting tables in PostgreSQL database and provides detailed description about POM reporting tables which will enable you to develop custom reports. POM performs database intensive operations so while performing operations on database, remember:

- Do not modify the database schema.
- Do not insert, update, and delete the table contents.
- Do not create database level triggers on the tables.
- Do not query the database such that it will adversely affect POM performance. If you need such queries then copy the relevant data into separate database.
- Test the custom report in live system to ensure queries are not impacting POM performance.

While creating custom reports, if you face any issues, get in touch with the integrators, or Business Partners who provided the custom reporting solution. Please refer the Implementing POM guide for database hardware and software specification.

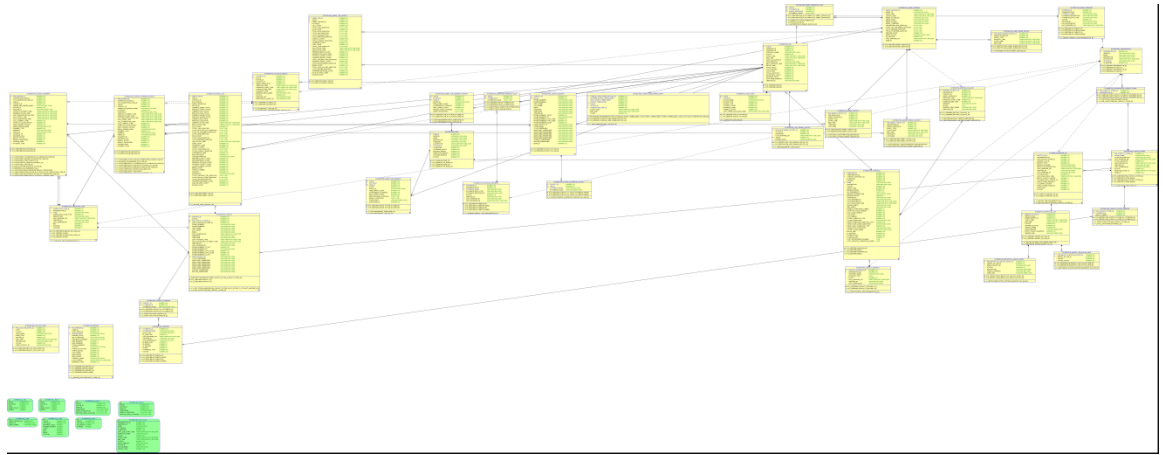
### 1.2 Interfaces (Schema)

Proactive Outreach Manager creates only one database schema i.e. POM Schema in the database. The database user is the owner of this database schema whose credential is given while installing Proactive Outreach Manager database.

The schema has two logical parts:

- Operational Data Tables
- Reporting Data Tables

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB



## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.2.1 Reporting Data Tables

The reporting data tables stores data for reporting.

The list of tables logically grouped in the reporting data tables is as follows:

Table Name	Description
<a href="#">PIM_AGENT_ATTRIBUTE</a>	This table store list of attributes which can be updated by Agent.
<a href="#">PIM_AGENT_ATTRIBUTE_VALUE</a>	This table store attributes values updated by Agent in current Agent Session. Agent can update attribute value from Agent scripts or Web Services.
<a href="#">PIM_AGENT_BLEND_DETAILS</a>	This table stores information about the movement of agents in agent blending.
<a href="#">PIM_AGENT_CONTACT</a>	This table stores information about the contacts currently handled by agents.
<a href="#">PIM_AGENT_CONTACT_HISTORY</a>	The field descriptions of this table are same as the descriptions for the PIM_AGENT_CONTACT table given above. The record that is associated with an agent is moved from PIM_AGENT_CONTACT table to this table after the contact processing is completed by agent. Based on the purging policy, records will be removed from PIM_AGENT_CONTACT_HISTORY.
<a href="#">PIM_AGENT_JOB</a>	This table stores information about agent working on specific job.
<a href="#">PIM_AGENT_JOB_HISTORY</a>	The field descriptions of this table are same as the descriptions for the PIM_AGENT_JOB table given above. All the records that are associated with an agent are moved from PIM_AGENT_JOB table to this table when agent leaves the job. Based on the purging policy, records will be removed from PIM_AGENT_JOB_HISTORY.
<a href="#">PIM_AGENT_JOB_SUMMARY</a>	This table stores the summarized information about all jobs.
<a href="#">PIM_AGENT_JOB_SUMMARY_HISTORY</a>	The field descriptions of this table are same as the descriptions for the PIM_AGENT_JOB_SUMMARY table given above. All the records that are associated with a job is moved from PIM_AGENT_JOB_SUMMARY table to this table when the job gets completed. Based on the purging policy, records will be removed from PIM_AGENT_JOB_HISTORY.
<a href="#">PIM_AGENT_SESSION</a>	This table stores information about agent sessions.
<a href="#">PIM_ATTRIBUTE</a>	This table stores information about all the Contact Lists Attributes. This includes Predefined as well as custom attributes.
<a href="#">PIM_CALLBACK_DETAILS</a>	This table stores information about the callbacks which are associated with campaigns.
<a href="#">PIM_CAMPAIGN</a>	This table stores information about the campaigns.
<a href="#">PIM_CAMPAIGN_ATTRIBUTE</a>	This table stores information about the campaigns attributes.
<a href="#">PIM_CAMPAIGN_ATTRIBUTE_VALUE</a>	This table stores information about value associated with campaign attributes.
<a href="#">PIM_COMPLETION_CODE</a>	This table stores information about all completion codes in the POM system.
<a href="#">PIM_COMPLN_CODE_TREND_HSTRY</a>	This table stores the historical information about completion code trends associated with campaigns.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

<a href="#"><u>PIM_CONTACT</u></a>	This table stores information about the Contacts. It contains only the predefined attributes of Contacts and does not contain custom attributes.
<a href="#"><u>PIM_CONTACT_ATTEMPTS</u></a>	This table stores all the contact attempts made during campaign execution.
<a href="#"><u>PIM_CONTACT_ATTEMPTS_HISTORY</u></a>	The field descriptions of this table are same as the descriptions for the PIM_CONTACT_ATTEMPTS table given above. All the records that are associated with a job are moved from PIM_CONTACT_ATTEMPTS table to this table after the campaign job is completed for a finite campaign or after every archival interval for an infinite campaign. Based on the purging policy, records will be removed from PIM_CONTACT_ATTEMPTS_HISTORY.
<a href="#"><u>PIM_CONTACT_ATTRIBUTE</u></a>	This table stores the details for the Custom attributes and value for the each contact
<a href="#"><u>PIM_CONTACT_ATTRIBUTE_HISTORY</u></a>	Data from the PIM_CONTACT_ATTRIBUTE table is moved to this table along with the job id information. The data is moved to this table either after contact is marked as 'done' or when creating history for un-attempted contacts when 'Ignore Un-attempted contacts from reports' option is disabled in global configuration. The records in this table are purged when the campaign job is purged.
<a href="#"><u>PIM_CONTACT_HISTORY</u></a>	The field descriptions of this table are same as the descriptions for the PIM_CONTACT table given above except that this table has an extra column job_id. All the contact records that are associated with a job are moved from PIM_CONTACT table to this table after the campaign job is completed for a finite campaign or after every archival interval for an infinite campaign. The records in this table are purged when the campaign job is purged.
<a href="#"><u>PIM_CONTACT_STORE</u></a>	This table stores information about all the Contact Lists in the POM system.
<a href="#"><u>PIM_CONTACT_STORE_ATTRIBUTE</u></a>	This table stores information about attributes associated with contact lists.
<a href="#"><u>PIM_CONTACT_STRATEGY</u></a>	This table stores information about all the campaign strategies and campaign strategy templates.
<a href="#"><u>PIM_IMPORT_DS</u></a>	This table stores information about data sources associated with contact lists.
<a href="#"><u>PIM_IMPORT_DS_JOB</u></a>	This table stores information about import job.
<a href="#"><u>PIM_IMPORT_DS_JOB_DTL_HSTRY</u></a>	This table stores information about each contact added /rejected in POM while import. This table contains information only for completed import jobs.
<a href="#"><u>PIM_IMPORT_JOB_STATUS_CNTR</u></a>	This table stores information about count of import records in different status in respective import job.
<a href="#"><u>PIM_JOB</u></a>	This table stores information about the campaign jobs. A record is created in this table only when a campaign starts.
<a href="#"><u>PIM_JOB_ACTION</u></a>	This table stores information about campaign job and handler used in that job.
<a href="#"><u>PIM_JOB_PARAMS_HISTORY</u></a>	This table stores historical information about job parameters which are modified by users.
<a href="#"><u>PIM_LIST_OPS_HSTRY</u></a>	This table stores information about records which are

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

	added/modified/deleted using POM UI/Web Service/Agent.
<a href="#">PIM_ORGANIZATION</a>	This table stores information about organizations.
<a href="#">PIM_ORGANIZATION_CONTACT_STORE</a>	This table stores mapping of contact stores associated with organization.
<a href="#">PIM_SERVER</a>	This table stores information about POM Servers.
<a href="#">PIM_WAITING_CALLBACK</a>	This table stores information about the callbacks which are not associated with campaigns.
<a href="#">PIM_ZONE</a>	This table stores information about zones.
<a href="#">PIM_JOB_FILTER_CRITERIA</a>	Store data related to record selection of Campaign job, Changes done from Monitor related to Record selection will be reflected here.
<a href="#">PIM_JOB_FILTER_HISTORY</a>	History of above table. This table will maintain history of all changes related to Record selection done from Monitor
<a href="#">PIM_JOB_SORT_CRITERIA</a>	Store data related to Sort Criteria of campaign job. Sort Criteria changes from Monitor will be reflected here.
<a href="#">PIM_JOB_SORT_HISTORY</a>	History table, will have history of all changes done to Sort criteria from Monitor.
<a href="#">PIM_JOB_CONTACT_LIST</a>	Store data related to contact list attached to running campaign. Contact list related changes done from Monitor will be reflected here.
<a href="#">PIM_JOB_CONTACT_LIST_HIST</a>	Maintains history of all contact list related changes done from Monitor.
<a href="#">VW_PAJ</a>	This view stores summarized information about running jobs and their handler tasks.
<a href="#">VW_PAJH</a>	This view stores summarized historical information about jobs and their handler tasks.
<a href="#">VW_PAJS</a>	This view stores information about agent utilization and service level achieved for running jobs.
<a href="#">VW_PAJSH</a>	This view stores historical information about agent utilization and service level achieved for jobs.
<a href="#">VW_PC_PJ_PJA</a>	This view stores information about running jobs.
<a href="#">VW_PCA</a>	This view stores summarized information about contact attempts.
<a href="#">VW_PCAH</a>	This view stores summarized historical information about contact attempts.
<a href="#">VW_PCD</a>	This view stores information about callbacks.
<a href="#">VW_CONTACTATTEMPT</a>	This view stores combined information about contact attempts and contact attempts history.
<a href="#">VW_PCA_DAYWISE</a>	This view stores summarized information about contact attempts per day
<a href="#">VW_PCAH_DAYWISE</a>	This view stores summarized historical information about contact attempts per day.

### 1.3 Database users

The database user is the owner of this database schema whose credential is given while installing Proactive Outreach Manager database.

Note: If you install POM database schema on a local or external database, POM does not refer to the contents of the local or external database, or administration of the system. The administration of the system and contents of the database is the responsibility of the customer.



### **1.4 Database basic operations**

The administration of the system and contents of the database is the responsibility of the customer.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.5 All Tables

#### 1.5.1 PIM\_AGENT\_ATTRIBUTE

**Primary Key(s): ATTRIBUTE\_ID**

Field	Type	Default	Nulls?	Comments
ATTRIBUTE_ID	INTEGER		No	Attribute ID
ORGANIZATION_ID	INTEGER		Yes	Organization ID
ATTRIBUTE_NAME	VARCHAR2(80 CHAR)		No	Attribute Name
ATTRIBUTE_DESCRIPTION	VARCHAR2(256 CHAR)		Yes	Attribute Description
ATTRIBUTE_DATA_TYPE	VARCHAR2(80 CHAR)		No	Attribute Data Type Data type can be one of the following: Long Currency
STATUS	INTEGER		Yes	For Operational Use
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Username who created the attribute
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		No	Username who did last modification
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		Yes	Last modified time

Index Name	Type	Unique	Fields
IX_AGENTATTRIBUTE_ORG	NORMAL	No	ORGANIZATION_ID

Check Constraint Name	Text
pim_agent_attribute_pkey	ATTRIBUTE_ID
pim_agent_attribute_attribute_name_key	ATTRIBUTE_NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGENTATTRIBUTE_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.5.2 PIM\_AGENT\_ATTRIBUTE\_VALUE

**Primary Key(s):** JOB\_ID, ATTRIBUTE\_ID, AGENT\_SESSION\_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Job ID
ATTRIBUTE_ID	INTEGER		No	Attribute ID
AGENT_SESSION_ID	INTEGER		No	Agent Session ID
ATTRIBUTE_VALUE	DOUBLE PRECISION		Yes	Attribute Value

Index Name	Type	Unique	Fields
IX_PIMJOB_ID	NORMAL	No	JOB_ID
IX_AGTSESSION_ID	NORMAL	No	AGENT_SESSION_ID
IX_CAMPATTR_ATTR	NORMAL	No	ATTRIBUTE_ID

Check Constraint Name	Text
pim_agent_attribute_value_pkey	JOB_ID, ATTRIBUTE_ID, AGENT_SESSION_ID

**No Internal Foreign Key Constraint**

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_AGTSESSION_ID	POM Schema	PIM_AGENT_SESSION	AGENT_SESSION_ID
FK_CAMPATTR_ATTR	POM Schema	PIM_AGENT_ATTRIBUTE	ATTRIBUTE_ID
FK_PIMJOB_ID	POM Schema	PIM_JOB	JOB_ID

**No Enabled Triggers**

## 1.5.3 PIM\_AGENT\_BLEND\_DETAILS

**Primary Key(s): PIM\_AGENT\_BLEND\_DETAILS\_ID**

Field	Type	Default	Nulls?	Comments
PIM_AGENT_BLEND_DETAILS_ID	INTEGER		No	Auto generated ID
AGENT_SESSION_ID	INTEGER		No	Agent login to logout session is uniquely identified by this agent_session_id
EVENT_TYPE	INTEGER		Yes	Whether agent is in Inbound or Outbound. 0 - Inbound 1- Outbound
REQUEST_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Timestamp when Blender queued request for Blending the agent to Agent Manager
START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	When agent is actually transitioned
END_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	When agent is actually transitioned back

Index Name	Type	Unique	Fields
IX_AGTBLEND_AGTSESS	NORMAL	No	AGENT_SESSION_ID

Check Constraint Name	Text
pim_agent_blend_details_pkey	PIM_AGENT_BLEND_DETAILS_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTBLEND_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

**1.5.4 PIM\_AGENT\_CONTACT****Primary Key(s): PIM\_AGENT\_CONTACT\_ID**

Field	Type	Default	Nulls?	Comments
PIM_AGENT_CONTACT_ID	INTEGER		No	Auto generated ID
PIM_SESSION_ID	INTEGER		No	Auto generated ID of each contact attempt.
AGENT_SESSION_ID	INTEGER		No	Agent login to logout session is uniquely identified by this agent_session_id
EVENT_TYPE	INTEGER		Yes	Event indicates the activity of an agent. Various events are, 0 = CUSTOMER_CONNECT 1 = CONSULT 2 = EXT_CONSULT 3 = TRANSFER 4 = CONFERENCE_OWNER 5 = CONFERENCE_PASSIVE 6 = PREVIEW 7 = CALLBACK 8 = REDIAL 9 = WRAPUP 10= DIALING 11= HOLD 12= TALKING
START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Timestamp when agent started activity mentioned in event type
END_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Timestamp when agent end activity mentioned in event type
XFER_DEST	VARCHAR2(128 CHAR)		Yes	In case of consult and transfer this field indicates consulted party number
CUST_NUM	VARCHAR2(128 CHAR)		Yes	Customer number to which agent is dealing with

Index Name	Type	Unique	Fields
IX_AGTCONT_AGTSESS	NORMAL	No	AGENT_SESSION_ID
IX_AGTCONT_CONTATMPS	NORMAL	No	PIM_SESSION_ID

Check Constraint Name	Text
pim_agent_contact_pkey	PIM_AGENT_CONTACT_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTCONT_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION
FK_AGTCONT_CONTATMPS	PIM_SESSION_ID	POM Schema	PIM_CONTACT_ATTEMPTS

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

No Primary Key as Foreign Key Constraint

No Enabled Triggers

### 1.5.5 PIM\_AGENT\_CONTACT\_HISTORY

Primary Key(s): PIM\_AGENT\_CONTACT\_ID

Field	Type	Nulls?	Comments
PIM_AGENT_CONTACT_ID	INTEGER	No	Auto generated ID of pim_agent_contact_history table
PIM_SESSION_ID	INTEGER	No	Auto generated ID of each contact attempt.
AGENT_SESSION_ID	INTEGER	No	Agent login to logout session is uniquely identified by this agent_session_id
EVENT_TYPE	INTEGER	Yes	Event indicates the activity of an agent. Various events are, 0 = CUSTOMER_CONNECT 1 = CONSULT 2 = EXT_CONSULT 3 = TRANSFER 4 = CONFERENCE_OWNER 5 = CONFERENCE_PASSIVE 6 = PREVIEW 7 = CALLBACK 8 = REDIAL 9 = WRAPUP 10= DIALING 11= HOLD 12= TALKING
START_TIME	TIMESTAMP(6) WITH TIME ZONE	Yes	Timestamp when agent started activity mentioned in event type
END_TIME	TIMESTAMP(6) WITH TIME ZONE	Yes	Timestamp when agent end activity mentioned in event type
XFER_DEST	VARCHAR2(128 CHAR)	Yes	In case of consult and transfer this field indicates consulted party number
CUST_NUM	VARCHAR2(128 CHAR)	Yes	Customer number to which agent is dealing with

Index Name	Type	Unique	Fields
IX_AGTCNTHSTRY_AGTSESS	NORMAL	No	AGENT_SESSION_ID
IX_AGTCNTHSTRY_CONTATMPHSTRY	NORMAL	No	PIM_SESSION_ID

Check Constraint Name	Text
pim_agent_contact_history_pkey	PIM_AGENT_CONTACT_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTCNTHSTRY_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION
FK_AGTCNTHSTRY_CONTATMPHSTRY	PIM_SESSION_ID	POM Schema	PIM_CONTACT_ATTEMPTS_HISTORY

No Primary Key as Foreign Key Constraint

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

No Enabled Triggers

### 1.5.6 PIM\_AGENT\_JOB

Primary Key(s): AGENT\_JOB\_ID

Field	Type	Default	Nulls?	Comments
AGENT_JOB_ID	INTEGER		No	Auto generated ID
JOB_ID	INTEGER		Yes	Job id on which agent is worked.
CONTACT_ID	INTEGER		Yes	Contact Id which agent handled. For Operational Use
AUX_CODE_ID	INTEGER		Yes	For future use
AGENT_SESSION_ID	INTEGER		No	Agent login to logout session is uniquely identified by this agent_session_id
ACTION_ID	INTEGER		No	ID of the action to which agent is attached.
CURRENT_AGENT_STATE	INTEGER		No	Current agent state 0 = READY 1 = BUSY 2 = WORK_NOT_READY 3 = NOT_READY 4 = LOG_OUT 5 = UNKNOWN 6 = PENDING_NOT_READY_MANUAL 7 = PENDING_LOGOUT_MANUAL
PREVIOUS_AGENT_STATE	INTEGER		Yes	Previous agent state
CURRENT_CALL_STATE	INTEGER		No	Current agent call state 0 = Idle 1 = Talking 2 = Wrap-up 3 = Held 4 = Consult 5 = ConferenceOwner 6 = ConferencePassive 7 = Preview 8 = Dialing 9 = Callback 10 = Pending_Call
PREVIOUS_CALL_STATE	INTEGER		Yes	Previous agent call state
CURRENT_NAILED_STATE	INTEGER		No	Current agent nail state 0 = Nailed, 1 = PendingNailUp, 2 = PendingNailUpDrop, 3 = UnNailed, 4 = ReNailing
PREVIOUS_NAILED_STATE	INTEGER		Yes	Previous agent nail state

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
CURRENT_JOB_STATE	INTEGER		No	Current agent job state 0 = JobAttached 1 = JobDetached 2 = JobEnd 3 = JobInbound 4 = Pending_Inbound 5 = Pending_Outbound 6 = Pending_Manual_Inbound 7 = Pending_Manual_Job_Movement 8 = Pending_Job_Attach
PREVIOUS_JOB_STATE	INTEGER		Yes	Previous agent job state
CURRENT_STATE_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Timestamp of last state change (any state change out of 4 states) happen for agent.
PREV_STATE_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Timestamp of previous state change (any state change out of 4 states) happen for agent.
CALL_COUNT	INTEGER		No	Number of call handled by the agent in current job.
TOTAL_TALK_DURATION	DOUBLE PRECISION		Yes	Total talk time of agent in current job action in seconds.
TOTAL_IDLE_FOR_CALL_DURATION	DOUBLE PRECISION		Yes	Total idle time of agent in current job action in seconds.
TOTAL_IN_JOB_BREAK_DURATION	DOUBLE PRECISION		Yes	Total break time of agent in current job action in seconds.
TOTAL_ACW_DURATION	DOUBLE PRECISION		Yes	Total after call work time of agent in current job action in seconds.
HOLD_COUNT	INTEGER		No	Number of time agent put customer on hold in current job action
TOTAL_HOLD_DURATION	DOUBLE PRECISION		Yes	Total time agent put customer on hold in current job action in seconds.
TOTAL_PREVIEW_DURATION	DOUBLE PRECISION		Yes	Total preview time of agent in current job action
JOB_ATTACH_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Timestamp when agent is attached to a job action
CONF_COUNT	INTEGER		Yes	Number of time agent participated in conference in current job action.
TRANSFER_COUNT	INTEGER		Yes	Number of transfer done by agent in current job action
CONSULT_COUNT	INTEGER		Yes	Number of consult done by agent in current job action
TOTAL_CONF_DURATION	DOUBLE PRECISION		Yes	Total time spent by agent in seconds when agent is in conference.
TOTAL_CONSULT_DURATION	DOUBLE PRECISION		Yes	Total time spent by agent in seconds when agent is in consult
CONFERENCE_HELD	INTEGER		Yes	For Operational Use
PIM_SESSION_ID	INTEGER		Yes	Auto generated ID of each contact attempt.
XFER_DESTINATION	VARCHAR2(255 CHAR)		Yes	For Operational Use
PREVIEW_ACCEPT_COUNT	INTEGER		Yes	Number of preview accepted by agent in current job action.



## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
PREVIEW_REJECT_COUNT	INTEGER		Yes	Number of preview rejected by agent in current job action.
ABANDON_ON_HOLD_COUNT	INTEGER		Yes	Number of customer calls disconnected when customer is on hold.
CALLBACK_ACCEPT_COUNT	INTEGER		Yes	Number of callback preview cancel by agent.
CALLBACK_REJECT_COUNT	INTEGER		Yes	Number of callback preview accepted by agent.
BREAK_COUNT	INTEGER		Yes	Number of breaks by agent in current job action.
CONSULT_OWNER	INTEGER		Yes	For Operational Use
CAN_NAIL	INTEGER		Yes	For Operational Use
CALLBACKID	VARCHAR2(255 CHAR)		Yes	For Operational Use
TOTAL_CALLBACK_PRV_DURATION	DOUBLE PRECISION		Yes	Total time in second spend by agent in preview for callback in current job action
TOTAL_HOLD_IN_CONF_DURATION	DOUBLE PRECISION		Yes	Total time in second customer put on hold by agent when agent is in conference with customer in current job action
TOTAL_DIALING_DURATION	DOUBLE PRECISION		Yes	Total time in second agent spend in dialing
TRANSFER_RECEIVED_COUNT	INTEGER		Yes	Number of transfer received by agent in current job action
HOLD_IN_CONF_COUNT	INTEGER		Yes	Number of time agent put customer on hold by agent when agent is in conference with customer in current job action
DIALING_COUNT	INTEGER		Yes	Number of calls agent dial from desktop in current job action
TOTAL_IN_JOB_HA_DURATION	REAL		Yes	For Operational Use
CURRENT_CALL_STATE_TIME	TIMESTAMP WITH TIME ZONE		Yes	For Operational Use
CURRENT_AGENT_STATE_TIME	TIMESTAMP WITH TIME ZONE		Yes	For Operational Use
AGENT_ACTIVITY_STATUS	INTEGER		Yes	For Operational Use
MANUAL_MOVEMENT_JOB_ID	INTEGER		Yes	For Operational Use
MANUAL_MOVEMENT_ACTION_ID	INTEGER		Yes	For Operational Use
MANUAL_BLEND_THRASH_INTERVAL	BIGINT		Yes	For Operational Use
BLEND_TRANSITION_TIME	TIMESTAMP WITH TIME ZONE		Yes	For Operational Use
CUST_DIALED_NUM	VARCHAR2(255 CHAR)		Yes	For Operational Use
UCID	VARCHAR2(255 CHAR)		Yes	For Operational Use
CALL_CONNECT_TIME	BIGINT		Yes	For Operational Use

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
START_OF_VOICE_OFFSET	INTEGER		Yes	For Operational Use
FIRST_PROMPT_OFFSET	INTEGER		Yes	For Operational Use
LAST_CALL_PROGRESS_TIME	BIGINT		Yes	For Operational Use
UCID_CONS	VARCHAR2(255 CHAR)		Yes	For Operational Use
UCID_EXT	VARCHAR2(255 CHAR)		Yes	For Operational Use
DEFAULT_NUMBER_FIELD	VARCHAR2(80 CHAR)		Yes	For Operational Use
CALLING_URI	VARCHAR2(80 CHAR)		Yes	For Operational Use
MANUAL_MOVE_TRASHING_TIME	BIGINT		Yes	For Operational Use
LICENSE_ACQUIRED	BOOLEAN		Yes	For Operational Use
PARENT_PIM_SESSION_ID	BIGINT		Yes	POM will create new attempt in case of 1. "Redial" 2. Preview dial on non-default number ( provided that there is parameter "NewAttemptCreationOnNonDefaultPreviewNumber" set to <b>TRUE</b> in pim_config). This indicates the parent – child relationship between original attempt and new attempt because of above operation.
JOINED_SHADOW_JOB	NUMBER(1,0)		Yes	Show job flag
IDLE_COUNT	NUMBER(10,0)		Yes	
ACW_COUNT	NUMBER(10,0)		Yes	

Index Name	Type	Unique	Fields
IX_AGTJOB_JOB	NORMAL	No	JOB_ID
IX_AGTJOB_CONT	NORMAL	No	CONTACT_ID
IX_AGTJOB_AGTSESS	NORMAL	No	AGENT_SESSION_ID
IX_AGTJOB_AGTAUXCD	NORMAL	No	AUX_CODE_ID

Check Constraint Name	Text
pim_agent_job_pkey	AGENT_JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTJOB_AGTAUXCD	AUX_CODE_ID	POM Schema	PIM_AGENT_AUX_CODE
FK_AGTJOB_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION
FK_AGTJOB_CONT	CONTACT_ID	POM Schema	PIM_CONTACT

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTJOB_JOB	JOB_ID	POM Schema	PIM_JOB

No Primary Key as Foreign Key Constraint

No Enabled Triggers

### 1.5.7 PIM\_AGENT\_JOB\_HISTORY

Primary Key(s): AGENT\_JOB\_ID

Field	Type	Default	Nulls?	Comments
AGENT_JOB_ID	INTEGER		No	Auto generated ID of this pim_agent_job_history
JOB_ID	INTEGER		No	Job id on which agent is worked.
AGENT_SESSION_ID	INTEGER		No	Agent login to logout session is uniquely identified by this agent_session_id
ACTION_ID	INTEGER		No	ID of the action to which agent is attached.
CALL_COUNT	INTEGER		No	Number of call handled by agent
TOTAL_TALK_DURATION	DOUBLE PRECISION		No	Total talk time of agent in current job action in seconds.
HOLD_COUNT	INTEGER		No	Number of time agent put customer on hold in current job action
TOTAL_HOLD_DURATION	DOUBLE PRECISION		No	Total time agent put customer on hold in current job action in seconds.
TOTAL_IDLE_DURATION	DOUBLE PRECISION		No	Total idle time of agent in current job action in seconds.
TOTAL_ACW_DURATION	DOUBLE PRECISION		No	Total after call work time of agent in current job action in seconds.
TOTAL_PREVIEW_DURATION	DOUBLE PRECISION		No	Total preview time of agent in current job action.
CONSULT_COUNT	INTEGER		No	Number of consult done by agent in current job action.
TOTAL_CONSULT_DURATION	DOUBLE PRECISION		No	Total time spent by agent in seconds when agent is in consult.
TRANSFER_COUNT	INTEGER		No	Number of transfer done by agent in current job action.
CONF_COUNT	INTEGER		No	Number of time agent participated in conference in current job action.
TOTAL_CONF_DURATION	DOUBLE PRECISION		No	Total time spent by agent in seconds when agent is in conference.
JOB_ATTACH_TIME	TIMESTAMP(6 ) WITH TIME ZONE		Yes	Timestamp when agent is attached to a job action.
JOB_DETACH_TIME	TIMESTAMP(6 ) WITH TIME ZONE		Yes	Timestamp when agent is detached from a job action.
PREVIEW_REJECT_COUNT	INTEGER		Yes	Number of preview rejected by agent in current job action.
ABANDON_ON_HOLD_COUNT	INTEGER		Yes	Number of customer calls disconnected when customer is on hold.
CALLBACK_ACCEPT_COUNT	INTEGER		Yes	Number of callback preview accepted by agent.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
CALLBACK_REJECT_COUNT	INTEGER		Yes	Number of callback preview cancels by agent.
TOTAL_CALLBACK_PRV_DURATION	DOUBLE PRECISION		Yes	Total time in second spend by agent in preview for callback in current job action.
PREVIEW_ACCEPT_COUNT	INTEGER		Yes	Number of preview accepted by agent in current job action.
TOTAL_IN_JOB_BREAK_DURATION	DOUBLE PRECISION		Yes	Total break time of agent in current job action in seconds.
BREAK_COUNT	INTEGER		Yes	Number of breaks by agent in current job action.
TOTAL_HOLD_IN_CONF_DURATION	DOUBLE PRECISION		Yes	Total time in second customer put on hold by agent when agent is in conference with customer in current job action.
TOTAL_DIALING_DURATION	DOUBLE PRECISION		Yes	Total time in second agent spend in dialing.
TRANSFER_RECEIVED_COUNT	INTEGER		Yes	Number of transfer received by agent in current job action.
HOLD_IN_CONF_COUNT	INTEGER		Yes	Number of time agent put customer on hold by agent when agent is in conference with customer in current job action.
DIALING_COUNT	INTEGER		Yes	Number of calls agent dial from desktop in current job action.
TOTAL_IN_JOB_HA_DURATION	REAL		Yes	This column contains agent time during agent manager HA when agent is attached to a job. In case of multiple occurrences of Agent manager HA and if agent is attached to same job then cumulative time gets store. Time unit is in seconds.
IDLE_COUNT	INTEGER		Yes	Idel count
ACW_COUNT	INTEGER		Yes	ACW count

Index Name	Type	Unique	Fields
IX_AGTJOBHSTRY_JOB	NORMAL	No	JOB_ID
IX_AGTJOBHSTRY_AGTSESS	NORMAL	No	AGENT_SESSION_ID

Check Constraint Name	Text
pim_agent_job_history_pkey	AGENT_JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTJOBHSTRY_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION
FK_AGTJOBHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

**1.5.8 PIM\_AGENT\_JOB\_SUMMARY****Primary Key(s): JOB\_ID, ACTION\_ID, ZONE\_ID**

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Job instance ID to which agent was attached
ACTION_ID	INTEGER		No	ID of the action for which the agent got call
ZONE_ID	INTEGER		No	ID of the zone to which agent has logged in
STATE	INTEGER		No	For Operational Use
GROUP_ID	VARCHAR2(64 CHAR)		No	For Operational Use
FREE_AGENT_COUNT	INTEGER		Yes	For Operational Use
IN_PROGRESS_ATTEMPTS	INTEGER		Yes	For Operational Use
BUSY_AGENT_COUNT	INTEGER		Yes	For Operational Use
SERVICE_LEVEL_ACHIEVED	DOUBLE PRECISION		Yes	Service level achieved for the current job action zone
AGENT_UTILIZATION	DOUBLE PRECISION		Yes	Total agent utilization for the current job action zone
PACING_DATA	VARCHAR2(2048 CHAR)		Yes	For Operational Use
CURR_ZONE_ID	INTEGER		No	Current zone id in case of geo redundancy.

Index Name	Type	Unique	Fields
IX_AGTJOBSUMMARY_JOB	NORMAL	No	JOB_ID
IX_AGTJOBSUMMARY_ZONE	NORMAL	No	ZONE_ID

Check Constraint Name	Text
pim_agent_job_summary_pkey	JOB_ID, ACTION_ID, ZONE_ID

**No Internal Foreign Key Constraint**

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_AGTJOBSUMMARY_JOB	POM Schema	PIM_JOB	JOB_ID
FK_AGTJOBSUMMARY_ZONE	POM Schema	PIM_ZONE	ZONE_ID

**No Enabled Triggers**

**1.5.9 PIM\_AGENT\_JOB\_SUMMARY\_HISTORY****Primary Key(s): JOB\_ID, ACTION\_ID, ZONE\_ID**

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Job instance ID to which agent was attached
ACTION_ID	INTEGER		No	ID of the action for which the agent got call
ZONE_ID	INTEGER		No	ID of the zone to which agent has logged in
GROUP_ID	VARCHAR2(64 CHAR)		No	For Operational Use
FREE_AGENT_COUNT	INTEGER		Yes	For Operational Use
IN_PROGRESS_ATTEMPTS	INTEGER		Yes	For Operational Use
BUSY_AGENT_COUNT	INTEGER		Yes	For Operational Use
SERVICE_LEVEL_ACHIEVED	DOUBLE PRECISION		Yes	Service level achieved for the current job action zone.
AGENT_UTILIZATION	DOUBLE PRECISION		Yes	Total agent utilization for the current job action zone.

Index Name	Type	Unique	Fields
IX_AGTJOBSUMMARYHSTRY_JOB	NORMAL	No	JOB_ID
IX_AGTJOBSUMMARYHSTRY_ZONE	NORMAL	No	ZONE_ID

Check Constraint Name	Text
pim_agent_job_summary_history_pkey	JOB_ID, ACTION_ID, ZONE_ID

**No Internal Foreign Key Constraint**

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_AGTJOBSUMMARYHSTRY_JOB	POM Schema	PIM_JOB	JOB_ID
FK_AGTJOBSUMMARYHSTRY_ZONE	POM Schema	PIM_ZONE	ZONE_ID

**No Enabled Triggers**

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.5.10 PIM\_AGENT\_SESSION

**Primary Key(s): AGENT\_SESSION\_ID**

Field	Type	Default	Nulls?	Comments
AGENT_SESSION_ID	INTEGER		No	Auto generated agent session ID
AGENT_ID	VARCHAR2(80 CHAR)		No	Agent login ID
LOGIN_TIME	TIMESTAMP(6) WITH TIME ZONE		No	Agent login time
LOGOUT_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Agent logout time
AGENT_EXTENSION	VARCHAR2(80 CHAR)		Yes	Agent extension
AGENT_NAME	VARCHAR2(255 CHAR)		Yes	Agent name
AGENT_LOCALE	VARCHAR2(10 CHAR)		Yes	Agent locale
AGENT_TIMEZONE	VARCHAR2(255 CHAR)		Yes	Agent time zone
JOB_WAITING_IDLE_DURATION	DOUBLE PRECISION		Yes	Total idle time spend in seconds spent by agent in ready state and waiting for campaign to attach.
TOTAL_OFF_JOB_BREAK_DURATION	DOUBLE PRECISION		Yes	Total time spend in seconds by agent in break , but not attached to campaign
TOTAL_INBOUND_DURATION	DOUBLE PRECISION		Yes	Total time spend in seconds by agent on inbound
TOTAL_OUTBOUND_DURATION	DOUBLE PRECISION		Yes	Total time spend in seconds by agent on outbound
INBOUND_COUNT	INTEGER		Yes	Total number of times agent is released to take inbound calls
AGENT_SKILLS	VARCHAR2(2048 CHAR)		Yes	Agent skills information, it is colon separated skill information. i.e. "<skill1>, <skill1 level>;<skill2>,<skill2 level>"
HA_SUPPORT	INTEGER		Yes	This is used to indicate whether desktop HA is enabled for agent or not. If it sets to 1, desktop HA is enabled.
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		No	Agent session details last modified on.
ZONE_ID	INTEGER		Yes	ID of the zone to which agent has logged in
TOTAL_OFF_JOB_HA_DURATION	REAL		Yes	This column contains agent time during agent manager HA when agent is not attached to a job. In case of multiple occurrences of Agent manager HA and if agent is not attached to any job during HA then cumulative time gets store. Time unit is in seconds.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
AGENT_ATTRIBUTES	VARCHAR2(2048 CHAR)		Yes	Agent skill attributes for preferred agent selection, it is comma separated attribute information. i.e <Attribute Skill Id1>!<Attribute skill name1>.<Attribute Skill Value1>!<Attribute Skill Level1> , <Attribute Skill Id2>!<Attribute skill name2>.<Attribute Skill Value2>!<Attribute Skill Leve2>

No Indexes

Check Constraint Name	Text
pim_agent_session_pkey	AGENT_SESSION_ID

No Internal Foreign Key Constraint

No Primary Key as Foreign Key Constraint

No Enabled Triggers

### 1.5.11 PIM\_ATTRIBUTE

**Primary Key(s): ATTRIBUTE\_ID**

Field	Type	Default	Nulls?	Comments
ATTRIBUTE_ID	INTEGER		No	Auto generated attribute ID
ATTRIBUTE_NAME	VARCHAR2(30 CHAR)		No	Attribute name
DATA_TYPE	VARCHAR2(80 CHAR)		No	Attribute data type
IS_SENSITIVE	NUMBER(1,0)		No	For operational use
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		Yes	Last modified time
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Username who created the attribute
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		Yes	Last modified user name
IS_READ_ONLY	NUMBER(1,0)		No	For Operational Use
IS_RESULT	NUMBER(1,0)		No	For Operational Use
IS_MASKED	NUMBER(1,0)		No	For Operational Use
IS_WFO	NUMBER(1,0)		No	For Operational Use
ATTRIBUTE_TYPE	INTEGER		No	For Operational Use
STATUS	INTEGER		No	For Operational Use

No Indexes

Check Constraint Name	Text
pim_attribute_pkey	ATTRIBUTE_ID
pim_attribute_attribute_name_key	ATTRIBUTE_NAME



## **Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB**

**No Internal Foreign Key Constraint**

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.5.12 PIM\_CAMPAIGN

**Primary Key(s): CAMPAIGN\_ID**

Field	Type	Default	Nulls?	Comments
CAMPAIGN_ID	INTEGER		No	Auto generated campaign ID
ORGANIZATION_ID	INTEGER		Yes	Id of the organization to which this campaign belongs.
CONTACT_STRATEGY_ID	INTEGER		Yes	Id of the associated campaign strategy
IS_INFINITE	INTEGER		No	0 if campaign is finite, 1 if campaign is infinite and has contacts in the beginning, 2 if campaign is infinite with no contacts in the beginning
PRIORITY	INTEGER		No	Not in use.
NAME	VARCHAR2(80 CHAR)		No	Name of the campaign
DESCRIPTION	VARCHAR2(256 CHAR)		Yes	Description of the campaign
STATUS	INTEGER		No	Status of the campaign Status can be one of the following: 0 – Not In Progress 1 – In Progress
ABORT_TIME	INTEGER		Yes	If specified by the user, offset in minutes when to Stop the campaign.
ENABLE_PACING	NUMBER(1,0)		No	True if custom call pacing is enabled in the strategy.
HIT_PROBABILITY	DOUBLE PRECISION		Yes	Not used anymore
INBOUND_RESERVATION	VARCHAR2(10 CHAR)		Yes	Not used anymore
ENABLE_EXPORT	NUMBER(1,0)		No	True if the export is enabled
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Name of the user who created the campaign
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		Yes	Name of the user who last modified it.
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the campaign was last modified
LAST_JOB_START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the last job for this campaign was started
DIALING_PREFIX	VARCHAR2(20 CHAR)		Yes	Dialing prefix to be used when making calls in the campaign
SMS_PREFIX	VARCHAR2(20 CHAR)		Yes	Prefix to be used when sending SMS
ENABLE_COMPLIANCE_TIMERS	NUMBER(1,0)		No	Will be set to true if compliance timers are enabled via Campaign Creation wizard
START_OF_VOICE_TIMEOUT	INTEGER		No	Used to store start of voice timeout value specified during Campaign Creation wizard
LIVE_VOICE_TIMEOUT	INTEGER		No	Used to store live voice timeout value specified during Campaign Creation wizard
CCA_START	INTEGER		No	0 if CCA starts on connect and 1 if it starts on progress
CCA_TIMEOUT	INTEGER		No	Used to store CCA timeout value (milliseconds)

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
FILTER_CONDITION_TYPE	VARCHAR2(255 CHAR)		No	For Operational Use
FILTER_CONDITIONS	VARCHAR2(255 CHAR)		Yes	For Operational Use
FINISH_COMP_CODE_CONDITION_TYPE	INTEGER		No	For Operational Use
FINISH_COMP_CODE_CONDITIONS	VARCHAR2(255 CHAR)		Yes	For Operational Use
FINISH_GOAL_CONDITION_TYPE	INTEGER		No	For Operational Use
FINISH_GOAL_CONDITIONS	VARCHAR2(255 CHAR)		Yes	For Operational Use
EXPORT_CLASS_NAME	VARCHAR2(256 CHAR)		Yes	Fully resolved class Name (for example, com.avaya.pom.custom.myPostProcessor) implementing the custom post processing interface.
IS_DELETED	INTEGER		No	List of comma separated completion code ids which will be used when data is exported after campaign completes
POST_PROCESSING_COLUMNS	CLOB		Yes	For Operational Use
POST_PROCESS_COMPLETION_CODES	CLOB		Yes	For Operational Use
FALSE_POSITIVE_RATE	DOUBLE PRECISION		Yes	For Operational Use
WAIT_TILL_IMPORT_FINISH	BOOLEAN		No	For Operational Use
DIALING_TYPE	INTEGER	0	No	Used to store Campaign dialing type. 0 –Default 1 – Attribute based Contact Record Assignment to Agent 2 - Agent ID based Contact Record Assignment to Agent 3 – Attribute and Agent ID based Contact Record Assignment to Agent
ATTRIBUTE_DIALING_MAPPING	VARCHAR2(256 CHAR)		Yes	Mapping of attributes for Attribute based Contact Record Assignment to Agent
PERSONAL_AGENDA_MAPPING	VARCHAR2(64 CHAR)		Yes	Mapping of an attribute for Agent ID based Contact Record Assignment to Agent
PUBLISH_TO_CONTEXT_STORE	BOOLEAN	false	No	Indicate whether campaign has been configured to push the attempt data to context store.
EXCL_COMP_CODE_FRM_ATT_EMPT	VARCHAR2(256 CHAR)		Yes	
ATTRIBUTES_FOR_RECORDER	VARCHAR2(400 CHAR)		yes	
CHK_FIN_CRIT_FOR_PAUSED_JOB	INTEGER	0	NO	
ENABLE_EXCLU_FRM_NUISANCE_RATE	INTEGER	0	NO	
CHK_FIN_CRIT_FOR_PAUSED_JOB	INTEGER	0	NO	

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
APPLY_DNC	INTEGER		NO	Flag for DNC
DIALING_TYPE	INTEGER		NO	Dialing type
PERSONAL_AGENDA_MAPPING	VARCHAR2(256 CHAR)		NO	Mapping for personal agenda
DEFAULT_DNCGROUP	VARCHAR2(256Char)		NO	Name of default dnc group

Index Name	Type	Unique	Fields
IX_CMPGN_ORG	NORMAL	No	ORGANIZATION_ID
IX_CMPGN_CONTSTRATEGY	NORMAL	No	CONTACT_STRATEGY_ID

Check Constraint Name	Text
pim_campaign_pkey	CAMPAIGN_ID
pim_campaign_name_key	NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CMPGN_CONTSTRATEGY	CONTACT_STRATEGY_ID	POM Schema	PIM_CONTACT_STRATEGY
FK_CMPGN_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

No Primary Key as Foreign Key Constraint

## 1.5.13 PIM\_CAMPAIGN\_ATTRIBUTE

**Primary Key(s): ATTRIBUTE\_ID**

Field	Type	Default	Nulls?	Comments
ATTRIBUTE_ID	INTEGER		No	Attribute ID
ORGANIZATION_ID	INTEGER		Yes	Organization ID
ATTRIBUTE_NAME	VARCHAR2(80 CHAR)		No	Attribute Name
ATTRIBUTE_DATA_TYPE	VARCHAR2(80 CHAR)		No	Attribute Data Type Data type can be one of the following: Long Currency
ATTRIBUTE_DESCRIPTION	VARCHAR2(256 CHAR)		Yes	Attribute Description
STATUS	INTEGER		Yes	For Operational Use
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Username who created the attribute
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		No	Username who did last modification
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		Yes	Last modified time

Index Name	Type	Unique	Fields
IX_CMPGNATTRIBUTE_ORG	NORMAL	No	ORGANIZATION_ID

Check Constraint Name	Text
pim_campaign_attribute_pkey	ATTRIBUTE_ID"
pim_campaign_attribute_attribute_name_key	ATTRIBUTE_NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CMPGNATTRIBUTE_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

## 1.5.14 PIM\_CAMPAIGN\_ATTRIBUTE\_VALUE

**Primary Key(s):** JOB\_ID, ATTRIBUTE\_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Job ID.
ATTRIBUTE_ID	INTEGER		No	Attribute ID
ATTRIBUTE_VALUE	DOUBLE PRECISION		Yes	Attribute Value

Index Name	Type	Unique	Fields
IX_CAMPATTRVAL_PIMJOB	NORMAL	No	JOB_ID
IX_CAMPATTRVAL_CAMPATTR	NORMAL	No	ATTRIBUTE_ID

Check Constraint Name	Text
pim_campaign_attribute_value_pkey	JOB_ID, ATTRIBUTE_ID

**No Internal Foreign Key Constraint**

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CAMPATTRVAL_CAMPATTR	POM Schema	PIM_CAMPAIGN_ATTRIBUTE	ATTRIBUTE_ID
FK_CAMPATTRVAL_PIMJOB	POM Schema	PIM_JOB	JOB_ID

**No Enabled Triggers**

## 1.5.15 PIM\_COMPLETION\_CODE

**Primary Key(s): COMPLETION\_CODE\_ID**

Field	Type	Default	Nulls?	Comments
COMPLETION_CODE_ID	INTEGER		No	Auto generated number to uniquely identify a completion code in POM system
ORGANIZATION_ID	INTEGER		Yes	ID of the Organization to which this Completion Code belongs.
CODE	VARCHAR2(80 CHAR)		No	Completion code name
COMPLETION_CODE_TYPE	INTEGER		No	Completion code Type: "0" - System Completion Code (Defined by POM System) "1" - Custom Completion Code(Defined by customer)
DESCRIPTION	VARCHAR2(80 CHAR)		Yes	Description of completion code.
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when this completion code was last updated by user.
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Name of user who created this completion code.
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		Yes	Name of the user who last modified this completion code.
RPC	NUMBER(1,0)		No	Use to specify to the Right Party Connect flag for completion code. User can use the flag only for custom completion codes. This flag helps user to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor
SUCCESS	NUMBER(1,0)		No	Use to specify to the Success flag for completion code. User can use the flag only for custom completion codes. This flag helps user to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.
CLOSURE	NUMBER(1,0)		No	Use to specify to the Closure flag for completion code. User can use the flag only for custom completion codes. This flag helps user to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor
EXCLUDE_FROM_NUISANCE_RATE	NUMBER(1,0)		No	There are calls which are answer machines but falsely detected as live person and connected to the agent. Agent can dispose such calls with completion code for which "Answer Machine By Agent" property is enabled.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Index Name	Type	Unique	Fields
IX_CMPLNCD_ORG	NORMAL	No	ORGANIZATION_ID

Check Constraint Name		Text	
pim_completion_code_pkey		COMPLETION_CODE_ID	
pim_completion_code_code_key		CODE	
Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CMPLNCD_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

No Enabled Triggers

### 1.5.16 PIM\_COMPLN\_CODE\_TREND\_HSTRY

**Primary Key(s): COMPLN\_CODE\_TREND\_HISTORY\_ID**

Field	Type	Default	Nulls?	Comments
COMPLN_CODE_TREND_HISTORY_ID	INTEGER		No	Auto generated ID
QUARTER_HOURLY_TREND_INDEX	INTEGER		Yes	For Operational Use.
HALF_HOURLY_TREND_INDEX	INTEGER		Yes	For Operational Use
HOURLY_TREND_INDEX	INTEGER		No	For Operational Use
JOB_ID	INTEGER		No	Job ID.
ACTION_ID	INTEGER		Yes	Action ID.
COMPLETION_CODE_ID	INTEGER		No	Completion Code ID
START_TIME	TIMESTAMP(6) WITH TIME ZONE		No	Timestamp when completion code capturing started.
END_TIME	TIMESTAMP(6) WITH TIME ZONE		No	Timestamp when completion code capturing completed.
COUNT	INTEGER		No	Total count of Completion code.

Index Name	Type	Unique	Fields
IX_PIMCCTRENDAHISTORY_JOB	NORMAL	No	JOB_ID

Check Constraint Name		Text	
pim_compln_code_trend_hstry_pkey		COMPLN_CODE_TREND_HISTORY_ID	
Pimcomplncodetrendhstryukey		QUARTER_HOURLY_TREND_INDEX, HALF_HOURLY_TREND_INDEX, HOURLY_TREND_INDEX, JOB_ID, ACTION_ID, COMPLETION_CODE_ID	

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_PIMCCTRENDAHISTORY_JOB	JOB_ID	POM Schema	PIM_JOB



## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

No Primary Key as Foreign Key Constraint

No Enabled Triggers

### 1.5.17 PIM\_CONTACT

Primary Key(s): CONTACT\_ID

Field	Type	Default	Nulls?	Comments
CONTACT_ID	INTEGER		No	Auto generated ID.
SITE_ID	INTEGER		Yes	Reserved for future use
PIM_CONTACT_STORE_ID	INTEGER		No	Contact list ID to which this contact belongs
LAST_COMPLETION_CODE_ID	INTEGER		Yes	ID of the last completion code received for this contact record.
PHONE_NUMBER1	VARCHAR2(80 CHAR)		Yes	Phone 1 for this contact, if provided during import.
PHONE_NUMBER2	VARCHAR2(80 CHAR)		Yes	Phone 2 for this contact, if provided during import.
FIRST_NAME	VARCHAR2(80 CHAR)		Yes	Field to store first name of the contact
LAST_NAME	VARCHAR2(80 CHAR)		Yes	Field to store last name of the contact
EMAIL	VARCHAR2(80 CHAR)		Yes	Email Id for this contact, if provided during import
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		No	Time when this contact record was inserted or last updated by import operation.
LANGUAGE	VARCHAR2(80 CHAR)		Yes	Field for storing language choice of this contact. This field can contain only the values mentioned in the POM documentation.
TIME_ZONE	VARCHAR2(80 CHAR)		Yes	Field for storing the time zone for the phone number 1 of the contact.
LAST_ATTEMPT_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when this contact was last attempted in a campaign.
LAST_SUCCESSFUL_ATTEMPT_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when this contact was last successfully reached in a campaign.
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Name of the user who imported this contact
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		Yes	Name of the user who last modified this contact.
PHONE_NUMBER1_TZ_INT	INTEGER		No	Offset in milliseconds from GMT for time_zone value, used for sorting contacts using Phone number 1 time zone
PHONE_NUMBER2_TZ	VARCHAR2(80 CHAR)		Yes	used to store contact phone number 2's time zone, either can be given by user or automatically calculated by POM
PHONE_NUMBER1_CTRY_CODE	INTEGER		Yes	Country code of Phone number 1

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
PHONE_NUMBER2_CTRY_CODE	INTEGER		Yes	Country code of Phone number 2
PHONE_NUMBER2_TZ_INT	INTEGER		Yes	Offset in milliseconds from GMT for phone_number2_tz value, used for sorting contacts using Phone number 2 time zone
USER_CONTACT_ID	VARCHAR2(80 CHAR)		No	Contact ID provided while importing this contact record in the POM database. This should be used as a link between external customer database and POM database.
TITLE_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store title for contact. For example. Mr., Mrs. etc...
ADDR_LINE1_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 1 for contact
ADDR_LINE2_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 2 for contact
ADDR_LINE3_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 3 for contact
ADDR_LINE4_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 4 for contact
ADDR_LINE5_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 5 for contact
COUNTRY_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store country for contact
ZIPCODE_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store zip code for contact
PIM_CONTACT_STATUS_FLAG	INTEGER		Yes	Status flag for contact
PHONE_NUMBER1_STATE	VARCHAR2(256)		Yes	Predefined attribute to store state for Phone1
PHONE_NUMBER2_STATE	VARCHAR2(256)		Yes	Predefined attribute to store state for Phone2
PHONE_NUMBER1_WIRELESS	VARCHAR2(256)		Yes	Predefined attribute to store wireless for phone1
PHONE_NUMBER2_WIRELESS	VARCHAR2(256)		Yes	Predefined attribute to store wireless for phone2

Index Name	Type	Unique	Fields
IX_CONT_SITES	NORMAL	Yes	SITE_ID
IX_CONT_CMPLNCD	NORMAL	No	LAST_COMPLETION_CODE_ID
IX_CONT_CONTSTORE	NORMAL	No	PIM_CONTACT_STORE_ID
IX_CONT_STORE_MODIFIED	FUNCTION-BASED NORMAL	No	PIM_CONTACT_STORE_ID

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Check Constraint Name	Text
pim_contact_pkey	CONTACT_ID
Pimcontactuniquekey	USER_CONTACT_ID, PIM_CONTACT_STORE_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONT_CMPLNCD	LAST_COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE
FK_CONT_CONTSTORE	PIM_CONTACT_STORE_ID	POM Schema	PIM_CONTACT_STORE
FK_CONT_SITES	SITE_ID	POM Schema	PIM_SITES

No Primary Key as Foreign Key Constraint

No Enabled Triggers

### 1.5.18 PIM\_CONTACT\_ATTEMPTS

Primary Key(s): PIM\_SESSION\_ID

Field	Type	Default	Nulls?	Comments
PIM_SESSION_ID	INTEGER		No	Auto generated ID of this contact attempt.
COMPLETION_CODE_ID	INTEGER		No	ID of the last custom completion code received for this contact attempt.
SYS_COMPLETION_CODE_ID	INTEGER		Yes	ID of the last system completion code received for this contact attempt.
JOB_ID	INTEGER		No	Campaign job ID. This ID is shown in the POM monitor when the campaign job is running.
CONTACT_ID	INTEGER		No	Contact id from PIM_CONTACT table.
OWNER_PIM_SERVER_NAME	VARCHAR2(255 CHAR)		Yes	ID of the POM server which processed this attempt.
ACTION_ID	INTEGER		Yes	ID of the action which resulted in this contact attempt.
SESSION_ID	VARCHAR2(2048 CHAR)		Yes	Session ID returned by the media server.
CONTACT_ATTEMPT_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time of this attempt.
RINGBACK_START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when ring-back event was received
LAST_NW_DISPOSITION_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the last disposition was received from the network.
CALL_START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the call was answered and application started
CALL_COMPLETION_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the call was disconnected.
CALL_CONNECT_TIME	INTEGER		Yes	Time of call answer as an offset from the epoch.
START_OF_VOICE_OFFSET	INTEGER		Yes	Offset from the call answer time of start of voice event.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
FIRST_PROMPT_OFFSET	INTEGER		Yes	Offset from the call answer time of the first prompt play event
MEDIA_SERVER_NAME	VARCHAR2(80 CHAR)		Yes	Name of the media server who serviced this attempt.
CHANNEL_TYPE	INTEGER		No	Integer to identify the type of the channel. 0 - Voice 1 - SMS 2 - E-mail 3 - Custom
ADDRESS	VARCHAR2(80 CHAR)		Yes	Phone number or email address used to make this attempt.
AGENT_ID	VARCHAR2(80 CHAR)		Yes	Agent assigned for this attempt.
CALLBACK_ID	INTEGER		Yes	this is reserved for future use
NUISANCE_CALL	NUMBER(1,0)		Yes	This will be set to true if attempted call is a nuisance call
RESULT_STATE	INTEGER		No	For Operational Use.
LICENSE_USED	NUMBER(1,0)		No	For Operational Use.
ATTEMPT_TYPE	INTEGER		No	This field gives information about type of attempt like Regular, Callback, Out of Temporary Restriction, Retry
PACING_TYPE	INTEGER		Yes	Type of pacing. "0" - Expert Call Ratio "1" - Cruise Control "3" - Progressive "4" - Custom "5" - Preview "6" - Time-based Pacing "7" - Skill Based Pacing "8" - None
HANDLER_NAME	VARCHAR2(256 CHAR)		Yes	This field gives information about the Handler created in strategy
ADDRESS_ATTR_NAME	VARCHAR2(80 CHAR)		Yes	
RULE_NAME	VARCHAR2(255 CHAR)		Yes	This field gives information about the Rule Name
PROCESS_AFTER	BIGINT		Yes	For Operational Use.
RESULT_PROGRESS	INTEGER		Yes	For Operational Use.
USER_CONTACT_ID	VARCHAR2(80 CHAR)		Yes	For Operational Use.
CONTACT_AGENT_STATE	INTEGER	0	No	0 - NOT_YET_WITH_AGENT 1 - BUSY_WITH_AGENT 2- DONE_WITH_AGENT 3- EXECUTE_CUSTOM_CLASS_ONLY
CAMPAIGN_ID	NUMBER(10,0)		Yes	This field contains the campaign ID.
INFO1	VARCHAR2(2048 CHAR)		Yes	Info1
INFO2	VARCHAR2(2048 CHAR)		Yes	Info2
INFO3	VARCHAR2(2048 CHAR)		Yes	Info2

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
PARENT_PIM_SESSION_ID	NUMBER(19,0)		Yes	Parents session ID
EXCLUDED_FROM_NUISANCE_RATE	BOOLEAN		Yes	True if attempt is marked by agent as "answer machine by agent"
UCID	VARCHAR2(256)		Yes	The field contains UCID
AGENT_CONNECT_TIME	TIMESTAMP(6) WITH TIME ZONE			Contains the Agent connect Time.
ZIP_TONE_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Contains the zip tone time
LIVE_VOICE_OFFSET	INTEGER		Yes	Offset for live voice
RECORDED_MSG_OFFSET	INTEGER		Yes	Offset for recorded msg
MSG_END_OFFSET	INTEGER		Yes	Offset for meg end
SKIP_ADDR_COUNT	INTEGER	0	NO	Count f skipped addresses
DNC_LIST_NAME	VARCHAR2 (80)		Yes	Name of the DNC list
DNCLISTS_GROUP_NAME	VARCHAR2 (80)		Yes	Name of DNC group
AGENT_OFFSET_OFFHOOK	INTEGER		Yes	Offset for agent offhook
AGENT_OFFSET_SOV	INTEGER		Yes	Offset for agent sov
CONTACT_LIST_ID	INTEGER		Yes	ID of contact list
ATTEMPT_TYPE	INTEGER		Yes	Type of the attempt
CONTEXT_STORE_ID	VARCHAR2(256)		Yes	ID of context store

Index Name	Type	Unique	Fields
IX_CONTATMPS_JOB	Normal	No	JOB_ID
IX_NUISANCE_CALL	Normal	No	NUISANCE_CALL
IX_CONTATMPS_CONT	Normal	No	CONTACT_ID
IX_JOBACONCOM_ID	Normal	No	JOB_ID, ACTION_ID, COMPLETION_CODE_ID
IX_JOBACONLICUSED	Normal	No	JOB_ID, ACTION_ID, LICENSE_USED
IX_JOB_ID_ACTION_ID	Normal	No	JOB_ID, ACTION_ID
IX_CONTATMPS_CMPLNCD	Normal	No	COMPLETION_CODE_ID
IX_JOBACONSYSCOM_ID	Normal	No	JOB_ID, ACTION_ID, SYS_COMPLETION_CODE_ID
IX_CONTATMPTS_CBKDTLS	Normal	No	CALLBACK_ID
IX_CONTATMPS_SYSCMPLNCD	Normal	No	SYS_COMPLETION_CODE_ID
IX_CONTATMPS_EPSESSION_ID	Normal	No	SESSION_ID
IX_RULE_ATMPT_INPG	Normal	No	ADDRESS, USER_CONTACT_ID
IX_RULE_ATMPT_NS_ADDR	Normal	No	ADDRESS, ADDRESS_ATTR_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATMPT_NS_USRCNT	Normal	No	NUISANCE_CALL, RULE_NAME, USER_CONTACT_ID,

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Index Name	Type	Unique	Fields
			COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATTEMPT_ADDRESS	Normal	No	CHANNEL_TYPE, ADDRESS, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CAMPAIGN_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATTEMPT_USRCNTID	Normal	No	CHANNEL_TYPE, RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME

Check Constraint Name	Text
pim_contact_attempts_pkey	PIM_SESSION_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTATMPS_CMPLNCD	COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE
FK_CONTATMPS_CONT	CONTACT_ID	POM Schema	PIM_CONTACT
FK_CONTATMPS_JOB	JOB_ID	POM Schema	PIM_JOB
FK_CONTATMPS_SYSCMPLNCD	SYS_COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

**1.5.19 PIM\_CONTACT\_ATTEMPTS\_HISTORY****Primary Key(s): PIM\_SESSION\_ID**

Field	Type	Default	Nulls?	Comments
PIM_SESSION_ID	INTEGER		No	Auto generated ID of this contact attempt.
COMPLETION_CODE_ID	INTEGER		No	ID of the last custom completion code received for this contact attempt.
SYS_COMPLETION_CODE_ID	INTEGER		Yes	ID of the last system completion code received for this contact attempt.
JOB_ID	INTEGER		No	Campaign job ID. This ID is shown in the POM monitor when the campaign job is running.
CONTACT_ID	INTEGER		No	Contact id from pim_contact table.
OWNER_PIM_SERVER_NAME	VARCHAR2(255 CHAR)		Yes	ID of the POM server which processed this attempt.
ACTION_ID	INTEGER		Yes	ID of the action which resulted in this contact attempt.
SESSION_ID	VARCHAR2(2048 CHAR)		Yes	Session ID returned by the media server.
CONTACT_ATTEMPT_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time of this attempt.
RINGBACK_START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when ring-back event was received
LAST_NW_DISPOSITION_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the last disposition was received from the network.
CALL_START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the call was answered and application started
CALL_COMPLETION_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the call was disconnected.
CALL_CONNECT_TIME	INTEGER		Yes	Time of call answer as an offset from the epoch.
START_OF_VOICE_OFFSET	INTEGER		Yes	Offset from the call answer time of start of voice event.
FIRST_PROMPT_OFFSET	INTEGER		Yes	Offset from the call answer time of the first prompt play event
MEDIA_SERVER_NAME	VARCHAR2(80 CHAR)		Yes	Name of the media server who serviced this attempt.
CHANNEL_TYPE	INTEGER		No	Integer to identify the type of the channel. 0 - Voice 1 - SMS 2 - E-mail 3 - Custom
ADDRESS	VARCHAR2(80 CHAR)		Yes	Phone number or email address used to make this attempt.
AGENT_ID	VARCHAR2(80 CHAR)		Yes	Agent assigned for this attempt.
CALLBACK_ID	INTEGER		Yes	this is reserved for future use
NUISANCE_CALL	NUMBER(1,0)		Yes	This will be set to true if attempted call is a nuisance call
RESULT_STATE	INTEGER		No	For Operational Use.
LICENSE_USED	NUMBER(1,0)		No	For Operational Use.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
ATTEMPT_TYPE	INTEGER		No	This field gives information about type of attempt like Regular, Callback, Out of Temporary Restriction, Retry
PACING_TYPE	INTEGER		Yes	Type of pacing. "0" - Expert Call Ratio "1" - Cruise Control "3" - Progressive "4" - Custom "5" - Preview "6" - Time-based Pacing "7" - Skill Based Pacing "8" - None
HANDLER_NAME	VARCHAR2(256 CHAR)		Yes	This field gives information about the Handler created in strategy
ADDRESS_ATTR_NAME	VARCHAR2(80 CHAR)		Yes	
RULE_NAME	VARCHAR2(255 CHAR)		Yes	Will display rule Name
PROCESS_AFTER	BIGINT		Yes	Flag for process
RESULT_PROGRESS	INTEGER		Yes	
USER_CONTACT_ID	VARCHAR2(80 CHAR)		Yes	
CAMPAIGN_ID	NUMBER(10,0)		Yes	This field contains the campaign ID.
INFO1	VARCHAR2(2048 CHAR)		Yes	Info1
INFO2	VARCHAR2(2048 CHAR)		Yes	Info2
INFO3	VARCHAR2(2048 CHAR)		Yes	Info2
PARENT_PIM_SESSION_ID	NUMBER(19,0)		Yes	Parents session ID
EXCLUDED_FROM_NUISANCE_RATE	BOOLEAN		Yes	True if attempt is marked by agent as "answer machine by agent"
UCID	VARCHAR2(256)		Yes	The field contains UCID
SKIP_ADDR_COUNT	INTEGER	0	NO	Count f skipped addresses
DNC_LIST_NAME	VARCHAR2 (80)		Yes	Name of the DNC list
DNCLIST_GROUP_NAME	VARCHAR2 (80)		Yes	Name of DNC group
AGENT_OFFSET_OFFHOOK	INTEGER		Yes	Offset for agent offhook
CONTACT_LIST_ID	INTEGER		Yes	ID of contact list
AGENT_CONNECT_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Count f skipped addresses
ZIP_TONE_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Contains the zip tone time
LIVE_VOICE_OFFSET	INTEGER		Yes	Offset for live voice
RECORDED_MSG_OFFSET	INTEGER		Yes	Offset for recorded msg
MSG_END_OFFSET	INTEGER		Yes	Offset for msg end
AGENT_OFFSET_SOV	INTEGER		Yes	Offset for agent SOV



## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
CONTACT_AGENT_STATE	INTEGER		Yes	Agent state
CONTEXT_STORE_ID	VARCHAR2 (256)		Yes	Context store ID

Index Name	Type	Unique	Fields
IX_CONTATMPHSHSTRY_JOB	Normal	No	JOB_ID
IX_CONTATMPHSHSTRY_JCID	Normal	No	JOB_ID, CONTACT_ID
IX_CONTATMPS_SYSCC_JID	Normal	No	SYS_COMPLETION_CODE_ID, JOB_ID
IX_CONTATMPHSHSTRY_CMPLNCD	Normal	No	COMPLETION_CODE_ID
IX_CONTATMPTSHST_CBKDTLS	Normal	No	CALLBACK_ID
IX_CONTATMPHSHSTRY_CONTHSTRY	Normal	No	CONTACT_ID, JOB_ID
IX_CONTATMPHSHSTRY_SYSCMPLNCD	Normal	No	SYS_COMPLETION_CODE_ID
IX_CONTATMPHSHSTRY_EPSESSION_ID	Normal	No	SESSION_ID
IX_NUISANCE_JID	Normal	No	NUISANCE_CALL, JOB_ID
IX_RULE_ATMPT_CC_ADDR	Normal	No	ADDRESS, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
IX_RULE_ATMPT_CC_ADDR_ATTR	Normal	No	ADDRESS, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
vw_contactattempt_ATTR	Normal	No	ADDRESS, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
IX_RULE_ATMPT_CC_USERCNT	Normal	No	RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATMPT_HSTRY_ADDRESSES	Normal	No	CHANNEL_TYPE, ADDRESS, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CAMPAIGN_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATMPT_HSTRY_NS_ADDR	Normal	No	ADDRESS, NUISANCE_CALL, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
IX_RULE_ATMPT_HSTRY_NS_ADDR_ATTR	Normal	No	ADDRESS, NUISANCE_CALL, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
IX_RULE_ATMPT_HSTRY_NS_USRCNT	Normal	No	NUISANCE_CALL, RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IX_CONTATTRHIST_JID	Normal	NO	CHANNEL_TYPE, RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Check Constraint Name	Text
pim_contact_attempts_history_pkey	PIM_SESSION_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTATMPHSTRY_CMPLNCD	COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE
FK_CONTATMPHSTRY_CONTHSTRY	CONTACT_ID, JOB_ID	POM Schema	PIM_CONTACT_HISTORY
FK_CONTATMPHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB
FK_CONTATMPHSTRY_SYSCMPLNCD	SYS_COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

### 1.5.20 PIM\_CONTACT\_ATTRIBUTE

**Primary Key(s): CONTACT\_ID, ATTRIBUTE\_ID**

Field	Type	Default	Nulls?	Comments
CONTACT_ID	INTEGER		No	Contact ID
ATTRIBUTE_ID	INTEGER		No	Attribute ID
ATTRIBUTE_VALUE	VARCHAR2(3990 CHAR)		Yes	Attribute Name

Index Name	Type	Unique	Fields
IX_CONTATTR_ATTR	NORMAL	No	ATTRIBUTE_ID
IX_CONTATTR_CONT	NORMAL	No	CONTACT_ID

Check Constraint Name	Text
pim_contact_attribute_pkey	CONTACT_ID, ATTRIBUTE_ID

**No Internal Foreign Key Constraint**

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTATTR_ATTR	POM Schema	PIM_ATTRIBUTE	ATTRIBUTE_ID
FK_CONTATTR_CONT	POM Schema	PIM_CONTACT	CONTACT_ID

**No Enabled Triggers**

**1.5.21 PIM\_CONTACT\_ATTRIBUTE\_HISTORY****Primary Key(s): CONTACT\_ID, JOB\_ID, ATTRIBUTE\_NAME**

Field	Type	Default	Nulls?	Comments
CONTACT_ID	INTEGER		No	Contact ID
JOB_ID	INTEGER		No	Job ID
ATTRIBUTE_NAME	VARCHAR2(30 CHAR)		No	Attribute Name
ATTRIBUTE_VALUE	VARCHAR2(3990 CHAR)		Yes	Attribute Value

Index Name	Type	Unique	Fields
IX_CONTATTRHSTRY_CONTHSTRY	NORMAL	No	CONTACT_ID, JOB_ID

Check Constraint Name	Text
pim_contact_attribute_history_pkey	CONTACT_ID, JOB_ID, ATTRIBUTE_NAME

No Internal Foreign Keys

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTATTRHSTRY_CONTHSTRY	POM Schema	PIM_CONTACT_HISTORY	CONTACT_ID, JOB_ID

No Enabled Triggers

**1.5.22 PIM\_CONTACT\_HISTORY****Primary Key(s): CONTACT\_ID, JOB\_ID**

Field	Type	Default	Nulls?	Comments
CONTACT_ID	INTEGER		No	Contact ID.
JOB_ID	INTEGER		No	Job ID.
PHONE_NUMBER1	VARCHAR2(80 CHAR)		Yes	Phone 1 for this contact, if provided during import.
PHONE_NUMBER2	VARCHAR2(80 CHAR)		Yes	Phone 2 for this contact, if provided during import.
FIRST_NAME	VARCHAR2(80 CHAR)		Yes	Field to store first name of the contact
LAST_NAME	VARCHAR2(80 CHAR)		Yes	Field to store last name of the contact
EMAIL	VARCHAR2(80 CHAR)		Yes	Email Id for this contact, if provided during import
LANGUAGE	VARCHAR2(80 CHAR)		Yes	Field for storing language choice of this contact. This field can contain only the values mentioned in the POM documentation.
TIME_ZONE	VARCHAR2(80 CHAR)		Yes	Field for storing the time zone for the phone number 1 of the contact.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
CREATED_BY	VARCHAR2(80 CHAR)		Yes	Name of the user who imported this contact.
PHONE_NUMBER1_TZ_INT	INTEGER		No	Offset in milliseconds from GMT for time_zone value, used for sorting contacts using phone number 1 time zone
PHONE_NUMBER2_TZ	VARCHAR2(80 CHAR)		Yes	Field for storing the time zone for the phone number 2 of the contact.
PHONE_NUMBER1_CTRY_CODE	INTEGER		Yes	Country code of Phone number 1
PHONE_NUMBER2_CTRY_CODE	INTEGER		Yes	Country code of Phone number 2
PHONE_NUMBER2_TZ_INT	INTEGER		Yes	Offset in milliseconds from GMT for time_zone value, used for sorting contacts using phone number 2 time zone
USER_CONTACT_ID	VARCHAR2(80 CHAR)		No	Contact ID provided while importing this contact record in the POM database. This should be used as a link between external customer database and POM database.
STORE_NAME	VARCHAR2(40 CHAR)		No	Contact List Name.
TITLE_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store title for contact. For example Mr., Mrs. etc...
ADDR_LINE1_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 2 for contact
ADDR_LINE2_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 3 for contact
ADDR_LINE3_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 4 for contact
ADDR_LINE4_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 5 for contact
ADDR_LINE5_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store country for contact
COUNTRY_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store zip code for contact
ZIPCODE_PREDEFINED	VARCHAR2(80 CHAR)		Yes	Predefined attribute to store address line 2 for contact
ZONE_ID	INTEGER		No	Zone ID
PIM_CONTACT_STATUS_FLAG_	INTEGER	0		
PHONE_NUMBER1_STATE	VARCHAR2(256)			
PHONE_NUMBER_STATE	VARCHAR2(256)			
PHONE_NUMBER1_WIRELESS	VARCHAR2(256)			
PHONE_NUMBER2_WIRELESS	VARCHAR2(256)			

Index Name	Type	Unique	Fields
IX_CONTHSTRY_JOB	NORMAL	No	JOB_ID

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Check Constraint Name	Text
pim_contact_history_pkey	CONTACT_ID, JOB_ID

No Internal Foreign Key Constraint

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTHSTRY_JOB	POM Schema	PIM_JOB	JOB_ID

No Enabled Triggers

### 1.5.23 PIM\_CONTACT\_STORE

Primary Key(s): PIM\_CONTACT\_STORE\_ID

Field	Type	Default	Nulls?	Comments
PIM_CONTACT_STORE_ID	INTEGER		No	Auto generated ID
STORE_NAME	VARCHAR2(40 CHAR)		No	Contact List Name
STORE_DESCRIPTION	VARCHAR2(256 CHAR)		Yes	Contact List Description
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when contact list was modified.
TOTAL_CONTACTS	INTEGER		No	Total numbers of contacts in contact list.
LAST_UPDATE_ON	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when contact list was updated.
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Name of person who created contact list.
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		Yes	Name of person who did last modification.
STATUS	INTEGER		No	For Operational Use.
DELETION_START_AT	TIMESTAMP(6) WITH TIME ZONE		Yes	For Operational Use.
ZONE_ID	INTEGER		No	Zone ID.
TOTAL_EXCLUDED_CONTACTS	NUMBER(19,0)		NO	For total exclude contacts
CS_CUSTOMER_ID_RETRIVAL_MODE	INTEGER		No	Customer ID retrieval mode
CONTEXT_STORE_CUSTOMER_ID	INTEGER	1	No	Attribute ID that will be used to fetch customer ID from Oceana

Index Name	Type	Unique	Fields
IX_CONTSTORE_ZONE	NORMAL	No	ZONE_ID

Check Constraint Name	Text
pim_contact_store_pkey	PIM_CONTACT_STORE_ID
pim_contact_store_store_name_key	STORE_NAME

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTSTORE_ZONE	ZONE_ID	POM Schema	PIM_ZONE

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

## 1.5.24 PIM\_CONTACT\_STORE\_ATTRIBUTE

**Primary Key(s): PIM\_CONTACT\_STORE\_ID, ATTRIBUTE\_ID**

Field	Type	Default	Nulls?	Comments
PIM_CONTACT_STORE_ID	INTEGER		No	Contact list ID
ATTRIBUTE_ID	INTEGER		No	Attribute ID
SELECT_ORDER	INTEGER		No	Order of attributes in contact lists. For Operational Use.

Index Name	Type	Unique	Fields
IX_ATTR_CONTSTORE	NORMAL	No	ATTRIBUTE_ID
IX_CONTSTORE_ATTR	NORMAL	No	PIM_CONTACT_STORE_ID

Check Constraint Name	Text
pim_contact_store_attribute_pkey	PIM_CONTACT_STORE_ID, ATTRIBUTE_ID

**No Internal Foreign Key Constraint**

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_ATTR_CONTSTORE	POM Schema	PIM_ATTRIBUTE	ATTRIBUTE_ID
FK_CONTSTORE_ATTR	POM Schema	PIM_CONTACT_STORE	PIM_CONTACT_STORE_ID

**No Enabled Triggers**

## 1.5.25 PIM\_CONTACT\_STRATEGY

**Primary Key(s): CONTACT\_STRATEGY\_ID**

Field	Type	Default	Nulls?	Comments
CONTACT_STRATEGY_ID	INTEGER		No	Auto generated ID.
ORGANIZATION_ID	INTEGER		Yes	Organization ID
STRATEGY_NAME	VARCHAR2(256 CHAR)		Yes	Campaign Strategy Name.
STRATEGY_TEXT	CLOB		Yes	For Operational Use.
STATE	INTEGER		No	For Operational Use.
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		No	Time when strategy was modified.
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Name of person who created campaign strategy.
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		Yes	Name of person who did last modification in campaign strategy.

Index Name	Type	Unique	Fields
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## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Index Name	Type	Unique	Fields
IX_CONTSTRATEGY_ORG	NORMAL	No	ORGANIZATION_ID

Check Constraint Name	Text
pim_contact_strategy_pkey	CONTACT_STRATEGY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTSTRATEGY_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

No Primary Key as Foreign Key Constraint

No Enabled Triggers

### 1.5.26 PIM\_IMPORT\_DS

Primary Key(s): IMPORT\_DS\_ID

Field	Type	Default	Nulls?	Comments
IMPORT_DS_ID	INTEGER		No	Auto generated ID
ORGANIZATION_ID	INTEGER		Yes	Organization ID
PIM_CONTACT_STORE_ID	INTEGER		Yes	Contact list ID
PIM_DNC_LIST_ID	INTEGER		Yes	DNC list ID
IMPORT_TYPE	INTEGER		No	Type of data source.
IMPORT_DS_NAME	VARCHAR2(80 CHAR)		No	Data source name.
IMPORT_DS_DESCRIPTION	VARCHAR2(256 CHAR)		Yes	Data source description.
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when data source was last modified.
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Name of person who created data source.
LAST_MODIFIED_BY	VARCHAR2(40 CHAR)		Yes	Name of person who did last modification in data source.
IS_JOB_ACTIVE	INTEGER		No	For Operational Use.
LAST_JOB_START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when data source was last run.
EMPTY_CONTACT_GROUP	NUMBER(1,0)		No	For Operational Use.
AUTOMATICALLY_UPDATE_TZ	NUMBER(1,0)		No	For Operational Use.
CHECK_PHONE_REJECTS	NUMBER(1,0)		No	For Operational Use.
IF_CONTACT_EXISTS	INTEGER		No	For Operational Use.
CHECK_PHONE_FORMATS	NUMBER(1,0)		No	For Operational Use.
CHECK_DNC	NUMBER(1,0)		No	For Operational Use.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
STATUS	INTEGER		No	For Operational Use.
DRIVER_STATE	INTEGER		No	
DERIVE_WIRELESS	INTEGER		NO	

Index Name	Type	Unique	Fields
IX_IMPTDS_ORG	NORMAL	No	ORGANIZATION_ID
IX_IMPTDS_DNCLIST	NORMAL	No	PIM_DNC_LIST_ID
IX_IMPTDS_CONTSTORE	NORMAL	No	PIM_CONTACT_STORE_ID

Check Constraint Name	Text
pim_import_ds_pkey	IMPORT_DS_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_IMPTDS_CONTSTORE	PIM_CONTACT_STORE_ID	POM Schema	PIM_CONTACT_STORE
FK_IMPTDS_DNCLIST	PIM_DNC_LIST_ID	POM Schema	PIM_DNC_LIST
FK_IMPTDS_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

No External Foreign Keys

No Enabled Triggers

### 1.5.27 PIM\_IMPORT\_DS\_JOB

**Primary Key(s): IMPORT\_DS\_JOB\_ID**

Field	Type	Default	Nulls?	Comments
IMPORT_DS_JOB_ID	INTEGER		No	Auto generated id for import job.
IMPORT_DS_ID	INTEGER		No	ID of import data source.
OWNER_DIRECTOR	INTEGER		No	Field for Operational use.
START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Timestamp when this import job was started.
END_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Timestamp when this import job was ended.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
STATUS	INTEGER		No	Status of Import Job. "0" - Completed "1" - Queued "2" - Running "3" - Error "4" - File Copying "5" - Pausing "6" - Paused "7" - Stopping "8" - Waiting to resume "9" - Deleting Contact "10" - Creating history records
PAUSED_IN_STATE	INTEGER		Yes	Reserved for future use.
IMPORT_SPEED	INTEGER		Yes	Reserved for future use.
FINISH_REASON	VARCHAR2(4000 CHAR)		Yes	This hold the reason value of current state.
RETRY_COUNT_ON_ERROR	INTEGER		No	For Operational Use.
HEADER_LINE	VARCHAR2(3990 CHAR)		Yes	Header line given in import File or name of fields given in database query for import
EVENT_SENT_CODE	INT(10,0)		Yes	This hold the event code

Index Name	Type	Unique	Fields
IX_IMPTDSJOB_IMPTDS	NORMAL	No	IMPORT_DS_ID
IX_IMPTDSJOB_DIRECTOR	NORMAL	No	OWNER_DIRECTOR

Check Constraint Name	Text
pim_import_ds_job_pkey	IMPORT_DS_JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_IMPTDSJOB_DIRECTOR	OWNER_DIRECTOR	POM Schema	PIM_DIRECTOR
FK_IMPTDSJOB_IMPTDS	IMPORT_DS_ID	POM Schema	PIM_IMPORT_DS

No External Foreign Keys

No Enabled Triggers

### 1.5.28 PIM\_IMPORT\_DS\_JOB\_DTL\_HSTRY

**Primary Key(s): PIM\_IMPORT\_DS\_JOB\_DTL\_HSTRY\_ID**

Field	Type	Default	Nulls?	Comments
PIM_IMPORT_DS_JOB_DTL_HSTRY_ID	INTEGER		No	Auto generated ID.
IMPORT_DS_JOB_ID	INTEGER		No	ID of import job.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
USER_CONTACT_ID	VARCHAR2(80 CHAR)		No	User given contact ID.
STATUS	INTEGER		No	Contact status ID. "0" - New "1" - Updated "2" - Error "3" - Validation Failed "4" - Ignored duplicate records "5" - Reject pattern matched "6" - Deleted "7" - Existing in DNC list "8" - Phone format issue
DESCRIPTION	VARCHAR2(256 CHAR)		Yes	Description of contact status.
FAILED_ATTRIBUTE	VARCHAR2(80 CHAR)		Yes	Name of attribute because of which record is invalid.
USER_LINE	VARCHAR2(3990 CHAR)		Yes	User given record line

Index Name	Type	Unique	Fields
IX_IMPTDSJOBCTLHSTRY_IMPTDSJOB	NORMAL	No	IMPORT_DS_JOB_ID

Check Constraint Name	Text
pim_import_ds_job_dtl_hstry_pkey	PIM_IMPORT_DS_JOB_DTL_HSTRY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_IMPTDSJOBCTLHSTRY_IMPTDSJOB	IMPORT_DS_JOB_ID	POM Schema	PIM_IMPORT_DS_JOB

No External Foreign Keys

No Enabled Triggers

### 1.5.29 PIM\_IMPORT\_JOB\_STATUS\_CNTR

**Primary Key(s): PIM\_IMPORT\_JOB\_STATUS\_CNTR\_ID**

Field	Type	Default	Nulls?	Comments
PIM_IMPORT_JOB_STATU S_CNTR_ID	INTEGER		No	Auto generated ID.
IMPORT_DS_JOB_ID	INTEGER		No	ID of import data source.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
STATUS	INTEGER		No	Contact status ID. "0" - New "1" - Updated "2" - Error "3" - Validation Failed "4" - Ignored duplicate records "5" - Reject pattern matched "6" - Deleted "7" - Existing in DNC list "8" - Phone format issue
STATUS_COUNT	INTEGER		No	Number of records for respective status

Index Name	Type	Unique	Fields
IX_IMPTJOBSTATUSCNTR_IMPTDSJOB	NORMAL	No	IMPORT_DS_JOB_ID

Check Constraint Name	Text
pim_import_job_status_cntr_pkey	PIM_IMPORT_JOB_STATUS_CNTR_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_IMPTJOBSTATUSCNTR_IMPTDSJOB	IMPORT_DS_JOB_ID	POM Schema	PIM_IMPORT_DS_JOB

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.5.30 PIM\_JOB

**Primary Key(s):** JOB\_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Auto generated Job ID
CAMPAIGN_ID	INTEGER		No	Campaign Id from the campaign table, to identify the campaign for this job
SCHEDULE_ID	INTEGER		Yes	ID of the schedule, if the job was created by a schedule
STRATEGY_NAME	VARCHAR2(256 CHAR)		Yes	Name of the strategy attached to the Job
STATUS	INTEGER		No	Status of the campaign job 1, "JOB_QUEUED" 2, "JOB_ACTIVE" 4, "JOB_COMPLETED" 8, "JOB_PAUSE" 16, "JOB_PAUSED" 32, "JOB_FILTER_IN_PROGRESS" 64, "JOB_RESUME" 128, "JOB_STOP" 256, "JOB_STOPPING" 512, "JOB_STOPPED" 1024, "JOB_PAUSING" 2048, "JOB_CREATING_HISTORY" 4096, "JOB_SHADOW" 8192, "JOB_STOPPED_IN_SHADOW"
START_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the job started
END_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when the job ended
LAST_ALLOCATED_ID	INTEGER		Yes	Reserved for future use.
FINISH_REASON	VARCHAR2(256 CHAR)		Yes	Finish reason of the job e.g. natural finish
NEXT_ARCHIVAL_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when next archival will happen for this campaign
ABORT_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when this job would be stopped
TOTAL_CALLS	INTEGER		Yes	Total calls made in the campaign
TOTAL_EMAILS	INTEGER		Yes	Total emails sent in the campaign
TOTAL_SMS	INTEGER		Yes	Total SMS sent in the campaign
TOTAL_CONTACTS	INTEGER		Yes	Total contacts participating in this job
SUCCESSFUL_CALLS	INTEGER		Yes	Total Live Voice calls in this job
NUISANCE_CALLS	INTEGER		Yes	Total Nuisance calls in this job (deprecated)
CUSTOMER_HANGUPS	INTEGER		Yes	Total calls for which disposition is Disconnected_By_User
CREATED_BY	VARCHAR2(40 CHAR)		Yes	Name of the user who created this job
PROCESSED_CONTACTS	BIGINT		No	Number of contacts got processed
EXCLUDED_CONTACTS	BIGINT		No	Number of contacts got excluded
NUISANCE_RATE_TODAY	DOUBLE PRECISION		Yes	Nuisance rate for today
NUISANCE_RATE	DOUBLE PRECISION		Yes	Nuisance rate
NUISANCE_RATE_EXCLUDE_COUNT	INTEGER		No	Total answer machine by agent count for this job
JOB_NOTE	INTEGER		YES	
PRCNT_COMPLETE	DOUBLE PRECISION	0	YES	
PRCNT_UNIQUE_ATTEMPTED_RECORD	DOUBLE PRECISION	0	YES	

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
PRCNT_ATTEMPTED_REC ORD	DOUBLE PRECISION	0	YES	
ESTIMATED_JOB_END_TI ME	INTEGER	0	YES	

Index Name	Type	Unique	Fields
IX_JOB_CMPGN	NORMAL	No	CAMPAIGN_ID

Check Constraint Name	Text
pim_job_pkey	P JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JOB_CMPGN	CAMPAIGN_ID	POM Schema	PIM_CAMPAIGN

No Primary Key as Foreign Key Constraint

No Enabled Triggers

### 1.5.31 PIM\_JOB\_ACTION

Primary Key(s): JOB\_ID, ACTION\_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	ID of running job.
ACTION_ID	INTEGER		No	Unique ID used to identify action inside handler.
ACTION_NAME	VARCHAR2(255 CHAR)		No	Name of action given in campaign strategy.
ACTION_TYPE	INTEGER		No	Type of action. "0" - Voice "1" - SMS "2" - Email "3" - Custom "4" - Selector
PACING_TYPE	INTEGER		No	Type of pacing. "0" - Expert Call Ratio "1" - Cruise Control "3" - Progressive "4" - Custom "5" - Preview "6" - Time-based Pacing "7" - Skill Based Pacing "8" - None
ATTEMPT_COUNT	INTEGER		No	For Operational Use.
NUISANCE_COUNT	INTEGER		No	For Operational Use.
CONNECT_COUNT	INTEGER		No	For Operational Use.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
LAST_TREND_CALCULATE_TIME	TIMESTAMP(6) WITH TIME ZONE		Yes	For Operational Use.

Index Name	Type	Unique	Fields
IX_JOB_ACTION_JOB	NORMAL	No	JOB_ID

Check Constraint Name	Text
pim_job_action_pkey	JOB_ID, ACTION_ID

No Internal Foreign Key Constraint

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_JOB_ACTION_JOB	POM Schema	PIM_JOB	JOB_ID

No Enabled Triggers

### 1.5.32 PIM\_JOB\_PARAMS\_HISTORY

#### Primary Key(s): PIM\_JOB\_PARAMS\_HISTORY\_ID

Field	Type	Default	Nulls?	Comments
PIM_JOB_PARAMS_HISTORY_ID	INTEGER		No	Auto generated ID
ACTION_ID	INTEGER		No	Action ID
PARAM_KEY	INTEGER		No	Parameter ID
LAST_MODIFIED_ON	TIMESTAMP(6) WITH TIME ZONE		No	Time when parameter was last modified.
JOB_ID	INTEGER		No	Job ID
PARAM_VALUE	VARCHAR2(2048 CHAR)		No	Parameter value.

Index Name	Type	Unique	Fields
IX_JOBPARAMSHSTRY_JOB	NORMAL	No	JOB_ID

Check Constraint Name	Text
pim_job_params_history_pkey	PIM_JOB_PARAMS_HISTORY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JOBPARAMSHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB

No Primary Key as Foreign Key Constraint

No Enabled Triggers



**1.5.33 PIM\_LIST\_OPS\_HSTRY****Primary Key(s): PIM\_LIST\_OPS\_HSTRY\_ID**

Field	Type	Default	Nulls?	Comments
PIM_LIST_OPS_HSTRY_ID	INTEGER		No	Auto generated ID.
TYPE	INTEGER		No	Type of Record. 0- Contact Record 1- DNC Record
STATUS	INTEGER		No	Status of Operation: 0 – Success 1 - Update 6- Deleted
USER_NAME	VARCHAR2(256 CHAR)		Yes	Name of user who did operatrion.
USER_TYPE	INTEGER		No	Type of Operations: 0- UI 1- Web Service 2 - Agent
RECORD_ID	INTEGER		No	Record ID
OPS_TIME	TIMESTAMP(6) WITH TIME ZONE		No	Operation Time
RECORD_LINE	VARCHAR2(3990 CHAR)		Yes	Record Information
LIST_ID	INTEGER		Yes	Contact List ID
USER_CONTACT_ID	VARCHAR2(80 CHAR)		Yes	User given Contact ID.

**No Indexes**

Check Constraint Name	Text
pim_list_ops_hstry_pkey	PIM_LIST_OPS_HSTRY_ID

**No Internal Foreign Key Constraint****No Primary Key as Foreign Key Constraint****No Enabled Triggers****1.5.34 PIM\_ORGANIZATION****Primary Key(s): ORGANIZATION\_ID**

Field	Type	Default	Nulls?	Comments
ORGANIZATION_ID	INTEGER		No	Auto generated Organization ID
VERSION	VARCHAR2(1024 CHAR)		Yes	For Operational Use.
NAME	VARCHAR2(1024 CHAR)		No	Name of Organization.
DESCRIPTION	VARCHAR2(1024 CHAR)		Yes	Description of Organization.
LASTUPDATE	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when organization was last updated.
VP_ORG_ID	VARCHAR2(1024 CHAR)		Yes	For Operational Use.
IS_DELETED	INTEGER		No	For Operational Use.

**No Indexes**

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Check Constraint Name	Text
pim_organization_pkey	ORGANIZATION_ID
pim_organization_vp_org_id_key	VP_ORG_ID

**No Internal Foreign Key Constraint**

**No Primary Key as Foreign Key Constraint**

**No Enabled Triggers**

**1.5.35 PIM\_ORGANIZATION\_CONTACT\_STORE****Primary Key(s): PIM\_CONTACT\_STORE\_ID, ORGANIZATION\_ID**

Field	Type	Default	Nulls?	Comments
PIM_CONTACT_STORE_ID	INTEGER		No	Contact List ID
ORGANIZATION_ID	INTEGER		No	Organization ID

Index Name	Type	Unique	Fields
IX_CONTSTORE_ORG	NORMAL	No	ORGANIZATION_ID
IX_ORG_CONTSTORE	NORMAL	No	PIM_CONTACT_STORE_ID

Check Constraint Name	Text
pim_organization_contact_store_pkey	PIM_CONTACT_STORE_ID, ORGANIZATION_ID

No Internal Foreign Key Constraint

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTSTORE_ORG	POM Schema	PIM_ORGANIZATION	ORGANIZATION_ID
FK_ORG_CONTSTORE	POM Schema	PIM_CONTACT_STORE	PIM_CONTACT_STORE_ID

No Enabled Triggers

**1.5.36 PIM\_SERVER****Primary Key(s): PIM\_SERVER\_ID**

Field	Type	Default	Nulls?	Comments
PIM_SERVER_ID	INTEGER		No	Auto generated ID for POM server information.
VPMS_ID	INTEGER		Yes	ID of Primary Experience Portal.
HOST_VPMS_ID	INTEGER		Yes	Auto generated ID for POM server information.
SERVER_NAME	VARCHAR2(80 CHAR)		No	IP Address of the server
SERVER_STATE	INTEGER		No	Field for Operational use.
WS_IP_ADDRESS	VARCHAR2(40 CHAR)		Yes	IP Address of POM Server
SEC_WS_IP_ADDRESS	VARCHAR2(40 CHAR)		Yes	IP Address of Aux/Primary POM server.
SMS_ENABLED	NUMBER(1,0)		No	Reserved for future use.
MAIL_ENABLED	NUMBER(1,0)		No	Reserved for future use.
SOCIAL_ENABLED	NUMBER(1,0)		No	Reserved for future use.
STATUS	VARCHAR2(128 CHAR)		Yes	For Operational use.
PORTS_ALLOCATED	INTEGER		Yes	For Operational use.
PORTS_IN_USE	INTEGER		Yes	For Operational use.
CPU_USAGE	INTEGER		Yes	Reserved for future use.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
MEM_USAGE	INTEGER		Yes	Reserved for future use.
DISK_USAGE	INTEGER		Yes	Reserved for future use.
FRIENDLY_NAME	VARCHAR2(80 CHAR)		Yes	User given name of the server
LAST_UPDATE	TIMESTAMP(6) WITH TIME ZONE		Yes	For Operational use.
WORKER_COUNT	INTEGER	0	No	For Operational use.

Index Name	Type	Unique	Fields
IX_SERVER_HOSTVPMS	NORMAL	Yes	HOST_VPMS_ID
IX_SERVER_VPMS	NORMAL	Yes	VPMS_ID

Check Constraint Name	Text
pim_server_pkey	PIM_SERVER_ID
pim_server_server_name_key	SERVER_NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_SERVER_HOSTVPMS	HOST_VPMS_ID	POM Schema	PIM_VPMS
FK_SERVER_VPMS	VPMS_ID	POM Schema	PIM_VPMS

No Enabled Triggers

**1.5.37 PIM\_ZONE****Primary Key(s): ZONE\_ID**

Field	Type	Default	Nulls?	Comments
ZONE_ID	INTEGER		No	Auto generated ID
VERSION	VARCHAR2(1024 CHAR)		Yes	For Operational Use
NAME	VARCHAR2(1024 CHAR)		No	Name of Zone.
DESCRIPTION	VARCHAR2(1024 CHAR)		Yes	Description of Zone.
TIMEZONE	VARCHAR2(128 CHAR)		Yes	Time zone information of Zone.
LASTUPDATE	TIMESTAMP(6) WITH TIME ZONE		Yes	Time when zone was last updated.
VP_ZONE_ID	VARCHAR2(1024 CHAR)		Yes	For Operational Use.
IS_DELETED	INTEGER		No	For Operational Use.
OUTBOUND_PORTS	INTEGER		Yes	For Operational Use.
PREVIEW_AGENTS	INTEGER		Yes	For Operational Use.
PREDICTIVE_AGENTS	INTEGER		Yes	For Operational Use.
FAILOVER_ZONE_ID	INTEGER		Yes	For Operational Use.
STATUS	INTEGER		No	For Operational Use.

**No Indexes**

Check Constraint Name	Text
pim_zone_pkey	ZONE_ID
pim_zone_vp_zone_id_key	VP_ZONE_ID

**No Internal Foreign Key Constraint****No Primary Key as Foreign Key Constraint****No Enabled Triggers****1.5.38 PIM\_JOB\_FILTER\_CRITERIA****Primary Key(s): JOB\_ID, ROW\_ID**

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	The Id of the running job
ROW_ID	INTEGER		No	The position of the filter condition in GUI
COLUMN_NAME	VARCHAR2(256 CHAR)		Yes	The attribute on which filter condition is defined.
CELL_VALUE	VARCHAR2(3990 CHAR)		Yes	The value against which the attribute value will be checked while filtering records.
DATE_FORMAT	VARCHAR2(20 CHAR)		Yes	Not used anymore
FILTER_OPERATOR	VARCHAR2(40 CHAR)		No	The filter operator to use while comparing the attribute value with the defined value.

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Index Name	Type	Unique	Fields
IX_JOBFILTER_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
pim_job_filter_criteria_pkey	JOB_ID, ROW_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JOBFILTER_JOB	JOB_ID	POM Schema	PIM_JOB

No Enabled Triggers

### 1.5.39 PIM\_JOB\_FILTER\_HISTORY

**Primary Key(s):** PIM\_JOB\_FILTER\_HISTORY\_ID

Field	Type	Default	Nulls?	Comments
PIM_JOB_FILTER_HISTORY_ID	INTEGER		No	Internal DB ID generated when this row was populated.
JOB_ID	INTEGER		No	The Id of the running job
ROW_ID	INTEGER		Yes	The position of the filter condition in GUI
COLUMN_NAME	VARCHAR2(256 CHAR)		Yes	The attribute on which filter condition is defined.
CELL_VALUE	VARCHAR2(3990 CHAR)		No	The value against which the attribute value will be checked while filtering records.
DATE_FORMAT	VARCHAR2(20 CHAR)		Yes	Not used anymore
FILTER_OPERATOR	VARCHAR2(40 CHAR)		No	The filter operator to use while comparing the attribute value with the defined value.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	The time when this filter operation was performed.

Index Name	Type	Unique	Fields
IX_JOBFILTERHSTRY_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
pim_job_filter_history_pkey	PIM_JOB_FILTER_HISTORY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JOBFILTERHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB

No Enabled Triggers

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.5.40 PIM\_JOB\_SORT\_CRITERIA

**Primary Key(s):** JOB\_ID, COLUMN\_NAME

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	The Id of the running job
COLUMN_NAME	VARCHAR2(256 CHAR)		No	The attribute on which records will be sorted.
SORT_ORDER	VARCHAR2(10 CHAR)		No	The sort order i.e. ascending or descending.
ORDER_ID	INTEGER		No	The position of the field in sort list.

Index Name	Type	Unique	Fields
IX_CONTSORTCRIT_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
pim_job_filter_criteria_pkey	JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTSORTCRIT_JOB	JOB_ID	POM Schema	PIM_JOB

No Enabled Triggers

### 1.5.41 PIM\_JOB\_SORT\_HISTORY

**Primary Key(s):** PIM\_JOB\_SORT\_HISTORY\_ID

Field	Type	Default	Nulls?	Comments
PIM_JOB_SORT_HISTORY_ID	INTEGER		No	Internal DB ID generated when this row was populated.
JOB_ID	INTEGER		No	The Id of the running job
COLUMN_NAME	VARCHAR2(256 CHAR)		No	The attribute on which records will be sorted.
SORT_ORDER	VARCHAR2(10 CHAR)		No	The sort order i.e. ascending or descending.
ORDER_ID	INTEGER		No	The position of the field in sort list.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	The time when this sort operation was performed.

Index Name	Type	Unique	Fields
IX_CONTSORTCRITHSTRY_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
pim_job_sort_history_pkey	PIM_JOB_SORT_HISTORY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
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## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONSORTCRITHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB

No Enabled Triggers

### 1.5.42 PIM\_JOB\_CONTACT\_LIST

**Primary Key(s):** PIM\_CONTACT\_STORE\_ID, JOB\_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	The Id of the running job
PIM_CONTACT_STORE_ID	INTEGER		No	The Id of the contact list associated with this job.
OPERATION	INTEGER		No	The type of operation performed with the contact list on the job. i.e. added or removed.
PRIORITY	INTEGER			The priority used while adding contact from this contact list to the job.
OPERATION_START_TIME	BIGINT		No	The time when the add or remove operation was performed.
PRCNT_UNIQUE_ATTEMPTED_RECORD	DOUBLE PRECISION	0	Yes	
PRCNT_ATTEMPTED_RECORD	DOUBLE PRECISION	0	Yes	

Index Name	Type	Unique	Fields
IX_JCL_CL	NORMAL	Yes	PIM_CONTACT_STORE_ID
IX_JCL_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
pim_job_contact_list_pkey	PIM_CONTACT_STORE_ID, JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JCL_CL	PIM_CONTACT_STORE_ID	POM Schema	PIM_CONTACT_STORE
Fk_JCL_JOB	JOB_ID	POM Schema	PIM_JOB

No Enabled Triggers

### 1.5.43 PIM\_JOB\_CONTACT\_LIST\_HIST

**Primary Key(s):** PIM\_JOB\_CONTACT\_LIST\_HIST\_ID

Field	Type	Default	Nulls?	Comments
PIM_JOB_CONTACT_LIST_HIST_ID	INTEGER		No	The Id of the contact list associated with this job.
PIM_CONTACT_STORE_ID	INTEGER		No	The Id of the running job.



## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	The type of operation performed with the contact list on the job. i.e. added or removed.
OPERATION	INTEGER		No	The priority used while adding contact from this contact list to the job.
PRIORITY	INTEGER		No	The time when the add or remove operation was performed.
OPERATION_START_TIME	BIGINT		No	The time when this contact list operation was performed.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	The Id of the contact list associated with this job.
PRCNT_UNIQUE_ATTEMPTED_RECORD	DOUBLE PRECISION	0	Yes	
PRCNT_ATTEMPTED_RECORD	DOUBLE PRECISION	0	Yes	

Index Name	Type	Unique	Fields
IX_JCL_CLHSTRY_JOB	NORMAL	Yes	PIM_CONTACT_STORE_ID
IX_JCL_JOBHSTRY	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
pim_job_contact_list_hist_pkey	PIM_JOB_CONTACT_LIST_HIST_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JCL_CLHSTRY_JOB	PIM_CONTACT_STORE_ID	POM Schema	PIM_CONTACT_STORE
FK_JCL_JOBHSTRY	JOB_ID	POM Schema	PIM_JOB

No Enabled Triggers

### 1.5.44 PIM\_CALLBACK

**Primary Key(s):** CALLBACK\_ID

Field	Type	Default	Nulls?	Comments
CALLBACK_ID	BIGINT		No	The Id of the callback. Internal DB ID generated when this row is created using the sequence 'PIMCALLBACK_SEQ'
CONTACT_ID	BIGINT		No	The Id of the contact on which the callback is created
CAMPAIGN_NAME	CHARACTER VARYING(80)		No	Name of the campaign on whci the callback is set
CALLBACK_TYPE	INTEGER		No	Type of the callback. Possible values are as follows 0 - Agent 1 - Campaign 2 - Standard

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
STATUS	INTEGER		No	Status of the callback. Possible value are as follows 0 - ActiveAttachedToJob 1 - Completed 2 - Expired 3 - CampaignTerminated 4 - Overwritten 5 - ContactExcluded 6 - WaitingForJob 7 - ManuallyCancelled 8 - QueuedForDialing 9 - InProgress
HANDLER_NAME	CHARACTER VARYING(255)		No	Handler state on which the callback is set in the campaign
ADDRESS_FIELD_NAME	CHARACTER VARYING(80)		Yes	Address field name on which the callback should be performed
ADDRESS	CHARACTER VARYING(128)		Yes	Value of the address
JOB_ID	INTEGER		Yes	ID of the job to which the callback belongs
ACTION_ID	INTEGER		Yes	Action Id mentioned in the campaign's associated campaign strategy through which the callback will be performed
AGENT_SESSION_ID	BIGINT		Yes	If the callback is created by the agent then session id of the agent during which the callback was created
NEXT_ATTEMPT_AFTER	BIGINT		Yes	EPOCH time after which the callback will be attempted
START_TIME	BIGINT		Yes	Start time of the callback in EPOCH
END_TIME	BIGINT		Yes	End time of the callback in EPOCH
CREATION_TIME	BIGINT		Yes	EPOCH time of the POM system when the callback was created
CREATED_FOR	CHARACTER VARYING(80)		Yes	ID of the agent for whom the callback is created
NOTES	CHARACTER VARYING		Yes	Callback notes provided while creating the callback
SERVICED_BY_AGENT_ID	CHARACTER VARYING(80)		Yes	ID of the agent who services this callback
CREATED_BY	CHARACTER VARYING(80)		Yes	Agent ID or User Name who created this callback
ORGANIZATION_ID	INTEGER		Yes	Organization ID of the campaign for which the callback is created
CONTACT_LIST_ID	INTEGER		No	Contact List Id of the contact for which this callback is created
STRICT_AGENT_ATTEMP_COUNT	INTEGER		Yes	

Index Name	Type	Unique	Fields
IX_CB_CNTID	NORMAL	No	CONTACT_ID
IX_CB_JBID	NORMAL	No	JOB_ID

Check Constraint Name	Text
PIM_CALLBACK_PKEY	CALLBACK_ID

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table

No Enabled Triggers

### 1.5.45 PIM\_CALLBACK\_HISTORY

Primary Key(s): CALLBACK\_ID

Field	Type	Default	Nulls?	Comments
CALLBACK_ID	BIGINT		No	The Id of the callback which is moved from PIM_CALLBACK TABLE to PIM_CALLBACK HISTORY table
CONTACT_ID	BIGINT		No	The Id of the contact on which the callback is created
CAMPAIGN_NAME	CHARACTER VARYING(80)		No	Name of the campaign on whci the callback is set
CALLBACK_TYPE	INTEGER		No	Tyepe of the callback. Possible values are as follows 0 - Agent 1 - Campaign 2 - Standard
STATUS	INTEGER		No	Status of the callback. Possible value are as follows 0 - ActiveAttachedToJob 1 - Completed 2 - Expired 3 - CampaignTerminated 4 - Overwritten 5 - ContactExcluded 6 - WaitingForJob 7 - ManuallyCancelled 8 - QueuedForDialing 9 - InProgress
HANDLER_NAME	CHARACTER VARYING(255)		No	Handler state on whioch the callback is set in the campaign
ADDRESS_FIELD_NAME	CHARACTER VARYING(80)		Yes	Address field name on which the callback should be performed
ADDRESS	CHARACTER VARYING(128)		Yes	Value of the address
JOB_ID	INTEGER		Yes	ID of the job to which the callback belongs
ACTION_ID	INTEGER		Yes	Action Id mentioned in the campign's associated campaign strategy through which the callback will be performed
AGENT_SESSION_ID	BIGINT		Yes	If the caqlback is created by the agent then session id of the agent during which the callback was created
NEXT_ATTEMPT_AFTER	BIGINT		Yes	EPOCH time after which the callback will be attempted
START_TIME	BIGINT		Yes	Start time of the callback in EPOCH
END_TIME	BIGINT		Yes	End time of the callback in EPOCH

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Default	Nulls?	Comments
CREATION_TIME	BIGINT		Yes	EPOCH time of the POM system when the callback was created
CREATED_FOR	CHARACTER VARYING(80)		Yes	ID of the agent for whome the callback is created
NOTES	CHARACTER VARYING		Yes	Callback notes provided while creating the callback
SERVICED_BY_AGENT_ID	CHARACTER VARYING(80)		Yes	ID of the agent who services this callback
CREATED_BY	CHARACTER VARYING(80)		Yes	Agent ID or User Name who created this callback
ORGANIZATION_ID	INTEGER		Yes	Organization ID of ther campaign for whci the callback is created
CONTACT_LIST_ID	INTEGER		No	Contact List Id of the contact for which this callback is created
STRICT_AGENT_ATTEMP_COUNT	INTEGER		Yes	

Index Name	Type	Unique	Fields

Check Constraint Name	Text
PIM_CALLBACK_HISTORY_PKEY	CALLBACK_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table

No Enabled Triggers

### 1.5.46 PIM\_DNCLISTS\_GROUP

Primary Key(s): pim\_dnclists\_group\_id

Field	Type	Default	Nulls?	Comments
PIM_DNCLISTS_GROUP_ID	INTEGER		NO	
ORGANIZATION_ID	INTEGER		YES	
DNCLISTS_GROUP_NAME	NVARCHAR(80)		NO	
DNCLISTS_GROUP_DESCRIPTION	NVARCHAR(256)		YES	
ISDELETED	INTEGER		YES	

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

DEFAULT_DNCLIST_ID	INTEGER		YES	
CREATED_BY	NVARCHAR(40)		YES	
LAST_MODIFIED_ON	DATETIMEOFFSET(7)		YES	
LAST_MODIFIED_BY	DATETIMEOFFSET(7)		NO	

Index Name	Type	Unique	Fields
PK__PIM_DNCL__5A747360D10D4595	NORMAL		pim_dnclists_group_id
IX_DNCGROUP_ORG	NORMAL		organization_id
UK_503MPTD0F0TQA4HC73YR9FQU7	NORMAL	YES	dnclists_group_name

Check ConstralINTEGER Name	Text
----------------------------	------

INTEGERernal Foreign Key ConstralINTEGER	Affected Field	Source Schema	Source Table

### 1.5.47 PIM\_DNCLISTS\_GROUP\_MAP

**Primary Key(s):** pim\_dnc\_list\_id, pim\_dnclists\_group\_id

Field	Type	Default	Nulls?	Comments
PIM_DNC_LIST_ID	INTEGER		NO	
PIM_DNCLISTS_GROUP_ID	INTEGER		NO	

Index Name	Type	Unique	Fields
PK__PIM_DNCL__81CB11D1B82BFB99	NORMAL		pim_dnc_list_id, pim_dnclists_group_id
IX_DNCLISTSGROUP_LIST	NORMAL		pim_dnc_list_id
IX_DNCLISTSGROUP_GROUP	NORMAL		pim_dnclists_group_id

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Check ConstralINTEGER Name	Text
----------------------------	------

INTEGERernal Foreign Key ConstralINTEGER	Affected Field	Source Schema	Source Table

### 1.6 All Views

#### 1.6.1 VW\_\_PAJ

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	No
JOBS	BIGINT	Yes
AGENT_CALLS	BIGINT	Yes
AGENTS	BIGINT	Yes

```
SELECT paj.job_id,  
       paj.action_id,  
       COUNT(paj.job_id)      AS jobs,  
       SUM(paj.call_count)    AS agent_calls,  
       COUNT(DISTINCT pas.agent_id) AS agents  
FROM pim_agent_job paj,  
     pim_agent_session pas  
WHERE paj.agent_session_id = pas.agent_session_id  
GROUP BY paj.job_id,  
         paj.action_id  
ORDER BY paj.job_id,  
         paj.action_id
```

## 1.6.2 VW\_PAJH

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	No
JOBS	BIGINT	Yes
AGENT_CALLS	BIGINT	Yes
AGENTS	BIGINT	Yes

```

SELECT pajh.job_id,
       pajh.action_id,
       COUNT(pajh.job_id)      AS jobs,
       SUM(pajh.call_count)    AS agent_calls,
       COUNT(DISTINCT pas.agent_id) AS agents
FROM pim_agent_job_history pajh,
     pim_agent_session pas
WHERE pajh.agent_session_id = pas.agent_session_id
GROUP BY pajh.job_id,
         pajh.action_id
ORDER BY pajh.job_id,
         pajh.action_id
    
```

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.6.3 VW\_PAJS

Field	Type	Nulls?
JOB_ID	INTEGER	No
ACTION_ID	INTEGER	No
ZONE_ID	INTEGER	No
ZONE_NAME	VARCHAR2(1024 )	No
AGENT_UTILIZATION	DOUBLE PRECISION(126)	Yes
SERVICE_LEVEL_ACHIEVED	DOUBLE PRECISION(126)	Yes

```
SELECT pajs.job_id,
       pajs.action_id, pajs.zone_id, pz.name AS zone_name,
       pajs.agent_utilization, pajs.service_level_achieved
FROM pim_agent_job_summary pajs,  pim_zone pz
WHERE pajs.zone_id = pz.zone_id
GROUP BY pajs.job_id,  pajs.action_id,
         pajs.zone_id,  pz.name, pajs.agent_utilization,
         pajs.service_level_achieved
ORDER BY pajs.job_id,
         pajs.action_id, pajs.zone_id
```



## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.6.4 VW\_PAJSH

Field	Type	Nulls?
JOB_ID	INTEGER	No
ACTION_ID	INTEGER	No
ZONE_ID	INTEGER	No
ZONE_NAME	VARCHAR2 (1024)	No
AGENT_UTILIZATION	DOUBLE PRECISION(126)	Yes
SERVICE_LEVEL_ACHIEVED	DOUBLE PRECISION(126)	Yes

```
SELECT pajsh.job_id,  
       pajsh.action_id, pajsh.zone_id, pz.name AS zone_name,  
       pajsh.agent_utilization, pajsh.service_level_achieved  
FROM pim_agent_job_summary_history pajsh,  
     pim_zone pz  
WHERE pajsh.zone_id = pz.zone_id  
GROUP BY pajsh.job_id,  
         pajsh.action_id, pajsh.zone_id, pz.name,  
         pajsh.agent_utilization, pajsh.service_level_achieved  
ORDER BY pajsh.job_id,  
         pajsh.action_id, pajsh.zone_id
```

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.6.5 VW\_PC\_PJ\_PJA

Field	Type	Nulls?
ORGANIZATION_ID	INTEGER	Yes
CAMPAIGN_ID	INTEGER	No
NAME	VARCHAR2 (80)	No
IS_INFINITE	INTEGER	No
IS_DELETED	INTEGER	No
LAST_JOB_START_TIME	TIMESTAMP(6) WITH TIME ZONE	Yes
STRATEGY_NAME	VARCHAR2 (256)	Yes
JOB_ID	INTEGER	No
START_TIME	TIMESTAMP(6) WITH TIME ZONE	Yes
END_TIME	TIMESTAMP(6) WITH TIME ZONE	Yes
STATUS	INTEGER	No
FINISH_REASON	VARCHAR2 (256)	Yes
ACTION_ID	INTEGER	No
ACTION_NAME	VARCHAR2 (255)	No
FALSE_POSITIVE_RATE	DOUBLE PRECISION	
NUISANCE_RATE	INTEGER	
LIVE_VOICE_TIMEOUT	INTEGER	

```
CREATE OR REPLACE VIEW vw__pc_pj_pja AS
SELECT pc.organization_id, pc.campaign_id, pc.name, pc.is_infinite,
       pc.is_deleted, pc.last_job_start_time, pcs.strategy_name, pj.job_id,
       pj.start_time, pj.end_time, pj.status, pj.finish_reason, pja.action_id,
       pja.action_name, pja.pacing_type, pc.false_positive_rate, pj.nuisance_rate,
       pc.live_voice_timeout
FROM pim_campaign pc, pim_contact_strategy pcs, pim_job pj,
     pim_job_action pja
WHERE pc.contact_strategy_id = pcs.contact_strategy_id AND pj.campaign_id = pc.campaign_id AND pja.job_id =
pj.job_id
ORDER BY pc.campaign_id, pj.job_id, pja.action_id;
```

## 1.6.6 VW\_PCA

Field	Type	Nulls?
JOB_ID	INTEGER	No
ACTION_ID	INTEGER	Yes
NUISANCE_CALLS	BIGINT	Yes
ANSWER_HUMANS	BIGINT	Yes
VOICE	BIGINT	Yes
SMS	BIGINT	Yes
EMAIL	BIGINT	Yes
CUSTOM	BIGINT	Yes

```

SELECT pca.job_id,
       pca.action_id,
       SUM(
         CASE
           WHEN pca.nuisance_call = 1
           THEN 1
           ELSE 0
         END) AS nuisance_calls,
       SUM(
         CASE
           WHEN pca.sys_completion_code_id IN
             (SELECT completion_code_id
              FROM pim_completion_code
              WHERE completion_code_type = 0
              AND (code = 'Answer_Human'
                  OR code = 'Call_Answered'
                  OR code = 'Nuisance_Call'))
           THEN 1
           ELSE 0
         END ) AS answer_humans,
       SUM(
         CASE
           WHEN pca.channel_type = 0
           THEN 1
           ELSE 0
         END) AS voice,
       SUM(
         CASE
           WHEN pca.channel_type = 1
           THEN 1
           ELSE 0
         END) AS sms,
       SUM(
         CASE
           WHEN pca.channel_type = 2
           THEN 1
           ELSE 0
         END) AS email,
       SUM(
         CASE

```

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

```
    WHEN pca.channel_type = 3
    THEN 1
    ELSE 0
  END) AS custom
FROM pim_contact_attempts pca
GROUP BY pca.job_id,
         pca.action_id
ORDER BY pca.job_id,
         pca.action_id
```

## 1.6.7 VW\_PCAH

Field	Type	Nulls?
JOB_ID	INTEGER	No
ACTION_ID	INTEGER	Yes
NUISANCE_CALLS	BIGINT	Yes
ANSWER_HUMANS	BIGINT	Yes
VOICE	BIGINT	Yes
SMS	BIGINT	Yes
EMAIL	BIGINT	Yes
CUSTOM	BIGINT	Yes

```

SELECT pcah.job_id,
       pcah.action_id,
       SUM(
         CASE
           WHEN pcah.nuisance_call = 1
           THEN 1
           ELSE 0
         END) AS nuisance_calls,
       SUM(
         CASE
           WHEN pcah.sys_completion_code_id IN
             (SELECT completion_code_id
              FROM pim_completion_code
              WHERE completion_code_type = 0
              AND (code = 'Answer_Human'
                  OR code = 'Call_Answered'
                  OR code = 'Nuisance_Call'))
           THEN 1
           ELSE 0
         END ) AS answer_humans,
       SUM(
         CASE
           WHEN pcah.channel_type = 0
           THEN 1
           ELSE 0
         END) AS voice,
       SUM(
         CASE
           WHEN pcah.channel_type = 1
           THEN 1
           ELSE 0
         END) AS sms,
       SUM(
         CASE
           WHEN pcah.channel_type = 2
           THEN 1
           ELSE 0
         END) AS email,
       SUM(
         CASE

```

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

```
    WHEN pcah.channel_type = 3
    THEN 1
    ELSE 0
  END) AS custom
FROM pim_contact_attempts_history pcah
GROUP BY pcah.job_id,
         pcah.action_id
ORDER BY pcah.job_id,
         pcah.action_id
```

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

### 1.6.8 VW\_PCD

Field	Type	Nulls?
JOB_ID	INTEGER	No
ACTION_ID	INTEGER	No
CALLBACKS	BIGINT	Yes
EXPIRED	BIGINT	Yes

```
SELECT pcd.job_id,  
       pcd.action_id,  
       COUNT(pcd.callback_id) AS callbacks,  
       SUM(  
         CASE  
           WHEN pcd.status = 2  
           THEN 1  
           ELSE 0  
         END) AS expired  
FROM pim_callback_details pcd  
GROUP BY pcd.job_id,  
         pcd.action_id  
ORDER BY pcd.job_id,  
         pcd.action_id
```

### 1.6.9 VW\_CONTACTATTEMPT

Field	Type	Nulls?
PIM_SESSION_ID	BIGINT	No
JOB_ID	INTEGER	No
ACTION_ID	INTEGER	Yes
CONTACT_ID	BIGINT	Yes
LAST_NW_DISPOSITION_TIME	TIMESTAMP WITH TIME ZONE	
CONTACT_ATTEMPT_TIME	TIMESTAMP WITH TIME ZONE	
COMPLETION_CODE_ID	INTEGER	
ADDRESS	VARCHAR2 (80)	
CHANNEL_TYPE	INTEGER	
NUISANCE_CALL	BOOLEAN	
ADDRESS_ATTR_NAME	VARCHAR2 (80)	
RULE_NAME	VARCHAR2 (255)	
SYS_COMPLETION_CODE_ID	INTEGER	
USER_CONTACT_ID	VARCHAR2 (80)	
CAMPAIGN_ID	INTEGER	
EXCLUDED_FROM_NUISANCE_RATE	BOOLEAN	

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

```
CREATE OR REPLACE VIEW vw_contactattempt AS
SELECT pim_contact_attempts.pim_session_id,
       pim_contact_attempts.job_id, pim_contact_attempts.action_id,
       pim_contact_attempts.contact_id,
       pim_contact_attempts.last_nw_disposition_time,
       pim_contact_attempts.contact_attempt_time,
       pim_contact_attempts.completion_code_id,
       pim_contact_attempts.address, pim_contact_attempts.channel_type,
       pim_contact_attempts.nuisance_call,
       pim_contact_attempts.address_attr_name,
       pim_contact_attempts.rule_name,
       pim_contact_attempts.sys_completion_code_id,
       pim_contact_attempts.campaign_id,
       pim_contact_attempts.excluded_from_nuisance_rate,
       pim_contact_attempts.user_contact_id
FROM pim_contact_attempts
UNION ALL
SELECT pim_contact_attempts_history.pim_session_id,
       pim_contact_attempts_history.job_id,
       pim_contact_attempts_history.action_id,
       pim_contact_attempts_history.contact_id,
       pim_contact_attempts_history.last_nw_disposition_time,
       pim_contact_attempts_history.contact_attempt_time,
       pim_contact_attempts_history.completion_code_id,
       pim_contact_attempts_history.address,
       pim_contact_attempts_history.channel_type,
       pim_contact_attempts_history.nuisance_call,
       pim_contact_attempts_history.address_attr_name,
       pim_contact_attempts_history.rule_name,
       pim_contact_attempts_history.sys_completion_code_id,
       pim_contact_attempts_history.user_contact_id,
       pim_contact_attempts_history.campaign_id,
       pim_contact_attempts_history.excluded_from_nuisance_rate
FROM pim_contact_attempts_history;
```

### 1.6.10 VW\_PCA\_DAYWISE

Field	Type	Nulls?
JOB_ID	INTEGER	
ACTION_ID	INTEGER	
NUISANCE_CALLS	INTEGER	
ANSWER_HUMANS	INTEGER	
VOICE	INTEGER	
SMS	INTEGER	
EMAIL	INTEGER	
CUSTOM	INTEGER	
ANSWER_MACHINE	INTEGER	
CONTACT_ATTEMPTS_TIME	DATE	



## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

Field	Type	Nulls?
CHANNEL_TYPE	INTEGER	

```

CREATE OR REPLACE VIEW vw__pca_daywise AS
SELECT pca.job_id, pca.action_id,
    sum(
        CASE
            WHEN pca.nuisance_call = true THEN 1
            ELSE 0
        END) AS nuisance_calls,
    sum(
        CASE
            WHEN (pca.sys_completion_code_id IN ( SELECT pim_completion_code.completion_code_id
            FROM pim_completion_code
            WHERE pim_completion_code.completion_code_type = 0 AND (pim_completion_code.code::text =
'Answer_Human':text OR pim_completion_code.code::text = 'Call_Answered':text OR
pim_completion_code.code::text = 'Nuisance_Call':text))) THEN 1
            ELSE 0
        END) AS answer_humans,
    sum(
        CASE
            WHEN pca.channel_type = 0 THEN 1
            ELSE 0
        END) AS voice,
    sum(
        CASE
            WHEN pca.channel_type = 1 THEN 1
            ELSE 0
        END) AS sms,
    sum(
        CASE
            WHEN pca.channel_type = 2 THEN 1
            ELSE 0
        END) AS email,
    sum(
        CASE
            WHEN pca.channel_type = 3 THEN 1
            ELSE 0
        END) AS custom,
    sum(
        CASE
            WHEN (pca.sys_completion_code_id IN ( SELECT pim_completion_code.completion_code_id
            FROM pim_completion_code
            WHERE pim_completion_code.completion_code_type = 0 AND pim_completion_code.code::text =
'Answer_Machine':text)) THEN 1
            ELSE 0
        END) AS answer_machine,
    pca.contact_attempt_time::date AS contact_attempt_time, pca.channel_type
FROM pim_contact_attempts pca
WHERE pca.contact_attempt_time IS NOT NULL
GROUP BY pca.job_id, pca.action_id, pca.contact_attempt_time::date, pca.channel_type
ORDER BY pca.job_id, pca.action_id, pca.contact_attempt_time::date;

```

## 1.6.11 VW\_\_PCAH\_DAYWISE

Field	Type	Nulls?
JOB_ID	INTEGER	
ACTION_ID	INTEGER	
NUISANCE_CALLS	INTEGER	
ANSWER_HUMANS	INTEGER	
VOICE	INTEGER	
SMS	INTEGER	
EMAIL	INTEGER	
CUSTOM	INTEGER	
ANSWER_MACHINE	INTEGER	
CONTACT_ATTEMPTS_TIME	DATE	
CHANNEL_TYPE	INTEGER	

```

CREATE OR REPLACE VIEW vw__pcah_daywise AS
SELECT pca.job_id, pca.action_id,
       sum(
         CASE
           WHEN pca.nuisance_call = true THEN 1
           ELSE 0
         END) AS nuisance_calls,
       sum(
         CASE
           WHEN (pca.sys_completion_code_id IN ( SELECT pim_completion_code.completion_code_id
                                                FROM pim_completion_code
                                                WHERE pim_completion_code.completion_code_type = 0 AND (pim_completion_code.code::text =
'Answer_Human'::text OR pim_completion_code.code::text = 'Call_Answered'::text OR
pim_completion_code.code::text = 'Nuisance_Call'::text))) THEN 1
           ELSE 0
         END) AS answer_humans,
       sum(
         CASE
           WHEN pca.channel_type = 0 THEN 1
           ELSE 0
         END) AS voice,
       sum(
         CASE
           WHEN pca.channel_type = 1 THEN 1
           ELSE 0
         END) AS sms,
       sum(
         CASE
           WHEN pca.channel_type = 2 THEN 1
           ELSE 0
         END) AS email,
       sum(
         CASE
           WHEN pca.channel_type = 3 THEN 1
           ELSE 0

```

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

```

END) AS custom,
sum(
CASE
WHEN (pca.sys_completion_code_id IN ( SELECT pim_completion_code.completion_code_id
FROM pim_completion_code
WHERE pim_completion_code.completion_code_type = 0 AND pim_completion_code.code::text =
'Answer_Machine'::text)) THEN 1
ELSE 0
END) AS answer_machine,
pca.contact_attempt_time::date AS contact_attempt_time, pca.channel_type
FROM pim_contact_attempts_history pca
WHERE pca.contact_attempt_time IS NOT NULL
GROUP BY pca.job_id, pca.action_id, pca.contact_attempt_time::date, pca.channel_type
ORDER BY pca.job_id, pca.action_id, pca.contact_attempt_time::date;

```

### 1.6.12 VW\_\_CALLBACK

Field	Type	Nulls?
CALLBACK_ID	BIGINT	No
CONTACT_ID	BIGINT	No
CAMPAIGN_NAME	CHARACTER VARYING(80)	No
CALLBACK_TYPE	INTEGER	No
STATUS	INTEGER	No
NEXT_ATTEMPT_AFTER	BIGINT	Yes
START_TIME	BIGINT	Yes
END_TIME	BIGINT	Yes
CREATED_BY	CHARACTER VARYING(80)	Yes
ORGANIZATION_ID	INTEGER	Yes
SERVICED_BY_AGENT_ID	CHARACTER VARYING(80)	Yes
CREATION_TIME	BIGINT	Yes
CREATED_FOR	CHARACTER VARYING(80)	Yes
ADDRESS	CHARACTER VARYING(128)	Yes
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
AGENT_SESSION_ID	BIGINT	Yes

```

CREATE OR REPLACE VIEW public.vw_callback as (
select callback_id,contact_id, campaign_name, callback_type,status,next_attempt_after, start_time,
end_time,created_by,organization_id,
serviced_by_agent_id,creation_time,created_for,address,notes,job_id,action_id ,agent_session_id
from pim_callback
union all
select callback_id,contact_id, campaign_name, callback_type,status,next_attempt_after, start_time,
end_time,created_by,organization_id,

```

## Proactive Outreach Manager 3.1.1 Database Dictionary For PostgreSQL DB

```
served_by_agent_id,creation_time,created_for,address,notes,job_id,action_id ,agent_session_id  
from pim_callback_history);
```