

Oracle® Call Center Intelligence Technical Reference Manual

RELEASE *11i*

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ORACLE®

Oracle® Call Center Intelligence Technical Reference Manual
Release 11i

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CHAPTER

1

Introduction

The *Oracle Call Center Intelligence Technical Reference Manual* provides the information you need to understand the underlying structure of Oracle Call Center Intelligence. After reading this manual, you should be able to convert your existing applications data, integrate your existing applications with Oracle Call Center Intelligence, and write custom reports for Oracle Call Center Intelligence, as well as read data that you need to perform other tasks.

This chapter introduces you to the *Oracle Call Center Intelligence Technical Reference Manual*, and explains how to use it.

Introduction

At Oracle, we design and build applications using Oracle Designer, our systems design technology that provides a complete environment to support developers through all stages of a systems life cycle. Because we use a repository-based design toolset, all the information regarding the underlying structure and processing of our applications is available to us online. Using Oracle Designer, we can present this information to you in the form of a technical reference manual.

This *Oracle Call Center Intelligence Technical Reference Manual* contains detailed, up-to-date information about the underlying structure of Oracle Call Center Intelligence. As we design and build new releases of Oracle Call Center Intelligence, we update our Oracle Designer repository to reflect our enhancements. As a result, we can always provide you with an *Oracle Call Center Intelligence Technical Reference Manual* that contains the latest technical information as of the publication date. Note that after the publication date we may have added new indexes to Oracle Call Center Intelligence to improve performance.

About this Manual

This manual describes the Oracle Customer Relationship Management (CRM) Applications Release 11i data model, as used by Oracle Call Center Intelligence; it discusses the database we include with a fresh install of Oracle CRM Release 11i. If you have not yet upgraded to Release 11i, your database may differ from the database we document in this book.

You can contact your Oracle representative to confirm that you have the latest technical information for Oracle Call Center Intelligence. You can also use *OracleMetaLink* which is accessible through Oracle's Support Web Center (http://www.oracle.com/support/elec_sup).

Finding the Latest Information

The *Oracle Call Center Intelligence Technical Reference Manual* contains the latest information as of the publication date. For the latest information we encourage you to use *OracleMetaLink* which is accessible through Oracle's Support Web Center (http://www.oracle.com/support/elec_sup).

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Audience

The *Oracle Call Center Intelligence Technical Reference Manual* provides useful guidance and assistance to:

- Technical End Users
- Consultants
- Systems Analysts
- System Administrators
- Other MIS professionals

This manual assumes that you have a basic understanding of structured analysis and design, and of relational databases. It also assumes that you are familiar with Oracle Application Object Library and Oracle Call Center Intelligence. If you are not familiar with the above products, we suggest that you attend one or more of the training classes available through Oracle Education (see: Other Information Sources: page 1 – 7).

How This Manual is Organized

This manual contains two major sections, High–Level Design and Detailed Design.

High–Level Design

This section, Chapter 2, contains database diagrams and lists each database table and view that Oracle Call Center Intelligence uses. This chapter also has a list of modules.

Detailed Design

This section, Chapter 3, contains a detailed description of the Oracle Call Center Intelligence database design, including information about each database table and view you might need for your custom reporting or other data requirements.

How to Use This Manual

The *Oracle Call Center Intelligence Technical Reference Manual* is a single, centralized source for all the information you need to know about the underlying structure and processing of Oracle Call Center Intelligence. For example, you can use this manual when you need to:

- Convert existing application data
- Integrate your Oracle Call Center Intelligence application with your other applications systems
- Write custom reports
- Define alerts against Oracle Applications tables
- Configure your Oracle Self-Service Web Applications
- Create views for decision support queries using query tools
- Create business views for Oracle Discoverer

You need not read this manual cover to cover. Use the table of contents and index to quickly locate the information you need.

How Not To Use This Manual

Do not use this manual to plan modifications

You should not use this manual to plan modifications to Oracle Call Center Intelligence. Modifying Oracle Call Center Intelligence limits your ability to upgrade to future releases of your Oracle Call Center Intelligence application. In addition, it interferes with our ability to give you the high-quality support you deserve.

We have constructed Oracle Call Center Intelligence so that you can customize it to fit your needs without programming, and you can integrate it with your existing applications through interface tables. However, should you require program modifications, you should contact our support team (see: Other Information Sources: page 1 – 7). They can put you in touch with Oracle Services, the professional consulting organization of Oracle. Their team of experienced applications professionals can make the modifications you need while ensuring upward compatibility with future product releases.

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Do not write data into non-interface tables

Oracle reserves the right to change the structure of Oracle Applications tables, and to change the meaning of, add, or delete lookup codes and data in future releases. Do not write data directly into or change data in non-interface tables using SQL*Plus or other programming tools because you risk corrupting your database and interfering with our ability to support you.

Moreover, this version of the *Oracle Call Center Intelligence Technical Reference Manual* does not contain complete information about the dependencies between Oracle Call Center Intelligence applications tables. Therefore, you should write data into only those tables we identify as interface tables. If you write data into other non-interface tables, you risk violating your data integrity since you might not fulfill all the data dependencies in your Oracle Call Center Intelligence application.

You are responsible for the support and upgrade of the logic within the procedures that you write, which may be affected by changes between releases of Oracle Applications.

Do not rely on upward compatibility of the data model

Oracle reserves the right to change the structure of Oracle Call Center Intelligence tables, and to change the meaning of, add, or delete lookup codes and other data in future releases. We do not guarantee the upward compatibility of the Oracle Call Center Intelligence data model. For example, if you write a report that identifies concurrent requests that end in Error status by selecting directly from Oracle Application Object Library tables, we do not guarantee that your report will work properly after an upgrade.

About Oracle Application Object Library

Oracle Application Object Library is a collection of pre-built application components and facilities for building Oracle Applications and extensions to Oracle Applications. Oracle Application Coding Standards use the Oracle Application Object Library and contains shared components including but not limited to — forms, subroutines, concurrent programs and reports, database tables and objects, messages, menus, responsibilities, flexfield definitions and online help.



Attention: Oracle does not support *any* customization of Oracle Application Object Library tables or modules, not even

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by Oracle consultants. (Oracle Application Object Library tables generally have names beginning with FND_%.)

Accordingly, this manual does not contain detailed information about most Oracle Application Object Library tables used by Oracle Call Center Intelligence.

A Few Words About Terminology

The following list provides you with definitions for terms that we use throughout this manual:

Relationship

A relationship describes any significant way in which two tables may be associated. For example, rows in the Journal Headers table may have a one-to-many relationship with rows in the Journal Lines table.

Database Diagram

A database diagram is a graphic representation of application tables and the relationships between them.

Module

A module is a program or procedure that implements one or more business functions, or parts of a business function, within an application. Modules include forms, concurrent programs and reports, and subroutines.

Application Building Block

An application building block is a set of tables and modules (forms, reports, and concurrent programs) that implement closely-related database objects and their associated processing. Said another way, an application building block is a logical unit of an application.

QuickCodes

QuickCodes let you define general purpose, static lists of values for window fields. QuickCodes allow you to base your program logic on lookup codes while displaying user-friendly names in a list of values window. QuickCodes simplify name and language changes by letting

you change the names your end users see, while the codes in your underlying programs remain the same.

Form

A form is a module comprised of closely related windows that are used together to perform a task. For example, the Enter Journals form in Oracle General Ledger includes the Enter Journals window, the Batch window, and the More Actions window among others. The Enter Journals window is the main window, and from it, you can use buttons to navigate to other windows in the form. The form name usually corresponds to the main window in the form, and is frequently a window you open directly from the Navigator.

Other Information Sources

Installation and System Administration

Training

Oracle Education offers a complete set of training courses to help you and your staff master Oracle CRM Applications. We can help you develop a training plan that provides thorough training for both your project team and your end users. We will work with you to organize courses appropriate to your job or area of responsibility.

Training professionals can show you how to plan your training throughout the implementation process so that the right amount of information is delivered to key people when they need it the most. You can attend courses at any one of our many Educational Centers, or you can arrange for our trainers to teach at your facility. In addition, we can tailor standard courses or develop custom courses to meet your needs.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle Call Center Intelligence working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your

business area, managing an Oracle server, and your hardware and software environment.

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About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 75 software modules for financial management, supply chain management, manufacturing, project systems, human resources, and sales and service management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers, and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

Thank You

Thanks for using Oracle Call Center Intelligence and this technical reference manual!

We appreciate your comments and feedback. After the Table of Contents of this manual is a Reader's Comment Form that you can use to explain what you like or dislike about Oracle Call Center Intelligence or this technical reference manual. Mail your comments to the following address or call us directly at (650) 506-7000.

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CHAPTER

2

High-Level Design

This chapter presents a high-level design for Oracle Call Center Intelligence that satisfies the business needs we specify during Strategy and Analysis. It contains database diagrams for Oracle Call Center Intelligence application building blocks, lists of database tables and views, and a list of modules.

Overview of High-Level Design

During High-Level Design, we define the application components (tables, views, and modules) we need to build our application. We specify what application components should do without specifying the details of *how* they should do it.

You can refer to this High-Level Design chapter to quickly acquaint yourself with the tables, views, and modules that comprise Oracle Call Center Intelligence applications. And, you can prepare yourself to understand the detailed design and implementation of Oracle Call Center Intelligence.

Database Diagrams

The Database Diagrams section graphically represents all Oracle Call Center Intelligence applications tables and the relationships between them, organized by building block.

Use this section to quickly learn what tables each Oracle Call Center Intelligence application building block uses, and how those tables interrelate. Then, you can refer to the Table and View Definitions sections of Chapter 3 for more detailed information about each of those tables.

Table Lists

The Table List sections list the Oracle Call Center Intelligence applications tables. Because a product might not include at least one table for each type, this Technical Reference Manual might not include each of the following sections.

Public Tables

Use the Public Table List section to quickly identify the tables you are most interested in. Then, you can refer to the Table and View Definitions sections of Chapter 3 for more detailed information about those tables.

In addition, this manual may contain full documentation for one or more of the following Application Object Library tables: FND_DUAL, FND_CURRENCIES, and FND_COMMON_LOOKUPS.

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Internal Tables

This section includes a list of private, internal tables used by Oracle Call Center Intelligence; we do not provide additional documentation for these tables.

View Lists

The View List sections list the Oracle Call Center Intelligence views, with one section for each type of view. Because a product might not include at least one view for each type, this Technical Reference Manual might not include each of the following sections.

Use this section to quickly identify the views you are most interested in. Then, you can refer to the Table and View Definitions sections of Chapter 3 for more detailed information about those views.

Public Views

This section lists views that may be useful for your custom reporting or other data requirements. The list includes a description of the view, and the page in Chapter 3 that gives detailed information about the public view.

Web Views

This section lists views that you may need to configure your Self-Service Web applications. The list includes a description of the view, and the page in Chapter 3 that gives detailed information about the web view.

Internal Views

This section includes each private, internal view that Oracle Call Center Intelligence uses.

Multiple Reporting Currency Views

This list includes views that were created to support the Multiple Reporting Currencies feature.

Module List

The Module List section briefly describes each of the Oracle Call Center Intelligence applications modules. This section lists forms, reports, and concurrent programs.

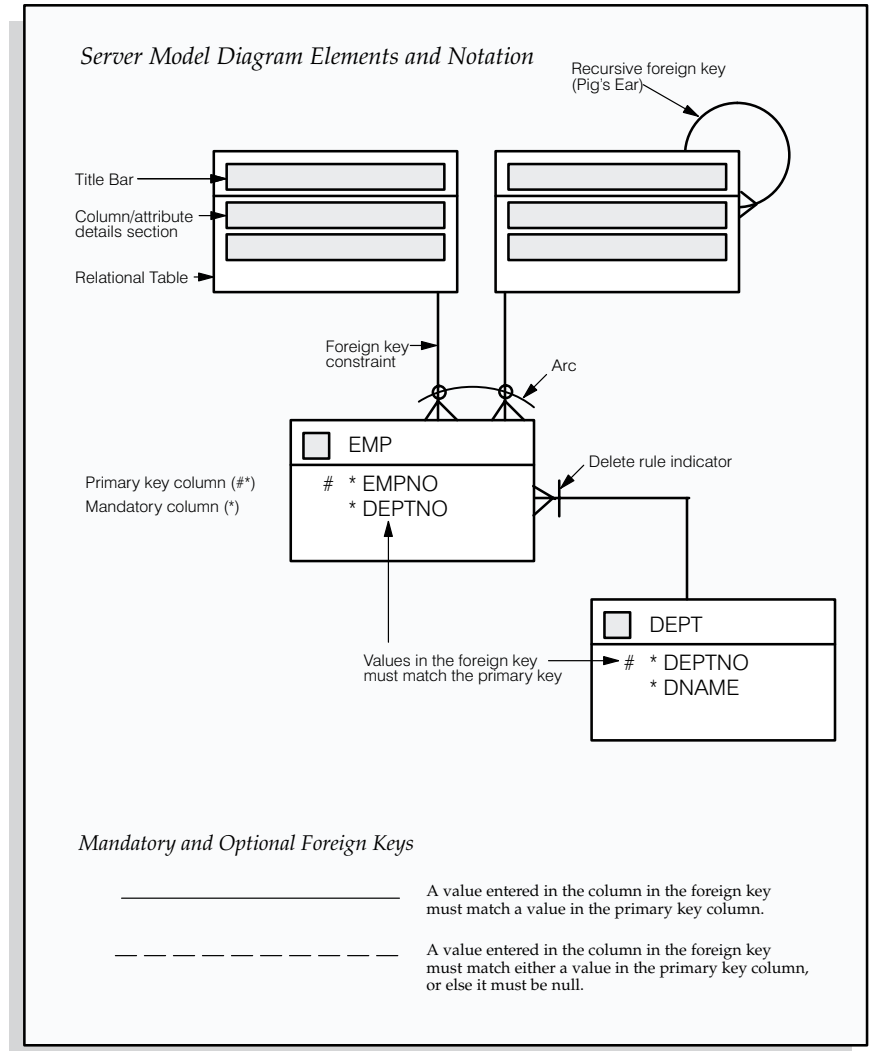
A form is a module comprised of closely related windows that are used together to perform a task. For example, the Enter Journals form in Oracle General Ledger includes the Enter Journals window, the Batch window, and the More Actions window. The Enter Journals window is the main window, and from it, you can use buttons to navigate to other windows in the form. The form name usually corresponds to the main window in the form, and is frequently a window you can open directly from the Navigator.

The Reports and Concurrent Programs lists include processes you can submit from the Submit Requests window or other windows, as well as processes that are submitted automatically by Oracle Call Center Intelligence. Use your user's guide to learn more about reports and concurrent processes.

Database Diagramming Conventions

We use the following notational conventions in our database diagrams:

Figure 2 – 1
Database Diagram
Conventions



Tables – are the basic unit of storage in the database. A hand symbol preceding the title in the table's title bar indicates that the table is not owned by this application but shared with another.

Foreign key constraint – is a type of referential integrity constraint for checking the integrity of data entered in a specific column or set of columns. This specified column or set of columns is known as the foreign key.

Delete rule indicator – determines the action to be taken when an attempt is made to delete a related row in a join table. A line through the foreign key constraint, as shown on the above diagram, indicates that this action is restricted.

Arcs – specify that, for any given row in a table, a value must be entered in one of the arc columns. The remaining columns within the arc must be null.

Database Diagrams

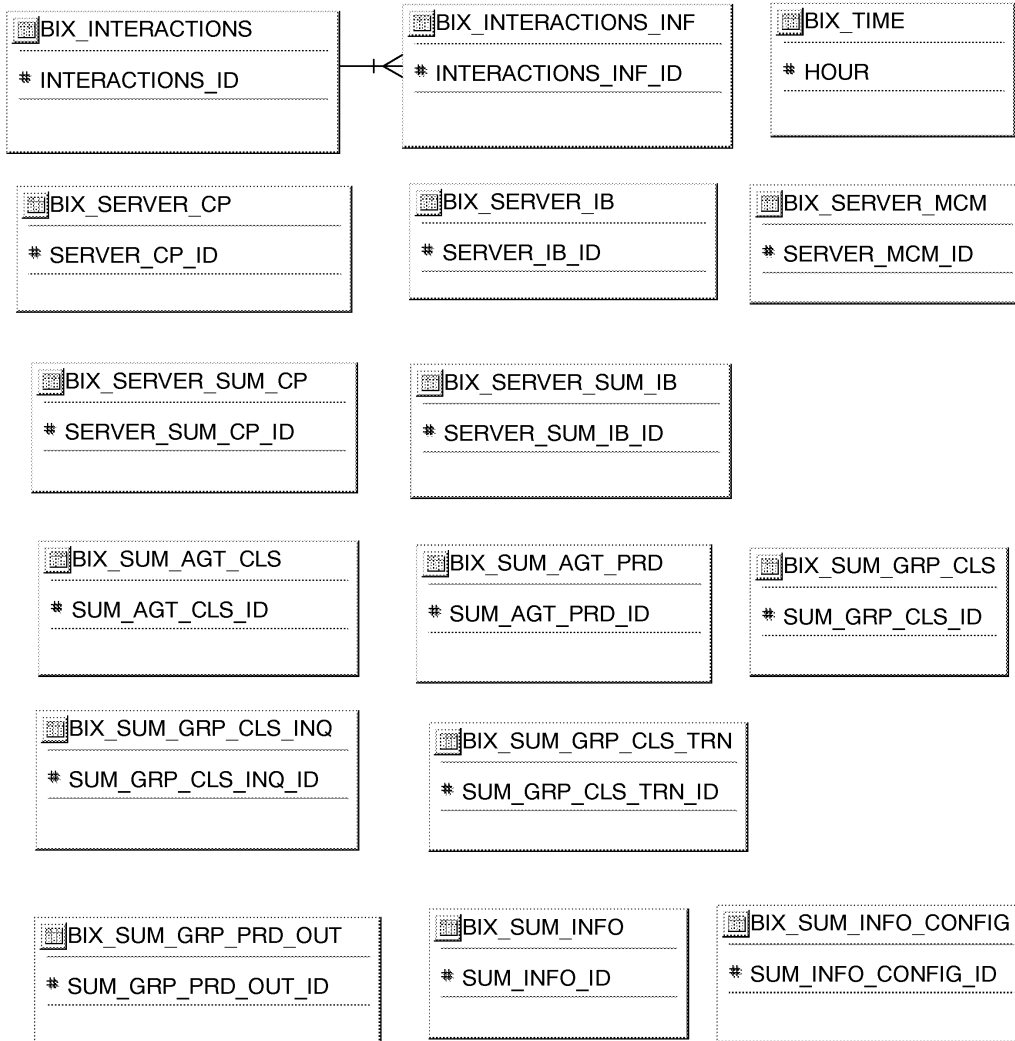
This section graphically represents most of the significant Oracle Call Center Intelligence tables and the relationships between them, organized by building block. Use this section to quickly learn what tables each Oracle Call Center Intelligence application building block uses, and how these tables interrelate. Then, you can refer to the Table and View Definitions sections of Chapter 3 for more detailed information about each of those tables.

This section contains a database diagram for each of the following Oracle Call Center Intelligence application building blocks:

- Diagram 1: BIX Call Center Intelligence

Some tables, especially important reference tables, appear in more than one database diagram. When several building blocks use a table, we show that table in each appropriate database diagram.

BIX Call Center Intelligence



Public Table List

This section lists each public database table that Call Center Intelligence uses and provides a brief description of each of those tables. The page reference is to the table description in Chapter 3.

Note that "public" tables are not necessarily intended for write access by custom code; Oracle Corporation supports write access using only standard Oracle Applications forms, reports, and programs, or any SQL write access to tables explicitly documented as API tables. For more information, see the How Not To Use This Manual section of this book's Introduction.

Call Center Intelligence uses the following Public tables:

Table Name	Description
BIX_INTERACTIONS	Repository for all interaction data that we get from UWQ (Oracle Universal Work Queue) (See page 3 – 9)
BIX_INTERACTIONS_INF	Contains Sales data broken up by Product Group and Resource Group (See page 3 – 11)
BIX_SERVER_CP	Derived from "Advanced Outbound CCI Data" (See page 3 – 12)
BIX_SERVER_IB	Derived from "Interaction Blending CCI Data" (See page 3 – 14)
BIX_SERVER_MCM	Records data from the MCM, grouped by interaction classification (See page 3 – 15)
BIX_SERVER_SUM_CP	BIX_SERVER_CP data summarized to the day (See page 3 – 16)
BIX_SERVER_SUM_IB	BIX_SERVER_IB data summarized to the day (See page 3 – 17)
BIX_SUM_AGT_CLS	Summarizes BIX_INTERACTIONS data to the day along the dimensions of time, agent, call center, campaign and interaction classification (See page 3 – 18)
BIX_SUM_AGT_PRD	Summarizes BIX_INTERACTIONS to the day along the dimensions of time, agent, campaign and interaction classification (See page 3 – 20)

BIX_SUM_GRP_CLS	Summarizes BIX_INTERACTIONS to the day the dimension of time, agent group, call center, campaign and interaction classification (See page 3 – 21)
BIX_SUM_GRP_CLS_INQ	Summarizes BIX_INTERACTIONS data to the day along the dimensions of time, agent group, call center, campaign and interaction classification (See page 3 – 23)
BIX_SUM_GRP_CLS_TRN	Summarizes BIX_INTERACTIONS data to the day along the dimensions of time, agent group, call center, campaign and interaction classification (See page 3 – 24)
BIX_SUM_GRP_PRD_OUT	Summarizes BIX_INTERACTIONS data to the day along the dimensions of time, agent, group, call center, campaign and product group (See page 3 – 25)
BIX_SUM_INFO	Table for 3rd party applications to send data to be summarized along a certain number of dimensions (See page 3 – 27)
BIX_SUM_INFO_CONFIG	Specifies the dimensions that a particular application will use for summarizing into BIX_SUM_INFO (See page 3 – 28)
BIX_TIME	(See page 3 – 29)

Public View List

This section lists each public database view that Oracle Call Center Intelligence uses and provides a brief description of each of those views. These views may be useful for your custom reporting or other data requirements. The page reference is to the detailed view description in Chapter 3.

Oracle Call Center Intelligence uses the following public views:

View Name	<u>Description</u>
BIX_AGENT_V	
BIX_CALL_CENTER_V	
BIX_CENTER_V	
BIX_GROUP_V	
BIX_INT_CLASSIFICATIONS_V	
BIX_RESOURCE_BASE	
BIX_RESOURCE_LOV	

Module List

Oracle Call Center Intelligence uses no additional forms, reports, or concurrent programs.

CHAPTER

3

Detailed Design

This chapter presents a detailed design for implementing Oracle Call Center Intelligence. It contains detailed definitions of tables and views that you may need to reference to write custom reports or use for other data extraction.

Overview of Detailed Design

During Detailed Design, we specify in detail how each applications component should work. We prepare detailed definitions of tables and views.

You can refer to this Detailed Design chapter to gain a detailed understanding of the underlying structure and processing of Oracle Call Center Intelligence that enables you to:

- Convert existing application data
- Integrate your Oracle Call Center Intelligence application with your other applications systems
- Write custom reports
- Define alerts against Oracle Applications tables
- Create views for decision support queries using query tools

Table and View Definitions

The Table and View Definitions section contains a detailed definition of Oracle Call Center Intelligence applications tables. For each table, it provides information about primary keys, foreign keys, QuickCodes, indexes, triggers, and sequences. It also gives you a detailed description of each column and its characteristics. In addition, it provides the SQL statement that defines each view. Review this section to get a detailed understanding of what tables your Oracle Call Center Intelligence application contains, and how it uses them to hold and access the information it needs.

Table and View Definitions

This section contains a detailed description of each Oracle Call Center Intelligence table and view that you may need to reference. For each table, it presents detailed information about:

- Primary keys
- Foreign keys
- Column descriptions
- Indexes
- Oracle sequences
- Triggers
- View derivations

The following sections appear in each table or view description:

Foreign Keys

To help you understand the relationships between tables, we list each foreign key contained in a table. For each foreign key in a table, we list the primary key table name (the table to which a foreign key refers), its corresponding primary key columns, and the foreign key columns that refer to those primary key columns.

When the primary key table has a composite primary key, we list each column of the composite key sequentially.

If a table contains two or more distinct foreign keys that refer to the same primary key table, we repeat the primary key table name and list each of the distinct foreign keys separately.

QuickCodes Columns

When a database column contains a QuickCodes value, which we implement using a foreign key to FND_LOOKUPS, MFG_LOOKUPS, or to some other lookup table, we list the QuickCodes type (lookup type) to which the QuickCodes value must belong and a complete list of QuickCodes values and meanings. Some QuickCodes can be defined by you in the application. These values are designated as User-defined.

Column Descriptions

We list the important characteristics of each column in a table or view. These characteristics include whether the column is part of the table's primary key, whether Oracle8i requires a value for this column, and the data type of the column. We also give you a brief description of how Oracle Call Center Intelligence uses the column.

When a column is part of a table's primary key, we append the notation (PK) to the name of that column.

To help you understand which columns Oracle Call Center Intelligence uses and which columns it does not use, we alert you to any unused column. When no module uses a database column, we show one of the following legends in the Description column:

Not currently used	Oracle Call Center Intelligence does not use this column, although the column might be used in a future release.
No longer used	Oracle Call Center Intelligence no longer uses this column. AutoInstall installs this column. Subsequent versions of Oracle Call Center Intelligence might not include this column.
No longer installed	Oracle Call Center Intelligence no longer uses this column. If you <i>upgraded</i> your software from an earlier version, you may still have this column, depending upon whether you chose to delete it during an upgrade process. If you <i>install</i> Oracle Call Center Intelligence, you do not have this column.

Standard Who Columns

Most Oracle Call Center Intelligence tables contain standard columns to support \ **Row Who**. When your program or SQL*Plus command selects a row from a table, use these columns to determine who last updated the row. If your program or SQL*Plus command updates or inserts a row in an interface table, you must populate each of the five standard Who columns:

LAST_UPDATE_DATE	Date when a user last updated this row
LAST_UPDATED_BY	User who last updated this row (foreign key to FND_USER.USER_ID)
CREATION_DATE	Date when this row was created

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CREATED_BY	User who created this row (foreign key to FND_USER.USER_ID)
LAST_UPDATE_LOGIN	Operating system login of user who last updated this row (foreign key to FND_LOGINS.LOGIN_ID). You should set this to NULL, or to 0 if NULL is not allowed

Since every table containing Who columns has several foreign keys to the tables FND_USER and FND_LOGINS, we do not include the foreign key columns LAST_UPDATED_BY, CREATED_BY, or LAST_UPDATE_LOGIN in a table's list of foreign keys.

Additional Who Columns for Concurrent Programs

Some Oracle Call Center Intelligence tables also contain several additional Who columns to distinguish between changes a user makes with a form and changes a concurrent program makes. When a concurrent program updates or inserts a row in a table, the concurrent program populates the following additional Who columns:

REQUEST_ID	Concurrent request ID of program that last updated this row (foreign key to FND_CONCURRENT_REQUESTS.REQUEST_ID)
PROGRAM_APPLICATION_ID	Application ID of program that last updated this row (foreign key to FND_APPLICATION.APPLICATION_ID)
PROGRAM_ID	Program ID of program that last updated this row (foreign key to FND_CONCURRENT_PROGRAM.CONCURRENT_PROGRAM_ID)
PROGRAM_UPDATE_DATE	Date when a program last updated this row

Since every table containing these additional Who columns has several foreign keys to the tables FND_CONCURRENT_REQUESTS, FND_APPLICATION, and FND_CONCURRENT_PROGRAM, we do not include the foreign key columns REQUEST_ID, PROGRAM_APPLICATION_ID, or PROGRAM_ID in a table's list of foreign keys.

Indexes

If an Oracle Call Center Intelligence table uses an Oracle8i index, we list the database columns that comprise that index, in sequential order.

Note: The indexes we document in this manual correspond to unique keys we specified during product development and testing. In some cases, we may add additional indexes during the porting process to fine-tune performance on specific platforms; therefore, there may be minor differences between the indexes documented in this book and the indexes for production versions of Oracle Call Center Intelligence.

Sequences

Oracle Call Center Intelligence uses Oracle8i sequence generators to generate unique integers. If any table column gets its value from an Oracle8i sequence generator, we list the name of the corresponding sequence generator and the name of the column that stores the unique integer.

Database Triggers

If a table has one or more active database triggers, we provide a brief explanation of each database trigger and when it fires.

View Derivation

For each Oracle Call Center Intelligence view you may need to reference, we include important elements from the SQL statement that defines or creates a view. By studying this view definition, you can understand exactly how a view derives its contents.

BIX_INTERACTIONS

BIX_INTERACTIONS is a repository for all interaction data that we get from UWQ (Oracle Universal Work Queue). This table holds one record per transaction.

Column Descriptions

Name	Null?	Type	Description
INTERACTIONS_ID (PK)	NOT NULL	NUMBER	Primary Key
INTERACTION_IDENTIFICATION	NULL	VARCHAR2(240)	Interaction Identification
MEDIA_ITEM_TYPE	NULL	VARCHAR2(240)	Kind of Media
MEDIA_ITEM_REF	NULL	VARCHAR2(240)	Media Item ID
SEQUENCE	NULL	NUMBER(4)	Sequence number
INTERACTION_TYPE	NULL	VARCHAR2(32)	Type of Call placed
INTERACTION_SUBTYPE	NULL	VARCHAR2(32)	Subtype of call placed
INTERACTION_CLASSIFICATION	NULL	VARCHAR2(240)	Routing module classification
PARTY_ID	NULL	NUMBER(15)	Customer ID
ANI	NULL	VARCHAR2(32)	Customer phone Number
DNIS	NULL	VARCHAR2(32)	Customer Dialed Number
RESOURCE_ID	NULL	NUMBER	Agent ID
RESOURCE_GROUP_ID	NULL	NUMBER	Agent Group
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
PREVIEW_TIME	NULL	NUMBER	Time spent before accepting call
START_TS	NULL	DATE	Start of Interaction Timestamp
IVR_TIME	NULL	NUMBER	IVR Duration in seconds
ROUTE_TIME	NULL	NUMBER	Routing Duration
PARTY_WAIT_TIME	NULL	NUMBER	Customer Wait Time
TALK_TIME	NULL	NUMBER	Talk time with customer
WRAP_TIME	NULL	NUMBER	Time spent completing interaction
IDLE_TIME	NULL	NUMBER	Time the agent waits for the next call
COMPLETED_TS	NULL	DATE	End of Interaction Timestamp
NON_PRODUCTIVE_TIME	NULL	NUMBER	Non-Productive time in this interaction
OUTCOME_ID	NULL	NUMBER(15)	General outcome of this Interaction
RESULT_ID	NULL	NUMBER(15)	Specific outcome of this interaction
REASON_ID	NULL	NUMBER(15)	Reason for the outcome
HANDLER_ID	NULL	NUMBER(15)	Client Application ID
CAMPAIGN_ID	NULL	NUMBER	Campaign that generated this call
LIST_ID	NULL	NUMBER	List that generated this call
SCRIPT_ID	NULL	NUMBER(15)	Script used in this Interaction
SERVICE_REQUEST_CHANNEL_ID	NULL	NUMBER	Service Request Channel
FIRST_INTERACTION_RESOLN_FLAG	NULL	NUMBER(1)	If Call was resolved by the first agent
RESPONSE_TIME	NULL	NUMBER	Time to respond to iCenter request
RESOLUTION_TIME	NULL	NUMBER	Clock time to resolve iCenter request
RESOLUTION_TIME_INTERNAL	NULL	NUMBER	Actual time to resolve request
SALES_QUOTES	NULL	NUMBER	# of Sales Quotes generated
LEADS_GENERATED	NULL	NUMBER	# of Leads generated
AMOUNT_COLLECTED	NULL	NUMBER(16,2)	Amount collected form Customer

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PROMISE_TO_PAY	NULL	NUMBER(16,2)	Amount delinquent promises to pay
USER_ATTRIBUTE1	NULL	VARCHAR2(150)	User definable column1
USER_ATTRIBUTE2	NULL	VARCHAR2(150)	User definable column2
USER_ATTRIBUTE3	NULL	VARCHAR2(150)	User definable column3
USER_ATTRIBUTE4	NULL	VARCHAR2(150)	User definable column4
USER_ATTRIBUTE5	NULL	VARCHAR2(240)	User definable column5

Indexes

<u>Index Name</u>	<u>Index Type</u>	<u>Sequence</u>	<u>Column Name</u>
IND_BINT_START_TS	NOT UNIQUE	0	START_TS
IND_BINT_START_TS_RES	NOT UNIQUE	0	START_TS
		2	RESOURCE_ID

BIX_INTERACTIONS_INF

Sales data is broken up by Product Group and Resource Group into this table. It can also hold a few other miscellaneous multi-value items.

Foreign Keys

Primary Key Table	Primary Key Column	Foreign Key Column
BIX_INTERACTIONS	INTERACTIONS_ID	INTERACTIONS_ID

Column Descriptions

Name	Null?	Type	Description
INTERACTIONS_INF_ID (PK)	NOT NULL	NUMBER	Primary Key
INTERACTIONS_ID	NOT NULL	NUMBER	FK to BIX_INTERACTIONS
HANDLER_ID	NULL	NUMBER(15)	Client Application ID
KEY	NULL	VARCHAR2(32)	e.g. Revenue
SUBKEY	NULL	VARCHAR2(32)	e.g. Null
VALUE	NULL	NUMBER(16,2)	e.g. 55.00
PRODUCT_GROUP_ID	NULL	NUMBER	Product Group

Indexes

Index Name	Index Type	Sequence	Column Name
INTERACTIONS_N1	NOT UNIQUE	0	INTERACTIONS_ID

BIX_SERVER_CP

The fields in this table are derived from the “Advanced Outbound CCI Data”. Although all this data is not required for reports it is useful to store it since unlike in the case of Interaction date, it is not stored anywhere else.

Column Descriptions

Name	Null?	Type	Description
SERVER_CP_ID (PK)	NOT NULL	NUMBER	Primary Key
SITE_ID	NULL	NUMBER	Site ID
CAMPAIGN_ID	NULL	NUMBER	Campaign ID
LIST_ID	NULL	NUMBER	List ID
MINUTE	NULL	DATE	Time to the minute
BUSY_COUNTS	NULL	NUMBER	Busy Counts
CONNECT_COUNTS	NULL	NUMBER	Connect Counts
ANSWERING_MACHINE_COUNTS	NULL	NUMBER	Answering Maching counts
MODEM_COUNTS	NULL	NUMBER	Modem or Fax Counts
SIT_COUNTS	NULL	NUMBER	Special tone
RNA_COUNTS	NULL	NUMBER	Ring no answer counts
OTHER_COUNTS	NULL	NUMBER	Other counts
WITHDRAWN_DIALS	NULL	NUMBER	
AVERAGE_WAIT_TIME	NULL	NUMBER(16,2)	total wait time / (agents predictive + agents outbound)
STD_DEV_WAIT_TIME	NULL	NUMBER(16,2)	
MINIMUM_WAIT_TIME	NULL	NUMBER	
MAXIMUM_WAIT_TIME	NULL	NUMBER	
TOTAL_WAIT_TIME	NULL	NUMBER	
NUMBER_AGENTS_PREDICTIVE	NULL	NUMBER	
NUMBER_WORKING_DIALERS	NULL	NUMBER	
NUMBER_ABANDONS	NULL	NUMBER	
ABANDON_PERCENTAGE	NULL	NUMBER(16,2)	
DIALS_PER_MINUTE	NULL	NUMBER	
NUMBER_AGENTS_OUTBOUND	NULL	NUMBER	
NUMBER_CALLS_OUTCOME_1	NULL	NUMBER	User defined outcome 1
NUMBER_CALLS_OUTCOME_2	NULL	NUMBER	User defined outcome 2
NUMBER_CALLS_OUTCOME_3	NULL	NUMBER	User defined outcome 3
NUMBER_RECORDS_REMAINING	NULL	NUMBER	
PREDICTED_EXHAUSTION_DATE	NULL	DATE	Date that call lists ends
NUMBER_RECORDS_START_OF_DAY	NULL	NUMBER	Phone Numbers to call
PREDICTIVE_DIALS	NULL	NUMBER	
PROGRESSIVE_DIALS	NULL	NUMBER	
PREVIEW_DIALS	NULL	NUMBER	
PREVIEW_TIME	NULL	NUMBER	
NUMBER_CALLBACKS	NULL	NUMBER	
CALLBACK_PERCENTAGE	NULL	NUMBER(16,2)	
AVERAGE_CUMULATIVE_WAIT_TIME	NULL	NUMBER(16,2)	
STD_DEV_CUMULATIVE_WAIT_TIME	NULL	NUMBER(16,2)	
NUM_RECS_TO_BE_RELEASED_NEXT_1	NULL	NUMBER	
NUM_REC_TO_BE_RELEASED_NEXT_15	NULL	NUMBER	
NUM_REC_TO_BE_RELEASED_NEXT_5	NULL	NUMBER	
NUM_REC_TO_BE_RELEASED_NEXT_60	NULL	NUMBER	

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Indexes

<u>Index Name</u>	<u>Index Type</u>	<u>Sequence</u>	<u>Column Name</u>
TIME_CAMPAIGN_N1	NOT UNIQUE	0	MINUTE
		2	CAMPAIGN_ID
TIME_LIST_N1	NOT UNIQUE	0	MINUTE
		2	LIST_ID
TIME_N3	NOT UNIQUE	0	MINUTE

BIX_SERVER_IB

This table is derived from "Interaction Blending CCI Data" memo

Column Descriptions

Name	Null?	Type	Description
SERVER_IB_ID (PK)	NOT NULL	VARCHAR2(240)	Primary Key
MINUTE	NULL	DATE	Time to the minute
SITE_ID	NULL	NUMBER	Site ID
MEDIA_ITEM_TYPE	NULL	VARCHAR2(240)	Media type
LOS_CATEGORY_ID	NULL	NUMBER	
NUMBER_OF_ITEMS_QUEUED	NULL	NUMBER	
NUMBER_OF_ITEMS_SERVICED	NULL	NUMBER	
ITEMS_SERVICED_WITHIN_LOS	NULL	NUMBER	
ITEMS_NOT_SERVICED_WITHIN_LOS	NULL	NUMBER	
NUMBER_AGENTS_WORKING	NULL	NUMBER	Number of agents working in this media, los
MINIMUM_NUMBER_OF_AGENTS_REQ	NULL	NUMBER	
LOS_CATEGORY_DIRECTION	NULL	NUMBER	
ITEMS_LEFT_TO_BE_SERVICED	NULL	NUMBER	
ITEMS_SERVICED_TODAY	NULL	NUMBER	

Indexes

Index Name	Index Type	Sequence	Column Name
TIME_N7	NOT UNIQUE	0	MINUTE
TIME_RESOURCE_N2	NOT UNIQUE	4	MINUTE

BIX_SERVER_MCM

This table records data from the MCM, sent every minute, grouped by interaction classification

Column Descriptions

Name	Null?	Type	Description
SERVER_MCM_ID (PK)	NOT NULL	NUMBER	Primary Key
MINUTE	NULL	DATE	To the minute
INTERACTION_CLASSIFICATION	NULL	VARCHAR2(240)	
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
INTERACTIONS_RECEIVED	NULL	NUMBER	Number of calls arriving at call center
INTERACTIONS_OFFERED	NULL	NUMBER	Number of calls routed to agent
INTERACTIONS_ANSWERED	NULL	NUMBER	Number of calls answered by agent
INTERACTIONS_TRANSFERRED	NULL	NUMBER	Number of calls transferred by agent
INTERACTIONS_HANDLED	NULL	NUMBER	Number of calls handled by agent or IVR
INTERACTIONS_ABANDONED	NULL	NUMBER	Number of calls abandoned by agent
AVERAGE_SPEED_TO_ANSWER	NULL	NUMBER(16,2)	In seconds
STD_DEV_SPEED_TO_ANSWER	NULL	NUMBER(16,2)	
TOTAL_SPEED_TO_ANSWER	NULL	NUMBER	
AVERAGE_WAIT_TO_ABANDONED	NULL	NUMBER(16,2)	Wait before customer hangs up
STD_DEV_WAIT_TO_ABANDONED	NULL	NUMBER(16,2)	
TOTAL_WAIT_TO_ABANDONED	NULL	NUMBER	
PERCENT_OCCUPANCY_RATE	NULL	NUMBER(16,2)	% time agent is in cubicle
TALK_TIME	NULL	NUMBER	
HOLD_TIME	NULL	NUMBER	
IDLE_TIME	NULL	NUMBER	
WRAP_TIME	NULL	NUMBER	
PERCENT_UTILIZATION_RATE	NULL	NUMBER(16,2)	% time agent is working
LOG_TIME	NULL	NUMBER	In seconds
PERCENT_TRANSFER_RATE	NULL	NUMBER(16,2)	% calls transferred

Indexes

Index Name	Index Type	Sequence	Column Name
IND_BSM	NOT UNIQUE	0	MINUTE
IND_BSM1	NOT UNIQUE	0	MINUTE
		2	INTERACTION_CLASSIFICATION

BIX_SERVER_SUM_CP

Based on BIX_SERVER_CP but summarized to the day

Column Descriptions

Name	Null?	Type	Description
SERVER_SUM_CP_ID (PK)	NOT NULL	NUMBER	Primary Key
SITE	NULL	NUMBER	Site ID
CAMPAIGN_ID	NULL	NUMBER	Campaign ID
LIST_ID	NULL	NUMBER	List ID
HOUR	NULL	DATE	Time to the hour
BUSY_COUNTS	NULL	NUMBER	Busy Counts
CONNECT_COUNTS	NULL	NUMBER	Connect Counts
ANSWERING_MACHINE_COUNTS	NULL	NUMBER	Answering Machine counts
MODEM_COUNTS	NULL	NUMBER	Modem Counts
SIT_COUNTS	NULL	NUMBER	Special Tone Counts
RNA_COUNTS	NULL	NUMBER	Rings no answer counts
OTHER_COUNTS	NULL	NUMBER	Other counts
WITHDRAWN_DIALS	NULL	NUMBER	
AVERAGE_WAIT_TIME	NULL	NUMBER(16,2)	total wait time / (agents predictive + agents outbound)
STD_DEV_WAIT_TIME	NULL	NUMBER(16,2)	
MINIMUM_WAIT_TIME	NULL	NUMBER	
MAXIMUM_WAIT_TIME	NULL	NUMBER	
TOTAL_WAIT_TIME	NULL	NUMBER	
NUMBER_AGENTS_PREDICTIVE	NULL	NUMBER	
NUMBER_WORKING_DIALERS	NULL	NUMBER	
NUMBER_ABANDONS	NULL	NUMBER	
ABANDON_PERCENTAGE	NULL	NUMBER(16,2)	
DIALS_PER_MINUTE	NULL	NUMBER	
NUMBER_AGENTS_OUTBOUND	NULL	NUMBER	
NUMBER_CALLS_OUTCOME_1	NULL	NUMBER	User defined Outcome 1
NUMBER_CALLS_OUTCOME_2	NULL	NUMBER	User defined Outcome 2
NUMBER_CALLS_OUTCOME_3	NULL	NUMBER	User defined Outcome 3
NUMBER_RECORDS_REMAINING	NULL	NUMBER	
PREDICTED_EXHAUSTION_RATE	NULL	DATE	Date that call lists ends
NUMBER_RECORDS_START_OF_DAY	NULL	NUMBER	Phone numbers to call
NUMBER_RECORDS_TO_BE_RELEASED	NULL	NUMBER	

Indexes

Index Name	Index Type	Sequence	Column Name
IND_21232163	NOT UNIQUE	0	HOUR
IND_21232165	NOT UNIQUE	0	HOUR
		2	CAMPAIGN_ID
IND_21232168	NOT UNIQUE	0	HOUR
		2	LIST_ID

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BIX_SERVER_SUM_IB

Based on BIX_SERVER_IB but summarized to the day

Column Descriptions

Name	Null?	Type	Description
SERVER_SUM_IB_ID (PK)	NOT NULL	VARCHAR2(240)	Primary Key
HOUR	NULL	DATE	Time to the hour
SITE	NULL	NUMBER	
RESOURCE_ID	NULL	NUMBER	
MEDIA_ITEM_TYPE	NULL	VARCHAR2(240)	
LOS_CATEGORY	NULL	NUMBER	
NUMBER_OF_ITEMS_QUEUED	NULL	NUMBER	Number of Items Queued
NUMBER_OF_ITEMS_SERVICED	NULL	NUMBER	Number of Items Serviced
ITEMS_SERVICED_WITHIN_LOS	NULL	NUMBER	
ITEMS_NOT_SERVICED_WITHIN_LOS	NULL	NUMBER	
NUMBER_AGENTS_WORKING	NULL	NUMBER	Number of agents working in this media, los
MINIMUM_NUMBER_OF_AGENTS_REQ	NULL	NUMBER	

Indexes

Index Name	Index Type	Sequence	Column Name
IND_21232187	NOT UNIQUE	0	HOUR
IND_21232189	NOT UNIQUE	2	RESOURCE_ID
		4	HOUR

BIX_SUM_AGT_CLS

This table summarizes BIX_INTERACTIONS to the day along the dimensions of time, agent, call center, campaign and interaction classification. This table also has some extra fields to summarize MCM non-interaction date (from the MCM server table), such as abandoned call data.

Column Descriptions

Name	Null?	Type	Description
SUM_AGT_CLS_ID (PK)	NOT NULL	NUMBER	Primary Key
INTERACTION_TYPE	NULL	VARCHAR2(32)	Type of call placed
TRANSFERS	NULL	NUMBER	Number of transfers
ABANDONED_COUNT	NULL	NUMBER	Number of abandoned calls
WAIT_TIME_TO_ABANDON	NULL	NUMBER	Total number of seconds
INTERACTIONS_HANDLED_BY_IVR	NULL	NUMBER	Total number of interactions handled by IVR
INTERACTIONS_ANSWERED_LIVE	NULL	NUMBER	Total number of interactions answered live
MEDIA_ITEM_TYPE	NULL	VARCHAR2(240)	Kind of media
SERVICE_REQUEST_COUNT	NULL	NUMBER	Number of service requests
FIRST_INTERACTION_RESOLN_COUNT	NULL	NUMBER	Number of requests closed on first interaction
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
IVR_TIME	NULL	NUMBER	Total IVR duration in seconds
ROUTE_TIME	NULL	NUMBER	Total Routing duration
PARTY_WAIT_TIME	NULL	NUMBER	Total customer wait time
SPEED_TO_ANSWER_TIME	NULL	NUMBER	Total ringing duration
TALK_TIME	NULL	NUMBER	Total talk time with Customer
WRAP_TIME	NULL	NUMBER	Total time spent in wrap-up
IDLE_TIME	NULL	NUMBER	Total time agent waits for next call
PREVIEW_TIME	NULL	NUMBER	Total time spent previewing calls
NON_PRODUCTIVE_TIME	NULL	NUMBER	Total non-productive time
RESPONSE_TIME	NULL	NUMBER	Total time to respond to eMC requests
RESOLUTION_TIME	NULL	NUMBER	Total clock time to resolve eMC requests
RESOLUTION_TIME_INTERNAL	NULL	NUMBER	Total actual time to resolve requests
CONTACTS	NULL	NUMBER	Number of contacts
TRANSACTIONS	NULL	NUMBER	Number of transactions
SALES_QUOTES	NULL	NUMBER	Number of Sales quotes generated
LEADS_GENERATED	NULL	NUMBER	Number of Leads generated
SALES_REVENUE	NULL	NUMBER	Total revenue for this group
SALES_ORDERS	NULL	NUMBER	Total Orders for this group
PROMISE_TO_PAY	NULL	NUMBER	Amount delinquent promises to pay
CAMPAIGN_ID	NULL	NUMBER	Campaign that generated this call
AMOUNT_COLLECTED	NULL	NUMBER(16,2)	Amount collected from the Customer
INTERACTION_CLASSIFICATION	NULL	VARCHAR2(240)	Routing module classification
RESOURCE_ID	NULL	NUMBER	Agent ID

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RESOURCE_GROUP_ID	NULL	NUMBER	Agent's group
HOUR	NULL	DATE	Hour of summaries
NUMBER_OF_INTERACTIONS	NULL	NUMBER	Number of Interactions making up sums
USER_ATTRIBUTE1	NULL	VARCHAR2(150)	User definable column1
USER_ATTRIBUTE2	NULL	VARCHAR2(150)	User definable column2
USER_ATTRIBUTE3	NULL	VARCHAR2(150)	User definable column3
USER_ATTRIBUTE4	NULL	VARCHAR2(150)	User definable column4
USER_ATTRIBUTE5	NULL	VARCHAR2(150)	User definable column5

Indexes

<u>Index Name</u>	<u>Index Type</u>	<u>Sequence</u>	<u>Column Name</u>
IND_BSAC	NOT UNIQUE	0	HOUR

BIX_SUM_AGT_PRD

This table summarizes BIX_INTERACTIONS to the day along the dimensions of time, agent, campaign and interaction classification

Column Descriptions

Name	Null?	Type	Description
SUM_AGT_PRD_ID (PK)	NOT NULL	NUMBER	Primary Key
INTERACTION_CLASSIFICATION	NULL	VARCHAR2(240)	
INTERACTION_TYPE	NULL	VARCHAR2(32)	Type of call placed
RESOURCE_ID	NULL	NUMBER	Agent ID
PRODUCT_GROUP_ID	NULL	NUMBER	Product Group which sold this interaction
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
TRANSACTIONS	NULL	NUMBER	Number of transactions
SALES_QUOTES	NULL	NUMBER	Number of Sales Quotes generated
LEADS_GENERATED	NULL	NUMBER	Number of Leads generated
SALES_REVENUE	NULL	NUMBER(16,2)	Total Revenue for this agent
SALES_ORDERS	NULL	NUMBER	Total Orders for this agent
PROMISE_TO_PAY	NULL	NUMBER(16,2)	Amount delinquent promises to pay
CAMPAIGN_ID	NULL	NUMBER	Campaign that generated this call
AMOUNT_COLLECTED	NULL	NUMBER(16,2)	Amount collected from the customer
HOURL	NULL	DATE	Hour of summaries
NUMBER_OF_INTERACTIONS	NULL	NUMBER	Number of Interactions making up sums
USER_ATTRIBUTE1	NULL	VARCHAR2(150)	User definable column1
USER_ATTRIBUTE2	NULL	VARCHAR2(150)	User definable column2
USER_ATTRIBUTE3	NULL	VARCHAR2(150)	User definable column3
USER_ATTRIBUTE4	NULL	VARCHAR2(150)	User definable column4
USER_ATTRIBUTES5	NULL	VARCHAR2(150)	User definable column5

Indexes

Index Name	Index Type	Sequence	Column Name
IND_BSAP	NOT UNIQUE	0	HOURL
IND_BSAP1	NOT UNIQUE	0	HOURL
		2	RESOURCE_ID

BIX_SUM_GRP_CLS

This table summarizes BIX_INTERACTIONS to the day the dimension of time, agent group, call center, campaign and interaction classification. It also has some extra fields to summarize MCM non–interaction data (from the MCM Server table), such as abandoned cal data.

Column Descriptions

Name	Null?	Type	Description
SUM_GRP_CLS_ID (PK)	NOT NULL	NUMBER	Primary Key
INTERACTION_TYPE	NULL	VARCHAR2(32)	Primary Key
TRANSFERS	NULL	NUMBER	Number of transfers
ABANDONED_COUNT	NULL	NUMBER	Number of abandoned calls
WAIT_TIME_TO_ABANDON	NULL	NUMBER	Total number of seconds
INTERACTIONS_HANDLED_BY_IVR	NULL	NUMBER	Total number of calls handled by IVR
INTERACTIONS_ANSWERED_LIVE	NULL	NUMBER	Total number of calls answered live
MEDIA_ITEM_TYPE	NULL	VARCHAR2(240)	Kind of media
SERVICE_REQUEST_COUNT	NULL	NUMBER	Number of Service requests
FIRST_INTERACTION_RESOLN_COUNT	NULL	NUMBER	Number of calls resolved by first agent
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
IVR_TIME	NULL	NUMBER	Total IVR duration in seconds
ROUTE_TIME	NULL	NUMBER	Total Routing duration
PARTY_WAIT_TIME	NULL	NUMBER	Total customer wait time
SPEED_TO_ANSWER	NULL	NUMBER	Total ringing duration
TALK_TIME	NULL	NUMBER	Total talk time with customer
WRAP_TIME	NULL	NUMBER	Total time spent in wrap-up
IDLE_TIME	NULL	NUMBER	Total time agent waits for next call
PREVIEW_TIME	NULL	NUMBER	Total time spent previewing calls
NON_PRODUCTIVE_TIME	NULL	NUMBER	Total non-productive time
RESPONSE_TIME	NULL	NUMBER	Total time to respond to iCenter requests
RESOLUTION_TIME	NULL	NUMBER	Total clock time to resolve iCenter requests
RESOLUTION_TIME_INTERNAL	NULL	NUMBER	Total actual time to resolve iCenter request
CONTACTS	NULL	NUMBER	Number of Contacts
TRANSACTIONS	NULL	NUMBER	Number of transactions
SALES_QUOTES	NULL	NUMBER	Number of Sales quotes generated
LEADS_GENERATED	NULL	NUMBER	Number of Leads generated
SALES_REVENUE	NULL	NUMBER(16,2)	Total revenue for this group
SALES_ORDERS	NULL	NUMBER	Total orders for this group
PROMISE_TO_PAY	NULL	NUMBER(16,2)	Amount delinquent promises to pay
CAMPAIGN_ID	NULL	NUMBER	Campaign that generated this call
AMOUNT_COLLECTED	NULL	NUMBER(16,2)	Amount collected from the customer
INTERACTION_CLASSIFICATION	NULL	VARCHAR2(240)	Routing module classification
RESOURCE_GROUP_ID	NULL	NUMBER	Agent's group
HOUR	NULL	DATE	Hour of Summaries

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NUMBER_OF_INTERACTIONS	NULL	NUMBER	Number of interactions making up sums
USER_ATTRIBUTE1	NULL	VARCHAR2(150)	User definable column1
USER_ATTRIBUTE2	NULL	VARCHAR2(150)	User definable column2
USER_ATTRIBUTE3	NULL	VARCHAR2(150)	User definable column3
USER_ATTRIBUTE4	NULL	VARCHAR2(150)	User definable column4
USER_ATTRIBUTE5	NULL	VARCHAR2(150)	User definable column5

Indexes

<u>Index Name</u>	<u>Index Type</u>	<u>Sequence</u>	<u>Column Name</u>
IND_BSGC	NOT UNIQUE	0	HOUR

BIX_SUM_GRP_CLS_INQ

This table summarizes BIX_INTERACTIONS to the day along the dimensions of time, agent group, call center, campaign and interaction classification. It is based on BIX_SUM_GRP_CLS with the addition of Inquiry_Type as another dimension and deletion of Call_Type, Call_Subtype and Media_Item_Type

Column Descriptions

Name	Null?	Type	Description
SUM_GRP_CLS_INQ_ID (PK)	NOT NULL	NUMBER	Primary Key
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
INQUIRY_TYPE	NULL	VARCHAR2(32)	Inquiry type
CAMPAIGN_ID	NULL	NUMBER	Campaign that generated this call
INTERACTION_CLASSIFICATION	NULL	VARCHAR2(240)	Routing module classification
RESOURCE_GROUP_ID	NULL	NUMBER	Agent's group
HOUR	NULL	DATE	Hour of summary
NUMBER_OF_INTERACTIONS	NULL	NUMBER	Number of interactions making up sums

Indexes

Index Name	Index Type	Sequence	Column Name
IND_BSGCI	NOT UNIQUE	0	HOUR

BIX_SUM_GRP_CLS_TRN

This table summarizes BIX_INTERACTIONS to the day along the dimensions of time, agent group, call center, campaign and interaction classification. It is based on BIX_SUM_GRP_CLS with the addition of Transaction_Type as another dimension and the deletion of Call_Type

Column Descriptions

Name	Null?	Type	Description
SUM_GRP_CLS_TRN_ID (PK)	NOT NULL	NUMBER	Primary Key
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
TRANSACTION_TYPE	NULL	VARCHAR2(32)	Transaction Type
CAMPAIGN_ID	NULL	NUMBER	Campaign that generated this call
INTERACTION_CLASSIFICATION	NULL	VARCHAR2(240)	Routing module classification
RESOURCE_GROUP_ID	NULL	NUMBER	Agent's group
HOUR	NULL	DATE	Hour of summary
NUMBER_OF_INTERACTIONS	NULL	NUMBER	Number of interactions making up sums
USER_ATTRIBUTE1	NULL	VARCHAR2(240)	User definable column1
USER_ATTRIBUTE2	NULL	VARCHAR2(240)	User definable column2
USER_ATTRIBUTE3	NULL	VARCHAR2(240)	User definable column3
USER_ATTRIBUTE4	NULL	VARCHAR2(240)	User definable column4
USER_ATTRIBUTE5	NULL	VARCHAR2(240)	User definable column5

Indexes

Index Name	Index Type	Sequence	Column Name
IND_BSGCT	NOT UNIQUE	0	HOUR

BIX_SUM_GRP_PRD_OUT

This table summarizes BIX_INTERACTIONS to the day along the dimensions of time, agent, group, call center, campaign and product group. It is based on BIX_SUM_GRP_PRD with the addition of OUTCOME_ID as another dimension and the deletion of CALL_TYPE, CALL_SUBTYPE and MEDIA_ITEM_TYPE

Column Descriptions

Name	Null?	Type	Description
SUM_GRP_PRD_OUT_ID (PK)	NOT NULL	NUMBER	Primary Key
TRANSFERS	NULL	NUMBER	Number of transfers
SERVICE_REQUEST_COUNT	NULL	NUMBER	Number of service requests
FIRST_INTERACTION_RESOLN_COUNT	NULL	NUMBER	Number of calls resolved by first agent
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
IVR_TIME	NULL	NUMBER	Total IVR duration in seconds
ROUTE_TIME	NULL	NUMBER	Total Routing duration
PARTY_WAIT_TIME	NULL	NUMBER	Total customer wait time
SPEED_TO_ANSWER	NULL	NUMBER	Total ringing duration
TALK_TIME	NULL	NUMBER	Total talk time with customer
WRAP_TIME	NULL	NUMBER	Total time spent in wrap-up
IDLE_TIME	NULL	NUMBER	Total time agent waits for next call
PREVIEW_TIME	NULL	NUMBER	Total time spent previewing calls
NON_PRODUCTIVE_TIME	NULL	NUMBER	Total non-productive time
RESPONSE_TIME	NULL	NUMBER	Total time to respond to iCenter requests
RESOLUTION_TIME	NULL	NUMBER	Total clock time to resolve iCenter requests
RESOLUTION_TIME_INTERNAL	NULL	NUMBER	Total actual time to resolve request
OUTCOME_ID	NULL	NUMBER(15)	General outcome of this interaction
CONTACTS	NULL	NUMBER	Number of contacts
TRANSACTIONS	NULL	NUMBER	Number of Transactions
SALES_QUOTES	NULL	NUMBER	Number of Sales quotes generated
LEADS_GENERATED	NULL	NUMBER	Number of Leads generated
SALES_REVENUE	NULL	NUMBER(16,2)	Sales for product group/agent group
SALES_ORDERS	NULL	NUMBER	Orders for product group/agent group
PROMISE_TO_PAY	NULL	NUMBER(16,2)	Amount delinquent promises to pay
CAMPAIGN_ID	NULL	NUMBER	Campaign that generated this call
AMOUNT_COLLECTED	NULL	NUMBER(16,2)	Amount collected from customer
PRODUCT_GROUP_ID	NULL	NUMBER(10)	Product group which sold this interaction
RESOURCE_GROUP_ID	NULL	NUMBER	Agent's group
HOUR	NULL	DATE	Hour of summary
NUMBER_OF_INTERACTIONS	NULL	NUMBER	Number of interactions making up sums
USER_ATTRIBUTE1	NULL	VARCHAR2(240)	User definable column1
USER_ATTRIBUTE2	NULL	VARCHAR2(240)	User definable column2

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USER_ATTRIBUTE3	NULL	VARCHAR2(240)	User definable column3
USER_ATTRIBUTE4	NULL	VARCHAR2(240)	User definable column4
USER_ATTRIBUTE5	NULL	VARCHAR2(240)	User definable column5

Indexes

<u>Index Name</u>	<u>Index Type</u>	<u>Sequence</u>	<u>Column Name</u>
IND_BSGPO	NOT UNIQUE	0	HOUR

BIX_SUM_INFO

This summary info table is for 3rd party applications to send us data to be summarized along a certain number of dimensions. This table stores one summarized measure per record, one record per unique combination of the given measures.

Column Descriptions

Name	Null?	Type	Description
SUM_INFO_ID (PK)	NOT NULL	NUMBER	Primary key
HOURL	NULL	DATE	Hour of Summary
CAMPAIGN_ID	NULL	NUMBER	Campaign that generated this call
LIST_ID	NULL	NUMBER	List that generated this call
SCRIPT_ID	NULL	NUMBER(15)	Script used in the interaction
PRODUCT_GROUP_ID	NULL	NUMBER	Product group which sold this interaction
RESOURCE_ID	NULL	NUMBER	Agent's ID
RESOURCE_GROUP_ID	NULL	NUMBER	Agent's group
INTERACTION_CENTER_ID	NULL	NUMBER	From CCT_CALL_CENTER
MEDIA_ITEM_TYPE	NULL	VARCHAR2(240)	Kind of media
INTERACTION_TYPE	NULL	VARCHAR2(32)	Type of call placed
INTERACTION_CLASSIFICATION	NULL	VARCHAR2(240)	Routing Module classification
HANDLER_ID	NULL	NUMBER(15)	Client Application ID
OUTCOME_ID	NULL	NUMBER(15)	General outcome of this Interaction
RESULT_ID	NULL	NUMBER(15)	Specific outcome of this Interaction
REASON_ID	NULL	NUMBER(15)	Reason for the outcome
PARTY_ID	NULL	NUMBER(15)	Customer ID
KEY	NULL	VARCHAR2(32)	e.g. Revenue
SUBKEY	NULL	VARCHAR2(32)	e.g. NULL
VALUE	NULL	NUMBER(16,2)	e.g. 55.00
NUMBER_OF_INTERACTIONS	NULL	NUMBER	Number of interactions making up the value
USER_ATTRIBUTE1	NULL	VARCHAR2(240)	User definable column1
USER_ATTRIBUTE2	NULL	VARCHAR2(240)	User definable column2
USER_ATTRIBUTE3	NULL	VARCHAR2(240)	User definable column3
USER_ATTRIBUTE4	NULL	VARCHAR2(240)	User definable column4
USER_ATTRIBUTE5	NULL	VARCHAR2(240)	User definable column5

Indexes

Index Name	Index Type	Sequence	Column Name
IND_BSI	NOT UNIQUE	0	HOURL

BIX_SUM_INFO_CONFIG

This table specifies the dimensions that a particular application will use for summarizing into BIX_SUM_INFO. Note that only a few dimensions should be used, otherwise the data stored will be unwieldy.

Column Descriptions

Name	Null?	Type	Description
SUM_INFO_CONFIG_ID (PK)	NOT NULL	NUMBER	Primary Key
HANDLER_ID	NULL	NUMBER (15)	Client Application ID
hour	NULL	DATE	1 = use as a dimension, 0 = not a dimension
CAMPAIGN	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
LIST	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
SCRIPT	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
PRODUCT_GROUP	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
RESOURCE_NAME	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
RESOURCE_GROUP	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
INTERACTION_CENTER	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
MEDIA_ITEM_TYPE	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
INTERACTION_TYPE	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
INERACTION_CLASSIFICATION	NULL	VARCHAR2 (240)	1 = use as a dimension, 0 = not a dimension
OUTCOME	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
RESULT	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
REASON	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
PARTY	NULL	NUMBER (1)	1 = use as a dimension, 0 = not a dimension
USER_ATTRIBUTE1	NULL	VARCHAR2 (240)	User definable column1
USER_ATTRIBUTE2	NULL	VARCHAR2 (240)	User definable column2
USER_ATTRIBUTE3	NULL	VARCHAR2 (240)	User definable column3
USER_ATTRIBUTE4	NULL	VARCHAR2 (240)	User definable column4
USER_ATTRIBUTES	NULL	VARCHAR2 (240)	User definable column5

BIX_TIME

Column Descriptions

<u>Name</u>	<u>Null?</u>	<u>Type</u>	<u>Description</u>
HOUR_DISPLAY	NULL	VARCHAR2 (5)	
HOUR (PK)	NOT NULL	NUMBER	

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