



Database Dictionary for Avaya Co-Browsing 3.6 snap-in

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1 Description

Database is a mid-tier component that stores performance data related to the co-browse session. It stores session statistics, actions performed by agent and customer and events performed by agent during co-browse session.

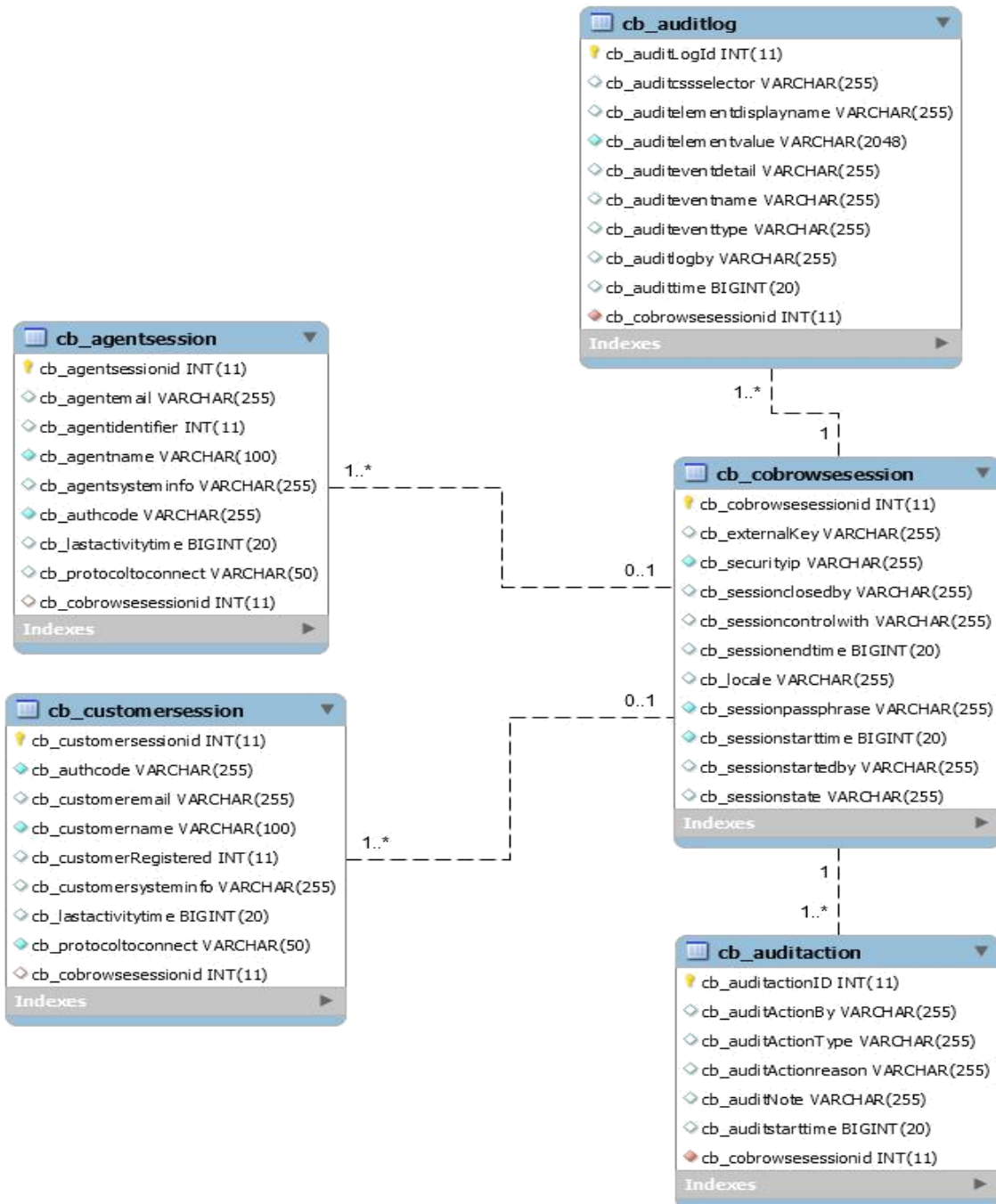
1.1 Interfaces (Schema)

Co-browsing snap-in creates only one database schema in the database during installation. The database schema is designed based on the requirements for out of box reporting.

The list of tables logically grouped in the real-time schema is as follows:

| | |
|---|--|
| <u>cb_cobrowsession</u> | - per session, co-browse session information |
| <u>cb_agentsession</u> | - per session, agent information |
| <u>cb_customersession</u> | - per session, customer information |
| <u>cb_auditaction</u> | - per session, agent and customer actions |
| <u>cb_auditlog</u> | - per session, events performed by agent |

The most important key elements in this schema are the database internal defined object IDs, such as `cb_cobrowsessionid`, `cb_agentsessionid`, `cb_customersessionid`, `cb_auditLogid` and `cb_auditactionID`. These IDs are part of various primary and foreign keys across the schema.



2 Supported Database

Co-browsing snap-in supports:

- Oracle 11g/10g
- MS SQL Server 2014/2012
- PostgreSQL 9.4
- Intersystem Cache 2015 (Cache for Windows (x86-64) 2015.1)

3 Tables

3.1 *cb_agentsession*

Primary Key(s): cb_agentsessionid

| Field | MS SQL Server Type | Oracle Type | PostgreSQL Type | Intersystem Cache | Description | Nulls |
|----------------------|--------------------|--------------------|------------------------|-------------------|--|-------|
| cb_agentsessionid | int - Identity | number(10,0) | integer | Integer | agent session identifier | No |
| cb_agentemail | nvarchar (255) | varchar2(255 char) | character varying(255) | String(255) | email of Agent | Yes |
| cb_agentidentifier | int | number(10,0) | integer | Integer | Reserved for future use | Yes |
| cb_agentname | nvarchar (100) | varchar2(100 char) | character varying(100) | String(100) | name of the agent | No |
| cb_agentsysteminfo | nvarchar (255) | varchar2(255 char) | character varying(255) | String(255) | agent device information | Yes |
| cb_authcode | nvarchar (255) | varchar2(255 char) | character varying(255) | String(255) | encrypted auth token for new agent session | No |
| cb_lastactivitytime | numeric (19) | number(19,0) | bigint | BigInt | last activity performed by agent during co-browse session. | Yes |
| cb_protocoltoconnect | nvarchar (50) | varchar2(50 char) | character varying(50) | String(50) | protocol used by client | Yes |
| cb_cobrowsesessionid | int | number(10,0) | integer | Integer | co-browse session identifier | No |

| Index Name | Unique | Fields |
|------------------------|--------|----------------------|
| I_AS_COBROWSESESSIONID | No | cb_cobrowsesessionid |

| Internal Foreign Key Constraint | Affected Field | Source Table |
|---------------------------------|----------------------|------------------|
| FK_COBROWSESESSION_AS | cb_cobrowsesessionid | cb_cobrowsession |

3.2 *cb_auditaction*

Primary Key(s): cb_auditactionID

| Field | MS SQL Server Type | Oracle Type | PostgreSQL Type | Intersystem Cache | Description | Nulls |
|----------------------|--------------------|---------------------|------------------------|-------------------|--|-------|
| cb_auditactionID | int - Identity | NUMBER(10,0) | integer | Integer | audit action identifier | No |
| cb_auditActionBy | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | action was performed by the agent or the customer | Yes |
| cb_auditActionType | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | type of action performed | Yes |
| cb_auditActionreason | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | description of action | Yes |
| cb_auditNote | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | current URL | Yes |
| cb_auditstarttime | numeric (19) | NUMBER(19,0) | bigint | BigInt | timestamp when the action was performed by the agent or the customer | Yes |
| cb_cobrowsesessionid | int | NUMBER(10,0) | integer | Integer | co-browse session identifier | No |

| Index Name | Unique | Fields |
|------------------------|--------|----------------------|
| I_AA_COBROWSESESSIONID | No | cb_cobrowsesessionid |

| Internal Foreign Key Constraint | Affected Field | Source Table |
|---------------------------------|----------------------|------------------|
| FK_COBROWSESESSION_AA | cb_cobrowsesessionid | cb_cobrowsession |

3.3 *cb_auditlog*

Primary Key(s): **cb_auditLogId**

| Field | MS SQL Server Type | Oracle Type | Postgres Type | Intersystem Cache | Description | Nulls |
|----------------------------|--------------------|----------------------|-------------------------|-------------------|--|-------|
| cb_auditLogId | int - Identity | NUMBER(10,0) | integer | Integer | audit Log identifier | No |
| cb_auditcssselector | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | CSS selector of element | Yes |
| cb_auditelementdisplayname | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | element name on which activity is performed | Yes |
| cb_auditelementvalue | nvarchar (2048) | VARCHAR2 (2048 CHAR) | character varying(2048) | String(2048) | element value on which activity is performed | No |
| cb_auditeventdetail | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | details of event | Yes |
| cb_auditeventname | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | type of event name | Yes |
| cb_auditeventtype | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | type of activity performed | Yes |
| cb_auditlogby | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | whether the activity was performed by an agent or customer | Yes |
| cb_audittime | numeric (19) | NUMBER(19,0) | bigint | BigInt | time when the activity is performed | Yes |
| cb_cobrowsesessionId | int | NUMBER(10,0) | integer | Integer | co-browse session identifier | No |

| Index Name | Unique | Fields |
|------------------------|--------|----------------------|
| I_AL_COBROWSESESSIONID | No | cb_cobrowsesessionId |

| Internal Foreign Key Constraint | Affected Field | Source Table |
|---------------------------------|---------------------|-------------------|
| FK_COBROWSESESSION_AL | cb_cobrowseessionid | cb_cobrowseession |

3.4 *cb_cobrowseession*

Primary Key(s): cb_cobrowseessionid

| Field | MS SQL Server Type | Oracle Type | PostgreSQL Type | Intersystem Cache | Description | Nulls |
|-----------------------|--------------------|---------------------|------------------------|-------------------|---|-------|
| cb_cobrowseessionid | int - Identity | NUMBER(10,0) | integer | Integer | co-browse session identifier | No |
| cb_externalKey | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | reserved for future use | Yes |
| cb_securityip | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | security IP of EDP | No |
| cb_sessionclosedby | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | session closed by customer/agent/Agent Timeout/Customer Timeout/Server Down | Yes |
| cb_sessioncontrolwith | varchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | states for agent control | Yes |
| cb_sessionendtime | numeric (19) | NUMBER(19,0) | bigint | BigInt | end time of co-browse session | Yes |
| cb_locale | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | locale of the session | Yes |
| cb_sessionpassphrase | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | session key (token) | No |
| cb_sessionstarttime | numeric (19) | NUMBER(19,0) | bigint | BigInt | start time of co-browse session in date-time format | No |
| cb_sessionstartedby | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | session is started by an agent or customer | Yes |

| Field | MS SQL Server Type | Oracle Type | PostgreSQL Type | Intersystem Cache | Description | Nulls |
|-----------------|--------------------|---------------------|------------------------|-------------------|--|-------|
| cb_sessionstate | nvarchar (255) | VARCHAR2 (255 CHAR) | character varying(255) | String(255) | state of co-browse session. It can be closed, idle, in-progress, waiting for customer, agentavailablebutnotready to cobrowse, away, paused, closed | Yes |

| Index Name | Unique | Fields |
|-----------------------------|--------|--------------------------------------|
| I_CB_SESSIONSTATE_STARTTIME | No | cb_sessionstarttime, cb_sessionstate |

| Primary Key as Foreign Key Constraint | Affected Table | Affected Field |
|---------------------------------------|--------------------|---------------------|
| FK_COBROWSESESSION_CUS | cb_customersession | cb_cobrowssessionid |
| FK_COBROWSESESSION_AS | cb_agentsession | cb_cobrowssessionid |
| FK_COBROWSESESSION_AL | cb_auditlog | cb_cobrowssessionid |
| FK_COBROWSESESSION_AA | cb_auditaction | cb_cobrowssessionid |

3.5 *cb_customersession*

Primary Key(s): cb_customersessionid

| Field | MS SQL Server Type | Oracle Type | PostgreSQL Type | Intersystem Cache | Description | Nulls |
|-----------------------|--------------------|--------------------|------------------------|-------------------|---|-------|
| cb_customersessionid | int - Identity | NUMBER(10,0) | integer | Integer | customer session identifier | No |
| cb_authcode | nvarchar (255) | VARCHAR2(255 CHAR) | character varying(255) | String(255) | encrypted auth token for new customer session | No |
| cb_customeremail | nvarchar (255) | VARCHAR2(255 CHAR) | character varying(255) | String(255) | email of customer | Yes |
| cb_customername | nvarchar (100) | VARCHAR2(100 CHAR) | character varying(100) | String(100) | name of the customer | No |
| cb_customerRegistered | int | NUMBER(10,0) | integer | Integer | reserved for future use | Yes |
| cb_customersysteminfo | nvarchar (255) | VARCHAR2(255 CHAR) | character varying(255) | String(255) | customer device information | Yes |
| cb_lastactivitytime | numeric (19) | NUMBER(19,0) | bigint | BigInt | last activity performed by customer during co-browse session. | Yes |
| cb_protocoltoconnect | nvarchar (50) | VARCHAR2(50 CHAR) | character varying(50) | String(50) | protocol used by client. | No |
| cb_cobrowsesessionid | int | NUMBER(10,0) | integer | Integer | co-browse session identifier | No |

| Index Name | Unique | Fields |
|-------------------------|--------|----------------------|
| I_CUS_COBROWSESESSIONID | No | cb_cobrowsesessionid |

| Internal Foreign Key Constraint | Affected Field | Source Table |
|---------------------------------|----------------------|------------------|
| FK_COBROWSESESSION_CUS | cb_cobrowsesessionid | cb_cobrowsession |