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Stat Server Deployment Guide

Table Schema by RDBMS

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Table Schema by RDBMS

This page provides Stat Server table schema for the supported RDBMSs.

Warning

Data from the VOICE_REASONS table is not available for custom reporting directly from the Stat Server database. Therefore, the structure of the VOICE_REASONS table is not provided.

Note: The IxnID and/or StartLocalTime and EndLocalTime fields might not be in the STATUS table, depending on the SQL script that was used for the table initialization.

DB2 Stat Server Database

Table Schema for a DB2 Stat Server Database

STATUS table	
ID	NUMERIC(20)
AgentDBID	INTEGER
PlaceDBID	INTEGER
Status	INTEGER
StartTime	INTEGER
Duration	INTEGER
EndTime	INTEGER
ConnID	NUMERIC(20)
StartLocalTime	VARCHAR(50)
EndLocalTime	VARCHAR(50)
IxnID	VARCHAR(16)

QINFO table	
QueueDBID	INTEGER
ConnID	NUMERIC(20)
Status	INTEGER
StartTime	INTEGER
Duration	INTEGER

QINFO table	
EndTime	INTEGER
LOGIN table	
SWITCHDBID	INTEGER
DNDBID	INTEGER
QUEUEDBID	INTEGER
AGENTDBID	INTEGER
PLACEDBID	INTEGER
STATUS	INTEGER
TIME	INTEGER
LOGINID	CHAR(200)

Microsoft SQL Stat Server Database

Table Schema for an Microsoft SQL Stat Server Database

STATUS table	
ID	numeric(20)
AgentDBID	int
PlaceDBID	int
Status	int
StartTime	int
Duration	int
EndTime	int
ConnID	decimal(20)
StartLocalTime	varchar(50)
EndLocalTime	varchar(50)
IdxID	varchar(16)
QINFO table	
QueueDBID	int
ConnID	numeric(20)
Status	int
StartTime	int
Duration	int
EndTime	int

LOGIN table	
SWITCHDBID	int
DNDBID	int
QUEUEDBID	int
AGENTDBID	int
PLACEDBID	int
STATUS	int
TIME	int
LOGINID	char(255)

Oracle Stat Server Database

Table Schema for an Oracle Stat Server Database

STATUS table	
ID	NUMBER(20)
AgentDBID	INTEGER
PlaceDBID	INTEGER
Status	INTEGER
StartTime	INTEGER
Duration	INTEGER
EndTime	INTEGER
ConnID	NUMBER(20)
StartLocalTime	VARCHAR(50)
EndLocalTime	VARCHAR(50)
IxnID	VARCHAR(16)
QINFO table	
QueueDBID	INTEGER
ConnID	NUMBER(20)
Status	INTEGER
StartTime	INTEGER
Duration	INTEGER
EndTime	INTEGER
LOGIN table	
ID	NUMBER(20)

LOGIN table	
APP_DBID	INTEGER
SWITCHDBID	INTEGER
DNDBID	INTEGER
QUEUEDBID	INTEGER
AGENTDBID	INTEGER
PLACEDBID	INTEGER
Status	INTEGER
TIME	INTEGER
LOGINID	CHAR(255)