**Description**

[Edit](https://trello.com/c/CoPgNugh/43-data-model-structural-changes)

* Quizz shall not be an embeded object but a sperate table
  + Quizzes can be associated to sponsors, brands, campaigns, or products (probably with a field "reference\_id" (id in the campaign table for example) and reference\_type (for example, the name of the other table)
  + Quizz shall contain a question with a list of answers, and for every answer it shall be possible to say if the answer is valid or invalid (QCM, not just 1 unique valid answer)
* offers
  + Ensure offers are multi-lingual (vs. duplicated)
    - We shall not have different offers for translations otherwise we do not know what we sell. We should either have a tranlation table (again, a GUID would help) or have primary offers and related offers, which relate to a primary.
* ~~languages shall be included directly in all the tables where used~~
  + ~~Key shall be 2 letters ISO 639-1 codes (lowercase).~~
  + ~~the other table may be used to have comments, flag, but the primary key shall remain the 2 letter ISO code~~

[~~List of ISO 639-1 codes~~](https://en.wikipedia.org/wiki/List_of_ISO_639-1_codes)

* countries shall be included directly in all the tables where used
  + Key shall be 2 letters ISO 3166-1 alpha-2 codes (uppercase).
  + the other table may be used to have comments, flag, but the primary key shall remain the 2 letter ISO code

[List of ISO 3166 country codes](https://en.wikipedia.org/wiki/List_of_ISO_3166_country_codes)

[ISO country codes - Developer Center | Omnisend](https://developers.omnisend.com/guides/iso-country-codes)

* + <https://countrycode.org/customer/countryCode/downloadCountryCodes>
* ~~currencies shall be included directly in all the tables where used~~
  + ~~Key shall be 3 letters ISO 4217 codes (uppercase)~~
  + ~~the other table may be used to have comments or include the symbol, but the primary key shall remain the 3 letter ISO code~~

[~~ISO 4217~~](https://en.wikipedia.org/wiki/ISO_4217)

* campaign\_categories: what are they?
  + same as languages and so on, why are they not directly in the objects where used?
  + Is the mapping 1-1? Or can a campaign have several categories? can we use a json object in the campaign instead?
  + Are the calleebree standards? Or user defined?
  + Why does every campaign has its own unique categoriy?
  + Why again another link to categories which only contains OUTBOUND? (and dialer is only for outbound, only INBOUND will be inbound on top of outbound...)
  + for platform campaign types, I can imagine the following: PROSPECTS | LOYALTY | XSELL | UPSELL | XUPSELL | OTHER
* ~~users & person~~
  + ~~why not persons (with 's')? wouldn't it make sense to rename 'person'->'accounts'~~
  + missing date\_deleted
  + ~~what is the user.logo\_url? especially if also on the person table?~~
* team
  + should be teams (with 's')
  + languages should be an arry (how to support multiple???)
* partners
  + missing brand\_id
  + languages should be an arry (how to support multiple???)
* sponsors
  + what is the external\_reference?
* files
  + should include brand\_id
* orders
  + missing sponsor\_id
* contacts
  + should include team\_id
  + what are "next\_contact" and "last\_contact"? Is that not rather "last\_contact" and "first\_contact"?
  + what are contacts enabled / not enabled?
  + what are rejections? Are these attempts?
* calls
  + Shall include team\_id & sponsor\_id
  + phone\_number is the table that includes details to place calls (caller…)
* indexes
  + DB is missing indexes on attributes most likely to be queried (except obviously primary keys)

Just some notes:

-Indexes exist for attributes queried by api, it was tuned. I don't know what queries you are going to make so i need to know attributes most likely to be queried.

-Contact enabled : if enabled = false means either the customer does not want to be contacted again or reached the limit of tries

-rejections are attempts yes

-next\_contact the next date i can call the customer again, its set to a random value +5 hours to +3 days when there is an attempt

-last\_contact last date call made

 - "should include spons\_id and brand\_id for consistency, faster lookups and filtering": if you want to denormalize for speed on reports maybe we can have  materialized views?

-Campaign Category: ignore, it's still being discussed what to put as categories (maybe sync with Fernando?)

-different offers for translations: it was a requirement as they are supposed to be "different products" and not just translations ? Please Clarify with Fernando.

- sponsors  
 - what is the external\_reference? Legacy, to be deleted.

Customizable reasons are in partner\_reasons (yes we will change all names to be consistent, tables started with one purpose then ended with another).

Other reasons are in feedback\_reasons.

duration i need to check if it also includes establishment. Is does include ringing.

In twilio is not possible to separate duration\_ringing  at least yet. I will open a case with them to see if there is a workaround, because as soon as the call starts ringing they change it's state to in progress.

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On Fri, 29 Jul 2022 at 07:51, <[yann@swissdigicap.com](mailto:yann@swissdigicap.com)> wrote:

Hi Andre,

Could you also log in the calls table the who terminated the call, in particular, was it the agent? When not agent, is it always the p. Is it only the person you call? Or can it be system terminated?

Cheers,

Yann

**From:** [yann@swissdigicap.com](mailto:yann@swissdigicap.com) <[yann@swissdigicap.com](mailto:yann@swissdigicap.com)>   
**Sent:** vendredi, 29 juillet 2022 08:38  
**To:** 'Andre Costa' <[andre@twistag.com](mailto:andre@twistag.com)>  
**Cc:** 'Fred Sarmento' <[fred@twistag.com](mailto:fred@twistag.com)>; 'Fernando Santos' <[fernando.santos@ganira.biz](mailto:fernando.santos@ganira.biz)>  
**Subject:** RE: DB Calleebree

Hi Andre,

Regarding feedback reasons, could you let me know which ones are set automatically by you, and which ones by the agent? Are some reasons used both by you and agents?

Is it possible in this table as well to add a call description where we put the context in which we use these reasons? (not to be shown to agent, mostly to document the DB)

How / from where is the data in the feedback\_reasons\_text linked?

Regarding the calls:

* Is the “duration” the total call duration including call establishment + ringing + talking? Or just ringing + talking?
* Is it possible to also log in the table the duration\_ringing and duration\_talking? (and ideally to retroactively populate the table?

Nothing on the quiz is done yet, what you see what inherited from mongodb so it's all in the open.

Currencies&Countries we can talk about that.

GUID :Some things were legacy, i try to use GUID whenever possible.

* What happens if we re-allocate files to another campaign? Does it break everything? : Files just create contacts, and contacts, after the distribution are marked as being part of that campaign. You cannot really re-allocate files we thought after a contact is marked it's final. We can talk about this.
* Which adjustments do you need?

<[yann@swissdigicap.com](mailto:yann@swissdigicap.com)> escreveu no dia quinta, 21/07/2022 à(s) 11:19:

Hi Andre,

I looked at the DB model and made a number of comments in Trello:

* <https://trello.com/c/CoPgNugh/43-data-model-structural-changes>

Do you have access? Could you provide some feedback?

A few points a quite important for me:

* How to handle Quizz. The current mode is a no-go in my opinion, here we need a dedicated table, and we need the possibility to attach quizzes to sponsor / brand / products / campaigns
  + Open: do you put details into a json within this table? Do you use arrays? Do you create a sub-table?
  + I would be happy to discuss a proposal before we implement it, to ensure we can also easily use it for reporting analysis, otherwise it’s useless
* How to handle currencies, countries & languages. Here on the contrary, the use of external table makes everything extremely complicated
* In general, I would rather use consistently GUID instead of numbers incrementing by one. For example, with a quiz, this allows to reference an object in any other table without ambiguity (of course, we should still mention the type, but in the end, the GUID itself is already unique)

In addition, the way campaigns a structured is a mess:

* What happens if we re-allocate files to another campaign? Does it break everything?
* Could we write some small sql scripts that would make the necessary adjustments in all impacted tables?
* This is quite important because the current setup makes it impossible to properly assess a campaign performance…
* **@Fernando**: I would be glad if for the next files, you do not import them before I agreed on which campaign you import them into 😉