



NOBELBIZ®
OMNI+

DATA MODEL
REFERENCE GUIDE

Software for a real
Omnichannel experience

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PURPOSE OF THIS MANUAL

The Omni+ databases has many tables. The purpose of this document is to outline the most common tables, by detailing their definition, and example queries. The database has complex structure and organization. To facilitate the understanding of Omni+ databases schema, this document groups tables according to the layout of the Manager interface.

- Users
- Worktops
- Campaigns
- Services
- Strategies
- Customers
- Transactions
- History tables
- Imports

TABLES USED TO HOLD COMMONLY CREATED ITEMS

The first category encompasses tables that hold items created using the Manager interface. Tables such as **USUARIO (User)**, **CAMPANYA (Campaign)**, **GRUPACD (Service)** are examples of these.

ACTIVITY TABLES

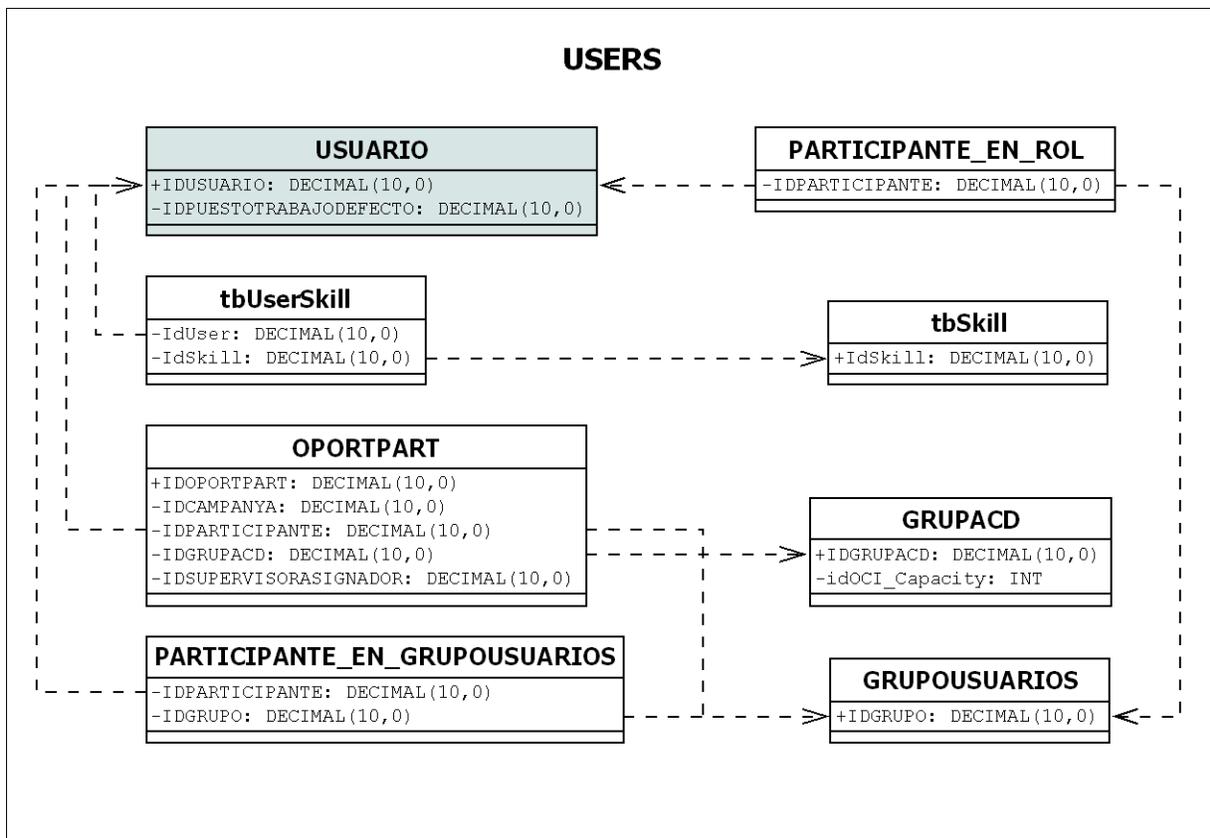
The next category encompasses tables that track the campaign and agent activity. It is important to note here that most of the tables have a “current” and “archived” version. When looking for transactions or calls from yesterday or before, once must consult the archived version. Tables such as **TRANSACCION**, **SESIONAGENTE**, and **tbContactos** are example with its archive tables **tbHistoFTransacciones**, **tbHistoFSesionesAgente**, and **tbHistoFContactos**.

TABLES

USERS

Users are group of tables that holds the users created via the “Administration” → “Users” section.

- **USUARIO:** Users table
- **PARTICIPANTE_EN_ROL:** User Role table
- **tbSkill:** Skill table
- **tbUserSkill:** User skill
- **PARTICIPANTE_EN_GRUPOUSUARIOS:** User and User Group Link table
- **GRUPOUSUARIOS:** User Group
- **OPORTPART:** Service User Link
- **GRUPACD** – Service (See Services Section)



USUARIO - USER

USUARIO is the User table that store the basic user information. User can be defined by type: Agent, Supervisor, Service, Salesperson, and Administrator. The IDTIPO (user type) refer to the Valor (value) in tblLiterals table under IdTipoLiteral 1.

Name	Data Type	Allow Nulls	Default Value	Notes
IDUSUARIO	numeric (10,0)	No		User Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=0
APELLIDO1	varchar (30)	Yes		Last name
APELLIDO2	varchar (30)	Yes		Second last name
NOMBRE	varchar (30)	Yes		First name
DNI	varchar (9)	Yes		Personal Document ID
TELEFONO	varchar (16)	Yes		Phone
FECHAALTA	datetime	Yes		Creation date
IDTIPO	numeric (5, 0)	Yes		User type: 0=Agent, 1=Supervisor, 3=Service, 4=Salesperson, 5=Administrator
LOGIN	varchar (16)	Yes		Log on name
IDPUESTOTRABAJODEFECTO	numeric (10, 0)	Yes		Default worktop Id
tFechaCambioEstado	datetime	Yes		Modification Date
nEstado	numeric (5, 0)	Yes		Status: 1=Enabled, 2=Disabled
idEmpleado	numeric (10, 0)	Yes	0	Employee Id. Not used.
Password	varbinary (16)	Yes		
tPasswordSetDate	datetime	No		Password change / set date
nPasswordValidPeriod	int	No	0	Password expiration, in days (0 if never expired)
bPasswordForceChange	bit	No	0	Force password change: 0=Off, 1=On
tUnlock	datetime	No		

TBSKILL – SKILL

Skill is method to filter which agent can get or make which transaction. It can be simple as a language value (e.g. English or French) or specific ability such as Technical support level.

Name	Data Type	Allow Nulls	Default Value	Notes
IdSkill	numeric (10,0)	No		Skill Id, UNIQUE CLUSTERED INDEX Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=55
Descripcion	varchar (100)	No		Description

TBUSERSKILL - USER SKILL

tbUserSkill is a linking table that connect USUARIO (User) and Skill. Skill level be adjusted to match each agent's ability.

Name	Data Type	Allow Nulls	Default Value	Notes
IdUser	numeric (10,0)	No		User Id, UNIQUE CLUSTERED INDEX
IdSkill	numeric (10,0)	No		Skill Id, UNIQUE CLUSTERED INDEX
Value	numeric (3,0)	No		Skill level from 1 to 100, with 1 as the lowest and 100 as the highest.

GRUPOUSUARIOS – USER GROUPS

GRUPOUSUARIOS, User Groups, group user permission and access to the manger interface. The system includes 3 default groups with pre-defined permissions. Custom group could be created to meet individual's specific needs.

Name	Data Type	Allow Nulls	Default Value	Notes
IDGRUPO	numeric (10,0)	No		Group Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=1
NOMBRE	varchar (255)	No		Name of the user group

ISBULTIN	bit	No	0	1=System build in, 0=Custom defined
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PARTICIPANTE_EN_GRUPOUSUARIOS – USER AND USER GROUP LINK

PARTICIPANTE_EN_GRUPOUSUARIOS is the linking table to connect USUARIO (User) and GRUPOUSUARIOS (User Group).

Name	Data Type	Allow Nulls	Default Value	Notes
IDPARTICIPANTE	numeric (10,0)	No		User Id, UNIQUE CLUSTERED and FK to USUARIO table
IDGRUPO	numeric (10,0)	No		Group Id, UNIQUE CLUSTERED and FK to GRUPOUSUARIOS table

PARTICIPANTE_EN_ROL – USER ROLE

PARTICIPANTE_EN_ROL, User Role, stored role assigned to user.

Name	Data Type	Allow Nulls	Default Value	Notes
IDPARTICIPANTE	numeric (10,0)	No		User Id, UNIQUE CLUSTERED and FK to USUARIO table
ROL	varchar (100)	No		User role, UNIQUE CLUSTERED

OPORTPART - SERVICE USER LINK

OPORTPART is the linking which connect GRUPACD (Service) and USUARIO (User).

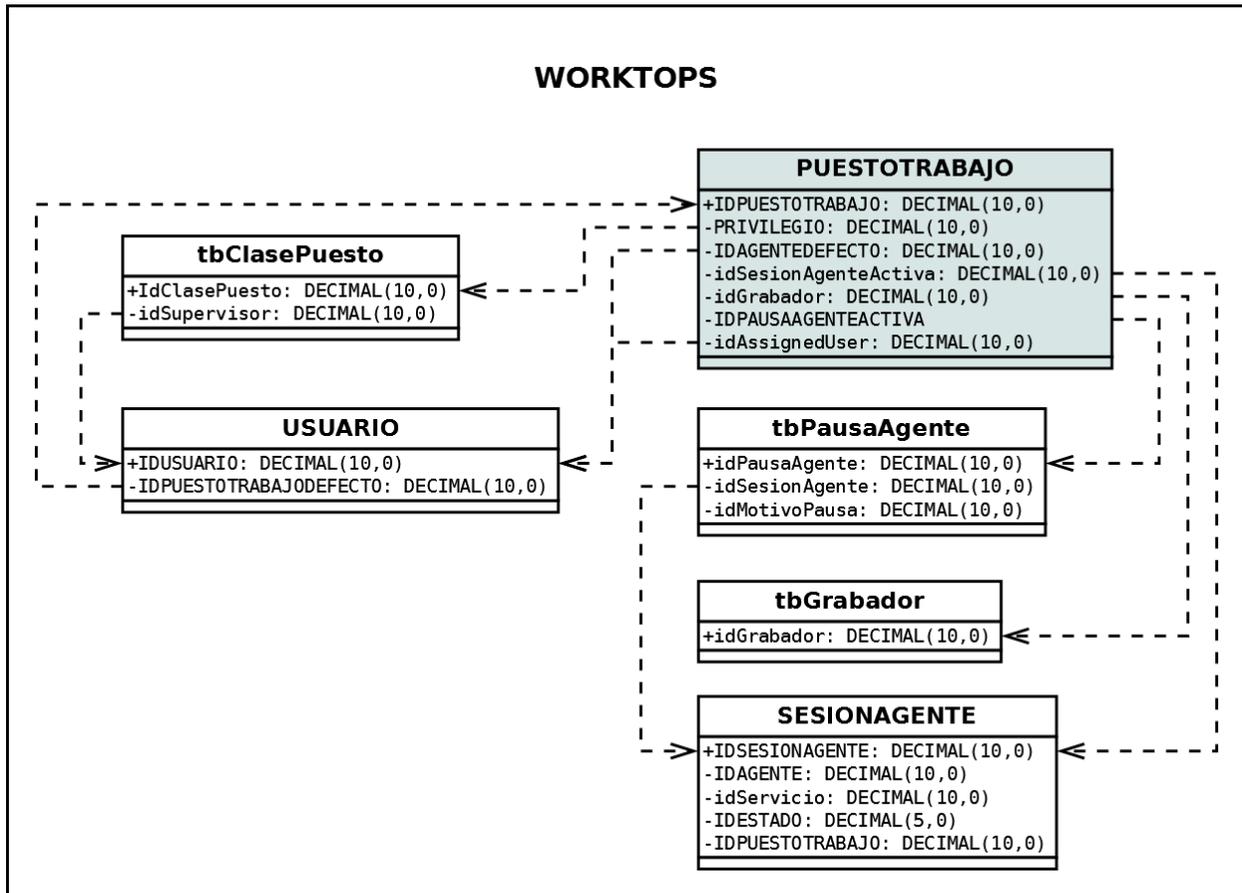
Name	Data Type	Allow Nulls	Default Value	Notes
IDOPORTPART	numeric (10,0)	No		Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=4
IDCAMPANYA	numeric (10,0)	Yes		Campaign Id, value is 0. Not used
IDPARTICIPANTE	numeric (10,0)	No		User Id, FK to USUARIO table
IDGRUPACD	numeric (10,0)	Yes		Service Id, FK to GRUPACD table

IDSUPERVISORASIGNADOR	numeric (10,0)	Yes		User Id, FK to USUARIO table. The user (supervisor) who did the assignment
TALTA	datetime	Yes		Last modified date
TINICIAL	datetime	Yes		Not used
TFINAL	datetime	Yes		Not used
IDTIPOOPORTPART	numeric (5,0)	No		

WORKTOPS

Worktops are group of tables that holds the users created via the “Administration” → “Worktops” section.

- **PUESTOTRABAJO** – Worktops
- **tbClasePuesto** – Worktop Class
- **tbPausaAgente** – Agent Break
- **tbGrabador** – Recorder
- **USUARIO** – User (See Users Section)
- **SESIONAGENTE** – Agent Session (See Transactions Section)



PUESTOTRABAJO - WORKTOPS

PUESTOTRABAJO, Worktops, are Agent extension. It is important to map the correct value to the SCM. ESTADO (Worktop status) refer to the Valor (value) in tbLiterales table under IdTipoLiteral 2.

Name	Data Type	Allow Nulls	Default Value	Notes
IDPUESTOTRABAJO	numeric (10,0)	No		Worktop Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=19
NETWORKADDRESS	varchar (30)	Yes		
TELEFONO	varchar (16)	Yes		The extension numbers. Must match the numbers defined in the SCM.
TELEFONOAUX	varchar (16)	Yes		
NOMBRE	varchar (30)	No		The name of the worktop.
PRIVILEGIO	numeric (10, 0)	Yes		FK to the tbClasePuesto (worktop class) table
IDAGENTEDEFECTO	numeric (10, 0)	No		User Id, FK to USUARIO table. The Id of the last agent in the event where is no reserved user, otherwise it is the same as idAssignedUser
idSesionAgenteActiva	numeric (10, 0)	No	0	User Id, FK to SESIONAGENTE table. Id of agent session. The value 0, if no agent is currently login.
ESTADO	numeric (3, 0)	Yes		Status: 0=None, 32=Not ready, 48=Available, 64 =Preview, 80=On Call, 96=Hold, 112=Wrap up, 128=Online, 144=Inactive
IdTipoPuesto	numeric (10, 0)	Yes		
bGrabacion	numeric (1, 0)	No	0	Recording: 0=Off, 1=On
idGrabador	numeric (10, 0)	No	0	Recorder Id, FK to tbGrabador table
tEstado	datetime	Yes		Last update date
IDPAUSAAGENTEACTIVA	numeric (10, 0)	Yes		Agent break Id, FK to tbPausaAgente table. Only available when an agent is currently on a break, otherwise it is null.
Secret	varchar (100)	Yes		Secret passphrase. Must match the SCM configuration if BuiltInSoftPhone=1
BuiltInSoftPhone	bit	No	0	Integrated softphone: 1, Other: 0
idAssignedUser	numeric (10, 0)	Yes		User Id, FK to USUARIO table

TBCLASEPUESTO – WORKTOP CLASS

tbClasePuesto, Worktop Class, is used to categorize the Worktop.

Name	Data Type	Allow Nulls	Default Value	Notes
idClasePuesto	numeric (10,0)	No		Worktop class Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=38
Descripcion	varchar (255)	Yes		Description
tFechaCreacion	datetime	Yes		Creation datetime
idSupervisor	numeric (10,0)	Yes		User Id, FK to USUARIO table. User (supervisor) who create the worktop class. Value 0 it is created by the system

TBPAUSAAGENTE – AGENT BREAK

tbPausaAgente, Agent Break, records agent's break time and reason.

Name	Data Type	Allow Nulls	Default Value	Notes
idPausaAgente	numeric (10, 0)	No		Agent break Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=53
idSesionAgente	numeric (10, 0)	No		Agent session Id, FK to SESIONAGENTE table
tInicio	datetime	No		Beginning of the break
tFinal	datetime	Yes		End of the break
idMotivoPausa	numeric (10, 0)	No		Break reason Id, FK to tbMotivoPausa table

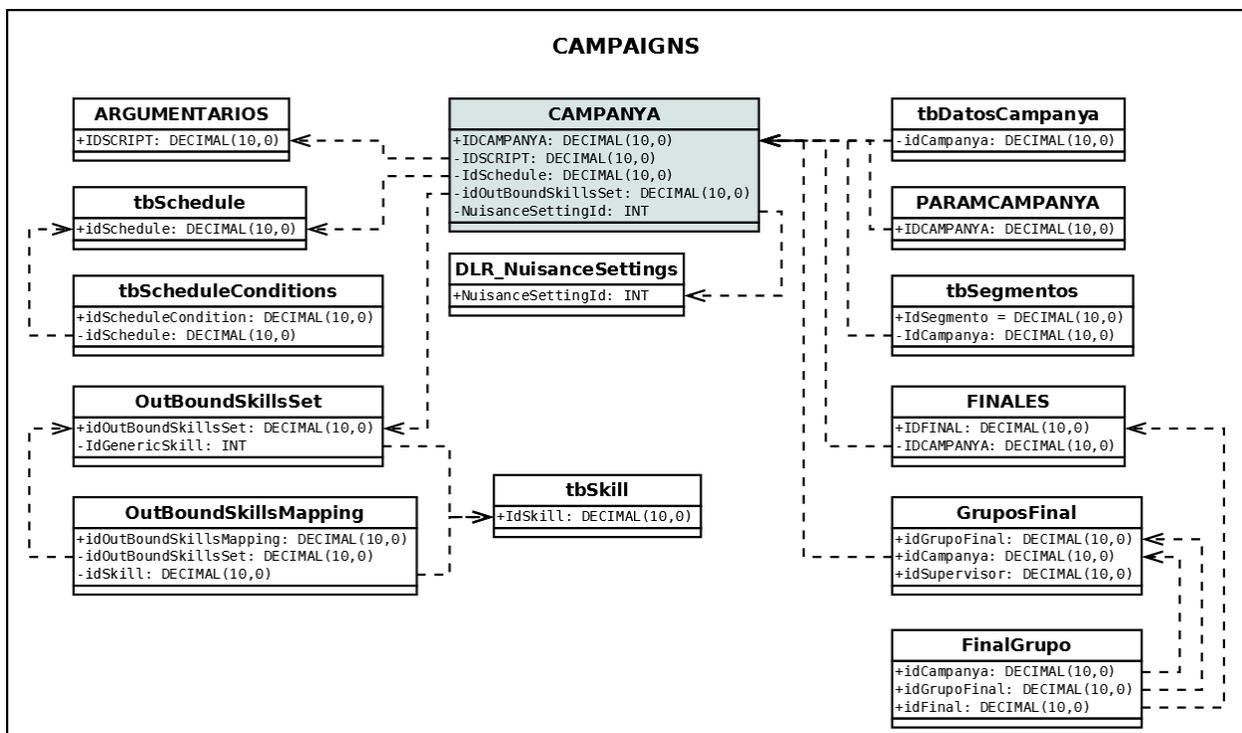
TBGRABADOR - RECORDER

Name	Data Type	Allow Nulls	Default Value	Notes
idGrabador	numeric (10, 0)	No		Recorder Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=32
sNombre	varchar (50)	No		Name
slp	varchar (16)	No		SIP
nPort	numeric (5, 0)	Yes		Port
nTipoGrabador	numeric (2, 0)			4: Softphone (for the integrated softphone, EvoPhone) 5: Server (for the integrated softphone, EvoPhone and the WebRTC extensions) 3: Asterisk (for extensions that work on external softphones)
slpNiceSrvr	varchar (16)			
nPortNiceSrvr	numeric (5, 0)			
idSwitch	numeric (10, 0)			

CAMPAIGNS

Users are group of tables that holds the campaign created via the “Administration” → “Campaigns” section.

- **CAMPANYA** - Campaign
- **PARAMCAMPANYA** – Campaign Parameters
- **DLR_NuisanceSettings** - Nuisance Setting
- **tbDatosCampanya** – Campaign Data
- **tbSegmentos** - Segments
- **FINALES** – Call Disposition Code
- **GruposFinal** – Disposition Group
- **FinalGrupo** – Disposition and Disposition Group Link
- **tbSchedule** - Schedule
- **tbScheduleConditions** – Schedule Condition
- **OutBoundSkillsSet** – Outbound Skill Set
- **OutBoundSkillsMapping** – Skill and Skill Set Link
- **ARGUMENTARIOS** – Agent Script
- **tbSkill** – Skill (See Users Section)



CAMPANYA - CAMPAIGN

CAMPANYA, Campaign, is the main campaign table. ESTADO (campaign status) refer to the Valor (value) in tbLiterales table under IdTipoLiteral 18.

Name	Data Type	Allow Nulls	Default Value	Notes
IDSCRIPT	numeric (10, 0)	Yes		Agent script Id, FK to the ARGUMENTARIOS table
IDREVISOR	numeric (10, 0)	Yes		
IDCAMPANYA	numeric (10, 0)	No		Campaign Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=9
NOMBRE	varchar (50)	No		Campaign Name
DESCRIPCION	varchar (100)	Yes		Campaign Description
TCREACION	datetime	Yes		Creation Date
TINICIAL	datetime	No		Minimum call date to consider in the next records load
TFINAL	datetime	No		Maximum call date to consider in the next records load
IDLISTASUJETOS	numeric (10, 0)	Yes		Ratio
TIPOCAMPANYA	numeric (5, 0)	No		
ESTADO	numeric (5, 0)	Yes		Campaign Status: 0=Paused, 1=Active, 2=Paused with too many errors, 3=Out of schedule
ACDGROUPDEFECTO	varchar (15)	Yes		Control device. Maps to a strategy.
WRAPUP	numeric (5, 0)	Yes		Maximum wrap time in seconds. Overflow is allowed and recorded.
COLOR	numeric (10, 0)	Yes		Not used
TRUNKGROUP	varchar (16)	Yes		Trunk Access Group. Maps to the SCM.
CANAL	numeric (2, 0)	Yes		Channel: 1=None, 0=Phone
NUMFAX	varchar (16)	Yes		Fax number Not used
NUMMOVIL	varchar (16)	Yes		Mobile number Not used
EMAILCAMPA	varchar (50)	Yes		Incoming email parameters. Cannot be set from the manager. Not used
EMAILUSER	varchar (50)	Yes		Incoming email parameters. Cannot be set from the manager. Not used

EMAILPASSWORD	varchar (50)	Yes		Incoming email parameters. Cannot be set from the manager. Not used
EMAILSERVER	varchar (50)	Yes		Incoming email parameters. Cannot be set from the manager. Not used
nEmailPuertoIn	numeric (5, 0)	Yes		Incoming email parameters. Cannot be set from the manager. Not used
URL	varchar (50)	Yes		Not used
EMAILSENDER	varchar (50)	Yes		Outgoing email parameters. Cannot be set from the manager. Not used
sEmailUserOut	varchar (50)	Yes		Outgoing email parameters. Cannot be set from the manager. Not used
sEmailPasswordOut	varchar (50)	Yes		Outgoing email parameters. Cannot be set from the manager. Not used
sEmailServerOut	varchar (50)	Yes		Outgoing email parameters. Cannot be set from the manager. Not used
sEmailAliasOut	varchar (50)	Yes		Outgoing email parameters. Cannot be set from the manager. Not used
nEmailPuertoOut	numeric (5, 0)	Yes		Outgoing email parameters. Cannot be set from the manager. Not used
wCanalPresencial	numeric (2, 0)	Yes		Face to face transaction: 0 = Allow, 1 = Do not allow
nDiasHistorico	numeric (10, 0)	Yes		Number of days to keep the history records in the archive tables.
bIdentificarCliente	numeric (1, 0)	Yes		Identify customers: 0=Don't show screen, 1=Show on inbound calls, 2=Show on face to face, 3=Show on inbound and face to face
bPermitirAnonimos	numeric (1, 0)	Yes		Allow anonymous: 0=Do not allow, 1=Allow
bPermitirAltas	numeric (1, 0)	Yes		Allow new customers: 0=Do not allow, 1=Allow
nCuotaMaxima	numeric (10, 0)	No	0	Quota. Typically set on segments.
nNoAnswerTimeout	numeric (2, 0)	No	30	Number of seconds before a call is deemed a "No Answer". Each ring is approximately 5 seconds.
nTipoGrabacion	numeric (2, 0)	No	0	Recordings: 0=No recordings, 1=Manual, 2=Integration, 3=Automatic
nGestorCola	numeric (2, 0)	No	1	Hold time target in seconds Contact sharing: 1=based on the telephone switch, 2=Omni+ DBR-Server
bInsertarEnColaCerrada	bit	No	1	Treatment of inactive campaigns, out of calendar or without connected agents.

				0=Forward according to strategy, 1=Wait in queue
nColaSize	numeric (5, 0)	No	-1	Num. of elements awaiting in queue (0 to 99999)
nColaTimeout	int	No	-1	Queue Timeout in seconds
nColaPolicy	numeric (2, 0)	No	0	Distribution Policy: 0=Most idle agent, 1=Highest skill agent, 2=Lowest skill agent
nServiceObjective	int	No	0	Service targets in seconds: Maximum time for an agent to answer a call
nSLA	numeric (3, 0)	No	0	SLA
IdSchedule	numeric (10, 0)	Yes		Schedule Id, FK to tbSchedule table. Used for inbound traffic
bDoNotCallGlobal	bit	No	0	Global DNC: 0=Do not apply, 1=Apply
nRetentionPer	numeric (4, 0)	No	-1	% Awaiting elements. % Depending on the number of active agents (0 to 9999).
idOutBoundSkillsSet	numeric (10, 0)	Yes		Skill set Id, FK to the OutBoundSkillsSet table, used for outbound skill assignment
CampStartDate	datetime	Yes		
NuisanceSettingId	int	Yes		Nuisance Settings Id, FK to DLR_NuisanceSettings table

PARAMCAMPANYA – CAMPAIGN PARAMETERS

PARAMCAMPANYA, Campaign Parameters, stored campaign parameters. The following references are used to obtain the value in tbLiterales:

- wModoMarcacion (Dial mode) is IdTipoLiteral **21**
- wAutoAnswer (Auto-answer) is IdTipoLiteral **24**

Name	Data Type	Allow Nulls	Default Value	Notes
IDCAMPANYA	numeric (10, 0)	No		Campaign Id, PK and FK to CAMPANYA table
NLINEAS	numeric (5, 0)	No	0	Number of dialer lines
AGENTESLIBRES	numeric (5, 0)	No	0	Available Agent Number of available agents required to to deliver contacts in dial mode preview

PLANIFICACIONDIARIA	numeric (1, 0)	No	0	
TINICIOACTIVIDAD	numeric (4, 0)	Yes		Minimum call hour to consider in the next records load
TFINALACTIVIDAD	numeric (4, 0)	Yes		Maximun call hour to consider in the next records load
MAXNUMINTENTOS	numeric (4, 0)	Yes	10	Maximum number of consecutive attempts with result "not contacted" before the record is disabled (state 101)
LISTSIZE	numeric (5, 0)	Yes	0	Cache size
LOWWM	numeric (5, 0)	Yes	0	Minimum cache size
wModoMarcacion	numeric (5, 0)	Yes	0	Dial mode: 0=No dialing, 1=Preview, 2=Automatic preview, 3=Progressive, 4=Predictive, 6=Agentless
wAutoAnswer	numeric (5, 0)	Yes	0	Auto-answer: 0=Manual, 1=Auto, 2=Application
nPrioridad	numeric (5, 0)	Yes	0	Ratio
nMaxParalel	numeric (5, 0)	Yes	0	Maximum number of simultaneous Calls (predictive and progressive)
nFactorParalel	numeric (5, 0)	Yes	100	
nDelayPred	numeric (5, 0)	Yes	0	
bAutofinal	numeric (1, 0)	Yes		Automatic end if wrapup is exceeded: 0=No, 1=Yes
idAutofinal	numeric (10, 0)	Yes		IDFINAL to the FINALES table (referred to this same IDCAMPANYA)
sUrlPre	varchar (180)	Yes		Agent script Id, FK to the ARGUMENTARIOS table
sUrlPost	varchar (180)	Yes		Not used
ListRatio	tinyint	No	100	
DialerModeAbandoned	smallint	No	-1	Abandoned calls dial: -1=Dialer, 1=Preview, 2=Automatic preview
MaxDialerNuisanceRate	tinyint	No	3	% nuisance calls target to consider by predictive dial mode algorithm
DialerMWT	smallint	No	2	Hold time target in seconds to consider by predictive dial mode algorithm
DialerEngine	tinyint	No	2	

DLR_NUISANCESETTINGS - NUISANCE SETTINGS

DLR_NuisanceSettings, Nuisance Setting is available only for Progressive and Predictive campaign.

Name	Data Type	Allow Nulls	Default Value	Notes
NuisanceSettingId	int	No		Nuisance Setting Id, PK
Name	varchar (50)	Yes		
Description	nvarchar (250)	Yes		
MaxRetentionMs	Int	No	0	
MinAbandonMs	Int	Yes		
RateDays	Int	Yes		
isReserved	bit	No	0	
OffsetMs	int	No	0	

TBDATOSCAMPANYA – CAMPAIGN DATA

tbDatosCampanya, Campaign Data, stored additional custom data that could be associate to a campaign.

Name	Data Type	Allow Nulls	Default Value	Notes
IdCampanya	numeric (10, 0)	No		Campaign Id, PK CLUSTERED and FK to the CAMPANYA table.
sNombreDato	varchar (50)	No		Data name, PK CLUSTERED
IdDato	numeric (10, 0)	No		Data Id
sValorDato	varchar (255)	Yes		Data value

TBSEGMENTOS - SEGMENTS

tbSegmentos, Segments, are used to filter imported customer data. It can be a fix segment with predefine value, or dynamic with SQL query. IdEstado (Segment status) refer to the Valor (value) in tbLiterales table under IdTipoLiteral 6.

Name	Data Type	Allow Nulls	Default Value	Notes
IdCampanya	numeric (10, 0)	No		Campaign Id, FK to the CAMPANYA table
IdSegmento	numeric (10, 0)	No		Segment Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=39
bDefault	smallint	Yes		Default segment for the campaign
NombreSegmento	varchar (50)	Yes		Segment name
Atributo_Segmento	varchar (100)	Yes		Segment attribute
IdEstado	numeric (3, 0)	Yes		Segment status: 1=Active, 2=Paused, 3= Erased,4= Paused due Maximum quota, 5= Paused due Timeout, 6= Paused due Error, 7=Active ACB
nPeso	numeric (3, 0)	Yes		Ratio
nCuota	numeric (10, 0)	No	0	Current quota
nCuotaMaxima	numeric (10, 0)	No	0	Max quota
nPrioridad	numeric (3, 0)	No	1	Priority
nTipoSegmento	numeric (2, 0)	No	1	Segment type: 1=Static, 2=Dynamic
sQuery	varchar (4000)	Yes		Dynamic segment query
tEjecucion	datetime	Yes	GETDATE	Last update datetime
nNoPlan	int	Yes	0	Number of non-callback records
nSysPlan	int	Yes	0	Number of system callback records
nAgPlan	int	Yes	0	Number of agent callback records
nRecClosedByUser	int	Yes	0	Number of customers handled by agents
nRecClosedBySys	int	Yes	0	Number of disable records
nRecPausedByUser	int	Yes	0	Number of customers paused by supervisors

FINALES, Disposition, defined codes and action for call result. The following references are used to obtain the value in tbLiterales:

- nGestionLocalizadores (Recall strategy) is IdTipoLiteral **32**
- CLASEFINAL (Disposition class) is IdTipoLiteral **33**
- PLANAGENTE (Record ownership) is IdTipoLiteral **34**
- CONTACTADO (Contacted) is IdTipoLiteral **35**.

Name	Data Type	Allow Nulls	Default Value	Notes
IDCAMPANYA	numeric (10,0)	No		Campaign Id, Composite PK. FK to the CAMPANYA table. Campaign associated with the call result code.
IDFINAL	numeric (10,0)	No		Id, Composite PK. Numerical value for the call result code. Must be unique for each campaign. Custom codes must begin with 100.
DESCRIPCION	varchar (30)	Yes		The description associated with the call result code, for reporting purposes.
CLASEFINAL	numeric (1,0)	No		Disposition class: 0=Do not call anymore to this phone, 1=Do not call anymore to this record, 2=Call in N minutes, 3=Agent Callback, 4=Unscheduled, 5=Call tomorrow, 6=Don't do anything
CONTACTADO	numeric (1,0)	No		Contacted: 0=No, 1=SC-, 2=SC+, 3=NSC
PLANAGENTE	numeric (1,0)	No		Record ownership: 0= Group (public callback), 1=Agent (private callback), 2= Default
MINUTOS	numeric (10,0)	No		Recall offset, in minutes.
nMaxContactos	numeric (10,0)	Yes	0	Maximum number of consecutive attempts.
nGestionLocalizadores	numeric (2,0)	No	0	Recall strategy (which phone number): 0=Current, 1=Main, 2=Next, right away
Boost_Prio	numeric (5,0)	No	0	Assigned priority for the boost mode; negative values have a greater priority. Possible values are -99999 to 99999
Boost_mode	numeric (1,0)	No	0	Determine what contact to boost: 0=Next Call, 1=Always

GruposFinal, Disposition Group, is a group of dispositions. This is mainly used to organize the disposition within a campaign. There is no real application in using it.

Name	Data Type	Allow Nulls	Default Value	Notes
idCampanya	numeric (10,0)	No		Campaign Id, PK and FK to CAMPANYA table
idGrupoFinal	numeric (10,0)	No		Group Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=37
sDescripcion	varchar (255)	No		Description
tFechaCreacion	datetime	No	GETDATE	Create datetime
idSupervisor	numeric (10,0)	No		User Id, FK to USUARIO table. User who created this group

FINALGRUPO – DISPOSITION AND DISPOSITION GROUP LINK

FinalGrupo is the linking table between CAMPANYA (Campaign), GruposFinal (Disposition Group) and FINALES (Dispositio).

Name	Data Type	Allow Nulls	Default Value	Notes
idCampanya	numeric (10,0)	No		Campaign Id, PK CLUSTERED and FK to CAMPANYA table
idGrupoFinal	numeric (10,0)	No		Group Id, PK CLUSTERED and FK to GruposFinal table
idFinal	numeric (10,0)	No		Disposition Id, PK CLUSTERED and FK to FINALES table

TBSCHEDULE - SCHEDULE

Name	Data Type	Allow Nulls	Default Value	Notes
idSchedule	numeric (10,0)	No		Schedule Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=58
Name	varchar (50)	No		Name of the schedule
Description	varchar (250)	Yes		Description

TBSCHEDULECONDITIONS – SCHEDULE CONDITION

Name	Data Type	Allow Nulls	Default Value	Notes
idScheduleCondition	numeric (10,0)	No		Schedule condition Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=59
idSchedule	numeric (10,0)	No		Schedule Id, FK to tbSchedule table
Type	numeric (1,0)	No		Condition: 0=ON, 1=Off
DateStart	datetime	Yes		From date
DateFinish	datetime	Yes		Until date
TimeStart	datetime	Yes		From time
TimeFinish	datetime	Yes		Until time
Month	numeric (2,0)	Yes		Month
MonthStart	numeric (2,0)	Yes		From month
MonthFinish	numeric (2,0)	Yes		To month
MonthDay	numeric (2,0)	Yes		Date of the month
MonthDayStart	numeric (2,0)	Yes		From day
MonthDayFinish	numeric (2,0)	Yes		To day
WeekDay	numeric (2,0)	Yes		Weekday

WeekDayStart	numeric (2,0)	Yes		From weekday
WeekDayFinish	numeric (2,0)	Yes		To weekday

OUTBOUNDSKILLSSET – OUTBOUND SKILL SET

OutBoundSkillsSet is a group of skill that is used by an outbound campaign.

Name	Data Type	Allow Nulls	Default Value	Notes
idOutBoundSkillsSet	numeric (10, 0)	No		Outbound skill set Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=63
Nombre	varchar (40)	No		Name
IdUnassignedContactsStrategy	int	Yes	0	Records without assigned skill: 0=Do not handle, 1=Handled by any agent, 2=Handled by agents with selected skill
IdGenericSkill	int	Yes	0	Skill Id, FK to tbSkill table, for IdUnassignedContactsStrategy = 2

OUTBOUNDSKILLSMAPPING – SKILL AND SKILL SET LINK

OutBoundSkillsMapping is the linking table between OutBoundSkillsSet and tbSkill.

Name	Data Type	Allow Nulls	Default Value	Notes
idOutBoundSkillsMapping	numeric (10, 0)	No		Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=64
idOutBoundSkillsSet	numeric (10, 0)	No		Outbound skill set Id, FK to OutBoundSkillsSet table
atributoSkill	varchar (40)	No		Skill attribute value. The value needs to match to the value defined during the customer imported process.
idSkill	numeric (10, 0)	No		Skill Id, FK to tbSkill table

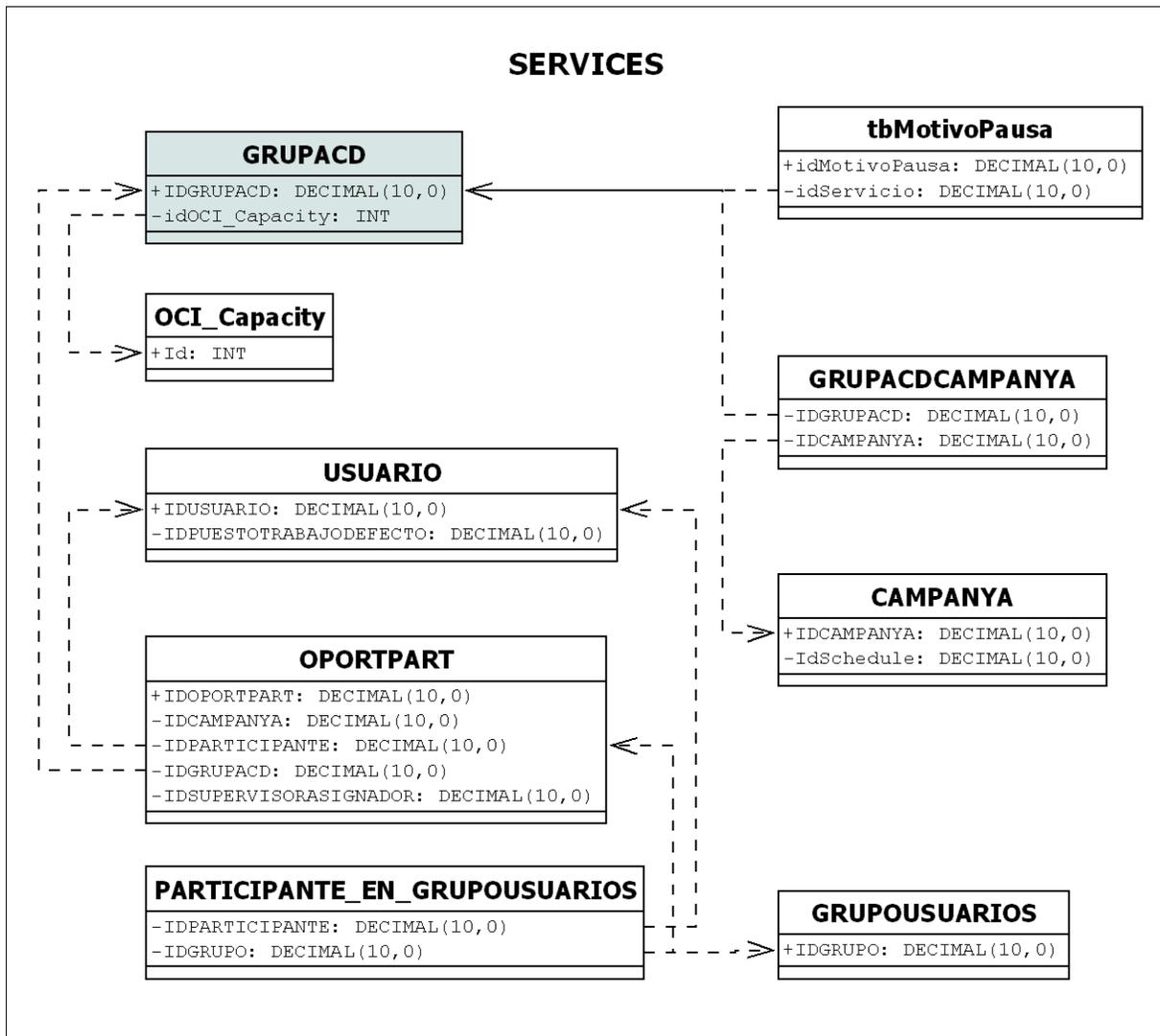
ARGUMENTARIOS – AGENT SCRIPT

Name	Data Type	Allow Nulls	Default Value	Notes
IDSCRIPT	numeric (10, 0)	No		Agent script Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=33
NOMBRE	varchar (255)	Yes		Script name
URL	varchar (255)	Yes		Script folder (usually the same as script name)

SERVICES

Services are group of tables that holds the Service created via the “Administration” “Services” section.

- **GRUPACD:** Service
- **GRUPACDCAMPANYA:** Service Campaign Link
- **tbMotivoPausa:** Break Reason
- **OCI_Capacity:** Omnichannel Interaction
- **CAMPANYA** – Campaign (See Campaigns Section)
- **USUARIO** – User (See Users Section)
- **OPORTPART** - Service User Link (See Users Section)



GRUPACD - SERVICE

GRUPACD, Service, is a group of campaigns and agents.

Name	Data Type	Allow Nulls	Default Value	Notes
IDGRUPACD	numeric (10,0)	No		Service Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=18
ACD	varchar (15)	Yes		
DESCRIPCION	varchar (100)	No		The name of the Service \ Team
sSecuenciaLogin	varchar (1000)	Yes		
sSecuenciaLogout	varchar (1000)	Yes		
nModoSigGest	numeric (5,0)	Yes	1	Next transaction mode: 0=Agent (do not receive a call automatically after the transaction), 1=System
nCallBlendingPause	numeric (2,0)	Yes	0	Forced break after a transaction and before another inbound transaction, in seconds. Used for switch-based routing.
nPausaFinGest	int	No	0	Forced break after a transaction, in seconds. Not available for Omni Channel
nQueueSelectionPolicy	numeric (2,0)	No	0	Selection policy: 0=By waiting time, 1=By service objective
nEnableDialpad	numeric (2,0)	No	0	Possible values: 0=Yes, 1=No, 2=Only in transaction
idOCI_Capacity	int	Yes		Omnichannel profile, FK to the OCI_Capacity (OmniChannel) table. Set to 0 when none set (default)

GRUPACDCAMPANYA – SERVICE CAMPAIGN LINK

GRUPACDCAMPANYA is the linking table between GRUPACD (Service) and CAMPANYA (Campaign).

Name	Data Type	Allow Nulls	Default Value	Notes
IDGRUPACD	numeric (10,0)	No		Service Id, PK and FK to GRUPACD table
IDCAMPANYA	numeric (10,0)	No		Campaign Id, PK and FK to CAMPANYA table

TBMOTIVOPAUSA – BREAK REASON

tbMotivoPausa, Break Reason, defined the list of reason when agents change the login status from Ready to Not Ready.

Name	Data Type	Allow Nulls	Default Value	Notes
idMotivoPausa	numeric (10,0)	No		Break reason Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=52
idServicio	numeric (10,0)	No		Service Id, FK to GRUPACD table
Codigo	varchar (4)	No		The short name for the break reason, limited to 4 characters.
CodigoSwitch	numeric (2,0)	Yes		Switch code: Always 0
Descripcion	varchar (250)	No		The name of the break reason, as displayed
nTipo	numeric (2,0)	No		System status values use 0, and custom break reasons use 1.
nEstado	numeric (2,0)	No		Status: Always 1

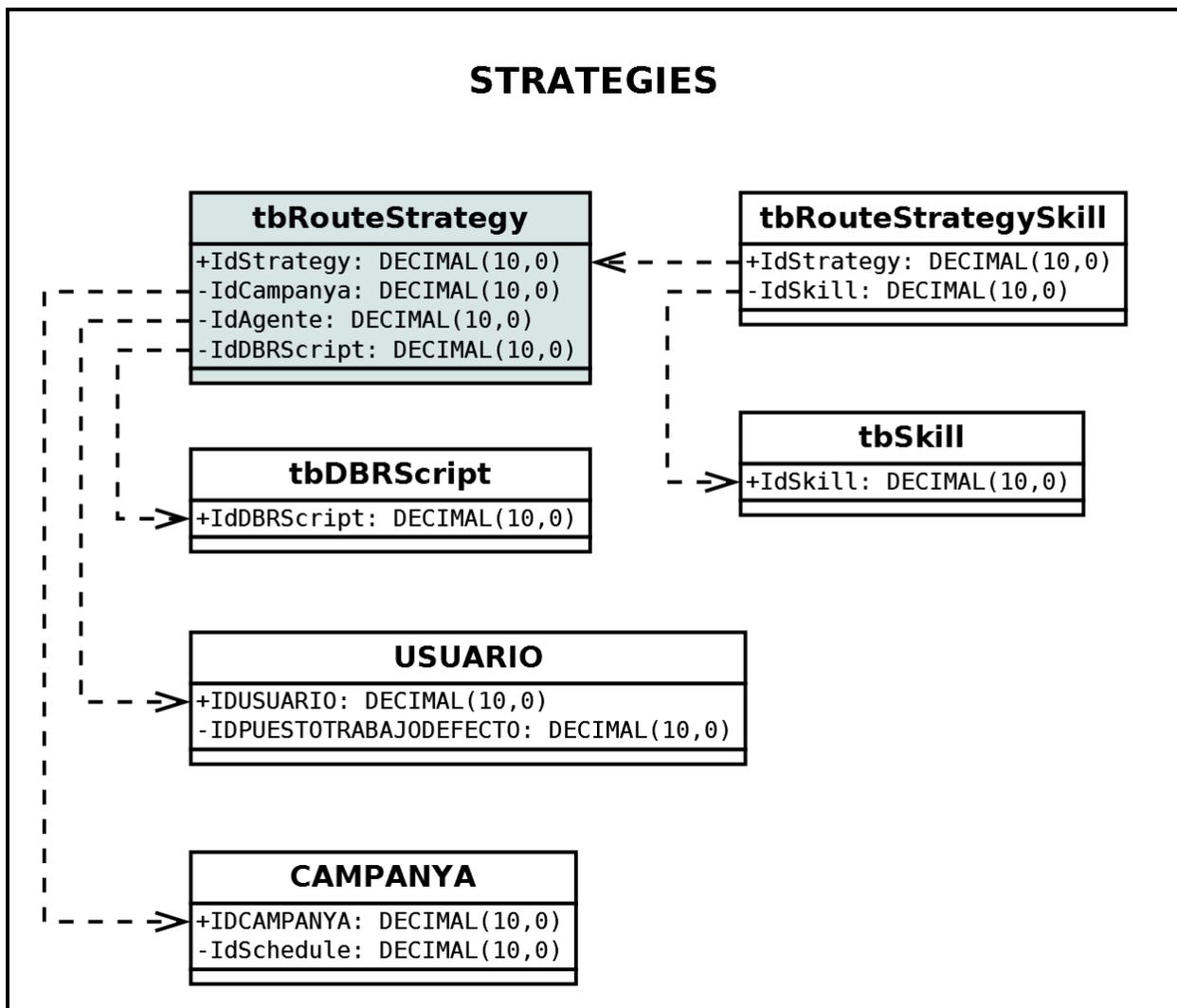
OCI_CAPACITY – OMNICHANNEL INTERACTION

Name	Data Type	Allow Nulls	Default Value	Notes
Id	int	No		Id, PK
Name	nvarchar (50)	Yes		
Description	nvarchar (250)	Yes		
MaxForced	int	No		Maximum number of forced interactions
MaxInteractions	int	No		Maximum number of total interactions
CanRequest	bit	No		Can request for interaction
EnableMulti	bit	No		Enable multi interaction

STRATEGIES

Strategies are group of tables that holds the Strategies created via the "Administration" → "Campaigns" → "Strategies" section.

- **tbRouteStrategy**: Strategies
- **tbRouteStrategySkill**: Strategy Skill
- **tbDBRScript**: DBR Script
- **tbSkill** – Skill (See Users Section)
- **USUARIO** - User (See Users Section)
- **CAMPANYA** – Campaign (See Users Section)



TBROUTESTRATEGY – STRATEGIES

Name	Data Type	Allow Nulls	Default Value	Notes
IdStrategy	numeric (10,0)	No		Strategy Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=54
DN	numeric (10,0)	No		Telephone route point (must match the numbers defined in the SCM), or strategy name for interactions from WS connector
Descripcion	varchar (4)	Yes		
DesvioColaCerrada	numeric (2,0)	Yes		Closed queue redirect extension for Static DBR
DesvioColaSaturada	varchar (250)	Yes		Saturated queue redirect extension for Static DBR
TipoEncaminamiento	numeric (2, 0)	No		Routing: 0=Static DBR, 1=Dynamic DBR, 2=DNIS, 3=DBR Script
IdCampanya	numeric (10,0)	Yes		Campaign Id, FK to CAMPANYA table
IdAgente	numeric (10,0)	Yes		User Id, FK to USUARIO table
Handicap	numeric (10,0)	Yes		Seconds that the insertion in queue will be displaced (negative to advance, positive to delay)
Prioridad	numeric (3, 0)	Yes		Priority, 0 to 100 with 0 as highest and 100 as lowest
WebServiceURL	varchar (MAX)	Yes		URL for Dynamic DBR
IdDBRScript	numeric (10,0)	Yes		DBR script Id, FK for tbDBRScript table
bDescolgar	numeric (1, 0)	No	1	Pick up the call
Level	numeric (2,0)	No	0	

TBROUTESTRATEGYSKILL – STRATEGY SKILL

Name	Data Type	Allow Nulls	Default Value	Notes
IdStrategy	numeric (10, 0)	No		Strategy Id, UNIQUE CLUSTERED INDEX and FK to tbRouteStrategy table
IdSkill	numeric (10, 0)	No		Skill Id, UNIQUE CLUSTERED INDEX and FK to tbSkill table
MinValue	numeric (3, 0)	No		Minimum skill value (0 to optional)

TBDBRSCRIPT – DBR SCRIPT

Name	Data Type	Allow Nulls	Default Value	Notes
IdDBRScript	numeric (10, 0)	No		DBR script Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=57
Nombre	varchar (255)	Yes		Script name
URL	varchar (MAX)	Yes		Script folder (usually the same as script name)

CUSTOMERS

- **Cientes** – Customer
- **tbDatosCliente** – Customer Data
- **tbLocalizador** - Locator
- **tbIdentidadSujetoCampanya** – Customer Campaign Link

CLIENTES - CUSTOMER

Clientes are imported customer data.

Name	Data Type	Allow Nulls	Default Value	Notes
TIPID	numeric (2, 0)	No		User defined. E.g. it may contain the idOriginal type
IDSUJETO	numeric (10, 0)	No		Customer Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=10
IDORIGINAL	varchar (36)			Data source id. It should be unique for each customer within a campaign. It is used for linking an Omni+ Customer with its original data source.
NOMBRE	varchar (20)	No		First name
APELLIDO1	varchar (40)	No		Last name / Surname
APELLIDO2	varchar (40)	Yes		Second surname
DIRECCION	varchar (40)	Yes		Address
POBLACION	varchar (40)	Yes		City
CODIGO_POSTAL	varchar (5)	Yes		Zip code
PROVINCIA	varchar (30)	Yes		State
PAIS	varchar (30)	Yes		Country
TELEFONO	varchar (16)	Yes		Forced telephone number. If specified (not NULL), it is used unconditionally for making a call to this customer even he/she has other contact telephones.
TELEFONO2	varchar (16)	Yes		Telephone number 2. It's not used by Omni+
FAX	varchar (16)	Yes		Fax. It's not used by Omni+

EMAIL	varchar (50)	Yes		E-mail
EMAIL2	varchar (50)	Yes		Alternative email
MOVIL	varchar (16)	Yes		Cell Phone number. Not used by Omni+
MOVIL2	varchar (16)	Yes		Alternative cell phone number. It's not used by Omni+.
FECHA_NACIMIENTO	datetime	Yes		Birth date
FECHA_ALTA	datetime	Yes		Creation date
ID_IDIOMA	numeric (2,0)	Yes		Customer language id
OBSERVACIONES	varchar (255)	Yes		Remarks
LOCALIZABLE_DESDE	numeric (4,0)	Yes		Time from which the client can be contacted, in military format (hhmm).
LOCALIZABLE_HASTA	numeric (4,0)	Yes		Time until the client may be contacted, in military format (hhmm).
sDNI	varchar (50)	Yes		Document ID (e.g. passport, social id...)
sNombreCompleto	varchar (250)	Yes		Full name
sEmpresa	varchar (250)	Yes		Company
cSexo	char (1)	Yes		Gender
nCanalPreferencial	numeric (2,0)	Yes		Customer preferred channel: 0=Telephone, 1=Email
TEXTO1	varchar (50)	Yes		Auxiliary text field 1
TEXTO2	varchar (50)	Yes		Auxiliary text field 2
TEXTO3	varchar (50)	Yes		Auxiliary text field 3
NUM1	numeric (10,0)	Yes		Auxiliary numeric field 1
NUM2	numeric (10,0)	Yes		Auxiliary numeric field 2
NUM3	numeric (10,0)	Yes		Auxiliary numeric field 3

TBDATOSCLIENTE – CUSTOMER DATA

tbDatosCliente, stored additional customer data.

Name	Data Type	Allow Nulls	Default Value	Notes
idSujeto	numeric (10, 0)	No		Customer Id, FK to the Clientes table. Composite PK
clave	varchar (40)	No		Data name, Composite PK
valor	varchar (250)	Yes		Data value

TBLOCALIZADOR - LOCATOR

idEstado (Record status) refer to the Valor (value) in tbLiterales table under IdTipoLiteral **30**.

Name	Data Type	Allow Nulls	Default Value	Notes
idLocalizador	numeric (10, 0)	No		Locator Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=50
idSujeto	numeric (10, 0)	No		Customer Id, FK to Clientes table
nOrden	numeric (10, 0)	No		Order (phone number are sorted according to this field and calls the first)
idEstado	numeric (2, 0)	No		Record status: 0=Active, 1=Disable due to a resolution type "Do not call anymore to this phone", 2=Disabled by the Manager application, 3=Disabled for maximum number of contacts reached"
idTipo	numeric (2, 0)	No	0	Record type: 0=Unknown, 1=Fixed, 2=Mobile
Localizador	varchar (16)	Yes		Phone number
Observaciones	varchar (250)	Yes		Notes
idFinal	numeric (10, 0)	Yes		Last disposition (resolution) code applied
nConsecutivos	numeric (2, 0)	No		Number of consecutive disposition (resolution) codes for this phone number
bPrincipal	tinyint	No	0	Indicates if it is the main phone number. Only one by idSujeto (customer Id) value.
SourceOrder	tinyint	Yes		

TBIDENTIDADSUJETOCAMPANYA – CUSTOMER CAMPAIGN LINK

tbIdentidadSujetoCampanya is the linking table that connected CLIENTES (Customer) to CAMPANYA (Campaign). It also links to FINALES (Disposition), TRANSACCION (Transaction) and tbSegmentos (Segements) with the last call result. The following refences are used to obtain the value in tbLiterales:

- nLista (List type) is IdTipoLiteral **13**
- nEstado (status) is IdTipoLiteral **14**

Name	Data Type	Allow Nulls	Default Value	Notes
IDSUJETO	numeric (10,0)	No		Customer Id, FK to the CLIENTES table
IDCAMPANYA	numeric (10,0)	No		Campaign Id, FK to the CAMPANYA table
nEstado	numeric (3,0)	No	0	Customer record status: 0=Available, 100=Paused by user, 101=System disabled, 102=Disabled by daily scheduling, 103=Manually Disabled, 200=Transaction in progress, 300=Closed
nLista	numeric (3,0)	No	0	List type: 0=Non-scheduled (immediately eligible), 1=System scheduled (scheduled to call later), 10=Agent call black (scheduled to be presented to an agent later, private callback) (also set when agent chooses a final disposition)
IDAGENTEASIGNADO	numeric (10,0)	No	0	Agent assigned to the customer. If 0, assigned to the group (public callback)
MAXNUMCONTACTOS	numeric (5,0)	No		Maximum number of consecutive failed contacts. If reached, the record status will become 101.
NUMCONTACTOSPENDIENTES	numeric (5,0)	No	1	Internal use
NUMCONTACTOSREALIZADOS	numeric (5,0)	Yes	0	Number of useful contacts (positive or negative)
NUMINTENTOSCONTACTOREALIZADOS	numeric (5,0)	Yes	0	Contains the number of consecutive failed attempts to contact. Excludes disposition 17, 18 and 22. Set to 0 if the last disposition is final (Do not call anymore to this record).

				When this number reaches the maximum number of failed contacts, the disposition is set to 101.
TPROXIMOCONTACTO	datetime	Yes		Date of the scheduled callback, if applicable.
TULTIMOCONTACTO	datetime	Yes		Date of the last contact, using the end of the call.
TULTIMOINTENTOCONTACTO	datetime	Yes		Date of the last time a contact was attempted.
LLAMAR_DESDE	numeric (4,0)	No	0	Time from which the client can be contacted, in military format (hhmm).
LLAMAR_HASTA	numeric (4,0)	No	2400	Time until the client may be contacted, in military format (hhmm).
TINICIOVALIDEZ	datetime	No		Date from which the client can be contacted, in ISO format.
TFINALVALIDEZ	datetime	No		Date until the client can be contacted, in ISO format.
SEGUNDOSCONSUMIDOS	numeric (10,0)	Yes	0	Internal use
IdUltimoFinal	numeric (10,0)	Yes		FK to the FINALES table. Stores the last call disposition code
nNumFinalesConsecutivos	numeric (10,0)	Yes		Number of consecutive resolution codes with IdUltimoFinal value
IdUltimaTransaccion	numeric (10,0)	Yes		FK to the TRANSACCION table. Stores the last transaction value.
Atributo_Segmento	varchar (50)	Yes		Segment value.
IdSegmento	numeric (10,0)	Yes		FK to the tbSegmentos table. The segment ID
Prioridad	numeric (5,0)	No	0	Record priority. Lower values are considered a higher priority.
nIntervaloTiempo	numeric (5,0)	Yes	1440	Recall interval for agent callback, in minutes. It must be a positive number. This Field only makes sense if the list type list is set 10. The call back date is stored in the tfinalRellamadaAgente column.
tInicioRellamadaAgente	datetime	Yes		This Field only makes sense if the list type list is set 10. Store the callback date minus the recall interval.

tFinalRellamadaAgente	datetime	Yes		This Field only makes sense if the list type list is set 10. The top call back date for agent callback.
nIncrementoRellamadaAgente	numeric (5,0)	Yes		Recall interval increase, in minutes. Set when a call is rescheduled.
tFechaCreacion	datetime	Yes		Creation date
tModificacion	datetime	Yes		Update date
usuarioModificacion	varchar (50)	Yes		User who modified the record via the Manager interface.
Texto1	varchar (50)	Yes		Not used.
Texto2	varchar (50)	Yes		Not used.
Texto3	varchar (50)	Yes		Not used.
nEstadoTransaccion	numeric (10,0)	Yes		Transaction status: 0=Opened, 1=Closed
Num1	numeric (10,0)	Yes		Not used.
Num2	numeric (10,0)	Yes		Not used.
Num3	numeric (10,0)	Yes		Not used.
nEstadoAnterior	numeric (3,0)	No	-1	If nEstado changes, this field keeps the old state
nContadorRafaga	numeric (5,0)	No	0	Max call count. When a call sequence reaches this number (calling all available phone numbers for a customer), it is stopped.
Boost_prio	numeric (5,0)	No	0	Customer priority setting. Negative values are allowed. Higher is better.
Prioridad_Efectiva	numeric (6,0)	No		Calculated Field. Effective customer priority (priority + Boost_prio)
Atributo_Skill	varchar (50)	Yes		Outbound skill associated with this record.
IdTimeZoneShift	numeric (10,0)	Yes		FK to the TZ_Shift table. Timezone ID associated with this record (if NULL, use the system time zone)

Constraints

- LLAMAR_DESDE >= 0 AND LLAMAR_DESDE <= 2400
- LLAMAR_HASTA >= 0 AND LLAMAR_HASTA <= 2400

TRANSACTIONS

- **TRANSACCION** – Transaction
- **SESIONAGENTE** – Agent Session
- **PARTICIPACIONAGENTE** - Agent Activity
- **tbContactos** - Contacts
- **tbGrabacion** – Recordings
- **tbDoNotCall** – DNC table

TRANSACCION – TRANSACTION

TRANSACCION, Transactions table, tracks all interactions with the system, even when no agent is involved.

Name	Data Type	Allow Nulls	Default Value	Notes
idTransaccion	numeric (10,0)	No		Transaction Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=29
idSujeto	numeric (10,0)	No		Customer Id, FK to CLIENTES table
idServicio	numeric (10,0)	No		Service Id, FK to GRUPACD table
idCampanya	numeric (10,0)	No		Campaign Id, FK to CAMPANYA table
idSegmento	numeric (10,0)	No		Segment Id, FK to tbSegmentos table
tInicio	datetime	Yes		Date on which it is delivered to an agent (may be NULL)
tFinal	datetime	Yes		End date
estado	numeric (5,0)	No		Status: 0=OPEN, 1=CLOSED
idAgente	numeric (10,0)	No		Agent Id (User Id), FK to USUARIO table
idFinal	numeric (10,0)	Yes		Final Id, FK to FINALES table
tProximoContacto	datetime	Yes		New rescheduled date

tReplanificacion	datetime	Yes		Previous callback date.
nTAdmin	int	Yes	0	Seconds of wrap time.
nTAdminExcedido	int	Yes	0	Seconds spent wrapping up when exceeding the maximum allowed time, as per the campaign settings.
nTQ	int	Yes	0	Seconds in queue
nCU	numeric (5,0)	No	0	The contact status (based on the disposition): 0=Not contacted, 1=SC-, 2=SC+, 3=NSC
tCreacion	datetime	No	0	Start date
nOrigenTransaccion	tinyint	No	0	Transaction source: 0=Not defined, 1=Inbound Switch Based Routing, 2=Inbound Dynamic Business Routing, 3=Face-to-face, 4=Preview, 5=Dialer, 6=Document
idTransaccionOriginal	numeric (10,0)	Yes		FK to the TRANSACCION table. When a call is transferred, or re-queued, multiple transactions will be created, and we can trace the previous transaction. A value of 0 here means that were dealing with the initial transaction, which is useful to only track inbound stats.
idSesionAgente	numeric (10,0)	Yes		Agent Session Id, FK to SESIONAGENTE table
observaciones	varchar (1000)	Yes		Notes. Not used
idExterno	varchar (36)	Yes		
atributoSkill	varchar (50)	No		Skill attribute, for outbound only
idSkill	int	No	0	Skill Id, FK to tbSkill table, for outbound only
OlsonName	varchar (64)	Yes		
LocalShift	int	Yes		
nTDBR	int	Yes	0	The time spent in the IVR routine, in seconds. This applies to both inbound and outbound calls. For outbound calls, this is the time spent in the answering machine detection, or pre-flight questions. It could also be attributed to a dropped queue.

SESIONAGENTE – AGENT SESSION

SESIONAGENTE, Agent Session, tracks the various status changes of all agents logged in.

Name	Data Type	Allow Nulls	Default Value	Notes
IDSESIONAGENTE	numeric (10,0)	No		Agent session Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=3
IDAGENTE	numeric (10,0)	No		Agent Id, FK to USUARIO
idServicio	numeric (10,0)	No		Service Id, FK to GRUPACD table
TINICIAL	datetime	Yes		Beginning of the session
TFINAL	datetime	Yes		End of the session. When IDESTADO is 2, the end date will be identical to the start date, since the session is not closed.
IDESTADO	numeric (5,0)	Yes		Status: 0=Session is closed, 2=Active.
IDPUESTOTRABAJO	numeric (10,0)	No		Worktop Id, FK to the IDPUESTOTRABAJO (workspace) table

PARTICIPACIONAGENTE - AGENT ACTIVITY

PARTICIPACIONAGENTE, Agent Activity, is the linking table between SESIONAGENTE (Agent Session), USUARIO (User), CAMPANYA (campaign), OPORTPART (Service User Link).

Name	Data Type	Allow Nulls	Default Value	Notes
IDPARTICIPACIONAGENTE	numeric (10, 0)	No		Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=4
IDSESIONAGENTE	numeric (10, 0)	No		Agent Session Id, FK to SESIONAGENTE table
IDAGENTE	numeric (10, 0)	No		Agent Id (User Id), FK to USUARIO table
IDCAMPANYA	numeric (10, 0)	No		Campaign Id, FK to CAMPANYA table
IDSESIONCAMPANYA	numeric (10, 0)	Yes		
IDOPORTUNIDAD	numeric (10, 0)	Yes		Service User Link Id, FK to OPORTPART table
TINICIAL	datetime	No		Start datetime

TFINAL	datetime	No		End datetime
IDESTADO	numeric (5, 0)	Yes		Status
IDESTADOPAUSA	numeric (5, 0)	Yes		
IDESTADOPETICIONAGENTE	numeric (5, 0)	Yes		
IDESTADOPETICIONSUPERVISOR	numeric (5, 0)	Yes		
IDESTADOAGENTEPARTICIPACION	numeric (5, 0)	Yes		
IDCAUSAINICIO	numeric (5, 0)	Yes		
IDCAUSAFIN	numeric (5, 0)	Yes		

TBCONTACTOS - CONTACTS

tbContactos, Contacts table, complements the TRANSACCION (Transaction) table, and adds a few useful columns for the reports:

- nCanal : The channel
- sOrigen: The caller ID for inbound calls
- idAgenteInterlocutor : The ID of the agent that transferred a transaction

Name	Data Type	Allow Nulls	Default Value	Notes
idContacto	numeric (10,0)			Contact Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=23
sIdContactoExterno	varchar (30)			Internal use
idTransaccion	numeric (10,0)			FK to the TRANSACCION table. Last transaction associated with the contact.
idSesionAgente	numeric (10,0)			FK to the SESIONAGENTE table. Agent session ID associated with the contact, if applicable.
idServicio	numeric (10,0)			FK to the GRUPACD table. Service ID associated with the agent. (applicable if exist idAgente)
idCampanya	numeric (10,0)			FK to the CAMPANYA table. Campaign associated with the contact.
idSegmento	numeric (10,0)			FK to the tbSegmentos table. Segment associated with the contact.
idSujeto	numeric (10,0)			FK to the CLIENTES table. Client associated with the contact.

idAgente	numeric (10,0)			FK to the USUARIO table. Agent ID associated with the contact, if applicable.
idAgenteInterlocutor	numeric (10,0)			FK to the USUARIO table. Agent ID associated with the internal agent transfer, if applicable.
tInicio	datetime			Start date (initial contact)
tEstablecimiento	datetime			Answer date (only phone calls)
tFinal	datetime			End of the contact, in ISO format.
nTipo	numeric (1,0)			Contact type: 0=Agent Transfer, 1=Client, 3=Unknown, 4=Private Agent
nSentido	numeric (1,0)			Contact direction: 0=Unknown, 1=Inbound, 2=Outbound, 3=Preview
nCanal	numeric (2,0)			Channel: 0=Phone, 1=Email, 2=Fax, 3=Web, 4=SMS, 5=Twitter, 6=Chat, 98=unknown (Document), 99=others
bSecundario	numeric (1,0)			Indicate whether the channel is preferential to the client (currently unused)
sOrigen	varchar (128)			Contact source device, reported by the gateway. For inbound calls, this is the caller ID of the client. For outbound calls, this is the number reported by the gateway. For others contacts (p.e. eMail) this is the From
sDestino	varchar (128)			Contact destination device, reported by the gateway. Possible values: For inbound calls, this is the number as called by the client. For outbound calls, this is the number reported by the gateway, including the trunk access code prefix. For others contacts (p.e. eMail) this is the To
sContenido	text			Internal use
nResultado	numeric (1,0)			Internal use. Default 0.
sLocalizadorUsado	varchar (16)			For inbound calls, this is blank. For outbound calls, the phone number of the client is populated, without the trunk access code.

Note: Omni+ creates multiple rows per transaction ID. Extracting the first row is important.

Name	Data Type	Allow Nulls	Default Value	Notes
idGrabacion	numeric (10,0)	No		Recording Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=51
idGrabador	numeric (10,0)	No		Recorder Id, FK to tbGrabador table
idContacto	numeric (10,0)	No		Contact Id, FK to tbContactos table
idTransaccion	numeric (10,0)	No		Transaction Id, FK to TRANSACCION table
tInicio	datetime	No		Start datetime
tFinal	datetime	No		End datetime
sExtension	varchar (20)	No		Agent extension
sFicheroVoz	varchar (256)	No		Recording file path
sMarca1	varchar (64)	Yes		
sMarca2	varchar (64)	Yes		
sMarca3	varchar (64)	Yes		
sMarca4	varchar (64)	Yes		
sMarca5	varchar (64)	Yes		
sMarca6	varchar (64)	Yes		
sMarca7	varchar (64)	Yes		
sMarca8	varchar (64)	Yes		

TBDONOTCALL – DNC TABLE

tbDoNotCall stored the DNC phone number. The phone number is on the global DNC list, If the idCampanya is 0, otherwise it is campaign specific DNC.

Name	Data Type	Allow Nulls	Default Value	Notes
Localizador	varchar (16)	No		Phone number, PK

idCampanya	numeric (10,0)	No		Campaign Id, PK and FK to CAMPANYA table. The value 0 indicate it is a global DNC.
UpdatedBy	numeric (10,0)	Yes		User Id, FK to USUARIO table. The user who add this DNC.
UpdatedOn	datetime	No		DNC create date
Remarks	varchar (8000)	Yes		Notes

HISTORICAL TABLES

Omni+ Maintenance service used **tbTareas** to determine the archive time and move data from regular tables to history tables.

- **tbTareas** – Archive Task
- **tbHistoDAgentes** – Agents History
- **tbHistoDCampanyas** – Campaigns History
- **tbHistoDServicios** - Services History
- **tbHistoFTransacciones** - Transactions History
- **tbHistoFContactos** - Contacts History
- **tbHistoFParticipacionesAgente** - Agent Activity
- **tbHistoFPausasAgente** - Agent Break History
- **tbHistoFSesionesAgente** - Agent Session History

TBTAREAS - ARCHIVE TASK

tbTareas contain the archive interval (number of date), the last and next archive time.

Name	Data Type	Allow Nulls	Default Value	Notes
idTarea	numeric (10,0)	No		Id, PK Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=49
tCreacion	datetime	No		Creation time
idUsuarioCreador	numeric (10,0)	Yes		
tFechaPrevista	datetime	No		The next archive time
nRecurrencia	numeric (5, 0)	Yes		Archive interval in day
nPrioridad	numeric (5, 0)	No		Priority. Lower values are considered a higher priority
sComando	varchar (255)	Yes		System task command
sParametro1	varchar (50)	Yes		
sParametro2	varchar (50)	Yes		
sParametro3	varchar (50)	Yes		
sParametro4	varchar (50)	Yes		
sParametro5	varchar (50)	Yes		

nIntentosRealizados	numeric (5, 0)	No		Previous attempts with error
tUltimoIntento	datetime	Yes		The last archive time
sInstanciaDaemon	varchar (255)	Yes		NULL if not in progress, id process if it is running
sParametro6	nvarchar (4000)	Yes		

TBHISTODAGENTES – AGENTS HISTORY

tbHistoDAgentes is the archive table for USUARIO (User). The archive only contain history for user type Agent.

Name	Data Type	Allow Nulls	Default Value	Notes
idAgente	numeric (10,0)	No		Agent Id (user Id), UNIQUE CLUSTERED INDEX, from USUARIO table
sLoginUsuario	varchar (16)	Yes		Agent log on name from USUARIO table
sNombreUsuario	varchar (30)	Yes		Agent first name from USUARIO table
sApellido1Usuario	varchar (30)	Yes		Agent last name from USUARIO table
sApellido2Usuario	varchar (30)	Yes		Agent second last name from USUARIO table
nTipoAgente	numeric (2, 0)	Yes		User type: 0 for agent
sDescripcionTipoAgente	varchar (50)	Yes		User type name
sFiltroAgente	varchar (120)	No		System Trace with agent name and Id
tActualizado	datetime	Yes		Archived datetime

TBHISTODCAMPANYAS – CAMPAIGNS HISTORY

tbHistoDCampanyas is the archive table for CAMPANYA (Campaign).

Name	Data Type	Allow Nulls	Default Value	Notes
idCampanya	numeric (10,0)	No		Campaign Id, UNIQUE CLUSTERED INDEX, from CAMPANYA table
sNombreCampanya	varchar (50)	Yes		Campaign name from CAMPANYA table

sFiltroCampanya	varchar (80)	Yes		System Trace with campaign name and Id
tActualizado	datetime	Yes		Archived datetime

TBHISTODSERVICIOS - SERVICES HISTORY

tbHistoDServicios is the archive table for GRUPACD (Service).

Name	Data Type	Allow Nulls	Default Value	Notes
idServicio	numeric (10,0)	No		Service Id, UNIQUE CLUSTERED INDEX, from GRUPACD table
sNombre	varchar (15)	Yes		
sDescripcion	varchar (100)	Yes		Service description from GRUPACD table
sNombreDescripcion	varchar (120)	Yes		Service name from GRUPACD table
sFiltroServicio	varchar (120)	No		System Trace with name and Id
tActualizado	datetime	Yes		Archived datetime

TBHISTOFTRANSACCIONES - TRANSACTIONS HISTORY

tbHistoFTransacciones is the archive table for TRANSACCION (Transaction).

Name	Data Type	Allow Nulls	Default Value	Notes
idTransaccion	numeric (10,0)	No		Transaction Id, UNIQUE CLUSTERED INDEX from TRANSACCION
tInicio	datetime	Yes		Start date (may be NULL)
tFinal	datetime	Yes		End date
estado	numeric (5, 0)	No		Status: 0=Opened (unusual), 1=Closed
tProximoContacto	datetime	Yes		New rescheduled date
tReplanificacion	datetime	Yes		Previous callback date.
nTAdmin	int	Yes		Seconds of wrap time.
nTAdminExcedido	int	Yes		Seconds spent wrapping up when exceeding the maximum allowed time, as per the campaign settings.

nTQ	int	Yes		Seconds in queue
idSujeto	numeric (10,0)	No		Customer ID, FK to the CLIENTES table Customer associated with the transaction. If set to 0, anonymous transaction.
sIdOriginal	varchar (36)	Yes		Source ID
sNombreCliente	varchar (20)	Yes		Customer first name
sApellido1Cliente	varchar (40)	Yes		Customer last name
sApellido2Cliente	varchar (40)	Yes		Customer second last name
sTelefonoCliente	varchar (16)	Yes		Customer phone number
idServicio	numeric (10,0)	No		Service Id, FK to the GRUPACD table. Service associated with the transaction
idCampanya	numeric (10,0)	No		Campaign Id, FK to the CAMPANYA table. Campaign associated with the transaction
idAgente	numeric (10,0)	No		Agent Id (User Id). Agent who handled the transaction
idSegmento	numeric (10,0)	No		Segment Id, FK to the tbSegmentos table. Segment associated with the transaction
sNombreSegmento	varchar (50)	Yes		The name of the segment when the call was placed.
sAtributoSegmento	varchar (100)	Yes		The value of the segment when the call was placed.
sFiltroSegmento	varchar (270)	No		System trace with segment and Id
idFinal	numeric (10,0)	No		FK to the FINALES table. Disposition used at the end of the transaction.
sDescripcionFinal	varchar (30)	Yes		Disposition description
sFiltroFinal	varchar (100)	No		System trace for disposition
tActualizado	datetime	Yes		Archived datetime
tCreacion	datetime	No	0	Creation date of the transaction
nOrigenTransaccion	tinyint	No	0	Transaction source: 0=Not defined, 1=Inbound Switch Based Routing, 2=Inbound Dynamic Business Routing, 3=Presented to agent (public or private callback or system recall), 4=Preview, 5=Dialer, 6=Requeue document
idTransaccionOriginal	numeric (10,0)	Yes		FK to the tbHistoFTransacciones table. When a call is transferred, or re-queued, multiple transactions will be created, and we can trace the previous transaction. A value of 0 here means that were dealing with the initial

				transaction, which is useful to only track inbound stats.
idSesionAgente	numeric (10,0)	Yes		Agent Session Id, FK to tbHistoFSesionesAgente table
observaciones	varchar (1000)	Yes		Notes. Not used
idExterno	varchar (36)	Yes		
nCU	numeric (5,0)	No	0	The contact status (based on the disposition): 0=Not contacted, 1=SC-, 2=SC+, 3=NSC
atributoSkill	varchar (50)	No		Skill attribute value (Outbound only)
idSkill	int	No	0	Skill Id (Outbound only)
NombreSkill	varchar (100)	No		Skill attribute name (Outbound only)
OlsonName	varchar (64)	Yes		
LocalShift	int	Yes		
nTDBR	int	Yes	0	The time spent in the IVR routine, in seconds. This applies to both inbound and outbound calls. For outbound calls, this is the time spent in the answering machine detection, or pre-flight questions. It could also be attributed to a dropped queue.

TBHISTOFCONTACTOS - CONTACTS HISTORY

tbHistoFContactos is the archive table for tbContactos (Contacts).

Name	Data Type	Allow Nulls	Default Value	Notes
idContacto	numeric (10,0)	No		Contact Id, UNIQUE CLUSTERED INDEX from tbContactos
sIdContactoExterno	varchar (30)	Yes		Internal use
idTransaccion	numeric (10,0)	No		Transaction Id, FK to the tbHistoFTransacciones table. Last transaction associated with the contact.
idSesionAgente	numeric (10,0)	No		Agent Session Id, FK to the tbHistoFSesionesAgente tables. Agent session ID associated with the contact, if applicable.

idServicio	numeric (10,0)	No		Service Id, FK to the GRUPACD table. Service ID associated with the agent. (applicable if exist idAgente)
idCampanya	numeric (10,0)	No		Campaign Id, FK to the CAMPANYA table. Campaign associated with the contact.
idSegmento	numeric (10,0)	No		Segment Id, FK to the tbSegmentos table. Segment associated with the contact.
sNombreSegmento	varchar (50)	Yes		The name of the segment when the call was placed.
sAtributoSegmento	varchar (100)	Yes		The value of the segment when the call was placed.
sFiltroSegmento	varchar (270)	No		System trace with segment and Id
idSujeto	numeric (10,0)	No		Customer Id, FK to the CLIENTES table. Customer associated with the contact.
sIdOriginal	varchar (36)	Yes		Source ID
sNombreCliente	varchar (20)	Yes		Customer first name
sApellido1Cliente	varchar (40)	Yes		Customer last name
sApellido2Cliente	varchar (40)	Yes		Customer second last name
sTelefonoCliente	varchar (16)	Yes		Customer phone number
idAgente	numeric (10,0)	No		Agent Id (User Id), FK to the USUARIO table. Agent ID associated with the contact, if applicable.
idAgenteInterlocutor	numeric (10,0)	No		Agent Id (User Id), FK to the USUARIO table. Agent ID associated with the internal agent transfer, if applicable.
tInicio	datetime	Yes		Start date (initial contact)
tEstablecimiento	datetime	Yes		Answer date (only phone calls)
tFinal	datetime	Yes		End of the contact, in ISO format.
nTipo	numeric (1, 0)	Yes		Contact type: 0=Agent Transfer, 1=Client, 3=Unknown, 4=Private Agent
nSentido	numeric (1, 0)	Yes		Contact direction: 0=Unknown, 1=Inbound, 2=Outbound, 3=Preview
nCanal	numeric (2, 0)	Yes		Channel: 0=Phone, 1=Email, 2=Fax, 3=Web, 4=SMS, 5=Twitter, 6=Chat, 98=unknown (Document), 99=others
bSecundario	numeric (1, 0)	Yes		Indicate whether the channel is preferential to the client (currently unused)
sOrigen	varchar (128)	Yes		Contact source device, reported by the gateway. For inbound calls, this is the caller

				ID of the client. For outbound calls, this is the number reported by the gateway. For others contacts (p.e. eMail) this is the From
sDestino	varchar (128)	Yes		Contact destination device, reported by the gateway. Possible values: For inbound calls, this is the number as called by the client. For outbound calls, this is the number reported by the gateway, including the trunk access code prefix. For others contacts (p.e. eMail) this is the To
sContenido	varchar (6500)	Yes		Internal use
nResultado	numeric (1, 0)	Yes		Internal use. Default 0.
tActualizado	datetime	Yes		Archived datetime
sLocalizadorUsado	varchar (128)	Yes		For inbound calls, this is blank. For outbound calls, the phone number of the client is populated, without the trunk access code.
idDocument	numeric (10,0)	Yes		Document Id, FK to document table in EVOLUTIONDBDOC. This is used for non-telephone channel such as Twitter and Chat.
sSubject	varchar (255)	Yes		Document subject. This is used for non-telephone channel such as eMail, Twitter and Chat.

TBHISTOFPARTICIPACIONESAGENTE - AGENT ACTIVITY HISTORY

tbHistoFParticipacionesAgente is the archive table for PARTICIPACIONAGENTE (Agent Activity).

Name	Data Type	Allow Nulls	Default Value	Notes
idParticipacionAgente	numeric (10,0)	No		Id, UNIQUE CLUSTERED INDEX from PARTICIPACIONAGENTE
idSesionAgente	numeric (10,0)	No		Agent Session Id, FK to SESIONAGENTE table
idAgente	numeric (10,0)	No		Agent Id (User Id), FK to USUARIO table
idCampanya	numeric (10,0)	No		Campaign Id, FK to CAMPANYA table
idServicio	numeric (10,0)	No		Service Id, FK to GRUPACD table
tInicio	datetime	No		Start time
tFinal	datetime	No		End time

idCausaFin	numeric (5,0)	Yes		
sDescripcionCausaFin	varchar (50)	Yes		
tActualizado	datetime	Yes		Archived datetime

TBHISTOFPAUSASAGENTE - AGENT BREAK HISTORY

tbHistoFPausasAgente is the archive table for tbPausaAgente (Agent Break).

Name	Data Type	Allow Nulls	Default Value	Notes
idPausaAgente	numeric (10,0)	No		Id, UNIQUE CLUSTERED INDEX from tbPausaAgente
idSesionAgente	numeric (10,0)	No		Agent Session Id, FK to SESIONAGENTE table
idAgente	numeric (10,0)	No		Agent Id (User Id), FK to USUARIO table
idServicio	numeric (10,0)	No		Service Id, FK to GRUPACD table
tInicio	datetime	Yes		Start time
tFinal	datetime	Yes		End time
idMotivoPausa	numeric (10,0)	No		Break reason Id, FK to tbMotivoPausa table
tActualizado	datetime	Yes		Archived datetime

TBHISTOFSESIONESAGENTE - AGENT SESSION HISTORY

tbHistoFSesionesAgente is the archive table for SESIONAGENTE (Agent Session).

Name	Data Type	Allow Nulls	Default Value	Notes
idSesionAgente	numeric (10,0)	No		Id, UNIQUE CLUSTERED INDEX from SESIONAGENTE
idAgente	numeric (10,0)	No		Agent Id (User Id), FK to USUARIO table
idServicio	numeric (10,0)	No		Service Id, FK to GRUPACD table
tInicio	datetime	Yes		Start time
tFinal	datetime	Yes		End time
idEstado	numeric (5,0)	No		Status: 0=Session is closed, 2=not closed.
idPuestoTrabajo	numeric (10,0)	No		Worktop Id, FK to the IDPUESTOTRABAJO (workspace) table
tActualizado	datetime	Yes		Archived datetime

ACTIVITIES TABLES

Omni+ use ACT tables to hold activities information.

- ACT_AgentSessionView - Information about how many time is the agent on each status.

ACT_AGENTSESSIONVIEW – AGENT SESION ACTIVITY

Name	Data Type	Allow Nulls	Default Value	Notes
Id	Nvarchar(100)	No		Agent Sesion id with the prefix "session/"
LastGlobalSequenceNumber	bigint	No		Internal use. Contain last readed event
CreatedOn	Datetime2 (7)	No		Session start time
ChangedOn	Datetime2 (7)	Yes		Time of the last processed event
ClosedOn	Datetime2 (7)	Yes		Session end time
IsClosed	Bit	No		1 Session is closed, 0 Session is still running
SessionId	Numeric (10,0)	No		Id, UNIQUE CLUSTERED INDEX from SESIONAGENTE
AgentID	Numeric (10,0)	Yes		Agent Id (User Id), FK to USUARIO table
AgentLogin	Varchar (50)	Yes		Agent log on name from USUARIO table
ServiceId	Numeric (10,0)	Yes		Service Id, FK to GRUPACD table
ServiceName	Varchar (100)	Yes		Service name from GRUPACD table
WorktopId	Numeric (10,0)	Yes		Worktop Id, FK to the IDPUESTOTRABAJO (workspace) PuestoTrabajo table
WorktopName	Varchar (50)	Yes		The name of the worktop.
Extension	Varchar (50)	Yes		Agent extension
IsAvailable	Numeric (2,0)	Yes		1 Agent Availabe, 0 Agent not Available
Status	Varchar (250)	Yes		Agent current status. I.e. idle/waiting, not-ready,..
Reason	Varchar (150)	Yes		Reason indicating the current status

Location	Varchar (250)	Yes		Not in use
EndpointAddress	Varchar (50)	Yes		Not in use
UserHostAddress	Varchar (50)	Yes		Agent or Proxy IP Address
ForwardedForUserHostAddress	Varchar (50)	Yes		Agent IP if proxy is used
VoiceTransactionsCount	Int	No		Number of voice transactions
MediaTransactionsCount	Int	No		Number of media (mail, chat, ..., not voice) transactions
VoiceDuration	Bigint	No		Seconds working in voice transactions
MediaDuration	Bigint	No		Seconds working in media transactions
AvailableDuration	Bigint	No		Seconds in available status
NotAvailableDuration	Bigint	No		Seconds in not available status
PauseDuration	Bigint	No		Seconds in break status
WaitingDuration	Bigint	No		Seconds waiting for a transaction
SessionDuration	Bigint	No		Seconds in this SesionId
AgentSessionStateInfoJSON	Nvarchar (max)	Yes		Internal use. Information about actual sesion
IsVoiceTransactionStartedOnAvailable	Bit	No		1 If the agent is in Voice Availble status
VoiceTransactionStartedOn	Datetime	No		Start time for the last Voice transaction
IsMediaTransactionStartedOnAvailable	Bit	No		1 If the agent is in Media Availble status
MediaTransactionStartedOn	Datetime	No		If is workin with one or more media transactions start time for the first of them
IsAvailableStartedOnAvailable	Bit	No		1 If the agent is in available status
AvailableStartedOn	Datetime	No		Start time for the last available status
IsNotAvailableStartedOnAvailable	Bit	No		1 If the agent is in Not Availble status
NotAvailableStartedOn	Datetime	No		Start time for the last not available status
IsPauseStartedOnAvailable	Bit	No		1 If the agent is in pause/break status
PauseStartedOn	Datetime	No		Start time for the last break

IsWaitingStartedOnAvailable	Bit	No		1 If the agent is in waiting status
WaitingStartedOn	Datetime	No		Start time for the last waiting status
IsCreatedOnAvailable	Bit	No		1 If the agent is in session

Regarding the fields IsxxxAvailable:

These fields are meant to allow the time calculations taking into account the agent's current state. For instance, let's calculate how long an agent has been paused. Usually you will find this calculated time in the field **PauseDuration**, but what if the agent is currently paused? In this case you must add to this calculated time the difference between the current time and the time when the agent paused (**PauseStartedOn**). So you have to check the field **IsPauseStartedOnAvailable** to know if the agent is currently paused.

IMPORTS

OMNI+ uses IMPORTAR tables to hold the client data before inserting into the CLIENT table and creating relations with other tables.

- IMPORTAR_CLIENTES - Import Client
- IMPORTAR_DATOSCLIENTE - Import Additional Client Data
- IMPORTAR_LOCALIZADORES - Import Alternate Phone Number

IMPORTAR_CLIENTES - IMPORT CLIENT

The data in this table will be insert into “CLIENT” and “tblIdentidadSujetoCampanya”. This is the main table in the import process.

Name	Data Type	Allow Nulls	Default Value	Notes
TIPID	numeric (2,0)	No		Type ID. Insert a value of 0, if no specific type was defined.
IDORIGINAL	varchar (36)	No		Source ID. This value needs to be unique within the same import batch (job) for each campaign id
idCampanya	numeric (10,0)	No		Campaign ID. The campaign ID of which this client belongs to.
NOMBRE	varchar (20)	No		First name
APELLIDO1	varchar (40)	No		Last name
APELLIDO2	varchar (40)	Yes		Second last name
DIRECCION	varchar (40)	Yes		Address
POBLACION	varchar (40)	Yes		City
CODIGO_POSTAL	varchar (5)	Yes		Postal code
PROVINCIA	varchar (30)	Yes		State or province
PAIS	varchar (30)	Yes		Country
TELEFONO	varchar (16)	Yes		Phone 1
TELEFONO2	varchar (16)	Yes		Phone 2
FAX	varchar (16)	Yes		Fax
EMAIL	varchar (50)	Yes		Email
EMAIL2	varchar (50)	Yes		Email 2

MOVIL	varchar (16)	Yes		Cellphone 1
MOVIL2	varchar (16)	Yes		Cellphone 2
FECHA_NACIMIENTO	datetime	Yes		Birth date
FECHA_ALTA	datetime	Yes		Registration date
ID_IDIOMA	numeric (2, 0)	Yes		Language ID
OBSERVACIONES	varchar (8000)	Yes		Notes
LOCALIZABLE_DESDE	numeric (4, 0)	No		Reachable from. The time from which the client can be contacted, in hhmm format.
LOCALIZABLE_HASTA	numeric (4, 0)	No		Reachable up to. The time until the client may be contacted, in hhmm format.
sDNI	varchar (50)	Yes		Document ID, an empty value is acceptable when unknown.
sNombreCompleto	varchar (250)	Yes		Full name
sEmpresa	varchar (250)	Yes		Company
cSexo	char (1)	Yes		Gender
TEXTO1	varchar (50)	Yes		Additional text field
TEXTO2	varchar (50)	Yes		Additional text field
TEXTO3	varchar (50)	Yes		Additional text field
nCanalPreferencial	numeric (2, 0)	Yes		Customer preferred channel: 0=Telephone, 1=Email
NUM1	numeric (10, 0)	Yes		Additional number field
NUM2	numeric (10, 0)	Yes		Additional number field
NUM3	numeric (10, 0)	Yes		Additional number field
Atributo_Segmento	varchar (50)	Yes		Segment value
PRIORIDAD	numeric (5, 0)	Yes		Priority. Lower values are considered a higher priority. The valid range is from -99 to 100.
TPROXIMOCONTACTO	datetime	Yes		Call back date time
atributoSkill	varchar (50)	Yes		Skill attribute value. This is to be used strictly for outbound skills.
TZ_MatchKey	varchar (64)	Yes		The value used to identify the time zone (e.g. phone number)
jobId	nvarchar (255)	No		Unique token that will be used to identify the import batch.

IMPORTAR_DATOSCLIENTE - IMPORT ADDITIONAL CLIENT DATA

This table is optional, it is only required when you need to import additional data field(s).

Name	Data Type	Allow Nulls	Default Value	Notes
idOriginal	varchar (36)	No		Source ID
idCampanya	numeric (10,0)	No		Campaign ID. The campaign ID of which this client belongs to.
clave	varchar (20)	No		Field name
valor	varchar (40)	Yes		Value
jobId	nvarchar (255)	No		Unique token that will be used to identify the import batch.

IMPORTAR_LOCALIZADORES - IMPORT ALTERNATE PHONE NUMBER

This table is optional, it is only required when you need to import alternate phone number(s).

Name	Data Type	Allow Nulls	Default Value	Notes
IDORIGINAL	varchar (36)	No		Source ID
idCampanya	numeric (10,0)	No		Campaign ID. The campaign ID of which this client belongs to.
nOrden	numeric (10,0)	No		Order (calling order) Starts from 1.
idTipo	numeric (2,0)	Yes		Type of phone number: 0=Unknown, 1=Fixed, 2=Mobile
Localizador	varchar (16)	Yes		Phone number
Observaciones	varchar (250)	Yes		Notes
jobId	nvarchar (255)	No		Unique token that will be used to identify the import batch.

REFERENCES TABLE

- `tbTiposLiteral`: Refence table name
- `tbLiterales`: Refence status value
- `MAXTABLAS`: Maximum id for each type of element (users, campaigns, services, ...). Used to calculate the next ID

QUERY THE DATABASE

MODIFYING EXISTING DATA

Special care must be applied when data must be modified by hand. We generally recommend run the query as a simple SELECT first to ensure that the correct data will be modified, and the correct values will be used.

DISABLE RECORDS (DO NOT CALL THEM AGAIN)

This example outlines the case where a single record is to be modified, given the unique ID value extracted prior. If needed, the CLIENTES table can be joined to apply further filters and affect batch records.

```
UPDATE tbIdentidadSujetoCampanya SET
  nlista = 0
  , nestado = 300
  , idultimofinal = < final disposition id >
WHERE IDSUJETO IN ( <values> );
```

REBUILD A CAMPAIGN WITHOUT CHANGING THE VALID END DATE

When importing data, an end date can be specified. In this case, we will disregard this detail. If needed, the CLIENTES table can be joined to apply further filters and affect batch records.

```
UPDATE tbIdentidadSujetoCampanya SET
  nlista = 0
  , nestado = 0
WHERE IDSUJETO IN ( <values> );
```

REBUILD A CAMPAIGN AND CHANGING THE VALID END DATE

When importing data, an end date can be specified. If the date is in the past now, the records will not be called any more. If needed, the CLIENTES table can be joined to apply further filters and affect batch records.

```
UPDATE tbIdentidadSujetoCampanya SET
  nlista = 0
,   nestado = 0
  -- This date should be far enough in the future
,   TFINALVALIDEZ = '2050-12-31 23:59:59'
WHERE IDSUJETO IN ( <values> );
```

REBUILD A CAMPAIGN AND CHANGING THE MAXIMUM ATTEMPTS

In some instances, the maximum number of attempts might need to be changed, e.g. from 5 to 10. Re-importing data will overwrite all the updated customer information, so it is less than ideal. If needed, the CLIENTES table can be joined to apply further filters and affect batch records.

```
UPDATE tbIdentidadSujetoCampanya SET
  nlista = 0
,   nestado = 0
,   MAXNUMCONTACTOS = <new number>
WHERE IDSUJETO IN ( <values> );
  -- Only consider records disabled by the system
AND nEstado = 101
AND MAXNUMCONTACTOS < <new number>;
```

COMMON QUERIES

GET THE NEXT ID FOR EACH TYPE OF ITEM (USERS, CAMPAIGNS, SERVICES, ...)

For example the next IDUSUARIO:

```
DECLARE @return_value int

EXEC @return_value = [dbo].[getFreeId]
    @id = 0

SELECT 'Return Value' = @return_value
```

It refers to:

Next id (MAXIMO + 1) from MAXTABLAS table with IDTABLA=0

GET ALL THE CLIENTS IN A GIVEN CAMPAIGN

```
SELECT
    camp.NOMBRE AS CampaignName
    , cl.*
FROM CLIENTES cl WITH (NOLOCK)
JOIN tbIdentidadSujetoCampanya AS cl_camp WITH (NOLOCK)
    ON cl.IDSUJETO = cl_camp.IDSUJETO
JOIN CAMPANYA AS camp WITH (NOLOCK)
    ON cl_camp.IDCAMPANYA = camp.IDCAMPANYA
WHERE camp.IDCAMPANYA IN ( <list> );
```

GET ALL THE CLIENTS IN A GIVEN CAMPAIGN, FOR A GIVEN SEGMENT LIST

```
SELECT
    camp.NOMBRE AS CampaignName
    , cl.*
FROM CLIENTES cl WITH (NOLOCK)
JOIN tbIdentidadSujetoCampanya AS cl_camp WITH (NOLOCK)
    ON cl.IDSUJETO = cl_camp.IDSUJETO
JOIN CAMPANYA AS camp WITH (NOLOCK)
```

```
ON cl_camp.IDCAMPANYA = camp.IDCAMPANYA
WHERE camp.IDCAMPANYA IN ( <list> )
AND cl_camp.Atributo_Segmento IN ( <list> );
```

GET THE BREAKDOWN OF THE SEGMENT DATA IN A GIVEN CAMPAIGN

```
SELECT
    camp.NOMBRE AS CampaignName
    , cl_camp.Atributo_Segmento AS Segment
    , COUNT(*) AS Clients
FROM CLIENTES cl WITH (NOLOCK)
    JOIN tbIdentidadSujetoCampanya AS cl_camp WITH (NOLOCK)
        ON cl.IDSUJETO = cl_camp.IDSUJETO
    JOIN CAMPANYA AS camp WITH (NOLOCK)
        ON cl_camp.IDCAMPANYA = camp.IDCAMPANYA
WHERE camp.IDCAMPANYA IN ( <list> )
GROUP BY
    camp.NOMBRE
    , cl_camp.Atributo_Segmento
ORDER BY
    camp.NOMBRE
    , cl_camp.Atributo_Segmento;
```

EXTRACT ALL INBOUND CALLS FOR A GIVEN CAMPAIGN, AND DATE RANGE

```
SELECT
  t.*
  -- We can also select from the other tables (disposition, agent) here
FROM [TRANSACCION] AS t WITH (NOLOCK)
  JOIN CAMPANYA AS camp WITH (NOLOCK)
    ON t.idCampanya = camp.IDCAMPANYA
  LEFT JOIN FINALES AS fin WITH (NOLOCK)
    ON t.idFinal = fin.IDFINAL
    AND t.idCampanya = fin.IDCAMPANYA
  LEFT JOIN CLIENTES AS cl WITH (NOLOCK)
    ON t.idSujeto = cl.IDSUJETO
    AND t.idSujeto > 0
  LEFT JOIN USUARIO AS ag WITH (NOLOCK)
    ON t.idAgente = ag.IDUSUARIO
WHERE
  -- Completed transactions only
  t.estado = 1
  -- Date/time filters
  AND t.tCreacion >= @StartDate
  AND t.tFinal <= @EndDate
  -- Campaign filter
  AND t.idCampanya IN ( <list> )
  -- Inbound transactions
  AND t.nOrigenTransaccion IN (1,2)
  -- Only consider the initial transaction
  AND t.idTransaccionOriginal = 0;
```

EXTRACT ALL OUTBOUND CALLS FOR A GIVEN CAMPAIGN, AND DATE RANGE

```
SELECT
    t.*
    -- We can also select from the other tables (disposition, agent) here
FROM [TRANSACCION] AS t WITH (NOLOCK)
JOIN CAMPANYA AS camp WITH (NOLOCK)
    ON t.idCampanya = camp.IDCAMPANYA
LEFT JOIN FINALES AS fin WITH (NOLOCK)
    ON t.idFinal = fin.IDFINAL
    AND t.idCampanya = fin.IDCAMPANYA
LEFT JOIN CLIENTES AS cl WITH (NOLOCK)
    ON t.idSujeto = cl.IDSUJETO
    AND t.idSujeto > 0
LEFT JOIN USUARIO AS ag WITH (NOLOCK)
    ON t.idAgente = ag.IDUSUARIO
WHERE
    -- Completed transactions only
    t.estado = 1
    -- Date/time filters
    AND t.tCreacion >= @StartDate
    AND t.tFinal <= @EndDate
    -- Campaign filter
    AND t.idCampanya IN ( <list> )
    -- Outbound transactions
    AND t.nOrigenTransaccion IN (3,4,5)
    -- Only consider the initial transaction
    AND t.idTransaccionOriginal = 0;
```

EXTRACT ALL INBOUND CALLS FOR A GIVEN CAMPAIGN, AND DATE RANGE, INCLUDING THE CALLED NUMBER

```
WITH current_first_contact AS (  
    SELECT DISTINCT  
        MIN(idContacto) OVER (PARTITION BY idTransaccion) AS idContacto  
        , idTransaccion  
        , sOrigen  
        , sDestino  
    FROM tbContactos AS t  
    WHERE  
        -- Phone  
        t.nCanal = 0  
        -- Campaign filter  
        AND t.idCampanya IN ( <list> )  
        -- Date/time filters  
        AND t.tInicio >= @StartDate  
        AND t.tFinal <= @EndDate  
    )  
SELECT  
    t.*  
    -- We can also select from the other tables (disposition, agent, contact) here  
FROM [TRANSACCION] AS t WITH (NOLOCK)  
    JOIN current_first_contact AS fc WITH (NOLOCK)  
        ON t.idTransaccion = fc.idTransaccion  
    JOIN CAMPANYA AS camp WITH (NOLOCK)  
        ON t.idCampanya = camp.IDCAMPANYA  
    LEFT JOIN FINALES AS fin WITH (NOLOCK)  
        ON t.idFinal = fin.IDFINAL  
        AND t.idCampanya = fin.IDCAMPANYA  
    LEFT JOIN CLIENTES AS cl WITH (NOLOCK)  
        ON t.idSujeto = cl.IDSUJETO  
        AND t.idSujeto > 0  
    LEFT JOIN USUARIO AS ag WITH (NOLOCK)  
        ON t.idAgente = ag.IDUSUARIO  
WHERE  
    -- Completed transactions only  
    t.estado = 1  
    -- Date/time filters
```

```

AND t.tCreacion >= @StartDate
AND t.tFinal <= @EndDate
-- Campaign filter
AND t.idCampanya IN ( <list> )
-- Inbound transactions
AND t.nOrigenTransaccion IN (1,2)
-- Only consider the initial transaction
AND t.idTransaccionOriginal = 0;

```

EXTRACT ALL NON-SCHEDULED RECORDS (ELIGIBLE) FOR A GIVEN CAMPAIGN

```

SELECT
    camp.NOMBRE AS CampaignName
    , cl.*
FROM CLIENTES cl WITH (NOLOCK)
    JOIN tbIdentidadSujetoCampanya AS cl_camp WITH (NOLOCK)
        ON cl.IDSUJETO = cl_camp.IDSUJETO
    JOIN CAMPANYA AS camp WITH (NOLOCK)
        ON cl_camp.IDCAMPANYA = camp.IDCAMPANYA
WHERE camp.IDCAMPANYA IN ( <list> );
-- Available
AND nEstado = 0
-- Non-scheduled
AND nLista = 0
-- Not assigned to an agent
AND IDAGENTEASIGNADO = 0
-- Other flags
AND NUMCONTACTOSPENDIENTES = 1
-- Date checks
AND TINICIOVALIDEZ >= @StartDate
AND TFINALVALIDEZ <= @EndDate
-- Time checks
AND LLAMAR_DESDE >= @CurrentTime
AND LLAMAR_HASTA <= @CurrentTime;
-- We can also check for segments, skills, and more.

```

EXTRACT ALL SCHEDULED RECORDS (ELIGIBLE) FOR A GIVEN CAMPAIGN

```
SELECT
    camp.NOMBRE AS CampaignName
    , cl.*
FROM CLIENTES cl WITH (NOLOCK)
    JOIN tbIdentidadSujetoCampanya AS cl_camp WITH (NOLOCK)
        ON cl.IDSUJETO = cl_camp.IDSUJETO
    JOIN CAMPANYA AS camp WITH (NOLOCK)
        ON cl_camp.IDCAMPANYA = camp.IDCAMPANYA
WHERE camp.IDCAMPANYA IN ( <list> );
-- Available
AND nEstado = 0
-- scheduled
AND nLista = 1
-- Not assigned to an agent
AND IDAGENTEASIGNADO = 0
-- Other flags
AND NUMCONTACTOSPENDIENTES = 1
-- Date checks
AND TINICIOVALIDEZ >= @StartDate
AND TFINALVALIDEZ <= @EndDate
-- Time checks
AND LLAMAR_DESDE >= @CurrentTime
AND LLAMAR_HASTA <= @CurrentTime;
-- We can also check for segments, skills, and more.
```

EXTRACT ALL PRIVATE CALLBACK RECORDS FOR A GIVEN CAMPAIGN

```
SELECT
    camp.NOMBRE AS CampaignName
    , cl.*
FROM CLIENTES cl WITH (NOLOCK)
    JOIN tbIdentidadSujetoCampanya AS cl_camp WITH (NOLOCK)
        ON cl.IDSUJETO = cl_camp.IDSUJETO
    JOIN CAMPANYA AS camp WITH (NOLOCK)
        ON cl_camp.IDCAMPANYA = camp.IDCAMPANYA
WHERE camp.IDCAMPANYA IN ( <list> );
-- Available
AND nEstado = 0
-- scheduled for an agent
AND nLista = 10
-- Assigned to an agent
AND IDAGENTEASIGNADO > 0
-- Other flags
AND NUMCONTACTOSPENDIENTES = 1
-- Date checks
AND TINICIOVALIDEZ >= @StartDate
AND TFINALVALIDEZ <= @EndDate
-- Time checks
AND LLAMAR_DESDE >= @CurrentTime
AND LLAMAR_HASTA <= @CurrentTime;
-- We can also check for segments, skills, and more.
```