



Avaya Proactive Outreach Manager Database Dictionary for Postgres

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Licensee shall comply with all applicable laws and regulations, including without limitation those applicable to data privacy, intellectual property, trade secret, and fraud. Licensee is advised that the Technical Information is of U.S. origin and subject to the U.S. Export Administration Regulations ("EAR") and may be subject to applicable local country import/export laws and regulations. Diversion contrary to U.S. and/or applicable local country law and/or regulation is prohibited. Licensee agrees not to directly or indirectly export, re-export, import, download, or transmit the Technical Information to any country, end user or for any use that is contrary to applicable U.S. and/or local country regulation or statute (including but not limited to those countries embargoed by the U.S. government). Licensee represents that any governmental agency has not issued sanctions against Licensee or otherwise suspended, revoked or denied Licensee's import/export privileges. Licensee agrees not to use or transfer the Technical Information for any use relating to nuclear, chemical or biological weapons, or missile technology, unless authorized by the U.S. and/or any applicable local government by regulation or specific written license. Additionally, Licensee is advised that the Technical Information may contain encryption algorithm or source code that may not be exported to government or military end users without a license issued by the U.S. Bureau of Industry and Security and any other country's governmental agencies, where applicable.

13.0 WAIVER.

The failure to assert any rights under this Agreement, including, but not limited to, the right to terminate in the event of breach or default, will not be deemed to constitute a waiver of the right to enforce each and every provision of this Agreement in accordance with their terms.

14.0 SEVERABILITY.

If any provision of this Agreement is determined to be unenforceable or invalid, this Agreement will not be rendered unenforceable or invalid as a whole, and the provision will be changed and interpreted so as to best accomplish the objectives of the original provision within the limits of applicable law.

15.0 GOVERNING LAW AND DISPUTE RESOLUTION.

15.1 Governing Law. This Agreement and any dispute, claim or controversy arising out of or relating to this Agreement (“Dispute”), including without limitation the formation, interpretation, breach or termination of this Agreement, or any issue regarding whether a Dispute is subject to arbitration under this Agreement, will be governed by New York State laws, excluding conflict of law principles, and the United Nations Convention on Contracts for the International Sale of Goods.

15.2 Dispute Resolution. Any Dispute will be resolved in accordance with the provisions of this Section 15. The disputing party shall give the other party written notice of the Dispute in accordance with the notice provision of this Agreement. The parties will attempt in good faith to resolve each controversy or claim within 30 days, or such other longer period as the parties may mutually agree, following the delivery of such notice, by negotiations between designated representatives of the parties who have dispute resolution authority.

15.3 Arbitration of Non-US Disputes. If a Dispute that arose anywhere other than in the United States or is based upon an alleged breach committed anywhere other than in the United States cannot be settled under the procedures and within the timeframe set forth in Section 15.2, it will be conclusively determined upon request of either party by a final and binding arbitration proceeding to be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a single arbitrator appointed by the parties or (failing agreement) by an arbitrator appointed by the President of the International Chamber of Commerce (from time to time), except that if the aggregate claims, cross claims and counterclaims by any one party against the other party exceed One Million US Dollars at the time all claims, including cross claims and counterclaims are filed, the proceeding will be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a panel of three arbitrator(s) appointed in accordance with the Rules of Arbitration of the International Chamber of Commerce. The arbitration will be conducted in the English language, at a location agreed by the parties or (failing agreement) ordered by the arbitrator(s). The arbitrator(s) will have authority only to award compensatory damages within the scope of the limitations of Section 8 and will not award punitive or exemplary damages. The arbitrator(s) will not have the authority to limit, expand or otherwise modify the terms of this Agreement. The ruling by the arbitrator(s) will be final and binding on the parties and may be entered in any court having jurisdiction over the parties or any of their assets. The parties will evenly split the cost of the arbitrator(s)’ fees, but Avaya and Customer will each bear its own attorneys’ fees and other costs associated with the arbitration. The parties, their representatives, other participants and the arbitrator(s) will hold the existence, content and results of the arbitration in strict confidence to the fullest extent permitted by law. Any disclosure of the existence, content and results of the arbitration will be as limited and narrowed as required to comply with the applicable law. By way of illustration,

if the applicable law mandates the disclosure of the monetary amount of an arbitration award only, the underlying opinion or rationale for that award may not be disclosed.

15.4 Choice of Forum for US Disputes. If a Dispute by one party against the other that arose in the United States or is based upon an alleged breach committed in the United States cannot be settled under the procedures and within the timeframe set forth in Section 15.2, then either party may bring an action or proceeding solely in either the Supreme Court of the State of New York, New York County, or the United States District Court for the Southern District of New York. Except as otherwise stated in Section 15.3 each party consents to the exclusive jurisdiction of those courts, including their appellate courts, for the purpose of all actions and proceedings arising out of or relating to this Agreement.

15.5 Injunctive Relief. Nothing in this Agreement will be construed to preclude either party from seeking provisional remedies, including, but not limited to, temporary restraining orders and preliminary injunctions from any court of competent jurisdiction in order to protect its rights, including its rights pending arbitration, at any time. The parties agree that the arbitration provision in Section 15.3 may be enforced by injunction or other equitable order, and no bond or security of any kind will be required with respect to any such injunction or order.

15.6 Time Limit. Actions on Disputes between the parties must be brought in accordance with this Section within 2 years after the cause of action arises.

16.0 AGREEMENT IN ENGLISH.

The parties confirm that it is their wish that the Agreement, as well as all other documents relating hereto, including all notices, have been and shall be drawn up in the English language only. Les parties aux présentes confirment leur volonté que cette convention, de même que tous les documents, y compris tout avis, qui s'y rattachent, soient rédigés en langue anglaise.

17.0 ENTIRE AGREEMENT.

This Agreement, its exhibits, schedules and other agreements or documents referenced herein, constitute the full and complete understanding and agreement between the parties and supersede all contemporaneous and prior understandings, agreements and representations relating to the subject matter hereof. No modifications, alterations or amendments shall be effective unless in writing signed by both parties to this Agreement.

18. REDISTRIBUTABLE CLIENT FILES.

The list of SDK client files that can be redistributed, if any, are in the SDK in a file called Redistributable.txt.

Schedule 1 to Avaya SDK License Agreement
Third Party Notices

1. **CODECS:** WITH RESPECT TO ANY CODECS IN THE SDK, YOU ACKNOWLEDGE AND AGREE YOU ARE RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES, IF ANY. IT IS YOUR RESPONSIBILITY TO CHECK.

THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR THE H.264 (AVC) CODEC MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

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Description

The database is a very critical component of the Proactive Outreach Manager architecture. Proactive Outreach Manager uses database extensively to store information such as contact records, campaign templates, schedules, and campaign data. Proactive Outreach Manager supports Oracle and PostgreSQL, and MS-SQL Server databases.

This document is for reporting tables in PostgreSQL database and provides detailed description about POM reporting tables which will enable you to develop custom reports. POM performs database intensive operations so while performing operations on database, remember:

- Do not modify the database schema.
- Do not insert, update, and delete the table contents.
- Do not create database level triggers on the tables.
- Do not query the database such that it will adversely affect POM performance. If you need such queries then copy the relevant data into separate database.
- Test the custom report in live system to ensure queries are not impacting POM performance.

While creating custom reports, if you face any issues, get in touch with the integrators, or Business Partners who provided the custom reporting solution. Please refer the Implementing POM guide for database hardware and software specification.

What's New / What's Changed

This section presents an overview of the database changes with respect to previous release.

Tables

Name	Version	Description
PIM_PURGE_DEF	03.01.03	Table created.
PIM_ORG_PURGE_RUNSCHEDULE	03.01.03	Table created.
PIM_PURGE_ORG_RETENTION	03.01.03	Table created.
PIM_BULK_IMPORT_DS_JOB_FILE	04.00.02.00	Table created.
PIM_IMPORT_DS_JOB_CLOB	04.00.02.00	Table created.

PIM_IMPORT_DS	03.01.03	New Column CHECK_TRIGGER_IMPORT added.
	04.00.00	New Column ISRETAINCALLBACK added.
PIM_IMPORT_DS_JOB_DTL_HSTRY	03.01.03	Datatype of Column USER_LINE altered.
PIM_CALLBACK	03.01.02.01	New Column ADDRESS_COUNTRY_CODE added.
	03.01.02.01	New Index IX_CALLBK_ADDR on column ADDRESS created.
PIM_CALLBACK_HISTORY	03.01.02.01	New Column ADDRESS_COUNTRY_CODE added.
	03.01.02.01	New Index IX_CALLBKHIST_ADDR on column ADDRESS created.
PIM_ATTRIBUTE	03.01.03.01	New column IS_MASKED_FOR_ALL_USERS added.
PIM_CAMPAIGN	03.01.03.01	New Column EXPORT_FREQ_TYPE added.
	03.01.03.01	New Column EXPORT_FREQ_VAL added.
PIM_CONTACT_ATTEMPTS	03.01.03.01	New Column ORG_ID
PIM_CONTACT_ATTEMPTS_HISTORY	03.01.03.01	New Column ORG_ID
PIM_DNCLISTS_GROUP	03.01.03.02	Blank values set as Null for the column dnclists_group_description
PIM_CONTACT	03.01.03.02.	New Columns COUNTER, LAST_HANDLED_BY_AGENT_ID, LAST_ADDR_DIALED_ATTR_NAME, LAST_NUISANCE_CALL_TIME, SYS_AGENTID added.
PIM_CONTACT_HISTORY	04.00.00.00	New Columns COUNTER, LAST_HANDLED_BY_AGENT_ID, LAST_ADDR_DIALED_ATTR_NAME, LAST_NUISANCE_CALL_TIME, SYS_AGENTID added.
PIM_AGENT_SESSION	04.00.00.00	New Column AGENT_STATISTICS added.
PIM_JOB	04.00.00.00	New Column FALSE_POSITIVE_RATE added.
PIM_JOB_FT_ASSOC	04.00.00.01	New Column last_filter_change_time added.
PIM_CAMPAIGN	04.00.01.00	New Column dialing_order added.
PIM_JOB	04.00.01.00	New Column dialing_order added.
PIM_CONTACT_STORE	04.00.01.00	New Column cs_multiple_phone_fields added.
PIM_CONTEXT_STORE_ATTRIBUTES	04.00.01.00	Table created.
PIM_CAMPAIGN	04.00.02.00	New Columns ABORT_DATE_TIME, ABORT_TYPE , EXPORT_SFTP_SERVER, IXOB_QUEUE_ID ,TZ_PHONE_ATTRIBUTE ,USER_PREF_TIME AND ZIP_ZONE are added.
PIM_CONTACT	04.00.02.00	New COLUMNS PHONE_NUMBER1_ALLOWEDTIME, PHONE_NUMBER1_DISALLOWEDTIME

		,PHONE_NUMBER2_ALLOWEDTIME, PHONE_NUMBER2_DISALLOWEDTIME, ZIPCODE_STATE_PREDEFINED ,ZIPCODE_TZ_INT_PREDEFINED ,ZIPCODE_TZ_PREDEFINED, ZIPCODE1_PREDEFINED, ZIPCODE1_STATE_PREDEFINED, ZIPCODE1_TZ_INT_PREDEFINED, ZIPCODE1_TZ_PREDEFINED are added
PIM_CONTACT_HISTORY	04.00.02.00	New columns PHONE_NUMBER1_ALLOWEDTIME, PHONE_NUMBER1_DISALLOWEDTIME, PHONE_NUMBER2_ALLOWEDTIME, PHONE_NUMBER2_DISALLOWEDTIME, ZIPCODE_STATE_PREDEFINED, ZIPCODE_TZ_INT_PREDEFINED, ZIPCODE_TZ_PREDEFINED, ZIPCODE1_PREDEFINED, ZIPCODE1_STATE_PREDEFINED, ZIPCODE1_TZ_INT_PREDEFINED, ZIPCODE1_TZ_PREDEFINED are added
PIM_JOB	04.00.02.00	New Columns TZ_PHONE_ATTRIBUTE, USER_PREF_TIME, ZIP_ZONE added.
PIM_AGENT_SESSION	04.00.02.00	New Column CCAAS_USER_ID added.
PIM_AGENT_JOB_SUMMARY	04.00.02.00	New index IDX_CURR_ZONE_ID on column CURR_ZONE_ID created
PIM_AGENT_SESSION	04.00.02.00	New index IDX_AGENT_ID on column AGENT_ID created
PIM_CONTACT_ATTEMPTS_HISTORY	04.00.02.00	New indexes IDX_JOB_ID_SESSION_ID, IX_CONTATMPHSTRY_SYS_COMP, IX_CONTATMPHSTRY_NW_DISPO, IX_CONTATMPHSTRY_JOB_ACT_ID and IX_HSTRY_JOBACTIONSYSCOM_ID are added
PIM_CONTACT_ATTEMPTS	04.00.02.00	New column RECORD_PICKUP_TIME added
PIM_CONTACT_ATTEMPTS_HISTORY	04.00.02.00	New column RECORD_PICKUP_TIME added
PIM_CAMPAIGN_INTERVAL	04.00.02.00	New columns AVG_IDLE_TIME, DROPPED_CALL_COUNT, SUCCESS_COUNT, CLOSURE_COUNT, TOTAL_CALLQUEUE_COUNT, ACTIVE_CALLQUEUE_COUNT, TOTAL_CALLQUEUE_TIME are added

PIM_IMPORT_DS	04.00.02.02	New Column FILTER_TEMPLATE_ID added.
PIM_COMPLETION_CODE	04.00.02.02	New Column SIP added.
PIM_SIP_CODE_EVENT_CC_MAPPING	04.00.02.02	Table created.
PIM_CONTACTLIST_EXPORT	04.00.02.02	Table created.

Views

Name	Description
VW_CALLBACK	Definition Changed.
VW_CONTACTATTEMPT	Definition Changed. Added Org_id
VW__PC_PJ_PJA	Definition Changed.

Interfaces (Schema)

Proactive Outreach Manager creates only one database schema i.e. POM Schema in the database. The database user is the owner of this database schema whose credential is given while installing Proactive Outreach Manager database.

The schema has two logical parts:

- Operational Data Tables
- Reporting Data Tables

Refer “Avaya Proactive Outreach Manager 3.1.2 Database Model” document for more information.

Reporting Data Tables

The reporting data tables stores data for reporting.

The list of tables logically grouped in the reporting data tables is as follows:

Table Name	Description
PIM_AGENT_ATTRIBUTE	This table stores a list of attributes which can be updated by Agent.
PIM_AGENT_ATTRIBUTE_VALUE	This table stores attributes values updated by Agent in current Agent Session. Agent can update attribute value from Agent scripts or Web Services.
PIM_AGENT_BLEND_DETAILS	This table stores information about the movement of agents in agent blending.
PIM_AGENT_CONTACT	This table stores information about the contacts currently handled by agents.
PIM_AGENT_CONTACT_HISTORY	The field descriptions of this table are same as the descriptions for the PIM_AGENT_CONTACT table given above. The record that is associated with an agent is moved from PIM_AGENT_CONTACT table to this table after the contact processing is completed by agent. Based on the purging policy, records will be removed from PIM_AGENT_CONTACT_HISTORY.
PIM_AGENT_JOB	This table stores information about agent working on specific job.
PIM_AGENT_JOB_HISTORY	The field descriptions of this table are same as the descriptions for the PIM_AGENT_JOB table given above. All the records that are associated with an agent are moved from PIM_AGENT_JOB table to this table when agent leaves the job. Based on the purging policy, records will be removed from PIM_AGENT_JOB_HISTORY.
PIM_AGENT_JOB_SUMMARY	This table stores the summarized information about all jobs.
PIM_AGENT_JOB_SUMMARY_HISTORY	The field descriptions of this table are same as the descriptions for the PIM_AGENT_JOB_SUMMARY table given above. All the records that are associated with a job is moved from PIM_AGENT_JOB_SUMMARY table to this table when the job gets completed. Based on the purging policy, records will be removed from PIM_AGENT_JOB_HISTORY.
PIM_AGENT_SESSION	This table stores information about agent sessions.
PIM_ATTRIBUTE	This table stores information about all the Contact Lists Attributes. This includes Predefined as well as custom attributes.

PIM_CALLBACK_DETAILS	This table stores information about the callbacks which are associated with campaigns.
PIM_CAMPAIGN	This table stores information about the campaigns.
PIM_CAMPAIGN_ATTRIBUTE	This table stores information about the campaigns attributes.
PIM_CAMPAIGN_ATTRIBUTE_VALUE	This table stores information about value associated with campaign attributes.
PIM_COMPLETION_CODE	This table stores information about all completion codes in the POM system.
PIM_COMPLN_CODE_TREND_HSTRY	This table stores the historical information about completion code trends associated with campaigns.
PIM_CONTACT	This table stores information about the Contacts. It contains only the predefined attributes of Contacts and does not contain custom attributes.
PIM_CONTACT_ATTEMPTS	This table stores all the contact attempts made during campaign execution.
PIM_CONTACT_ATTEMPTS_HISTORY	The field descriptions of this table are same as the descriptions for the PIM_CONTACT_ATTEMPTS table given above. All the records that are associated with a job are moved from PIM_CONTACT_ATTEMPTS table to this table after the campaign job is completed for a finite campaign or after every archival interval for an infinite campaign. Also, when the contact is marked as done as per the strategy configured for the campaign or the agent on call wraps up the call, the contacts are moved from PIM_CONTACT_ATTEMPTS table to this table. Based on the purging policy, records will be removed from PIM_CONTACT_ATTEMPTS_HISTORY.
PIM_CONTACT_ATTRIBUTE	This table stores the details for the Custom attributes and value for the each contact
PIM_CONTACT_ATTRIBUTE_HISTORY	Data from the PIM_CONTACT_ATTRIBUTE table is moved to this table along with the job id information. The data is moved to this table either after contact is marked as 'done' or when creating history for un-attempted contacts when 'Ignore Un-attempted contacts from reports' option is disabled in global configuration. The records in this table are purged when the campaign job is purged.

PIM_CONTACT_HISTORY	The field descriptions of this table are same as the descriptions for the PIM_CONTACT table given above except that this table has an extra column job_id. All the contact records that are associated with a job are moved from PIM_CONTACT table to this table after the campaign job is completed for a finite campaign or after every archival interval for an infinite campaign. The records in this table are purged when the campaign job is purged.
PIM_CONTACT_STORE	This table stores information about all the Contact Lists in the POM system.
PIM_CONTACT_STORE_ATTRIBUTE	This table stores information about attributes associated with contact lists.
PIM_CONTACT_STRATEGY	This table stores information about all the campaign strategies and campaign strategy templates.
PIM_IMPORT_DS	This table stores information about data sources associated with contact lists.
PIM_IMPORT_DS_JOB	This table stores information about import job.
PIM_IMPORT_DS_JOB_DTL_HSTRY	This table stores information about each contact added /rejected in POM while import. This table contains information only for completed import jobs.
PIM_IMPORT_JOB_STATUS_CNTR	This table stores information about count of import records in different status in respective import job.
PIM_JOB	This table stores information about the campaign jobs. A record is created in this table only when a campaign starts.
PIM_JOB_ACTION	This table stores information about campaign job and handler used in that job.
PIM_JOB_PARAMS_HISTORY	This table stores historical information about job parameters which are modified by users.
PIM_LIST_OPS_HSTRY	This table stores information about records which are added/modified/deleted using POM UI/Web Service/Agent.
PIM_ORGANIZATION	This table stores information about organizations.
PIM_ORGANIZATION_CONTACT_STORE	This table stores mapping of contact stores associated with organization.

PIM_SERVER	This table stores information about POM Servers.
PIM_WAITING_CALLBACK	This table stores information about the callbacks which are not associated with campaigns.
PIM_ZONE	This table stores information about zones.
PIM_JOB_FILTER_CRITERIA	Store data related to record selection of Campaign job, Changes done from Monitor related to Record selection will be reflected here.
PIM_JOB_FILTER_HISTORY	History of above table. This table will maintain history of all changes related to Record selection done from Monitor
PIM_JOB_SORT_CRITERIA	Store data related to Sort Criteria of campaign job. Sort Criteria changes from Monitor will be reflected here.
PIM_JOB_SORT_HISTORY	History table, will have history of all changes done to Sort criteria from Monitor.
PIM_JOB_CONTACT_LIST	Store data related to contact list attached to running campaign. Contact list related changes done from Monitor will be reflected here.
PIM_JOB_CONTACT_LIST_HIST	Maintains history of all contact list related changes done from Monitor.
PIM_FILTER_TEMPLATE	Stores filter template definition and related parameters
PIM_FILTER_TEMPLATE_ASSOC	Stores filter template and contact list associations for campaigns
PIM_JOB_FT_ASSOC	Stores filter template and contact list associations for jobs
PIM_JOB_FT_ASSOC_HIST	Stores previous filter template and contact list associations for jobs
PIM_JOB_DIALING_RATIO	Stores job dialing ratio
PIM_JOB_LOOKUP	Stores mapping of sort column to actual mapped column in the job table
PIM_PURGE_DEF	Stores list of all types of purges
PIM_ORG_PURGE_RUNSCHEDULE	Stores the scheduled time of purges for the organizations
PIM_PURGE_ORG_RETENTION	Stores what purges are applicable to which organization and their retention period

PIM_SIP_CODE_EVENT_CC_MAPPING	This table stores sipcode or event to completion code mappings.
PIM_CONTACTLIST_EXPORT	This table stores information about contact list export.
VW__PAJ	This view stores summarized information about running jobs and their handler tasks.
VW__PAJH	This view stores summarized historical information about jobs and their handler tasks.
VW__PAJS	This view stores information about agent utilization and service level achieved for running jobs.
VW__PAJSH	This view stores historical information about agent utilization and service level achieved for jobs.
VW__PC_PJ_PJA	This view stores information about running jobs.
VW__PCA	This view stores summarized information about contact attempts.
VW__PCAH	This view stores summarized historical information about contact attempts.
VW__PCD	This view stores information about callbacks.
VW_CONTACTATTEMPT	This view stores combined information about contact attempts and contact attempts history.
VW_PCA_DAYWISE	This view stores summarized information about contact attempts per day
VW_PCAH_DAYWISE	This view stores summarized historical information about contact attempts per day.

Database users

The database user is the owner of this database schema whose credential is given while installing Proactive Outreach Manager database.

Note: If you install POM database schema on a local or external database, POM does not refer to the contents of the local or external

database, or administration of the system. The administration of the system and contents of the database is the responsibility of the customer.

Database basic operations

The administration of the system and contents of the database is the responsibility of the customer.

All Tables

PIM_AGENT_ATTRIBUTE

Primary Key(s): ATTRIBUTE_ID

Field	Type	Default	Nulls?	Comments
ATTRIBUTE_ID	INTEGER		No	Attribute ID
ORGANIZATION_ID	INTEGER		Yes	Organization ID
ATTRIBUTE_NAME	VARCHAR (80 CHAR)		No	Attribute Name
ATTRIBUTE_DESCRIPTION	VARCHAR (256 CHAR)		Yes	Attribute Description
ATTRIBUTE_DATA_TYPE	VARCHAR (80 CHAR)		No	Attribute Data Type Data type can be one of the following: Long Currency
STATUS	INTEGER		Yes	For Operational Use
CREATED_BY	VARCHAR (40 CHAR)		Yes	Username who created the attribute
LAST_MODIFIED_BY	VARCHAR (40 CHAR)		No	Username who did last modification

LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		Yes	Last modified time
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Index Name	Type	Unique	Fields
IX_AGENTATTRIBUTE_ORG	NORMAL	No	ORGANIZATION_ID

Check Constraint Name	Text
PIM_AGENT_ATTRIBUTE_PKEY	ATTRIBUTE_ID
UK_TDKL84TKHYHSQDO5V5CVWM9VR	ATTRIBUTE_NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGENTATTRIBUTE_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

PIM_AGENT_ATTRIBUTE_VALUE

Primary Key(s): JOB_ID, ATTRIBUTE_ID, AGENT_SESSION_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Job ID
ATTRIBUTE_ID	INTEGER		No	Attribute ID
AGENT_SESSION_ID	BIGINT		No	Agent Session ID

ATTRIBUTE_VALUE	DOUBLE PRECISION		Yes	Attribute Value
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Index Name	Type	Unique	Fields
IX_PIMJOB_ID	NORMAL	No	JOB_ID
IX_AGTSESSION_ID	NORMAL	No	AGENT_SESSION_ID
IX_CAMPATTR_ATTR	NORMAL	No	ATTRIBUTE_ID

Check Constraint Name	Text
PIM_AGENT_ATTRIBUTE_VALUE_PKEY	JOB_ID, ATTRIBUTE_ID, AGENT_SESSION_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_AGTSESSION_ID	POM Schema	PIM_AGENT_SESSION	AGENT_SESSION_ID
FK_CAMPATTR_ATTR	POM Schema	PIM_AGENT_ATTRIBUTE	ATTRIBUTE_ID
FK_PIMJOB_ID	POM Schema	PIM_JOB	JOB_ID

PIM_AGENT_BLEND_DETAILS

Primary Key(s): PIM_AGENT_BLEND_DETAILS_ID

Field	Type	Default	Nulls?	Comments
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PIM_AGENT_BLEND_DETAILS_ID	BIGINT		No	Auto generated ID
AGENT_SESSION_ID	BIGINT		No	Agent login to logout session is uniquely identified by this agent_session_id
EVENT_TYPE	INTEGER		Yes	Whether agent is in Inbound or Outbound. 0 - Inbound1 - Outbound
REQUEST_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp when Blender queued request for Blending the agent to Agent Manager
START_TIME	TIMESTAMP WITH TIME ZONE		Yes	When agent is actually transitioned
END_TIME	TIMESTAMP WITH TIME ZONE		Yes	When agent is actually transitioned back

Index Name	Type	Unique	Fields
IX_AGTBLEND_AGTSESS	NORMAL	No	AGENT_SESSION_ID

Check Constraint Name	Text
PIM_AGENT_BLEND_DETAILS_PKEY	PIM_AGENT_BLEND_DETAILS_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTBLEND_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION

PIM_AGENT_CONTACT

Primary Key(s): PIM_AGENT_CONTACT_ID

Field	Type	Default	Nulls?	Comments
PIM_AGENT_CONTACT_ID	BIGINT		No	Auto generated ID
PIM_SESSION_ID	BIGINT		No	Auto generated ID of each contact attempt.
AGENT_SESSION_ID	BIGINT		No	Agent login to logout session is uniquely identified by this agent_session_id
EVENT_TYPE	INTEGER		Yes	Event indicates the activity of an agent. Various events are, 0 = CUSTOMER_CONNECT 1 = CONSULT 2 = EXT_CONSULT 3 = TRANSFER 4 = CONFERENCE_OWNER 5 = CONFERENCE_PASSIVE 6 = PREVIEW 7 = CALLBACK 8 = REDIAL 9 = WRAPUP 10= DIALING 11= HOLD 12= TALKING

START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp when agent started activity mentioned in event type
END_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp when agent end activity mentioned in event type
XFER_DEST	VARCHAR (128 CHAR)		Yes	In case of consult and transfer this field indicates consulted party number
CUST_NUM	VARCHAR (128 CHAR)		Yes	Customer number to which agent is dealing with

Index Name	Type	Unique	Fields
IX_AGTCONT_AGTSESS	NORMAL	No	AGENT_SESSION_ID
IX_AGTCONT_CONTATMPS	NORMAL	No	PIM_SESSION_ID

Check Constraint Name	Text
PIM_AGENT_CONTACT_PKEY	PIM_AGENT_CONTACT_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTCONT_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION
FK_AGTCONT_CONTATMPS	PIM_SESSION_ID	POM Schema	PIM_CONTACT_ATTEMPTS

PIM_AGENT_CONTACT_HISTORY

Primary Key(s): PIM_AGENT_CONTACT_ID

Field	Type	Nulls?	Comments
PIM_AGENT_CONTACT_ID	BIGINT	No	Auto generated ID of pim_agent_contact_history table
PIM_SESSION_ID	BIGINT	No	Auto generated ID of each contact attempt.
AGENT_SESSION_ID	BIGINT	No	Agent login to logout session is uniquely identified by this agent_session_id
EVENT_TYPE	INTEGER	Yes	Event indicates the activity of an agent. Various events are,0 = CUSTOMER_CONNECT1 = CONSULT2 = EXT_CONSULT3 = TRANSFER4 = CONFERENCE_OWNER5 = CONFERENCE_PASSIVE6 = PREVIEW7 = CALLBACK8 = REDIAL9 = WRAPUP10= DIALING11= HOLD12= TALKING
START_TIME	TIMESTAMP WITH TIME ZONE	Yes	Timestamp when agent started activity mentioned in event type
END_TIME	TIMESTAMP WITH TIME ZONE	Yes	Timestamp when agent end activity mentioned in event type
XFER_DEST	VARCHAR (128 CHAR)	Yes	In case of consult and transfer this field indicates consulted party number

CUST_NUM	VARCHAR (128 CHAR)	Yes	Customer number to which agent is dealing with
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Index Name	Type	Unique	Fields
IX_AGTCONTHSTRY_AGTSESS	NORMAL	No	AGENT_SESSION_ID
IX_AGTCONTHSTRY_CONTATMPHSTRY	NORMAL	No	PIM_SESSION_ID

Check Constraint Name	Text
PIM_AGENT_CONTACT_HISTORY_PKEY	PIM_AGENT_CONTACT_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTCONTHSTRY_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION
FK_AGTCONTHSTRY_CONTATMPHSTRY	PIM_SESSION_ID	POM Schema	PIM_CONTACT_ATTEMPTS_HISTORY

PIM_AGENT_JOB

Primary Key(s): AGENT_JOB_ID

Field	Type	Default	Nulls?	Comments
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AGENT_JOB_ID	BIGINT		No	Auto generated ID
JOB_ID	INTEGER		Yes	Job id on which agent is worked.
CONTACT_ID	BIGINT		Yes	Contact Id which agent handled. For Operational Use
AUX_CODE_ID	INTEGER		Yes	For future use
AGENT_SESSION_ID	BIGINT		No	Agent login to logout session is uniquely identified by this agent_session_id
ACTION_ID	INTEGER		No	ID of the action to which agent is attached.
CURRENT_AGENT_STATE	INTEGER		No	Current agent state 0 = READY 1 = BUSY 2 = WORK_NOT_READY 3 = NOT_READY 4 = LOG_OUT 5 = UNKNOWN 6 = PENDING_NOT_READY_MANUAL 7 = PENDING_LOGOUT_MANUAL
PREVIOUS_AGENT_STATE	INTEGER		Yes	Previous agent state
CURRENT_CALL_STATE	INTEGER		No	Current agent call state 0 = Idle 1 = Talking 2 = Wrap-up 3 = Held 4 = Consult 5 = ConferenceOwner 6 = ConferencePassive 7 = Preview 8 = Dialing 9 = Callback 10 = Pending_Call
PREVIOUS_CALL_STATE	INTEGER		Yes	Previous agent call state
CURRENT_NAILED_STATE	INTEGER		No	Current agent nail state 0 = Nailed, 1 = PendingNailUp, 2 = PendingNailUpDrop, 3 = UnNailed, 4 = ReNailing
PREVIOUS_NAILED_STATE	INTEGER		Yes	Previous agent nail state
CURRENT_JOB_STATE	INTEGER		No	Current agent job state 0 = JobAttached 1 = JobDetached 2 = JobEnd 3 = JobInbound 4 = Pending_Inbound 5 = Pending_Outbound 6 = Pending_Manual_Inbound 7 = Pending_Manual_Job_Movement 8 = Pending_Job_Attach
PREVIOUS_JOB_STATE	INTEGER		Yes	Previous agent job state

CURRENT_STATE_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp of last state change (any state change out of 4 states) happen for agent.
PREV_STATE_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp of previous state change (any state change out of 4 states) happen for agent.
CALL_COUNT	INTEGER		No	Number of call handled by the agent in current job.
TOTAL_TALK_DURATION	DOUBLE PRECISION		Yes	Total talk time of agent in current job action in seconds.
TOTAL_IDLE_FOR_CALL_DURATION	DOUBLE PRECISION		Yes	Total idle time of agent in current job action in seconds.
TOTAL_IN_JOB_BREAK_DURATION	DOUBLE PRECISION		Yes	Total break time of agent in current job action in seconds.
TOTAL_ACW_DURATION	DOUBLE PRECISION		Yes	Total after call work time of agent in current job action in seconds.
HOLD_COUNT	INTEGER		No	Number of time agent put customer on hold in current job action
TOTAL_HOLD_DURATION	DOUBLE PRECISION		Yes	Total time agent put customer on hold in current job action in seconds.
TOTAL_PREVIEW_DURATION	DOUBLE PRECISION		Yes	Total preview time of agent in current job action
JOB_ATTACH_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp when agent is attached to a job action
CONF_COUNT	INTEGER		Yes	Number of time agent participated in conference in current job action.

TRANSFER_COUNT	INTEGER		Yes	Number of transfer done by agent in current job action
CONSULT_COUNT	INTEGER		Yes	Number of consult done by agent in current job action
TOTAL_CONF_DURATION	DOUBLE PRECISION		Yes	Total time spent by agent in seconds when agent is in conference.
TOTAL_CONSULT_DURATION	DOUBLE PRECISION		Yes	Total time spent by agent in seconds when agent is in consult
CONFERENCE_HELD	INTEGER		Yes	For Operational Use
PIM_SESSION_ID	INTEGER		Yes	Auto generated ID of each contact attempt.
XFER_DESTINATION	VARCHAR (255 CHAR)		Yes	For Operational Use
PREVIEW_ACCEPT_COUNT	INTEGER		Yes	Number of preview accepted by agent in current job action.
PREVIEW_REJECT_COUNT	INTEGER		Yes	Number of preview rejected by agent in current job action.
ABANDON_ON_HOLD_COUNT	INTEGER		Yes	Number of customer calls disconnected when customer is on hold.
CALLBACK_ACCEPT_COUNT	INTEGER		Yes	Number of callback preview cancel by agent.
CALLBACK_REJECT_COUNT	INTEGER		Yes	Number of callback preview accepted by agent.
BREAK_COUNT	INTEGER		Yes	Number of breaks by agent in current job action.
CONSULT_OWNER	INTEGER		Yes	For Operational Use
CAN_NAIL	INTEGER		Yes	For Operational Use
CALLBACKID	VARCHAR (255 CHAR)		Yes	For Operational Use
TOTAL_CALLBACK_PRV_DURATION	DOUBLE PRECISION		Yes	Total time in second spend by agent in preview for callback in current job action

TOTAL_HOLD_IN_CONF_DURATION	DOUBLE PRECISION		Yes	Total time in second customer put on hold by agent when agent is in conference with customer in current job action
TOTAL_DIALING_DURATION	DOUBLE PRECISION		Yes	Total time in second agent spend in dialing
TRANSFER_RECEIVED_COUNT	INTEGER		Yes	Number of transfer received by agent in current job action
HOLD_IN_CONF_COUNT	INTEGER		Yes	Number of time agent put customer on hold by agent when agent is in conference with customer in current job action
DIALING_COUNT	INTEGER		Yes	Number of calls agent dial from desktop in current job action
TOTAL_IN_JOB_HA_DURATION	REAL		Yes	For Operational Use
CURRENT_CALL_STATE_TIME	TIMESTAMP WITH TIME ZONE		Yes	For Operational Use
CURRENT_AGENT_STATE_TIME	TIMESTAMP WITH TIME ZONE		Yes	For Operational Use
AGENT_ACTIVITY_STATUS	INTEGER		Yes	For Operational Use
MANUAL_MOVEMENT_JOB_ID	INTEGER		Yes	For Operational Use
MANUAL_MOVEMENT_ACTION_ID	INTEGER		Yes	For Operational Use
MANUAL_BLEND_THRASH_INTERVAL	BIGINT		Yes	For Operational Use
BLEND_TRANSITION_TIME	TIMESTAMP WITH TIME ZONE		Yes	For Operational Use
CUST_DIALED_NUM	VARCHAR (255 CHAR)		Yes	For Operational Use

UCID	VARCHAR (255 CHAR)		Yes	For Operational Use
CALL_CONNECT_TIME	BIGINT		Yes	For Operational Use
START_OF_VOICE_OFFSET	INTEGER		Yes	For Operational Use
FIRST_PROMPT_OFFSET	INTEGER		Yes	For Operational Use
LAST_CALL_PROGRESS_TIME	BIGINT		Yes	For Operational Use
UCID_CONS	VARCHAR (255 CHAR)		Yes	For Operational Use
UCID_EXT	VARCHAR (255 CHAR)		Yes	For Operational Use
DEFAULT_NUMBER_FIELD	VARCHAR (80 CHAR)		Yes	For Operational Use
CALLING_URI	VARCHAR (80 CHAR)		Yes	For Operational Use
MANUAL_MOVE_TRASHING_TIME	BIGINT		Yes	For Operational Use
LICENSE_ACQUIRED	BOOLEAN		Yes	For Operational Use

PARENT_PIM_SESSION_ID	BIGINT		Yes	<p>POM will create new attempt in case of</p> <ol style="list-style-type: none"> 1. "Redial" 2. Preview dial on non-default number (provided that there is parameter "NewAttemptCreationOnNonDefaultPreviewNumber" set to TRUE in pim_config). <p>This indicates the parent – child relationship between original attempt and new attempt because of above operation.</p>
JOINED_SHADOW_JOB	BOOLEAN		Yes	Show job flag
IDLE_COUNT	NUMBER(10,0)		Yes	
ACW_COUNT	NUMBER(10,0)		Yes	
AGENT_JOB_PARAMS	VARCHAR (255 CHAR)		Yes	<p>This column is used to stored operational information of the agent to persist so that in case of Agent manager failover, information is retrieved from this column. Information is saved in JSON. Currently this JSON contains context store id and group id.</p>

Index Name	Type	Unique	Fields
IX_AGTJOB_JOB	NORMAL	No	JOB_ID
IX_AGTJOB_CONT	NORMAL	No	CONTACT_ID
IX_AGTJOB_AGTSESS	NORMAL	No	AGENT_SESSION_ID

IX_AGTJOB_AGTAUXCD	NORMAL	No	AUX_CODE_ID
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Check Constraint Name	Text
PIM_AGENT_JOB_PKEY	AGENT_JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTJOB_AGTAUXCD	AUX_CODE_ID	POM Schema	PIM_AGENT_AUX_CODE
FK_AGTJOB_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION
FK_AGTJOB_CONT	CONTACT_ID	POM Schema	PIM_CONTACT
FK_AGTJOB_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_AGENT_JOB_HISTORY

Primary Key(s): AGENT_JOB_ID

Field	Type	Default	Nulls?	Comments
AGENT_JOB_ID	BIGINT		No	Auto generated ID of this pim_agent_job_history
JOB_ID	INTEGER		No	Job id on which agent is worked.
AGENT_SESSION_ID	BIGINT		No	Agent login to logout session is uniquely identified by this agent_session_id
ACTION_ID	INTEGER		No	ID of the action to which agent is attached.
CALL_COUNT	INTEGER		No	Number of call handled by agent

TOTAL_TALK_DURATION	DOUBLE PRECISION		No	Total talk time of agent in current job action in seconds.
HOLD_COUNT	INTEGER		No	Number of time agent put customer on hold in current job action
TOTAL_HOLD_DURATION	DOUBLE PRECISION		No	Total time agent put customer on hold in current job action in seconds.
TOTAL_IDLE_DURATION	DOUBLE PRECISION		No	Total idle time of agent in current job action in seconds.
TOTAL_ACW_DURATION	DOUBLE PRECISION		No	Total after call work time of agent in current job action in seconds.
TOTAL_PREVIEW_DURATION	DOUBLE PRECISION		No	Total preview time of agent in current job action.
CONSULT_COUNT	INTEGER		No	Number of consult done by agent in current job action.
TOTAL_CONSULT_DURATION	DOUBLE PRECISION		No	Total time spent by agent in seconds when agent is in consult.
TRANSFER_COUNT	INTEGER		No	Number of transfer done by agent in current job action.
CONF_COUNT	INTEGER		No	Number of time agent participated in conference in current job action.
TOTAL_CONF_DURATION	DOUBLE PRECISION		No	Total time spent by agent in seconds when agent is in conference.
JOB_ATTACH_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp when agent is attached to a job action.
JOB_DETACH_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp when agent is detached from a job action.

PREVIEW_REJECT_COUNT	INTEGER		Yes	Number of preview rejected by agent in current job action.
ABANDON_ON_HOLD_COUNT	INTEGER		Yes	Number of customer calls disconnected when customer is on hold.
CALLBACK_ACCEPT_COUNT	INTEGER		Yes	Number of callback preview accepted by agent.
CALLBACK_REJECT_COUNT	INTEGER		Yes	Number of callback preview cancels by agent.
TOTAL_CALLBACK_PRV_DURATION	DOUBLE PRECISION		Yes	Total time in second spend by agent in preview for callback in current job action.
PREVIEW_ACCEPT_COUNT	INTEGER		Yes	Number of preview accepted by agent in current job action.
TOTAL_IN_JOB_BREAK_DURATION	DOUBLE PRECISION		Yes	Total break time of agent in current job action in seconds.
BREAK_COUNT	INTEGER		Yes	Number of breaks by agent in current job action.
TOTAL_HOLD_IN_CONF_DURATION	DOUBLE PRECISION		Yes	Total time in second customer put on hold by agent when agent is in conference with customer in current job action.
TOTAL_DIALING_DURATION	DOUBLE PRECISION		Yes	Total time in second agent spend in dialing.
TRANSFER_RECEIVED_COUNT	INTEGER		Yes	Number of transfer received by agent in current job action.
HOLD_IN_CONF_COUNT	INTEGER		Yes	Number of time agent put customer on hold by agent when agent is in conference with customer in current job action.
DIALING_COUNT	INTEGER		Yes	Number of calls agent dial from desktop in current job action.

TOTAL_IN_JOB_HA_DURATION	REAL		Yes	This column contains agent time during agent manager HA when agent is attached to a job. In case of multiple occurrences of Agent manager HA and if agent is attached to same job then cumulative time gets store. Time unit is in seconds.
IDLE_COUNT	INTEGER		Yes	Idel count
ACW_COUNT	INTEGER		Yes	ACW count

Index Name	Type	Unique	Fields
IX_AGTJOBHSTRY_JOB	NORMAL	No	JOB_ID
IX_AGTJOBHSTRY_AGTSESS	NORMAL	No	AGENT_SESSION_ID

Check Constraint Name	Text
PIM_AGENT_JOB_HISTORY_PKEY	AGENT_JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_AGTJOBHSTRY_AGTSESS	AGENT_SESSION_ID	POM Schema	PIM_AGENT_SESSION
FK_AGTJOBHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_AGENT_JOB_SUMMARY

Primary Key(s): JOB_ID, ACTION_ID, ZONE_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Job instance ID to which agent was attached
ACTION_ID	INTEGER		No	ID of the action for which the agent got call
ZONE_ID	INTEGER		No	ID of the zone to which agent has logged in
STATE	INTEGER		No	For Operational Use
GROUP_ID	VARCHAR (64 CHAR)		No	For Operational Use
FREE_AGENT_COUNT	INTEGER		Yes	For Operational Use
IN_PROGRESS_ATTEMPTS	INTEGER		Yes	For Operational Use
BUSY_AGENT_COUNT	INTEGER		Yes	For Operational Use
SERVICE_LEVEL_ACHIEVED	DOUBLE PRECISION		Yes	Service level achieved for the current job action zone
AGENT_UTILIZATION	DOUBLE PRECISION		Yes	Total agent utilization for the current job action zone
PACING_DATA	VARCHAR (2048 CHAR)		Yes	For Operational Use
TOTAL_QUEUED_CALL_COUNT	INTEGER		Yes	Summarized total number of calls queued for the Job ID
TOTAL_CALL_QUEUED_DURATION	BIGINT		Yes	Summarized total duration of all the calls queued for the Job ID

CURR_ZONE_ID	INTEGER		No	Current zone id in case of geo redundancy
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Index Name	Type	Unique	Fields
IX_AGTJOBSUMMARY_JOB	NORMAL	No	JOB_ID
IX_AGTJOBSUMMARY_ZONE	NORMAL	No	ZONE_ID
IDX_CURR_ZONE_ID	NORMAL	No	CURR_ZONE_ID

Check Constraint Name	Text
PIM_AGENT_JOB_SUMMARY_PKEY	JOB_ID, ACTION_ID, ZONE_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_AGTJOBSUMMARY_JOB	POM Schema	PIM_JOB	JOB_ID
FK_AGTJOBSUMMARY_ZONE	POM Schema	PIM_ZONE	ZONE_ID

PIM_AGENT_JOB_SUMMARY_HISTORY

Primary Key(s): JOB_ID, ACTION_ID, ZONE_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Job instance ID to which agent was attached

ACTION_ID	INTEGER		No	ID of the action for which the agent got call
ZONE_ID	INTEGER		No	ID of the zone to which agent has logged in
GROUP_ID	VARCHAR (64 CHAR)		No	For Operational Use
FREE_AGENT_COUNT	INTEGER		Yes	For Operational Use
IN_PROGRESS_ATTEMPTS	INTEGER		Yes	For Operational Use
BUSY_AGENT_COUNT	INTEGER		Yes	For Operational Use
SERVICE_LEVEL_ACHIEVED	DOUBLE PRECISION		Yes	Service level achieved for the current job action zone.
AGENT_UTILIZATION	DOUBLE PRECISION		Yes	Total agent utilization for the current job action zone.
TOTAL_QUEUED_CALL_COUNT	INTEGER		Yes	Summarized total number of calls queued for the Job ID
TOTAL_CALL_QUEUED_DURATION	BIGINT		Yes	Summarized total duration of all the calls queued for the Job ID

Index Name	Type	Unique	Fields
IX_AGTJOBSUMMARYHSTRY_JOB	NORMAL	No	JOB_ID
IX_AGTJOBSUMMARYHSTRY_ZONE	NORMAL	No	ZONE_ID

Check Constraint Name	Text
PIM_AGENT_JOB_SUMMARY_HISTORY_PKEY	JOB_ID, ACTION_ID, ZONE_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_AGTJOBSUMMARYHSTRY_JOB	POM Schema	PIM_JOB	JOB_ID
FK_AGTJOBSUMMARYHSTRY_ZONE	POM Schema	PIM_ZONE	ZONE_ID

PIM_AGENT_SESSION

Primary Key(s): AGENT_SESSION_ID

Field	Type	Default	Nulls?	Comments
AGENT_SESSION_ID	BIGINT		No	Auto generated agent session ID
AGENT_ID	VARCHAR (80 CHAR)		No	Agent login ID
LOGIN_TIME	TIMESTAMP WITH TIME ZONE		No	Agent login time
LOGOUT_TIME	TIMESTAMP WITH TIME ZONE		Yes	Agent logout time
AGENT_EXTENSION	VARCHAR (80 CHAR)		Yes	Agent extension

AGENT_NAME	VARCHAR (255 CHAR)		Yes	Agent name
AGENT_LOCALE	VARCHAR (10 CHAR)		Yes	Agent locale
AGENT_TIMEZONE	VARCHAR (255 CHAR)		Yes	Agent time zone
JOB_WAITING_IDLE_DURATION	DOUBLE PRECISION		Yes	Total idle time spent in seconds by agent in ready state and waiting for campaign to attach.
TOTAL_OFF_JOB_BREAK_DURATION	DOUBLE PRECISION		Yes	Total time spent in seconds by agent in break, but not attached to campaign
TOTAL_INBOUND_DURATION	DOUBLE PRECISION		Yes	Total time spent in seconds by agent on inbound
TOTAL_OUTBOUND_DURATION	DOUBLE PRECISION		Yes	Total time spent in seconds by agent on outbound
INBOUND_COUNT	INTEGER		Yes	Total number of times agent is released to take inbound calls
AGENT_SKILLS	VARCHAR (2048 CHAR)		Yes	Agent skills information, it is colon separated skill information. i.e. "<skill1>, <skill1 level>;<skill2>,<skill2 level>"
HA_SUPPORT	INTEGER		Yes	This is used to indicate whether desktop HA is enabled for agent or not. If it sets to 1, desktop HA is enabled.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	Agent session details last modified on.
ZONE_ID	INTEGER		Yes	ID of the zone to which agent has logged in

TOTAL_OFF_JOB_HA_DURATION	REAL		Yes	This column contains agent time during agent manager HA when agent is not attached to a job. In case of multiple occurrences of Agent manager HA and if agent is not attached to any job during HA then cumulative time gets store. Time unit is in seconds.
AGENT_ATTRIBUTES	VARCHAR (2048 CHAR)		Yes	Agent skill attributes for preferred agent selection, it is comma separated attribute information. i.e <Attribute Skill Id1>!.!<Attribute Skill Level1> , <Attribute Skill Id2>!.!<Attribute Skill Leve2>
AGENT_STATISTICS	VARCHAR (3990 CHAR)		Yes	This column contains agent event statistics information which is used to retrieve statistics information back in case of agent manager HA happens.
CCAAS_USER_ID	VARCHAR (36 CHAR)		Yes	This column is applicable for CCaaS-Outbound mode only. It contains user ID information of CCaaS agent.
ORG_NAME	VARCHAR (1024 CHAR)		Yes	Organization Name
WEB_API_SERVICE_AGENT	INTEGER		Yes	Web Api service agent

Index Name	Type	Unique	Fields
IDX_AGENT_ID	NORMAL	No	AGENT_ID

IX_AGENT_ID_LOGOUT_TIME	NORMAL	No	AGENT_ID, LOGOUT_TIME
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Check Constraint Name	Text
PIM_AGENT_SESSION_PKEY	AGENT_SESSION_ID

PIM_ATTRIBUTE

Primary Key(s): ATTRIBUTE_ID

Field	Type	Default	Nulls?	Comments
ATTRIBUTE_ID	INTEGER		No	Auto generated attribute ID
ATTRIBUTE_NAME	VARCHAR (30 CHAR)		No	Attribute name
DATA_TYPE	VARCHAR (80 CHAR)		No	Attribute data type
IS_SENSITIVE	BOOLEAN		No	For operational use
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		Yes	Last modified time
CREATED_BY	VARCHAR (40 CHAR)		Yes	Username who created the attribute
LAST_MODIFIED_BY	VARCHAR (40 CHAR)		Yes	Last modified user name
IS_READ_ONLY	BOOLEAN		No	For Operational Use
IS_RESULT	BOOLEAN		No	For Operational Use
IS_MASKED	BOOLEAN		No	For Operational Use

IS_WFO	BOOLEAN		No	For Operational Use
ATTRIBUTE_TYPE	INTEGER		No	For Operational Use
STATUS	INTEGER		No	For Operational Use
IS_MASKED_FOR_ALL_USERS	BOOLEAN		No	Mask attribute value or not

No Indexes

Check Constraint Name	Text
PIM_ATTRIBUTE_PKEY	ATTRIBUTE_ID
PIM_ATTRIBUTE_ATTRIBUTE_NAME_KEY	ATTRIBUTE_NAME

PIM_BULK_IMPORT_DS_JOB_FILE

Primary Key(s): BULK_IMPORT_DS_JOB_FILE_ID

Field	Type	Default	Nulls?	Comments
BULK_IMPORT_DS_JOB_FILE_ID	INTEGER		No	Auto generated bulk import DS job file ID
IMPORT_DS_JOB_ID	INTEGER		No	Import DS Job Id
IMPORT_DS_ID	INTEGER		No	Import DS Id
BULK_FILE_PATH	CHARACTER VARYING		No	Bulk import file path
BULK_UPLOAD_FILE_PATH	CHARACTER VARYING		Yes	Temporary file path used for uploading the bulk import file

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_BKIMP_DS_JOB	IMPORT_DS_JOB_ID	POM Schema	PIM_IMPORT_DS_JOB
FK_BKIMP_DS	IMPORT_DS_ID	POM Schema	PIM_IMPORT_DS

PIM_CAMPAIGN

Primary Key(s): CAMPAIGN_ID

Field	Type	Default	Nulls?	Comments
CAMPAIGN_ID	INTEGER		No	Auto generated campaign ID
ORGANIZATION_ID	INTEGER		Yes	Id of the organization to which this campaign belongs.
CONTACT_STRATEGY_ID	INTEGER		Yes	Id of the associated campaign strategy
IS_INFINITE	INTEGER		No	0 if campaign is finite, 1 if campaign is infinite and has contacts in the beginning, 2 if campaign is infinite with no contacts in the beginning
PRIORITY	INTEGER		No	Not in use.
NAME	VARCHAR (80 CHAR)		No	Name of the campaign
DESCRIPTION	VARCHAR (256 CHAR)		Yes	Description of the campaign

STATUS	INTEGER		No	Status of the campaign Status can be one of the following: 0 – Not In Progress 1 – In Progress
ABORT_TIME	INTEGER		Yes	If specified by the user, offset in minutes when to Stop the campaign.
ENABLE_PACING	BOOLEAN		No	True if custom call pacing is enabled in the strategy.
HIT_PROBABILITY	DOUBLE PRECISION		Yes	Not used anymore
INBOUND_RESERVATION	VARCHAR (10 CHAR)		Yes	Not used anymore
ENABLE_EXPORT	BOOLEAN		No	True if the export is enabled
CREATED_BY	VARCHAR (40 CHAR)		Yes	Name of the user who created the campaign
LAST_MODIFIED_BY	VARCHAR (40 CHAR)		Yes	Name of the user who last modified it.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		Yes	Time when the campaign was last modified
LAST_JOB_START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the last job for this campaign was started
DIALING_PREFIX	VARCHAR (20 CHAR)		Yes	Dialing prefix to be used when making calls in the campaign

SMS_PREFIX	VARCHAR (20 CHAR)		Yes	Prefix to be used when sending SMS
ENABLE_COMPLIANCE_TIMERS	BOOLEAN		No	Will be set to true if compliance timers are enabled via Campaign Creation wizard
START_OF_VOICE_TIMEOUT	INTEGER		No	Used to store start of voice timeout value specified during Campaign Creation wizard
LIVE_VOICE_TIMEOUT	INTEGER		No	Used to store live voice timeout value specified during Campaign Creation wizard
CCA_START	INTEGER		No	0 if CCA starts on connect and 1 if it starts on progress
CCA_TIMEOUT	INTEGER		No	Used to store CCA timeout value (milliseconds)
FILTER_CONDITION_TYPE	VARCHAR (255 CHAR)		No	For Operational Use
FILTER_CONDITIONS	VARCHAR (255 CHAR)		Yes	For Operational Use
FINISH_COMPCODE_CONDITION_TYPE	INTEGER		No	For Operational Use
FINISH_COMP_CODE_CONDITIONS	VARCHAR (255 CHAR)		Yes	For Operational Use
FINISH_GOAL_CONDITION_TYPE	INTEGER		No	For Operational Use
FINISH_GOAL_CONDITIONS	VARCHAR (255 CHAR)		Yes	For Operational Use
EXPORT_CLASS_NAME	VARCHAR (256 CHAR)		Yes	Fully resolved class Name (for example, com.avaya.pom.custom.myPostProcessor) implementing the custom post processing interface.

IS_DELETED	INTEGER		No	List of comma separated completion code ids which will be used when data is exported after campaign completes
POST_PROCESSING_COLUMNS	VARCHAR (MAX)		Yes	For Operational Use
POST_PROCESS_COMPLETION_CODES	VARCHAR (MAX)		Yes	For Operational Use
FALSE_POSITIVE_RATE	DOUBLE PRECISION		Yes	For Operational Use
WAIT_TILL_IMPORT_FINISH	BOOLEAN		No	For Operational Use
DIALING_TYPE	INTEGER	0	No	Used to store Campaign dialing type. 0 –Default 1 – Attribute based Contact Record Assignment to Agent 2 - Agent ID based Contact Record Assignment to Agent 3 – Attribute and Agent ID based Contact Record Assignment to Agent
ATTRIBUTE_DIALING_MAPPING	VARCHAR (256 CHAR)		Yes	Mapping of attributes for Attribute based Contact Record Assignment to Agent
PERSONAL_AGENDA_MAPPING	VARCHAR (64 CHAR)		Yes	Mapping of an attribute for Agent ID based Contact Record Assignment to Agent
PUBLISH_TO_CONTEXT_STORE	BOOLEAN	false	No	Indicate whether campaign has been configured to push the attempt data to context store.
ATTRIBUTES_FOR_RECORDER	VARCHAR (400 CHAR)		yes	
CHK_FIN_CRIT_FOR_PAUSED_JOB	BOOLEAN	0	NO	

ENABLE_EXCLU_FRM_NUISANCE_RATE	BOOLEAN	0	NO	
CHK_FIN_CRIT_FOR_PAUSED_JOB	BOOLEAN	0	NO	
APPLY_DNC	BOOLEAN		NO	Flag for DNC
DIALING_TYPE	INTEGER		NO	Dialing type
PERSONAL_AGENDA_MAPPING	VARCHAR (256 CHAR)		NO	Mapping for personal agenda
DEFAULT_DNCGROUP	VARCHAR (256 CHAR)		NO	Name of default dnc group
LINKED_CAMPAIGN_ID	INTEGER		YES	CAMPAIGN_ID of the linked campaign
AGT_OUTBOUND_SKILL_ID	INTEGER		YES	PIM_SKILL_MAP_ID of the assigned Skill
FROM_ADDRESS	VARCHAR (256 CHAR)		YES	Sender's address for the campaign
FROM_DISPLAY_NAME	VARCHAR (256 CHAR)		YES	Sender's display name for the campaign
IGNORE_ALL_HOLIDAYS	BOOLEAN	false	NO	Will be set to true if IGNORE_ALL_HOLIDAYS is selected
EXTERNAL_TRANSFER_DATA	VARCHAR (20 CHAR)		YES	External Transfer option, it can be ContextStore ID or UserContact ID
FT_APPLYALL	BOOLEAN	false	YES	Set to true if same filter template is to be applied to all contact lists (feature backward compatibility and ease of use)
DIAL_ALLOCATION	BOOLEAN	false	YES	Set to true if no dialing allocation is selected for contact lists (feature backward compatibility)
EXPORT_FREQ_TYPE	INTEGER	0	NO	Export Frequency

EXPORT_FREQ_VAL	VARCHAR (20 CHAR)		NO	Export Frequency value
DIALING_ORDER	VARCHAR (80 CHAR)		YES	Used to store Campaign dialing order priority. Valid Values or Valid Dialing Orders: 2,1,0 - Priority,Retry,Regular 1,2,0 - Retry,Priority,Regular 2,0,1- Priority,Regular,Retry
TZ_PHONE_ATTRIBUTE	VARCHAR (2048 CHAR)		YES	Used to store phone attributes which will be used for timezoning.
ABORT_DATE_TIME	TIMESTAMP WITH TIME ZONE		YES	Stores campaign abort date and time.
ABORT_TYPE	VARCHAR (20 CHAR)		YES	AbortAt or AbortAfter
EXPORT_SFTP_SERVER	INTEGER		YES	This column stores the Sftp server name of the configured sftp server if the campaign wants to send the campaign export files to the selected sftp server
IXOB_QUEUE_ID	VARCHAR (255 CHAR)		YES	
ZIP_ZONE	BOOLEAN		YES	Boolean parameter. If true then guard times of zipcode timezones are used when calculating the time during which the records can be picked up for dialing from the operational database.

USER_PREF_TIME	BOOLEAN		YES	Boolean parameter. If true Phone Allowed and Phone Disallowed Time attributes of phone attributes are used when calculating the time during which the records can be picked up for dialing from the operational database.
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Index Name	Type	Unique	Fields
IX_CMPGN_ORG	NORMAL	No	ORGANIZATION_ID
IX_CMPGN_CONTSTRATEGY	NORMAL	No	CONTACT_STRATEGY_ID
IX_EXPORT_SFTP_SERVER	NORMAL	No	EXPORT_SFTP_SERVER

Check Constraint Name	Text
PIM_CAMPAIGN_PKEY	CAMPAIGN_ID
PIM_CAMPAIGN_NAME_KEY	NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CMPGN_CONTSTRATEGY	CONTACT_STRATEGY_ID	POM Schema	PIM_CONTACT_STRATEGY
FK_CMPGN_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION
FK_EXPORT_SFTP_SERVER	EXPORT_SFTP_SERVER	POM Schema	PIM_SFTP_SERVER

PIM_CAMPAIGN_ATTRIBUTE

Primary Key(s): ATTRIBUTE_ID

Field	Type	Default	Nulls?	Comments
ATTRIBUTE_ID	INTEGER		No	Attribute ID
ORGANIZATION_ID	INTEGER		Yes	Organization ID
ATTRIBUTE_NAME	VARCHAR (80 CHAR)		No	Attribute Name
ATTRIBUTE_DATA_TYPE	VARCHAR (80 CHAR)		No	Attribute Data Type Data type can be one of the following: Long Currency
ATTRIBUTE_DESCRIPTION	VARCHAR (256 CHAR)		Yes	Attribute Description
STATUS	INTEGER		Yes	For Operational Use
CREATED_BY	VARCHAR (40 CHAR)		Yes	Username who created the attribute
LAST_MODIFIED_BY	VARCHAR (40 CHAR)		No	Username who did last modification
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		Yes	Last modified time

Index Name	Type	Unique	Fields
IX_CMPGNATTRIBUTE_ORG	NORMAL	No	ORGANIZATION_ID

Check Constraint Name	Text
PIM_CAMPAIGN_ATTRIBUTE_PKEY	ATTRIBUTE_ID
PIM_CAMPAIGN_ATTRIBUTE_ATTRIBUTE_NAME_KEY	ATTRIBUTE_NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CMPGNATTRIBUTE_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

PIM_CAMPAIGN_ATTRIBUTE_VALUE

Primary Key(s): JOB_ID, ATTRIBUTE_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Job ID.
ATTRIBUTE_ID	INTEGER		No	Attribute ID
ATTRIBUTE_VALUE	DOUBLE PRECISION		Yes	Attribute Value

Index Name	Type	Unique	Fields
IX_CAMPATTRVAL_PIMJOB	NORMAL	No	JOB_ID
IX_CAMPATTRVAL_CAMPATTR	NORMAL	No	ATTRIBUTE_ID

Check Constraint Name	Text
PIM_CAMPAIGN_ATTRIBUTE_VALUE_PKEY	JOB_ID, ATTRIBUTE_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CAMPATTRVAL_CAMPATTR	POM Schema	PIM_CAMPAIGN_ATTRIBUTE	ATTRIBUTE_ID
FK_CAMPATTRVAL_PIMJOB	POM Schema	PIM_JOB	JOB_ID

PIM_COMPLETION_CODE

Primary Key(s): COMPLETION_CODE_ID

Field	Type	Default	Nulls?	Comments
COMPLETION_CODE_ID	INTEGER		No	Auto generated number to uniquely identify a completion code in POM system
ORGANIZATION_ID	INTEGER		Yes	ID of the Organization to which this Completion Code belongs.
CODE	VARCHAR (80 CHAR)		No	Completion code name

COMPLETION_CODE_TYPE	INTEGER		No	Completion code Type:"0" - System Completion Code (Defined by POM System)"1" - Custom Completion Code(Defined by customer)
DESCRIPTION	VARCHAR (80 CHAR)		Yes	Description of completion code.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		Yes	Time when this completion code was last updated by user.
CREATED_BY	VARCHAR (40 CHAR)		Yes	Name of user who created this completion code.
LAST_MODIFIED_BY	VARCHAR (40 CHAR)		Yes	Name of the user who last modified this completion code.
RPC	BOOLEAN		No	Use to specify to the Right Party Connect flag for completion code. User can use the flag only for custom completion codes. This flag helps user to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor
SUCCESS	BOOLEAN		No	Use to specify to the Success flag for completion code. User can use the flag only for custom completion codes. This flag helps user to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.

CLOSURE	BOOLEAN		No	Use to specify to the Closure flag for completion code. User can use the flag only for custom completion codes. This flag helps user to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor
EXCLUDE_FROM_NUISANCE_RATE	BOOLEAN		No	There are calls which are answer machines but falsely detected as live person and connected to the agent. Agent can dispose such calls with completion code for which "Answer Machine By Agent" property is enabled.
SIP	BOOLEAN	false	No	Use to specify to the SIP flag for completion code. User can use the flag only for custom completion codes.

Index Name	Type	Unique	Fields
IX_CMPLNCD_ORG	NORMAL	No	ORGANIZATION_ID

Check Constraint Name	Text
PIM_COMPLETION_CODE_PKEY	COMPLETION_CODE_ID
PIM_COMPLETION_CODE_CODE_KEY	CODE

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CMPLNCD_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

PIM_COMPLN_CODE_TREND_HSTRY

Primary Key(s): COMPLN_CODE_TREND_HISTORY_ID

Field	Type	Default	Nulls?	Comments
COMPLN_CODE_TREND_HISTORY_ID	BIGINT		No	Auto generated ID
QUARTER_HOURLY_TREND_INDEX	BIGINT		Yes	For Operational Use.
HALF_HOURLY_TREND_INDEX	BIGINT		Yes	For Operational Use
HOURLY_TREND_INDEX	BIGINT		No	For Operational Use
JOB_ID	INTEGER		No	Job ID.
ACTION_ID	INTEGER		Yes	Action ID.
COMPLETION_CODE_ID	INTEGER		No	Completion Code ID
START_TIME	TIMESTAMP WITH TIME ZONE		No	Timestamp when completion code capturing started.
END_TIME	TIMESTAMP WITH TIME ZONE		No	Timestamp when completion code capturing completed.
COUNT	BIGINT		No	Total count of Completion code.

Index Name	Type	Unique	Fields
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IX_PIMCCTRENDHISTORY_JOB	NORMAL	No	JOB_ID
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Check Constraint Name	Text
PIM_COMPLN_CODE_TREND_HSTRY_PKEY	COMPLN_CODE_TREND_HISTORY_ID
PIMCOMPLNCODETRENDHSTRYUKEY	QUARTER_HOURLY_TREND_INDEX, HALF_HOURLY_TREND_INDEX, HOURLY_TREND_INDEX, JOB_ID, ACTION_ID, COMPLETION_CODE_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_PIMCCTRENDHISTORY_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_CONTACT

Primary Key(s): CONTACT_ID

Field	Type	Default	Nulls?	Comments
CONTACT_ID	BIGINT		No	Auto generated ID.
SITE_ID	INTEGER		Yes	Reserved for future use

PIM_CONTACT_STORE_ID	INTEGER		No	Contact list ID to which this contact belongs
LAST_COMPLETION_CODE_ID	INTEGER		Yes	ID of the last completion code received for this contact record.
PHONE_NUMBER1	VARCHAR (80 CHAR)		Yes	Phone 1 for this contact, if provided during import.
PHONE_NUMBER2	VARCHAR (80 CHAR)		Yes	Phone 2 for this contact, if provided during import.
FIRST_NAME	VARCHAR (80 CHAR)		Yes	Field to store first name of the contact
LAST_NAME	VARCHAR (80 CHAR)		Yes	Field to store last name of the contact
EMAIL	VARCHAR (80 CHAR)		Yes	Email Id for this contact, if provided during import
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	Time when this contact record was inserted or last updated by import operation.
LANGUAGE	VARCHAR (80 CHAR)		Yes	Field for storing language choice of this contact. This field can contain only the values mentioned in the POM documentation.
TIME_ZONE	VARCHAR (80 CHAR)		Yes	Field for storing the time zone for the phone number 1 of the contact.
LAST_ATTEMPT_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when this contact was last attempted in a campaign.

LAST_SUCCESSFUL_ATTEMPT_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when this contact was last successfully reached in a campaign.
CREATED_BY	VARCHAR (40 CHAR)		Yes	Name of the user who imported this contact
LAST_MODIFIED_BY	VARCHAR (40 CHAR)		Yes	Name of the user who last modified this contact.
PHONE_NUMBER1_TZ_INT	INTEGER		No	Offset in milliseconds from GMT for time_zone value, used for sorting contacts using Phone number 1 time zone
PHONE_NUMBER2_TZ	VARCHAR (80 CHAR)		Yes	used to store contact phone number 2's time zone, either can be given by user or automatically calculated by POM
PHONE_NUMBER1_CTRY_CODE	INTEGER		Yes	Country code of Phone number 1
PHONE_NUMBER2_CTRY_CODE	INTEGER		Yes	Country code of Phone number 2
PHONE_NUMBER2_TZ_INT	INTEGER		Yes	Offset in milliseconds from GMT for phone_number2_tz value, used for sorting contacts using Phone number 2 time zone
USER_CONTACT_ID	VARCHAR (80 CHAR)		No	Contact ID provided while importing this contact record in the POM database. This should be used as a link between external customer database and POM database.

TITLE_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store title for contact. For example. Mr., Mrs. etc...
ADDR_LINE1_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 1 for contact
ADDR_LINE2_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 2 for contact
ADDR_LINE3_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 3 for contact
ADDR_LINE4_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 4 for contact
ADDR_LINE5_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 5 for contact
COUNTRY_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store country for contact
ZIPCODE_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store zip code for contact
PIM_CONTACT_STATUS_FLAG_	INTEGER		Yes	Status flag for contact
PHONE_NUMBER1_STATE	VARCHAR (256)		Yes	Predefined attribute to store state for Phone1
PHONE_NUMBER2_STATE	VARCHAR (256)		Yes	Predefined attribute to store state for Phone2
PHONE_NUMBER1_WIRELESS	VARCHAR (256)		Yes	Predefined attribute to store wireless for phone1

PHONE_NUMBER2_WIRELESS	VARCHAR (256)		Yes	Predefined attribute to store wireless for phone2
COUNTER	INTEGER		Yes	Predefined attribute to store counter for every real attempt
LAST_ADDR_DIALED_ATTR_NAME	VARCHAR (80 CHAR)		Yes	Predefined attribute to store last phone field for Call/SMS/notification attempt type or last email address for Email attempt type
LAST_HANDLED_BY_AGENT_ID	VARCHAR (80 CHAR)		Yes	Predefined attribute to store Last Agent ID who handled the contact
LAST_NUISANCE_CALL_TIME	TIMESTAMP WITH TIME ZONE		Yes	Predefined attribute to store time stamp of Last nuisance call
SYS_AGENTID	VARCHAR (80 CHAR)		Yes	Predefined attribute to store agent id for contact, if provided during import.
PHONE_NUMBER1_ALLOWEDTIME	VARCHAR (256 CHAR)		Yes	To specify specific hours and days of the week during which phone1 can be dialed.
PHONE_NUMBER1_DISALLOWEDTIME	VARCHAR (256 CHAR)		Yes	To specify specific hours and days of the week during which phone1 cannot be dialed.

PHONE_NUMBER2_ALLOWEDTIME	VARCHAR (256 CHAR)		Yes	To specify specific hours and days of the week during which phone2 can be dialed.
PHONE_NUMBER2_DISALLOWEDTIME	VARCHAR (256 CHAR)		Yes	To specify specific hours and days of the week during which phone2 cannot be dialed.
ZIPCODE_STATE_PREDEFINED	VARCHAR (80 CHAR)		Yes	To specify state of primary zipcode
ZIPCODE_TZ_INT_PREDEFINED	INTEGER		Yes	Contains offset of timezone of primary zipcode
ZIPCODE_TZ_PREDEFINED	VARCHAR (256 CHAR)		Yes	To specify timezone of primary zipcode
ZIPCODE1_PREDEFINED	VARCHAR (80 CHAR)		Yes	To specify secondary zipcode for contact record
ZIPCODE1_STATE_PREDEFINED	VARCHAR (256 CHAR)		Yes	To specify state of secondary zipcode
ZIPCODE1_TZ_INT_PREDEFINED	INTEGER		Yes	Contains offset of timezone of secondary zipcode

ZIPCODE1_TZ_PREDEFINED	VARCHAR (80 CHAR)		Yes	To specify timezone of secondary zipcode
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Index Name	Type	Unique	Fields
IX_CONT_SITES	NORMAL	Yes	SITE_ID
IX_CONT_CMPLNCD	NORMAL	No	LAST_COMPLETION_CODE_ID
IX_CONT_CONTSTORE	NORMAL	No	PIM_CONTACT_STORE_ID
IX_CONT_STORE_MODIFIED	FUNCTION-BASED NORMAL	No	PIM_CONTACT_STORE_ID
IX_CONT_STORE_EXCLUDE_FLAG	NORMAL	No	PIM_CONTACT_STORE_ID, PIM_CONTACT_STATUS_FLAG_

Check Constraint Name	Text
PIM_CONTACT_PKEY	CONTACT_ID
PIMCONTACTUNIQUEKEY	USER_CONTACT_ID, PIM_CONTACT_STORE_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONT_CMPLNCD	LAST_COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE

FK_CONT_CONTSTORE	PIM_CONTACT_STORE_ID	POM Schema	PIM_CONTACT_STORE
FK_CONT_SITES	SITE_ID	POM Schema	PIM_SITES

PIM_CONTACT_ATTEMPTS

Primary Key(s): PIM_SESSION_ID

Field	Type	Default	Nulls?	Comments
PIM_SESSION_ID	BIGINT		No	Auto generated ID of this contact attempt.
COMPLETION_CODE_ID	INTEGER		No	ID of the last custom completion code received for this contact attempt.
SYS_COMPLETION_CODE_ID	INTEGER		Yes	ID of the last system completion code received for this contact attempt.
JOB_ID	INTEGER		No	Campaign job ID. This ID is shown in the POM monitor when the campaign job is running.
CONTACT_ID	BIGINT		No	Contact id from PIM_CONTACT table.
OWNER_PIM_SERVER_NAME	VARCHAR (255 CHAR)		Yes	ID of the POM server which processed this attempt.

ACTION_ID	INTEGER		Yes	ID of the action which resulted in this contact attempt.
SESSION_ID	VARCHAR (2048 CHAR)		Yes	Session ID returned by the media server.
CONTACT_ATTEMPT_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time of this attempt.
RINGBACK_START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when ring-back event was received
LAST_NW_DISPOSITION_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the last disposition was received from the network.
CALL_START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the call was answered and application started
CALL_COMPLETION_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the call was disconnected.
CALL_CONNECT_TIME	BIGINT		Yes	Time of call answer as an offset from the epoch.
START_OF_VOICE_OFFSET	INTEGER		Yes	Offset from the call answer time of start of voice event.
FIRST_PROMPT_OFFSET	INTEGER		Yes	Offset from the call answer time of the first prompt play event
MEDIA_SERVER_NAME	VARCHAR (80 CHAR)		Yes	Name of the media server who serviced this attempt.

CHANNEL_TYPE	INTEGER		No	Integer to identify the type of the channel. (-1) - Excluded contacts and Un-attempted contacts 0 - Voice1 - SMS2 - E-mail3 - Custom
ADDRESS	VARCHAR (80 CHAR)		Yes	Phone number or email address used to make this attempt.
AGENT_ID	VARCHAR (80 CHAR)		Yes	Agent assigned for this attempt.
CALLBACK_ID	INTEGER		Yes	this is reserved for future use
NUISANCE_CALL	BOOLEAN		Yes	This will be set to true if attempted call is a nuisance call
RESULT_STATE	INTEGER		No	0 - NO_RESULT 1 - NEW_YET_TO_PROCESS 2 - LOCKED 3 - TO_PROCESS_LATER 4 - PROCESSED
LICENSE_USED	BOOLEAN		No	For Operational Use.
ATTEMPT_TYPE	INTEGER		No	This field gives information about type of attempt like Regular, Callback, Out of Temporary Restriction, Retry 0 - REGULAR 1 - CALLBACK 2 - OUT_OF_RESTRICT 3 - RETRY 4 - HIGH_PRIORITY 5 - REDIAL

PACING_TYPE	INTEGER		Yes	Type of pacing."0" - Expert Call Ratio"1" - Cruise Control"3" - Progressive"4" - Custom"5" - Preview"6" - Time-based Pacing"7" - Skill Based Pacing"8" - None
HANDLER_NAME	VARCHAR (256 CHAR)		Yes	This field gives information about the Handler created in strategy
ADDRESS_ATTR_NAME	VARCHAR (80 CHAR)		Yes	
RULE_NAME	VARCHAR (255 CHAR)		Yes	This field gives information about the Rule Name
PROCESS_AFTER	BIGINT		Yes	For Operational Use.
RESULT_PROGRESS	INTEGER		Yes	For Operational Use.
USER_CONTACT_ID	VARCHAR (80 CHAR)		Yes	For Operational Use.
CONTACT_AGENT_STATE	INTEGER	0	No	0 - NOT_YET_WITH_AGENT 1 - BUSY_WITH_AGENT 2- DONE_WITH_AGENT 3- EXECUTE_CUSTOM_CLASS_ONLY
CAMPAIGN_ID	NUMBER(10,0)		Yes	This field contains the campaign ID.
INFO1	VARCHAR (2048 CHAR)		Yes	Info1
INFO2	VARCHAR (2048 CHAR)		Yes	Info2
INFO3	VARCHAR (2048 CHAR)		Yes	Info2
PARENT_PIM_SESSION_ID	NUMBER(19,0)		Yes	Parents session ID

EXCLUDED_FROM_NUISANCE_RATE	BOOLEAN		Yes	True if attempt is marked by agent as "answer machine by agent"
UCID	VARCHAR (256)		Yes	The field contains UCID
AGENT_CONNECT_TIME	TIMESTAMP WITH TIME ZONE			Contains the Agent connect Time.
ZIP_TONE_TIME	TIMESTAMP WITH TIME ZONE		Yes	Contains the zip tone time
LIVE_VOICE_OFFSET	INTEGER		Yes	Offset for live voice
RECORDED_MSG_OFFSET	INTEGER		Yes	Offset for recorded msg
MSG_END_OFFSET	INTEGER		Yes	Offset for meg end
SKIP_ADDR_COUNT	INTEGER	0	NO	Count f skipped addresses
DNC_LIST_NAME	VARCHAR (80)		Yes	Name of the DNC list
DNCLISTS_GROUP_NAME	VARCHAR (80)		Yes	Name of DNC group
AGENT_OFFSET_OFFHOOK	INTEGER		Yes	Offset for agent offhook
AGENT_OFFSET_SOV	INTEGER		Yes	Offset for agent sov
CONTACT_LIST_ID	INTEGER		Yes	ID of contact list
ATTEMPT_TYPE	INTEGER		Yes	Type of the attempt
CONTEXT_STORE_ID	VARCHAR (256)		Yes	ID of context store
ORG_ID	INTEGER		Yes	This field contains organization id associated with campaign. In case of default org value would be null or -1 as applicable in campaign table.

RECORD_PICKUP_TIME	TIMESTAMP WITH TIME ZONE		Yes	This column shows the time when record is picked by POM from database before making an contact attempt
EXPORTED	BOOLEAN	FALSE	No	
CUSTOM_FIELD1	VARCHAR (30 CHAR)		Yes	
CUSTOM_FIELD2	VARCHAR (30 CHAR)		Yes	
CUSTOM_FIELD3	VARCHAR (30 CHAR)		Yes	
CUSTOM_FIELD4	VARCHAR (30 CHAR)		Yes	
CUSTOM_FIELD5	VARCHAR (30 CHAR)		Yes	
REASON_CODE	VARCHAR (30 CHAR)		Yes	
RESPONSE_CODE	VARCHAR (30 CHAR)		Yes	
RESPONSE_STATUS	VARCHAR (20 CHAR)		Yes	
SELECTION_CONTROL	VARCHAR (20 CHAR)		Yes	
ZIP_TONE_TIME	TIMESTAMP WITH TIME ZONE		Yes	

Index Name	Type	Unique	Fields
IX_CONTATMPS_JOB	Normal	No	JOB_ID
IX_NUISANCE_CALL	Normal	No	NUISANCE_CALL
IX_CONTATMPS_CONT	Normal	No	CONTACT_ID
IX_JOBACTIONCOM_ID	Normal	No	JOB_ID, ACTION_ID, COMPLETION_CODE_ID
IX_JOBACTIONLICUSED	Normal	No	JOB_ID, ACTION_ID, LICENSE_USED
IX_JOB_ID_ACTION_ID	Normal	No	JOB_ID, ACTION_ID
IX_CONTATMPS_CMPLNCD	Normal	No	COMPLETION_CODE_ID
IX_JOBACTIONSYS COM_ID	Normal	No	JOB_ID, ACTION_ID, SYS_COMPLETION_CODE_ID
IX_CONTATTMPTS_CBKDTLS	Normal	No	CALLBACK_ID
IX_CONTATMPS_SYSCMPLNCD	Normal	No	SYS_COMPLETION_CODE_ID
IX_CONTATMPS_EPSESSION_ID	Normal	No	SESSION_ID
IX_RULE_ATMPT_INPG	Normal	No	ADDRESS, USER_CONTACT_ID
IX_RULE_ATMPT_NS_ADDR	Normal	No	ADDRESS, ADDRESS_ATTR_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATMPT_NS_USRCNT	Normal	No	NUISANCE_CALL, RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATTEMPT_ADDRESS	Normal	No	CHANNEL_TYPE, ADDRESS, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CAMPAIGN_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATTEMPT_USRCNTID	Normal	No	CHANNEL_TYPE, RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME

IX_CONTATMPS_2	Normal	No	JOB_ID, CONTACT_LIST_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CONTACT_ID
IX_CONTATMPS_3	Normal	No	OWNER_PIM_SERVER_NAME, CHANNEL_TYPE, LICENSE_USED
IX_CONTATMPS_4	Normal	No	NUISANCE_CALL, JOB_ID
IX_CONTATMPS_6	Normal	No	SYS_COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, JOB_ID
IX_CONTATMPS_8	Normal	No	JOB_ID, CONTACT_ID

Check Constraint Name	Text
PIM_CONTACT_ATTEMPTS_PKEY	PIM_SESSION_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTATMPS_CMPLNCD	COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE
FK_CONTATMPS_CONT	CONTACT_ID	POM Schema	PIM_CONTACT
FK_CONTATMPS_JOB	JOB_ID	POM Schema	PIM_JOB
FK_CONTATMPS_SYSCMPLNCD	SYS_COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE

PIM_CONTACT_ATTEMPTS_HISTORY

Primary Key(s): PIM_SESSION_ID

Field	Type	Default	Nulls?	Comments
PIM_SESSION_ID	INTEGER		No	Auto generated ID of this contact attempt.
COMPLETION_CODE_ID	INTEGER		No	ID of the last custom completion code received for this contact attempt.
SYS_COMPLETION_CODE_ID	INTEGER		Yes	ID of the last system completion code received for this contact attempt.
JOB_ID	INTEGER		No	Campaign job ID. This ID is shown in the POM monitor when the campaign job is running.
CONTACT_ID	INTEGER		No	Contact id from pim_contact table.
OWNER_PIM_SERVER_NAME	VARCHAR (255 CHAR)		Yes	ID of the POM server which processed this attempt.
ACTION_ID	INTEGER		Yes	ID of the action which resulted in this contact attempt.
SESSION_ID	VARCHAR (2048 CHAR)		Yes	Session ID returned by the media server.
CONTACT_ATTEMPT_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time of this attempt.
RINGBACK_START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when ring-back event was received
LAST_NW_DISPOSITION_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the last disposition was received from the network.

CALL_START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the call was answered and application started
CALL_COMPLETION_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the call was disconnected.
CALL_CONNECT_TIME	INTEGER		Yes	Time of call answer as an offset from the epoch.
START_OF_VOICE_OFFSET	INTEGER		Yes	Offset from the call answer time of start of voice event.
FIRST_PROMPT_OFFSET	INTEGER		Yes	Offset from the call answer time of the first prompt play event
MEDIA_SERVER_NAME	VARCHAR (80 CHAR)		Yes	Name of the media server who serviced this attempt.
CHANNEL_TYPE	INTEGER		No	Integer to identify the type of the channel. (-1) - Excluded contacts and Un-attempted contacts 0 - Voice1 - SMS2 - E-mail3 - Custom
ADDRESS	VARCHAR (80 CHAR)		Yes	Phone number or email address used to make this attempt.
AGENT_ID	VARCHAR (80 CHAR)		Yes	Agent assigned for this attempt.
CALLBACK_ID	INTEGER		Yes	this is reserved for future use
NUISANCE_CALL	NUMBER(1,0)		Yes	This will be set to true if attempted call is a nuisance call
RESULT_STATE	INTEGER		No	0 - NO_RESULT 1 - NEW_YET_TO_PROCESS 2 - LOCKED 3 - TO_PROCESS_LATER 4 - PROCESSED

LICENSE_USED	NUMBER(1,0)		No	For Operational Use.
ATTEMPT_TYPE	INTEGER		No	This field gives information about type of attempt like Regular, Callback, Out of Temporary Restriction, Retry 0 - REGULAR 1 - CALLBACK 2 - OUT_OF_RESTRICT 3 - RETRY 4 - HIGH_PRIORITY 5 - REDIAL
PACING_TYPE	INTEGER		Yes	Type of pacing."0" - Expert Call Ratio"1" - Cruise Control"3" - Progressive"4" - Custom"5" - Preview"6" - Time-based Pacing"7" - Skill Based Pacing"8" - None
HANDLER_NAME	VARCHAR (256 CHAR)		Yes	This field gives information about the Handler created in strategy
ADDRESS_ATTR_NAME	VARCHAR (80 CHAR)		Yes	
RULE_NAME	VARCHAR (255 CHAR)		Yes	Will display rule Name
PROCESS_AFTER	BIGINT		Yes	Flag for process
RESULT_PROGRESS	INTEGER		Yes	
USER_CONTACT_ID	VARCHAR (80 CHAR)		Yes	
CAMPAIGN_ID	NUMBER(10,0)		Yes	This field contains the campaign ID.
INFO1	VARCHAR (2048 CHAR)		Yes	Info1

INFO2	VARCHAR (2048 CHAR)		Yes	Info2
INFO3	VARCHAR (2048 CHAR)		Yes	Info2
PARENT_PIM_SESSION_ID	NUMBER(19,0)		Yes	Parents session ID
EXCLUDED_FROM_NUISANCE_RATE	BOOLEAN		Yes	True if attempt is marked by agent as "answer machine by agent"
UCID	VARCHAR (256)		Yes	The field contains UCID
SKIP_ADDR_COUNT	INTEGER	0	NO	Count f skipped addresses
DNC_LIST_NAME	VARCHAR (80)		Yes	Name of the DNC list
DNCLISTS_GROUP_NAME	VARCHAR (80)		Yes	Name of DNC group
AGENT_OFFSET_OFFHOOK	INTEGER		Yes	Offset for agent offhook
CONTACT_LIST_ID	INTEGER		Yes	ID of contact list
AGENT_CONNECT_TIME	TIMESTAMP WITH TIME ZONE		Yes	Count f skipped addresses
ZIP_TONE_TIME	TIMESTAMP WITH TIME ZONE		Yes	Contains the zip tone time
LIVE_VOICE_OFFSET	INTEGER		Yes	Offset for live voice
RECORDED_MSG_OFFSET	INTEGER		Yes	Offset for recorded msg
MSG_END_OFFSET	INTEGER		Yes	Offset for msg end
AGENT_OFFSET_SOV	INTEGER		Yes	Offset for agent SOV
CONTACT_AGENT_STATE	INTEGER		Yes	Agent state
CONTEXT_STORE_ID	VARCHAR (256)		Yes	Contect store ID

ORG_ID	INTEGER		Yes	This field contains organization id associated with campaign. In case of default org value would be null or -1 as applicable in campaign table.
CUSTOM_FIELD1	VARCHAR (30)		Yes	
CUSTOM_FIELD2	VARCHAR (30)		Yes	
CUSTOM_FIELD3	VARCHAR (30)		Yes	
CUSTOM_FIELD4	VARCHAR (30)		Yes	
CUSTOM_FIELD5	VARCHAR (30)		Yes	
EXPORTED	BOOLEAN	FALSE	No	
REASON_CODE	VARCHAR (30)		Yes	
RECORD_PICKUP_TIME	TIMESTAMP WITH TIME ZONE		Yes	This column shows the time when record is picked by POM from database before making an contact attempt
RESPONSE_CODE	VARCHAR (30)		Yes	
RESPONSE_STATUS	VARCHAR (20)		Yes	
SELECTION_CONTROL	VARCHAR (20)		Yes	

Index Name	Type	Unique	Fields
IX_CONTATMPHSHSTRY_JOB	Normal	No	JOB_ID
IX_CONTATMPHSHSTRY_JCID	Normal	No	JOB_ID, CONTACT_ID
IX_CONTATMPS_SYSCC_JID	Normal	No	SYS_COMPLETION_CODE_ID, JOB_ID

IX_CONTATMPSHSTRY_CMPLNCD	Normal	No	COMPLETION_CODE_ID
IX_CONTATTMPTSHST_CBKDTLS	Normal	No	CALLBACK_ID
IX_CONTATMPSHSTRY_CONTHSTRY	Normal	No	CONTACT_ID, JOB_ID
IX_CONTATMPSHSTRY_SYSCMPLNCD	Normal	No	SYS_COMPLETION_CODE_ID
IX_CONTATMPSHSTRY_EPSESSION_ID	Normal	No	SESSION_ID
IX_NUISANCE_JID	Normal	No	NUISANCE_CALL, JOB_ID
IX_RULE_ATMPT_CC_ADDR	Normal	No	ADDRESS, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
IX_RULE_ATMPT_CC_ADDR_ATTR	Normal	No	ADDRESS, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
vw_contactattempt_ATTR	Normal	No	ADDRESS, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
IX_RULE_ATMPT_CC_USERCNT	Normal	No	RULE_NAME, USER_CONTATC_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATMPT_HSTRY_ADDRESS	Normal	No	CHANNEL_TYPE, ADDRESS, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CAMPAIGN_ID, CONTACT_ATTEMPT_TIME
IX_RULE_ATMPT_HSTRY_NS_ADDR	Normal	No	ADDRESS, NUISANCE_CALL, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID
IX_RULE_ATMPT_HSTRY_NS_ADR_ATR	Normal	No	ADDRESS, NUISANCE_CALL, ADDRESS_ATTR_NAME, RULE_NAME, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CAMPAIGN_ID

IX_RULE_ATMPT_HSTRY_NS_USRCNT	Normal	No	NUISANCE_CALL, RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IX_CONTATTRHIST_JID	Normal	NO	CHANNEL_TYPE, RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME
IDX_JOB_ID_SESSION_ID	Normal	NO	PIM_SESSION_ID,JOB_ID
IX_CONTATMPHSTRY_1	Normal	NO	JOB_ID, ACTION_ID, COMPLETION_CODE_ID
IX_CONTATMPHSTRY_2	Normal	NO	JOB_ID, CONTACT_LIST_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CONTACT_ID
IX_CONTATMPHSTRY_3	Normal	NO	JOB_ID, CHANNEL_TYPE
IX_CONTATMPHSTRY_5	Normal	NO	EXCLUDED_FROM_NUISANCE_RATE, JOB_ID, CONTACT_ATTEMPT_TIME
IX_CONTATMPHSTRY_JOB	Normal	NO	JOB_ID
IX_CONTATMPHSTRY_JOB_ACT_ID	Normal	NO	JOB_ID, ACTION_ID
IX_CONTATMPHSTRY_NW_DISPO	Normal	NO	JOB_ID, ACTION_ID, LAST_NW_DISPOSITION_TIME
IX_CONTATMPHSTRY_SYS_COMP	Normal	NO	JOB_ID, SYS_COMPLETION_CODE_ID
IX_HSTRY_JOB_ACTIONSYS_COM_ID	Normal	NO	JOB_ID, ACTION_ID, SYS_COMPLETION_CODE_ID
IX_RULE_ATMPT_HSTRY_USRCNTID	Normal	NO	CHANNEL_TYPE, RULE_NAME, USER_CONTACT_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME

Check Constraint Name	Text
PIM_CONTACT_ATTEMPTS_HISTORY_PKEY	PIM_SESSION_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTATMPSHSTRY_CMPLNCD	COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE
FK_CONTATMPSHSTRY_CONTHSTRY	CONTACT_ID, JOB_ID	POM Schema	PIM_CONTACT_HISTORY
FK_CONTATMPSHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB
FK_CONTATMPSHSTRY_SYSCMPLNCD	SYS_COMPLETION_CODE_ID	POM Schema	PIM_COMPLETION_CODE

PIM_CONTACT_ATTRIBUTE

Primary Key(s): CONTACT_ID, ATTRIBUTE_ID

Field	Type	Default	Nulls?	Comments
CONTACT_ID	BIGINT		No	Contact ID
ATTRIBUTE_ID	INTEGER		No	Attribute ID
ATTRIBUTE_VALUE	VARCHAR (3990 CHAR)		Yes	Attribute Name

Index Name	Type	Unique	Fields
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IX_CONTATTR_ATTR	NORMAL	No	ATTRIBUTE_ID
IX_CONTATTR_CONT	NORMAL	No	CONTACT_ID

Check Constraint Name	Text
PIM_CONTACT_ATTRIBUTE_PKEY	CONTACT_ID, ATTRIBUTE_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTATTR_ATTR	POM Schema	PIM_ATTRIBUTE	ATTRIBUTE_ID
FK_CONTATTR_CONT	POM Schema	PIM_CONTACT	CONTACT_ID

PIM_CONTACT_ATTRIBUTE_HISTORY

Primary Key(s): CONTACT_ID, JOB_ID, ATTRIBUTE_NAME

Field	Type	Default	Nulls?	Comments
CONTACT_ID	BIGINT		No	Contact ID
JOB_ID	INTEGER		No	Job ID
ATTRIBUTE_NAME	VARCHAR (30 CHAR)		No	Attribute Name
ATTRIBUTE_VALUE	VARCHAR (3990 CHAR)		Yes	Attribute Value

Index Name	Type	Unique	Fields
IX_CONTATTRHSTRY_CONTHSTRY	NORMAL	No	CONTACT_ID, JOB_ID

Check Constraint Name	Text
PIM_CONTACT_ATTRIBUTE_HISTORY_PKEY	CONTACT_ID, JOB_ID, ATTRIBUTE_NAME

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTATTRHSTRY_CONTHSTRY	POM Schema	PIM_CONTACT_HISTORY	CONTACT_ID, JOB_ID

PIM_CONTACT_HISTORY

Primary Key(s): CONTACT_ID, JOB_ID

Field	Type	Default	Nulls?	Comments
CONTACT_ID	BIGINT		No	Contact ID.
JOB_ID	INTEGER		No	Job ID.
PHONE_NUMBER1	VARCHAR (80 CHAR)		Yes	Phone 1 for this contact, if provided during import.

PHONE_NUMBER2	VARCHAR (80 CHAR)		Yes	Phone 2 for this contact, if provided during import.
FIRST_NAME	VARCHAR (80 CHAR)		Yes	Field to store first name of the contact
LAST_NAME	VARCHAR (80 CHAR)		Yes	Field to store last name of the contact
EMAIL	VARCHAR (80 CHAR)		Yes	Email Id for this contact, if provided during import
LANGUAGE	VARCHAR (80 CHAR)		Yes	Field for storing language choice of this contact. This field can contain only the values mentioned in the POM documentation.
TIME_ZONE	VARCHAR (80 CHAR)		Yes	Field for storing the time zone for the phone number 1 of the contact.
CREATED_BY	VARCHAR (80 CHAR)		Yes	Name of the user who imported this contact.
PHONE_NUMBER1_TZ_INT	INTEGER		No	Offset in milliseconds from GMT for time_zone value, used for sorting contacts using phone number 1 time zone
PHONE_NUMBER2_TZ	VARCHAR (80 CHAR)		Yes	Field for storing the time zone for the phone number 2 of the contact.
PHONE_NUMBER1_CTRY_CODE	INTEGER		Yes	Country code of Phone number 1
PHONE_NUMBER2_CTRY_CODE	INTEGER		Yes	Country code of Phone number 2
PHONE_NUMBER2_TZ_INT	INTEGER		Yes	Offset in milliseconds from GMT for time_zone value, used for sorting contacts using phone number 2 time zone

USER_CONTACT_ID	VARCHAR (80 CHAR)		No	Contact ID provided while importing this contact record in the POM database. This should be used as a link between external customer database and POM database.
STORE_NAME	VARCHAR (40 CHAR)		No	Contact List Name.
TITLE_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store title for contact. For example Mr., Mrs. etc...
ADDR_LINE1_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 1 for contact
ADDR_LINE2_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 2 for contact
ADDR_LINE3_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 3 for contact
ADDR_LINE4_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 4 for contact
ADDR_LINE5_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store address line 5 for contact
COUNTRY_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store country for contact
ZIPCODE_PREDEFINED	VARCHAR (80 CHAR)		Yes	Predefined attribute to store zip code for contact
ZONE_ID	INTEGER		No	Zone ID
PIM_CONTACT_STATUS_FLAG_	INTEGER	0		
PHONE_NUMBER1_STATE	VARCHAR (256)			

PHONE_NUMBER_STATE	VARCHAR (256)			
PHONE_NUMBER1_WIRELESS	VARCHAR (256)			
PHONE_NUMBER2_WIRELESS	VARCHAR (256)			
COUNTER	INTEGER		Yes	Predefined attribute to store counter for every real attempt
LAST_ADDR_DIALED_ATTR_NAME	VARCHAR (80)		Yes	Predefined attribute to store last phone field for Call/SMS/notification attempt type or last email address for Email attempt type
LAST_HANDLED_BY_AGENT_ID	VARCHAR (80)		Yes	Predefined attribute to store Last Agent ID who handled the contact
LAST_NUISANCE_CALL_TIME	TIMESTAMP WITH TIME ZONE		Yes	Predefined attribute to store time stamp of Last nuisance call
SYS_AGENTID	VARCHAR (80 CHAR)		Yes	Predefined attribute to store agent id for contact, if provided during import.
PHONE_NUMBER1_ALLOWEDTIME	VARCHAR (256 CHAR)		Yes	To specify specific hours and days of the week during which phone1 can be dialed.
PHONE_NUMBER1_DISALLOWEDTIME	VARCHAR (256 CHAR)		Yes	To specify specific hours and days of the week during which phone1 cannot be dialed.
PHONE_NUMBER2_ALLOWEDTIME	VARCHAR (256 CHAR)		Yes	To specify specific hours and days of the week during which phone2 can be dialed.

PHONE_NUMBER2_DISALLOWEDTIME	VARCHAR (256 CHAR)		Yes	To specify specific hours and days of the week during which phone2 cannot be dialed.
ZIPCODE_TZ_PREDEFINED	VARCHAR (80 CHAR)		Yes	To specify state of primary zipcode
ZIPCODE_TZ_INT_PREDEFINED	INTEGER		Yes	Contains offset of timezone of primary zipcode
ZIPCODE_STATE_PREDEFINED	VARCHAR (256 CHAR)		Yes	To specify timezone of primary zipcode
ZIPCODE1_PREDEFINED	VARCHAR (256 CHAR)		Yes	To specify secondary zipcode for contact record
ZIPCODE1_TZ_PREDEFINED	VARCHAR (80 CHAR)		Yes	To specify state of secondary zipcode
ZIPCODE1_TZ_INT_PREDEFINED	INTEGER		Yes	Contains offset of timezone of secondary zipcode
ZIPCODE1_STATE_PREDEFINED	VARCHAR (256 CHAR)		Yes	To specify timezone of secondary zipcode

Index Name	Type	Unique	Fields
IX_CONTHSTRY_JOB	NORMAL	No	JOB_ID

Check Constraint Name	Text
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PIM_CONTACT_HISTORY_PKEY	CONTACT_ID, JOB_ID
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Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTHSTRY_JOB	POM Schema	PIM_JOB	JOB_ID

PIM_CONTACT_STORE

Primary Key(s): PIM_CONTACT_STORE_ID

Field	Type	Default	Nulls?	Comments
PIM_CONTACT_STORE_ID	INTEGER		No	Auto generated ID
STORE_NAME	VARCHAR (40 CHAR)		No	Contact List Name
STORE_DESCRIPTION	VARCHAR (256 CHAR)		Yes	Contact List Description
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		Yes	Time when contact list was modified.
TOTAL_CONTACTS	BIGINT		No	Total numbers of contacts in contact list.
LAST_UPDATE_ON	TIMESTAMP WITH TIME ZONE		Yes	Time when contact list was updated.
CREATED_BY	VARCHAR (40 CHAR)		Yes	Name of person who created contact list.
LAST_MODIFIED_BY	VARCHAR (40 CHAR)		Yes	Name of person who did last modification.

STATUS	INTEGER		No	For Operational Use.
DELETION_START_AT	TIMESTAMP WITH TIME ZONE		Yes	For Operational Use.
ZONE_ID	INTEGER		No	Zone ID.
TOTAL_EXCLUDED_CONTACTS	NUMBER(19,0)		NO	For total exclude contacts
CS_CUSTOMER_ID_RETRIVAL_MODE	INTEGER		No	Customer ID retrieval mode
CONTEXT_STORE_CUSTOMER_ID	INTEGER	1	No	Attribute ID that will be used to fetch customer ID from Oceana
CS_MULTIPLE_PHONE_FIELDS	BOOLEAN		No	Flag to check if Multiple Phone Fields is allowed to fetch customer ID

Index Name	Type	Unique	Fields
IX_CONTSTORE_ZONE	NORMAL	No	ZONE_ID

Check Constraint Name	Text
PIM_CONTACT_STORE_PKEY	PIM_CONTACT_STORE_ID
PIM_CONTACT_STORE_STORE_NAME_KEY	STORE_NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTSTORE_ZONE	ZONE_ID	POM Schema	PIM_ZONE

PIM_CONTACT_STORE_ATTRIBUTE

Primary Key(s): PIM_CONTACT_STORE_ID, ATTRIBUTE_ID

Field	Type	Default	Nulls?	Comments
PIM_CONTACT_STORE_ID	INTEGER		No	Contact list ID
ATTRIBUTE_ID	INTEGER		No	Attribute ID
SELECT_ORDER	INTEGER		No	Order of attributes in contact lists. For Operational Use.

Index Name	Type	Unique	Fields
IX_ATTR_CONTSTORE	NORMAL	No	ATTRIBUTE_ID
IX_CONTSTORE_ATTR	NORMAL	No	PIM_CONTACT_STORE_ID

Check Constraint Name	Text
PIM_CONTACT_STORE_ATTRIBUTE_PKEY	PIM_CONTACT_STORE_ID, ATTRIBUTE_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_ATTR_CONTSTORE	POM Schema	PIM_ATTRIBUTE	ATTRIBUTE_ID
FK_CONTSTORE_ATTR	POM Schema	PIM_CONTACT_STORE	PIM_CONTACT_STORE_ID

PIM_CONTACT_STRATEGY

Primary Key(s): CONTACT_STRATEGY_ID

Field	Type	Default	Nulls?	Comments
CONTACT_STRATEGY_ID	INTEGER		No	Auto generated ID.
ORGANIZATION_ID	INTEGER		Yes	Organization ID
STRATEGY_NAME	VARCHAR (256 CHAR)		Yes	Campaign Strategy Name.
STRATEGY_TEXT	CLOB		Yes	For Operational Use.
STATE	INTEGER		No	For Operational Use.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	Time when strategy was modified.
CREATED_BY	VARCHAR (40 CHAR)		Yes	Name of person who created campaign strategy.
LAST_MODIFIED_BY	VARCHAR (40 CHAR)		Yes	Name of person who did last modification in campaign strategy.

Index Name	Type	Unique	Fields
IX_CONTSTRATEGY_ORG	NORMAL	No	ORGANIZATION_ID

Check Constraint Name	Text
PIM_CONTACT_STRATEGY_PKEY	CONTACT_STRATEGY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTSTRATEGY_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

PIM_CONTEXT_STORE_ATTRIBUTES

Primary Key(s): CONTEXT_STORE_ATTR_ID

Field	Type	Default	Nulls?	Comments
CONTEXT_STORE_ATTR_ID	INTEGER		No	Auto generated ID
PIM_CONTACT_STORE_ID	INTEGER		No	Contact list ID
ATTRIBUTE_ID	INTEGER		No	Phone Attribute ID associated with contact list to fetch the customer ID along with attempted address.

Index Name	Type	Unique	Fields
IX_CONTEXTSTORE_ATTR	NORMAL	No	ATTRIBUTE_ID
IX_CONTEXTSTORE_CONTACTSTORE	NORMAL	No	PIM_CONTACT_STORE_ID

Check Constraint Name	Text
PIM_CONTEXT_STORE_ATTRIBUTES_PKEY	CONTEXT_STORE_ATTR_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTEXTSTORE_CONTACTSTORE	POM Schema	PIM_CONTACT_STORE	PIM_CONTACT_STORE_ID
FK_CONTEXTSTORE_ATTR	POM Schema	PIM_ATTRIBUTE	ATTRIBUTE_ID

PIM_IMPORT_DS

Primary Key(s): IMPORT_DS_ID

Field	Type	Default	Nulls?	Comments
IMPORT_DS_ID	INTEGER		No	Auto generated ID
ORGANIZATION_ID	INTEGER		Yes	Organization ID
PIM_CONTACT_STORE_ID	INTEGER		Yes	Contact list ID
PIM_DNC_LIST_ID	INTEGER		Yes	DNC list ID
IMPORT_TYPE	INTEGER		No	Type of data source.
IMPORT_DS_NAME	VARCHAR (80 CHAR)		No	Data source name.
IMPORT_DS_DESCRIPTION	VARCHAR (256 CHAR)		Yes	Data source description.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		Yes	Time when data source was last modified.
CREATED_BY	VARCHAR (40 CHAR)		Yes	Name of person who created data source.

LAST_MODIFIED_BY	VARCHAR (40 CHAR)		Yes	Name of person who did last modification in data source.
IS_JOB_ACTIVE	INTEGER		No	For Operational Use.
LAST_JOB_START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when data source was last run.
EMPTY_CONTACT_GROUP	NUMBER(1,0)		No	For Operational Use.
PAUSE_ASSOCIATED_CAMPAIGNS	BOOLEAN		NO	Flag for Pause Associated Campaigns associated with flag for Empty Contact Group
IGNORE_ACTIVE_EXCLUDE_CONTACTS	BOOLEAN		NO	Flag for Ignore Active Exclude Contacts associated with flag for Empty Contact Group
IGNORE_CALLBACK_ON_CONTACTS	BOOLEAN		NO	Flag for Ignore Callback On Contacts associated with flag for Empty Contact Group
CHECK_TRIGGER_IMPORT	NUMBER(1,0)		No	For Operational Use.
AUTOMATICALLY_UPDATE_TZ	NUMBER(1,0)		No	For Operational Use.
CHECK_PHONE_REJECTS	NUMBER(1,0)		No	For Operational Use.
IF_CONTACT_EXISTS	INTEGER		No	For Operational Use.
CHECK_PHONE_FORMATS	NUMBER(1,0)		No	For Operational Use.
CHECK_DNC	NUMBER(1,0)		No	For Operational Use.
STATUS	INTEGER		No	For Operational Use.
DRIVER_STATE	INTEGER		No	
DERIVE_WIRELESS	INTEGER		NO	

CLEANUP_PHONENUMBER	BOOLEAN		Yes	To remove non-numeric chars from phone number
EMPTY_PH_ON_RULE_MATCH	BOOLEAN		Yes	To empty phone number if it matches rejection pattern/criteria or phone format rules
EMPTY_INVALID_EMAIL	BOOLEAN		Yes	To empty email attribute if it is invalid
ISRETAINCALLBACK	BOOLEAN	false	No	To retain callback if contact is excluded
ALLOW_BULK_IMPORT	BOOLEAN		No	
FILTER_TEMPLATE_ID	INTEGER	0	No	Id of the filter template used to delete records from the contact list before import

Index Name	Type	Unique	Fields
IX_IMPTDS_ORG	NORMAL	No	ORGANIZATION_ID
IX_IMPTDS_DNCLIST	NORMAL	No	PIM_DNC_LIST_ID
IX_IMPTDS_CONTSTORE	NORMAL	No	PIM_CONTACT_STORE_ID

Check Constraint Name	Text
PIM_IMPORT_DS_PKEY	IMPORT_DS_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
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FK_IMPTDS_CONTSTORE	PIM_CONTACT_STORE_ID	POM Schema	PIM_CONTACT_STORE
FK_IMPTDS_DNCLIST	PIM_DNC_LIST_ID	POM Schema	PIM_DNC_LIST
FK_IMPTDS_ORG	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

PIM_IMPORT_DS_JOB

Primary Key(s): IMPORT_DS_JOB_ID

Field	Type	Default	Nulls?	Comments
IMPORT_DS_JOB_ID	INTEGER		No	Auto generated id for import job.
IMPORT_DS_ID	INTEGER		No	ID of import data source.
OWNER_DIRECTOR	INTEGER		No	Field for Operational use.
START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp when this import job was started.
END_TIME	TIMESTAMP WITH TIME ZONE		Yes	Timestamp when this import job was ended.

STATUS	INTEGER		No	Status of Import Job."0" - Completed"1" - Queued"2" - Running"3" - Error"4" - File Copying"5" - Pausing"6" - Paused"7" - Stopping"8" - Waiting to resume"9" - Deleting Contact"10" - Creating history records
PAUSED_IN_STATE	INTEGER		Yes	Reserved for future use.
IMPORT_SPEED	BIGINT		Yes	Reserved for future use.
FINISH_REASON	VARCHAR (4000 CHAR)		Yes	This hold the reason value of current state.
RETRY_COUNT_ON_ERROR	INTEGER		No	For Operational Use.
HEADER_LINE	VARCHAR (3990 CHAR)		Yes	Header line given in import File or name of fields given in database query for import
EVENT_SENT_CODE	INTEGER		Yes	This hold the event code

Index Name	Type	Unique	Fields
IX_IMPTDSJOB_IMPTDS	NORMAL	No	IMPORT_DS_ID
IX_IMPTDSJOB_DIRECTOR	NORMAL	No	OWNER_DIRECTOR

Check Constraint Name	Text
PIM_IMPORT_DS_JOB_PKEY	IMPORT_DS_JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_IMPTDSJOB_DIRECTOR	OWNER_DIRECTOR	POM Schema	PIM_DIRECTOR
FK_IMPTDSJOB_IMPTDS	IMPORT_DS_ID	POM Schema	PIM_IMPORT_DS

PIM_BULK_IMPORT_DS_JOB_CLOB

Primary Key(s): IMPORT_DS_JOB_CLOB_ID

Field	Type	Default	Nulls?	Comments
IMPORT_DS_JOB_CLOB_ID	INTEGER		No	Auto generated import DS job clob ID
IMPORT_DS_JOB_ID	INTEGER		No	Import DS Job Id
IMPORT_DS_ID	INTEGER		No	Import DS Id
CONTACT_LIST	CHARACTER VARYING		No	JSON Contact list input by user
IMPORT_OPTIONS	CHARACTER VARYING		Yes	Optional import options

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_BB_IMP_DS_JOB	IMPORT_DS_JOB_ID	POM Schema	PIM_IMPORT_DS_JOB
FK_BB_IMP_DS	IMPORT_DS_ID	POM Schema	PIM_IMPORT_DS

PIM_IMPORT_DS_JOB_DTL_HSTRY

Primary Key(s): PIM_IMPORT_DS_JOB_DTL_HSTRY_ID

Field	Type	Default	Nulls?	Comments
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PIM_IMPORT_DS_JOB_DTL_HSTRY_ID	BIGINT		No	Auto generated ID.
IMPORT_DS_JOB_ID	INTEGER		No	ID of import job.
USER_CONTACT_ID	VARCHAR (80 CHAR)		No	User given contact ID.
STATUS	INTEGER		No	Contact status ID."0" - New"1" - Updated"2" - Error"3" - Validation Failed"4" - Ignored duplicate records"5" - Reject pattern matched"6" - Deleted"7" - Existing in DNC list"8" - Phone format issue
DESCRIPTION	VARCHAR (256 CHAR)		Yes	Description of contact status.
FAILED_ATTRIBUTE	VARCHAR (80 CHAR)		Yes	Name of attribute because of which record is invalid.
USER_LINE	VARCHAR (3990 CHAR)		Yes	User given record line

Index Name	Type	Unique	Fields
IX_IMPTDSJOBCTLHSTRY_IMPTDSJOB	NORMAL	No	IMPORT_DS_JOB_ID

Check Constraint Name	Text
PIM_IMPORT_DS_JOB_DTL_HSTRY_PKEY	PIM_IMPORT_DS_JOB_DTL_HSTRY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
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FK_IMPTDSJOBTLHSTRY_IMPTDSJOB	IMPORT_DS_JOB_ID	POM Schema	PIM_IMPORT_DS_JOB
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PIM_IMPORT_JOB_STATUS_CNTR

Primary Key(s): PIM_IMPORT_JOB_STATUS_CNTR_ID

Field	Type	Default	Nulls?	Comments
PIM_IMPORT_JOB_STATUS_CNTR_ID	BIGINT		No	Auto generated ID.
IMPORT_DS_JOB_ID	INTEGER		No	ID of import data source.
STATUS	INTEGER		No	Contact status ID."0" - New"1" - Updated"2" - Error"3" - Validation Failed"4" - Ignored duplicate records"5" - Reject pattern matched"6" - Deleted"7" - Existing in DNC list"8" - Phone format issue
STATUS_COUNT	BIGINT		No	Number of records for respective status

Index Name	Type	Unique	Fields
IX_IMPTJOBSTATUSCNTR_IMPTDSJOB	NORMAL	No	IMPORT_DS_JOB_ID

Check Constraint Name	Text
PIM_IMPORT_JOB_STATUS_CNTR_PKEY	PIM_IMPORT_JOB_STATUS_CNTR_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_IMPTJOBSTATUSCNTR_IMPTDSJOB	IMPORT_DS_JOB_ID	POM Schema	PIM_IMPORT_DS_JOB

PIM_JOB

Primary Key(s): JOB_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	Auto generated Job ID
CAMPAIGN_ID	INTEGER		No	Campaign Id from the campaign table, to identify the campaign for this job
SCHEDULE_ID	INTEGER		Yes	ID of the schedule, if the job was created by a schedule
STRATEGY_NAME	VARCHAR (256 CHAR)		Yes	Name of the strategy attached to the Job

STATUS	INTEGER		No	Status of the campaign job 1, "JOB_QUEUED" 2, "JOB_ACTIVE" 4, "JOB_COMPLETED" 8, "JOB_PAUSE" 16, "JOB_PAUSED" 32, "JOB_FILTER_IN_PROGRESS" 64, "JOB_RESUME" 128, "JOB_STOP" 256, "JOB_STOPPING" 512, "JOB_STOPPED" 1024, "JOB_PAUSING" 2048, "JOB_CREATING_HISTORY" 4096, "JOB_SHADOW" 8192, "JOB_STOPPED_IN_SHADOW"
START_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the job started
END_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when the job ended
LAST_ALLOCATED_ID	INTEGER		Yes	Reserved for future use.
NEXT_ARCHIVAL_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when next archival will happen for this campaign
ABORT_TIME	TIMESTAMP WITH TIME ZONE		Yes	Time when this job would be stopped
TOTAL_CALLS	INTEGER		Yes	Total calls made in the campaign

TOTAL_EMAILS	INTEGER		Yes	Total emails sent in the campaign
TOTAL_SMS	INTEGER		Yes	Total SMS sent in the campaign
TOTAL_CONTACTS	INTEGER		Yes	Total contacts participating in this job
SUCCESSFUL_CALLS	INTEGER		Yes	Total Live Voice calls in this job
NUISANCE_CALLS	INTEGER		Yes	Total Nuisance calls in this job (deprecated)
CUSTOMER_HANGUPS	INTEGER		Yes	Total calls for which disposition is Disconnected_By_User
CREATED_BY	VARCHAR (40 CHAR)		Yes	Name of the user who created this job
PROCESSED_CONTACTS	BIGINT		No	Number of contacts got processed
EXCLUDED_CONTACTS	BIGINT		No	Number of contacts got excluded
NUISANCE_RATE_TODAY	DOUBLE PRECISION		Yes	Nuisance rate for today
NUISANCE_RATE	DOUBLE PRECISION		Yes	Nuisance rate
NUISANCE_RATE_EXCLUDE_COUNT	INTEGER		No	Total answer machine by agent count for this job
JOB_NOTE	INTEGER		YES	
PRCNT_COMPLETE	DOUBLE PRECISION	0	YES	
PRCNT_UNIQUE_ATTEMPTED_RECORD	DOUBLE PRECISION	0	YES	
PRCNT_ATTEMPTED_RECORD	DOUBLE PRECISION	0	YES	

ESTIMATED_JOB_END_TIME	INTEGER	0	YES	
LINKED_JOB_ID	INTEGER		YES	JOB_ID of linked job
LINKED_CAMPAIGN_ID	INTEGER		YES	CAMPAIGN_ID of the linked campaign
FT_APPLYALL	BOOLEAN	false	YES	Set to true if same filter template is to be applied to all contact lists (feature backward compatibility and ease of use)
DIAL_ALLOCATION	BOOLEAN	false	YES	Set to true if no dialing allocation is selected for contact lists (feature backward compatibility)
FALSE_POSITIVE_RATE	DOUBLE PRECISION		YES	For Operational Use
DIALING_ORDER	VARCHAR (80)	NULL	YES	Used to store Campaign dialing order priority. Valid Values or Valid Dialing Orders: 2,1,0 - Priority,Retry,Regular 1,2,0 - Retry,Priority,Regular 2,0,1- Priority,Regular,Retry
TZ_PHONE_ATTRIBUTE	VARCHAR (2048)	NULL	YES	Used to store phone attributes which will be used for timezoning.
USER_PREF_TIME	BOOLEAN		YES	
ZIP_ZONE	BOOLEAN		YES	

Index Name	Type	Unique	Fields
IX_JOB_CMPGN	NORMAL	No	CAMPAIGN_ID

Check Constraint Name	Text
PIM_JOB_PKEY	P JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JOB_CMPGN	CAMPAIGN_ID	POM Schema	PIM_CAMPAIGN

PIM_JOB_ACTION

Primary Key(s): JOB_ID, ACTION_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	ID of running job.
ACTION_ID	INTEGER		No	Unique ID used to identify action inside handler.
ACTION_NAME	VARCHAR (255 CHAR)		No	Name of action given in campaign strategy.
ACTION_TYPE	INTEGER		No	Type of action."0" - Voice"1" - SMS"2" - Email"3" - Custom"4" - Selector
PACING_TYPE	INTEGER		No	Type of pacing."0" - Expert Call Ratio"1" - Cruise Control"3" - Progressive"4" - Custom"5" - Preview"6" - Time-based Pacing"7" - Skill Based Pacing"8" - None

ATTEMPT_COUNT	INTEGER		No	For Operational Use.
NUISANCE_COUNT	INTEGER		No	For Operational Use.
CONNECT_COUNT	INTEGER		No	For Operational Use.
LAST_TREND_CALCULATE_TIME	TIMESTAMP WITH TIME ZONE		Yes	For Operational Use.

Index Name	Type	Unique	Fields
IX_JOB_ACTION_JOB	NORMAL	No	JOB_ID

Check Constraint Name	Text
PIM_JOB_ACTION_PKEY	JOB_ID, ACTION_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_JOB_ACTION_JOB	POM Schema	PIM_JOB	JOB_ID

PIM_JOB_PARAMS_HISTORY

Primary Key(s): PIM_JOB_PARAMS_HISTORY_ID

Field	Type	Default	Nulls?	Comments
PIM_JOB_PARAMS_HISTORY_ID	INTEGER		No	Auto generated ID
ACTION_ID	INTEGER		No	Action ID
PARAM_KEY	INTEGER		No	Parameter ID
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	Time when parameter was last modified.
JOB_ID	INTEGER		No	Job ID
PARAM_VALUE	VARCHAR (2048 CHAR)		No	Parameter value.

Index Name	Type	Unique	Fields
IX_JOBPARAMSHSTRY_JOB	NORMAL	No	JOB_ID

Check Constraint Name	Text
PIM_JOB_PARAMS_HISTORY_PKEY	PIM_JOB_PARAMS_HISTORY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JOBPARAMSHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_LIST_OPS_HSTRY

Primary Key(s): PIM_LIST_OPS_HSTRY_ID

Field	Type	Default	Nulls?	Comments
PIM_LIST_OPS_HSTRY_ID	BIGINT		No	Auto generated ID.
TYPE	INTEGER		No	Type of Record. 0- Contact Record 1- DNC Record
STATUS	INTEGER		No	Status of Operation: 0 – Success 1 - Update 6- Deleted
USER_NAME	VARCHAR (256 CHAR)		Yes	Name of user who performed the operation.
USER_TYPE	INTEGER		No	Type of Operations: 0- UI 1- Web Service 2 - Agent
RECORD_ID	BIGINT		No	Record ID
OPS_TIME	TIMESTAMP WITH TIME ZONE		No	Operation Time
RECORD_LINE	VARCHAR (3990 CHAR)		Yes	Record Information
LIST_ID	INTEGER		Yes	Contact List ID
USER_CONTACT_ID	VARCHAR (80 CHAR)		Yes	User given Contact ID.

No Indexes

Check Constraint Name	Text
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PIM_LIST_OPS_HSTRY_PKEY	PIM_LIST_OPS_HSTRY_ID
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PIM_ORGANIZATION

Primary Key(s): ORGANIZATION_ID

Field	Type	Default	Nulls?	Comments
ORGANIZATION_ID	INTEGER		No	Auto generated Organization ID
VERSION	VARCHAR (1024 CHAR)		Yes	For Operational Use.
NAME	VARCHAR (1024 CHAR)		No	Name of Organization.
DESCRIPTION	VARCHAR (1024 CHAR)		Yes	Description of Organization.
LASTUPDATE	TIMESTAMP WITH TIME ZONE		Yes	Time when organization was last updated.
VP_ORG_ID	VARCHAR (1024 CHAR)		Yes	For Operational Use.
IS_DELETED	INTEGER		No	For Operational Use.

No Indexes

Check Constraint Name	Text
PIM_ORGANIZATION_PKEY	ORGANIZATION_ID
PIM_ORGANIZATION_VP_ORG_ID_KEY	VP_ORG_ID

PIM_ORGANIZATION_CONTACT_STORE

Primary Key(s): PIM_CONTACT_STORE_ID, ORGANIZATION_ID

Field	Type	Default	Nulls?	Comments
PIM_CONTACT_STORE_ID	INTEGER		No	Contact List ID
ORGANIZATION_ID	INTEGER		No	Organization ID

Index Name	Type	Unique	Fields
IX_CONTSTORE_ORG	NORMAL	No	ORGANIZATION_ID
IX_ORG_CONTSTORE	NORMAL	No	PIM_CONTACT_STORE_ID

Check Constraint Name	Text
PIM_ORGANIZATION_CONTACT_STORE_PKEY	PIM_CONTACT_STORE_ID, ORGANIZATION_ID

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
FK_CONTSTORE_ORG	POM Schema	PIM_ORGANIZATION	ORGANIZATION_ID
FK_ORG_CONTSTORE	POM Schema	PIM_CONTACT_STORE	PIM_CONTACT_STORE_ID

PIM_SERVER

Primary Key(s): PIM_SERVER_ID

Field	Type	Default	Nulls?	Comments
PIM_SERVER_ID	INTEGER		No	Auto generated ID for POM server information.
VPMS_ID	INTEGER		Yes	ID of Primary Experience Portal.
HOST_VPMS_ID	INTEGER		Yes	Auto generated ID for POM server information.
SERVER_NAME	VARCHAR (80 CHAR)		No	IP Address of the server
SERVER_STATE	INTEGER		No	Field for Operational use.
WS_IP_ADDRESS	VARCHAR (40 CHAR)		Yes	IP Address of POM Server
SEC_WS_IP_ADDRESS	VARCHAR (40 CHAR)		Yes	IP Address of Aux/Primary POM server.
SMS_ENABLED	BOOLEAN		No	Reserved for future use.
MAIL_ENABLED	BOOLEAN		No	Reserved for future use.
SOCIAL_ENABLED	BOOLEAN		No	Reserved for future use.
STATUS	VARCHAR (128 CHAR)		Yes	For Operational use.
PORTS_ALLOCATED	INTEGER		Yes	For Operational use.
PORTS_IN_USE	INTEGER		Yes	For Operational use.
CPU_USAGE	INTEGER		Yes	Reserved for future use.
MEM_USAGE	INTEGER		Yes	Reserved for future use.

DISK_USAGE	INTEGER		Yes	Reserved for future use.
FRIENDLY_NAME	VARCHAR (80 CHAR)		Yes	User given name of the server
LAST_UPDATE	TIMESTAMP WITH TIME ZONE		Yes	For Operational use.
WORKER_COUNT	INTEGER	0	No	For Operational use.
ISMIGRATED	BOOLEAN		No	

Index Name	Type	Unique	Fields
IX_SERVER_HOSTVPMS	NORMAL	Yes	HOST_VPMS_ID
IX_SERVER_VPMS	NORMAL	Yes	VPMS_ID

Check Constraint Name	Text
PIM_SERVER_PKEY	PIM_SERVER_ID
PIM_SERVER_SERVER_NAME_KEY	SERVER_NAME

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_SERVER_HOSTVPMS	HOST_VPMS_ID	POM Schema	PIM_VPMS
FK_SERVER_VPMS	VPMS_ID	POM Schema	PIM_VPMS

PIM_ZONE

Primary Key(s): ZONE_ID

Field	Type	Default	Nulls?	Comments
ZONE_ID	INTEGER		No	Auto generated ID
VERSION	VARCHAR (1024 CHAR)		Yes	For Operational Use
NAME	VARCHAR (1024 CHAR)		No	Name of Zone.
DESCRIPTION	VARCHAR (1024 CHAR)		Yes	Description of Zone.
TIMEZONE	VARCHAR (128 CHAR)		Yes	Time zone information of Zone.
LASTUPDATE	TIMESTAMP WITH TIME ZONE		Yes	Time when zone was last updated.
VP_ZONE_ID	VARCHAR (1024 CHAR)		Yes	For Operational Use.
IS_DELETED	INTEGER		No	For Operational Use.
OUTBOUND_PORTS	INTEGER		Yes	For Operational Use.
PREVIEW_AGENTS	INTEGER		Yes	For Operational Use.
PREDICTIVE_AGENTS	INTEGER		Yes	For Operational Use.
FAILOVER_ZONE_ID	INTEGER		Yes	For Operational Use.
STATUS	INTEGER		No	For Operational Use.

No Indexes

Check Constraint Name	Text
PIM_ZONE_PKEY	ZONE_ID
PIM_ZONE_VP_ZONE_ID_KEY	VP_ZONE_ID

PIM_JOB_FILTER_CRITERIA

Primary Key(s): JOB_ID, ROW_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	The Id of the running job
ROW_ID	INTEGER		No	The position of the filter condition in GUI
COLUMN_NAME	VARCHAR (256 CHAR)		Yes	The attribute on which filter condition is defined.
CELL_VALUE	VARCHAR (3990 CHAR)		Yes	The value against which the attribute value will be checked while filtering records.
DATE_FORMAT	VARCHAR (20 CHAR)		Yes	Not used anymore
FILTER_OPERATOR	VARCHAR (40 CHAR)		No	The filter operator to use while comparing the attribute value with the defined value.

Index Name	Type	Unique	Fields
IX_JOBFILTER_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
PIM_JOB_FILTER_CRITERIA_PKEY	JOB_ID, ROW_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JOBFILTER_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_JOB_FILTER_HISTORY

Primary Key(s): PIM_JOB_FILTER_HISTORY_ID

Field	Type	Default	Nulls?	Comments
PIM_JOB_FILTER_HISTORY_ID	INTEGER		No	Internal DB ID generated when this row was populated.
JOB_ID	INTEGER		No	The Id of the running job
ROW_ID	INTEGER		Yes	The position of the filter condition in GUI
COLUMN_NAME	VARCHAR (256 CHAR)		Yes	The attribute on which filter condition is defined.
CELL_VALUE	VARCHAR (3990 CHAR)		No	The value against which the attribute value will be checked while filtering records.
DATE_FORMAT	VARCHAR (20 CHAR)		Yes	Not used anymore
FILTER_OPERATOR	VARCHAR (40 CHAR)		No	The filter operator to use while comparing the attribute value with the defined value.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	The time when this filter operation was performed.

Index Name	Type	Unique	Fields
IX_JOBFILTERHSTRY_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
PIM_JOB_FILTER_HISTORY_PKEY	PIM_JOB_FILTER_HISTORY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JOBFILTERHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_JOB_SORT_CRITERIA

Primary Key(s): JOB_ID, COLUMN_NAME

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	The Id of the running job
COLUMN_NAME	VARCHAR (256 CHAR)		No	The attribute on which records will be sorted.
SORT_ORDER	VARCHAR (10 CHAR)		No	The sort order i.e. ascending or descending.
ORDER_ID	INTEGER		No	The position of the field in sort list.
Index Name	Type	Unique	Fields	
IX_CONTSORTCRIT_JOB	NORMAL	Yes	JOB_ID	
Check Constraint Name	Text			

PIM_JOB_FILTER_CRITERIA_PKEY	JOB_ID , COLUMN_NAME		
Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONTSORTCRIT_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_JOB_SORT_HISTORY

Primary Key(s): PIM_JOB_SORT_HISTORY_ID

Field	Type	Default	Nulls?	Comments
PIM_JOB_SORT_HISTORY_ID	INTEGER		No	Internal DB ID generated when this row was populated.
JOB_ID	INTEGER		No	The Id of the running job
COLUMN_NAME	VARCHAR (256 CHAR)		No	The attribute on which records will be sorted.
SORT_ORDER	VARCHAR (10 CHAR)		No	The sort order i.e. ascending or descending.
ORDER_ID	INTEGER		No	The position of the field in sort list.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	The time when this sort operation was performed.

Index Name	Type	Unique	Fields
IX_CONTSORTCRITHSTRY_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
pim_job_sort_history_pkey	PIM_JOB_SORT_HISTORY_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CONSORTCRITHSTRY_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_JOB_CONTACT_LIST

Primary Key(s): PIM_CONTACT_STORE_ID, JOB_ID

Field	Type	Default	Nulls?	Comments
JOB_ID	INTEGER		No	The Id of the running job
PIM_CONTACT_STORE_ID	INTEGER		No	The Id of the contact list associated with this job.
OPERATION	INTEGER		No	The type of operation performed with the contact list on the job. i.e. added or removed.
PRIORITY	INTEGER			The priority used while adding contact from this contact list to the job.

OPERATION_START_TIME	BIGINT		No	The time when the add or remove operation was performed.
PRCNT_UNIQUE_ATTEMPTED_RECORD	DOUBLE PRECISION	0	Yes	
PRCNT_ATTEMPTED_RECORD	DOUBLE PRECISION	0	Yes	

Index Name	Type	Unique	Fields
IX_JCL_CL	NORMAL	Yes	PIM_CONTACT_STORE_ID
IX_JCL_JOB	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
PIM_JOB_CONTACT_LIST_PKEY	PIM_CONTACT_STORE_ID, JOB_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JCL_CL	PIM_CONTACT_STORE_ID	POM Schema	PIM_CONTACT_STORE
Fk_JCL_JOB	JOB_ID	POM Schema	PIM_JOB

PIM_JOB_CONTACT_LIST_HIST

Primary Key(s): PIM_JOB_CONTACT_LIST_HIST_ID

Field	Type	Default	Nulls?	Comments
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PIM_JOB_CONTACT_LIST_HIST_ID	INTEGER		No	The Id of the contact list associated with this job.
PIM_CONTACT_STORE_ID	INTEGER		No	The Id of the running job.
JOB_ID	INTEGER		No	The type of operation performed with the contact list on the job. i.e. added or removed.
OPERATION	INTEGER		No	The priority used while adding contact from this contact list to the job.
PRIORITY	INTEGER		No	The time when the add or remove operation was performed.
OPERATION_START_TIME	BIGINT		No	The time when this contact list operation was performed.
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		No	The Id of the contact list associated with this job.
PRCNT_UNIQUE_ATTEMPTED_RECORD	DOUBLE PRECISION	0	Yes	
PRCNT_ATTEMPTED_RECORD	DOUBLE PRECISION	0	Yes	
IS_ASSOCIATED_AT_JOB_COMPLETE	BOOLEAN		No	

Index Name	Type	Unique	Fields
IX_JCL_CLHSTRY_JOB	NORMAL	Yes	PIM_CONTACT_STORE_ID
IX_JCL_JOBHSTRY	NORMAL	Yes	JOB_ID

Check Constraint Name	Text
PIM_JOB_CONTACT_LIST_HIST_PKEY	PIM_JOB_CONTACT_LIST_HIST_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_JCL_CLHSTRY_JOB	PIM_CONTACT_STORE_ID	POM Schema	PIM_CONTACT_STORE
FK_JCL_JOBHSTRY	JOB_ID	POM Schema	PIM_JOB

PIM_CALLBACK

Primary Key(s): CALLBACK_ID

Field	Type	Default	Nulls?	Comments
CALLBACK_ID	BIGINT		No	The Id of the callback. Internal DB ID generated when this row is created using the sequence 'PIMCALLBACK_SEQ'
CONTACT_ID	BIGINT		No	The Id of the contact on which the callback is created
CAMPAIGN_NAME	VARCHAR (80)		No	Name of the campaign on which the callback is set

CALLBACK_TYPE	INTEGER		No	Type of the callback. Possible values are as follows 0 - Agent 1 - Campaign 2 - Standard
STATUS	INTEGER		No	Status of the callback. Possible value are as follows 0 - ActiveAttachedToJob 1 - Completed 2 - Expired 3 - CampaignTerminated 4 - Overwritten 5 - ContactExcluded 6 - WaitingForJob 7 - ManuallyCancelled 8 - QueuedForDialing 9 - InProgress
HANDLER_NAME	VARCHAR (255)		No	Handler state on which the callback is set in the campaign
ADDRESS_FIELD_NAME	VARCHAR (80)		Yes	Address field name on which the callback should be performed
ADDRESS	VARCHAR (128)		Yes	Value of the address
JOB_ID	INTEGER		Yes	ID of the job to which the callback belongs
ACTION_ID	INTEGER		Yes	Action Id mentioned in the campaign's associated campaign strategy through which the callback will be performed
AGENT_SESSION_ID	BIGINT		Yes	If the callback is created by the agent then session id of the agent during which the callback was created
NEXT_ATTEMPT_AFTER	BIGINT		Yes	EPOCH time after which the callback will be attempted
START_TIME	BIGINT		Yes	Start time of the callback in EPOCH
END_TIME	BIGINT		Yes	End time of the callback in EPOCH

CREATION_TIME	BIGINT		Yes	EPOCH time of the POM system when the callback was created
CREATED_FOR	VARCHAR (80)		Yes	ID of the agent for whom the callback is created
NOTES	VARCHAR		Yes	Callback notes provided while creating the callback
SERVICED_BY_AGENT_ID	VARCHAR (80)		Yes	ID of the agent who services this callback
CREATED_BY	VARCHAR (80)		Yes	Agent ID or User Name who created this callback
ORGANIZATION_ID	INTEGER		Yes	Organization ID of the campaign for which the callback is created
CONTACT_LIST_ID	INTEGER		No	Contact List Id of the contact for which this callback is created
STRICT_AGENT_ATTEMP_COUNT	INTEGER		Yes	Strict Agent Attempt Count
ADDRESS_COUNTRY_CODE	INTEGER		Yes	Address Country Code

Index Name	Type	Unique	Fields
IX_CB_CNTID	NORMAL	No	CONTACT_ID
IX_CB_JBID	NORMAL	No	JOB_ID
IX_CALLBK_ADDR	NORMAL	No	ADDRESS
IX_CALLBK_CREATFOR_ORGID	NORMAL	No	CREATED_FOR, ORGANIZATION_ID
IX_CALLBK_CREATFOR_STIME	NORMAL	No	CREATED_FOR, START_TIME

Check Constraint Name	Text
PIM_CALLBACK_PKEY	CALLBACK_ID

PIM_CALLBACK_HISTORY

Primary Key(s): CALLBACK_ID

Field	Type	Default	Nulls?	Comments
CALLBACK_ID	BIGINT		No	The Id of the callback which is moved from PIM_CALLBACK TABLE to PIM_CALLBACK HISTORY table
CONTACT_ID	BIGINT		No	The Id of the contact on which the callback is created
CAMPAIGN_NAME	VARCHAR (80)		No	Name of the campaign on which the callback is set
CALLBACK_TYPE	INTEGER		No	Type of the callback. Possible values are as follows 0 - Agent 1 - Campaign 2 - Standard

STATUS	INTEGER		No	Status of the callback. Possible value are as follows 0 - ActiveAttachedToJob 1 - Completed 2 - Expired 3 - CampaignTerminated 4 - Overwritten 5 - ContactExcluded 6 - WaitingForJob 7 - ManuallyCancelled 8 - QueuedForDialing 9 - InProgress
HANDLER_NAME	VARCHAR (255)		No	Handler state on which the callback is set in the campaign
ADDRESS_FIELD_NAME	VARCHAR (80)		Yes	Address field name on which the callback should be performed
ADDRESS	VARCHAR (128)		Yes	Value of the address
JOB_ID	INTEGER		Yes	ID of the job to which the callback belongs
ACTION_ID	INTEGER		Yes	Action Id mentioned in the campaign's associated campaign strategy through which the callback will be performed
AGENT_SESSION_ID	BIGINT		Yes	If the callback is created by the agent then session id of the agent during which the callback was created
NEXT_ATTEMPT_AFTER	BIGINT		Yes	EPOCH time after which the callback will be attempted
START_TIME	BIGINT		Yes	Start time of the callback in EPOCH
END_TIME	BIGINT		Yes	End time of the callback in EPOCH
CREATION_TIME	BIGINT		Yes	EPOCH time of the POM system when the callback was created

CREATED_FOR	VARCHAR (80)		Yes	ID of the agent for whom the callback is created
NOTES	VARCHAR		Yes	Callback notes provided while creating the callback
SERVICED_BY_AGENT_ID	VARCHAR (80)		Yes	ID of the agent who services this callback
CREATED_BY	VARCHAR (80)		Yes	Agent ID or User Name who created this callback
ORGANIZATION_ID	INTEGER		Yes	Organization ID of the campaign for which the callback is created
CONTACT_LIST_ID	INTEGER		No	Contact List Id of the contact for which this callback is created
STRICT_AGENT_ATTEMP_COUNT	INTEGER		Yes	Strict Agent Attempt Count
ADDRESS_COUNTRY_CODE	INTEGER		Yes	Address Country Code

Index Name	Type	Unique	Fields
IX_CALLBKHIST_ADDR	NORMAL	No	ADDRESS
IX_CALLBKHIST_CREATFOR_ORGID	NORMAL	No	CREATED_FOR, ORGANIZATION_ID
IX_CALLBKHIST_CREATFOR_STIME	NORMAL	No	CREATED_FOR, START_TIME

Check Constraint Name	Text
PIM_CALLBACK_HISTORY_PKEY	CALLBACK_ID

PIM_DNCLISTS_GROUP

Primary Key(s): pim_dnclists_group_id

Field	Type	Default	Nulls?	Comments
PIM_DNCLISTS_GROUP_ID	INTEGER		NO	
ORGANIZATION_ID	INTEGER		YES	
DNCLISTS_GROUP_NAME	VARCHAR(80)		NO	
DNCLISTS_GROUP_DESCRIPTION	VARCHAR (256)		YES	
ISDELETED	INTEGER		YES	
DEFAULT_DNCLIST_ID	INTEGER		YES	
CREATED_BY	VARCHAR (40)		YES	
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE		YES	
LAST_MODIFIED_BY	TIMESTAMP WITH TIME ZONE		NO	

Index Name	Type	Unique	Fields
IX_DNCGROUP_ORG	NORMAL		organization_id

Check Constraint Name	Text
PIM_DNCLISTS_GROUP_PKEY	PIM_DNCLISTS_GROUP_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_DNCGROUP_ORG	ORGANIZATION_ID	POM SCHEMA	PIM_ORGANIZATION

PIM_DNCLISTS_GROUP_MAP

Primary Key(s): pim_dnc_list_id, pim_dnclists_group_id

Field	Type	Default	Nulls?	Comments
PIM_DNC_LIST_ID	INTEGER		NO	
PIM_DNCLISTS_GROUP_ID	INTEGER		NO	

Index Name	Type	Unique	Fields
PK_PIM_DNCL_81CB11D1B82BFB99	NORMAL		PIM_DNC_LIST_ID, PIM_DNCLISTS_GROUP_ID
IX_DNCLISTSGROUP_LIST	NORMAL		PIM_DNC_LIST_ID
IX_DNCLISTSGROUP_GROUP	NORMAL		PIM_DNCLISTS_GROUP_ID

Check Constraint Name	Text
PIM_DNCLISTS_GROUP_MAP_PKEY	PIM_DNC_LIST_ID, PIM_DNCLISTS_GROUP_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_DNCLISTSGROUP_GROUP	PIM_DNCLISTS_GROUP_ID	POM SCHEMA	PIM_DNCLISTS_GROUP

PIM_HOLIDAY

Primary Key(s): HOLIDAY_ID

Field	Type	Default	Nulls?	Comments
HOLIDAY_ID	INTEGER		No	Auto generated ID.
HOLIDAY_NAME	VARCHAR (80)		No	Name of the Holiday
HOLIDAY_LEVEL	INTEGER		No	Holiday Level 0 : Campaign Level Holiday 1 : Country Level Holiday 2 : State Level Holiday
HOLIDAY_TYPE	INTEGER		No	Type of Holiday 0 : Holiday Created by Superadmin 1: Holiday Created by Org Admin
START_DATE	VARCHAR (30)		No	Start date of the Holiday

END_DATE	VARCHAR (30)		No	Start date of the Holiday
IS_RECURRENT	BOOLEAN	FALSE	No	TRUE : Yearly Recurrent FALSE : Not Yearly Recurrent
IS_ENABLED	BOOLEAN	FALSE	No	TRUE : Holiday Enabled FALSE : Holiday Disabled
RESTRICTION_TYPE	INTEGER		No	0 : Tempraroy Restriction 1 : Permanent Restriction
RESTICT_COMPLETION_CODE	INTEGER		No	Completion Code Id incase of Permanent Restriction

Check Constraint Name	Text
PIM_HOLIDAY_PKEY	HOLIDAY_ID

PIM_ORG_HOLIDAY

Primary Key(s): HOLIDAY_ID, ORGANIZATION_ID

Field	Type	Default	Nulls?	Comments
HOLIDAY_ID	INTEGER		No	HOLIDAY ID
ORGANIZATION_ID	INTEGER		No	ORGANIZATION ID

Index Name	Type	Unique	Fields
IX_HOLIDAY_ORG	NORMAL	NO	ORGANIZATION_ID
IX_ORG_HOLIDAY	NORMAL	NO	HOLIDAY_ID

Check Constraint Name	Text
PIM_ORG_HOLIDAY_PKEY	HOLIDAY_ID, ORGANIZATION_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_HOLIDAY_ORG	HOLIDAY_ID	POM Schema	PIM_HOLIDAY
FK_ORG_HOLIDAY	ORGANIZATION_ID	POM Schema	PIM_ORGANIZATION

PIM_CAMPAIGN_HOLIDAY

Primary Key(s): HOLIDAY_ID, CAMPAIGN_ID

Field	Type	Default	Nulls?	Comments
HOLIDAY_ID	INTEGER		No	HOLIDAY ID
CAMPAIGN_ID	INTEGER		No	CAMPAIGN ID

Check Constraint Name	Text
PIM_CAMPAIGN_HOLIDAY_PKEY	HOLIDAY_ID, CAMPAIGN_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_CMPGN_HOLIDAY	HOLIDAY_ID	POM Schema	PIM_HOLIDAY
FK_HOLIDAY_CMPGN	CAMPAIGN_ID	POM Schema	PIM_CAMPAIGN

Index Name	Type	Unique	Fields
IX_CMPGN_HOLIDAY	NORMAL	NO	HOLIDAY_ID
IX_HOLIDAY_CMPGN	NORMAL	NO	CAMPAIGN_ID

PIM_COUNTRY_HOLIDAY

Primary Key(s): HOLIDAY_ID, PIM_COUNTRY_CODE

Field	Type	Default	Nulls?	Comments
HOLIDAY_ID	INTEGER		No	HOLIDAY ID
PIM_COUNTRY_CODE	INTEGER		No	COUNTRY CODE

Check Constraint Name	Text
PIM_COUNTRY_HOLIDAY_PKEY	HOLIDAY_ID, PIM_COUNTRY_CODE

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_COUNTRY_HOLIDAY	HOLIDAY_ID	POM Schema	PIM_HOLIDAY
FK_HOLIDAY_COUNTRY	PIM_COUNTRY_CODE	POM Schema	PIM_COUNTRY

INDEX NAME	TYPE	UNIQUE	FIELDS
SYS_C0012046	NORMAL	Yes	HOLIDAY_ID, PIM_COUNTRY_CODE
IX_COUNTRY_HOLIDAY	NORMAL	NO	HOLIDAY_ID
IX_HOLIDAY_COUNTRY	NORMAL	NO	PIM_COUNTRY_CODE

PIM_COUNTRY_STATE_HOLIDAY

Primary Key(s): HOLIDAY_ID, PIM_COUNTRY_STATE_ID

Field	Type	Default	Nulls?	Comments
HOLIDAY_ID	INTEGER		No	HOLIDAY ID
PIM_COUNTRY_STATE_ID	INTEGER		No	STATE ID

Check Constraint Name	Text
PIM_COUNTRY_STATE_HOLIDAY_PKEY	HOLIDAY_ID, PIM_COUNTRY_STATE_ID

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_COUNTRY_STATE_HOLIDAY	HOLIDAY_ID	POM SCHEMA	PIM_HOLIDAY
FK_HOLIDAY_COUNTRY_STATE	PIM_COUNTRY_STATE_ID	POM SCHEMA	PIM_COUNTRY_STATE

Index Name	Type	Unique	Fields
IX_COUNTRY_STATE_HOLIDAY	NORMAL	NO	HOLIDAY_ID
IX_HOLIDAY_COUNTRY_STATE	NORMAL	NO	PIM_COUNTRY_STATE_ID

PIM_FILTER_TEMPLATE

Primary Key(s): FILTER_TEMPLATE_ID

Field	Type	Default	Null ?	Comments
FILTER_TEMPLATE_ID	INTEGER		NO	filter template id. Internal DB ID generated using the sequence 'pimFilterTemplate_seq'
ORGANIZATION_ID	INTEGER		NO	organization id
FILTER_NAME	VARCHAR (80)		NO	filter name
FILTER_TYPE	INTEGER		NO	filter type (campaign or splitter)
TEMPLATE_JSON	VARCHAR		YES	json definition of the filter template
SQL_QUERY	VARCHAR		YES	database query
ASSOCIATED_ATTRS	VARCHAR (2048)		YES	associated attributes

Check Constraint Name	Columns Involved	Description
PIM_FILTER_TEMPLATE_PKEY	FILTER_TEMPLATE_ID	Primary Key of the table

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
PIM_ORG_ID_FKEY	ORGANIZATION_ID	POM SCHEMA	PIM_ORGANIZATION

PIM_FILTER_TEMPLATE_ASSOC

Primary Key(s): CAMPAIGN_ID, PIM_CONTACT_STORE_ID

Field	Type	Default	Null ?	Comments
CAMPAIGN_ID	INTEGER		NO	campaign id
PIM_CONTACT_STORE_ID	INTEGER		NO	contact store id
FILTER_TEMPLATE_ID	INTEGER		YES	filter template id
DIALING_ALLOCATION	INTEGER		YES	dialing allocation
DIALING_ORDER	INTEGER		YES	dialing order

Check Constraint Name	Columns Involved	Description
PIM_FT_ASSOC_PKEY	CAMPAIGN_ID, PIM_CONTACT_STORE_ID	PRIMARY (COMPOSITE) KEY OF THE TABLE

INTERNAL FOREIGN KEY CONSTRAINT	AFFECTED FIELD	SOURCE SCHEMA	SOURCE TABLE
PIM_CAMPAIGN_ID_FKEY	CAMPAIGN_ID	POM SCHEMA	PIM_CAMPAIGN
PIM_CONTACT_LIST_ID_FKEY	PIM_CONTACT_STORE_ID	POM SCHEMA	PIM_CONTACT_STORE_ID
PIM_FILTER_TEMPLATE_ID_FKEY	FILTER_TEMPLATE_ID	POM SCHEMA	FILTER_TEMPLATE_ID

PIM_JOB_FT_ASSOC

Primary Key(s): PIM_JOB_FT_ASSOC_ID

Field	Type	Default	Null ?	Comments
PIM_JOB_FT_ASSOC_ID	INTEGER		NO	row id. Internal DB ID generated using the sequence 'pimJobFTAssoc_seq'
JOB_ID	INTEGER		NO	job id
CONTACT_LIST_ID	INTEGER		NO	contact store id
FILTER_TEMPLATE_ID	INTEGER		YES	filter template id
TEMPLATE_JSON	VARCHAR		YES	json definition of the filter template
SQL_QUERY	VARCHAR		YES	database query
ASSOCIATED_ATTRS	VARCHAR (2048)		YES	associated attributes
DIALING_ALLOCATION	INTEGER		YES	dialing allocation
DIALING_ORDER	INTEGER		YES	dialing order
OPERATION	INTEGER	0	NO	operation
PRIORITY	INTEGER	0	YES	Priority
PRCNT_ATTEMPTED_RECORD	DOUBLE PRECISION	0	YES	Percentage of attempted record
PRCNT_UNIQUE_ATTEMPTED_RECORD	DOUBLE PRECISION	0	YES	Percentage of unique attempted record
OPERATION_START_TIME	BIGINT	0	NO	Operation start time
LASTFILTERTIME	BIGINT		YES	last filtering time

LAST_FILTER_CHANGE_TIME	BIGINT		YES	Last filter change time when filter is run
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Check Constraint Name	Columns Involved	Description
PIM_JOB_FT_ASSOC_ID_PKEY	PIM_JOB_FT_ASSOC_ID	Primary Key of the table

PIM_JOB_FT_ASSOC_HIST

Primary Key(s): PIM_JOB_FT_HIST_ID

Field	Type	Default	Null ?	Comments
PIM_JOB_FT_HIST_ID	INTEGER		NO	row id. Internal DB ID generated using the sequence 'pimJobFTAssocHist_seq'
JOB_ID	INTEGER		NO	job id
CONTACT_LIST_ID	INTEGER		NO	contact store id
FILTER_TEMPLATE_ID	INTEGER		YES	filter template id
TEMPLATE_JSON	VARCHAR		YES	json definition of the filter template
SQL_QUERY	VARCHAR		YES	database query

DIALING_ALLOCATION	INTEGER		YES	dialing allocation
DIALING_ORDER	INTEGER		YES	dialing order
OPERATION	INTEGER	0	NO	operation
PRIORITY	INTEGER	0	YES	Priority
PRCNT_ATTEMPTED_RECORD	DOUBLE PRECISION	0	YES	Percentage of attempted record
PRCNT_UNIQUE_ATTEMPTED_RECORD	DOUBLE PRECISION	0	YES	Percentage of unique attempted record
OPERATION_START_TIME	BIGINT	0	NO	Operation start time
LAST_MODIFIED_ON	TIMESTAMP WITH TIME ZONE	TIMESTAMP 'EPOCH'	NO	Last Modified on
LASTFILTERTIME	BIGINT		YES	last filtering time

Check Constraint Name	Columns Involved	Description
PIM_JOB_FT_HIST_ID_PKEY	PIM_JOB_FT_HIST_ID	PRIMARY KEY OF THE TABLE

PIM_JOB_DIALING_RATIO

Primary Key(s): JOB_ID

Field	Type	Default	Null ?	Comments
JOB_ID	INTEGER		NO	job id
PIM_CONTACT_STORE_ID	INTEGER		NO	contact store id
DIALED_RECORDS	INTEGER		YES	number of records dialed

Check Constraint Name	Columns Involved	Description
PIM_JOB_DIALING_RATIO_PKEY	JOB_ID	PRIMARY KEY OF THE TABLE

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
DIALING_RATIO_FKEY	JOB_ID	POM SCHEMA	PIM_JOB

PIM_JOB_LOOKUP

Primary Key(s): PIM_JOB_FT_LOOKUP_ID

Field	Type	Default	Null ?	Comments
PIM_JOB_FT_LOOKUP_ID	INTEGER	0	NO	row id. Internal DB ID generated using the sequence 'pimJobFTLookup_seq'
JOB_ID	INTEGER		NO	job id
PIM_CONTACT_STORE_ID	BIGINT		NO	contact store id
SORT_COL_NAME	VARCHAR (40)		NO	sort column name
MAPPED_COL_NAME	VARCHAR (30)		NO	Mapped column name
SORT_ORDER	VARCHAR(30)		YES	Sort order

Check Constraint Name	Columns Involved	Description
PIM_JOB_LOOKUP_PKEY	PIM_JOB_FT_LOOKUP_ID	Primary Key of the table

PIM_PURGE_DEF

Primary Key(s): PURGE_DEF_ID

Field	Type	Default	Null ?	Comments
PURGE_DEF_ID_	INTEGER		NO	Row id. Internal DB ID generated using the sequence 'pimPurgeDef_seq'
PURGE_NAME	VARCHAR		NO	Name of the purge
FILE_PATH	VARCHAR (2048)		YES	Path of the file to be purged
CONFIGURABLE_FOR_ORGS	BOOLEAN	TRUE	NO	Whether the purge is configurable by all org admins or just the super admin
APPLY_TO_ALL_ORGS	BOOLEAN	TRUE	NO	Used for internal purpose
DEFAULT_RETENTION	INTEGER	180	NO	Default number of days for which the data corresponding to the purge is retained

Check Constraint Name	Columns Involved	Description
PIM_PURGE_DEF_PKEY	PURGE_DEF_ID	PRIMARY KEY OF THE TABLE

PIM_ORG_PURGE_RUNSCHEDULE

Primary Key(s): RUNSCHEDULE_ID

Field	Type	Default	Null ?	Comments
RUNSCHEDULE_ID	INTEGER		NO	Row id. Internal DB ID generated using the sequence 'pimOrgPurgeRunSchedule_seq'
ORGANIZATION_ID	INTEGER		YES	Organization Id for which the configured purges will run at specified time
PURGE_HOURS	INTEGER		NO	Hour of the day when the purge should run
PURGE_MINS	INTEGER		NO	Minute of the hour when the purge should run
PURGE_SECS	INTEGER		NO	Second of the minute when the purge should run

Internal Foreign Key Constraint	Affected Field	Source Schema	Source Table
FK_ORG_PURGE_RUNSCHEDULE	ORGANIZATION_ID	POM SCHEMA	PIM_ORGANIZATION

Check Constraint Name	Columns Involved	Description
PIM_ORG_PURGE_RUNSCHEDULE_PKEY	RUNSCHEDULE_ID	PRIMARY KEY OF THE TABLE

PIM_PURGE_ORG_RETENTION

Primary Key(s): PIM_PURGE_ORG_RETENTION_ID

Field	Type	Default	Null ?	Comments
PIM_PURGE_ORG_RETENTION_ID	INTEGER		NO	Row id. Internal DB ID generated using the sequence 'pimPurgeOrgRetention_seq'
ORGANIZATION_ID	INTEGER		YES	Id of the Organization for which the purge is applicable
PURGE_DEF_ID	INTEGER		NO	Id of the Purge that is applicable to the Organization
RETENTION_PERIOD	INTEGER	180	NO	Number of days for which the data corresponding to the purge is retained
ENABLED	BOOLEAN	TRUE	NO	Whether the configured purge is enabled

Check Constraint Name	Columns Involved	Description
PIM_ORG_PURGE_RUNSCHEDULE_PKEY	PIM_PURGE_ORG_RETENTION_ID	PRIMARY KEY OF THE TABLE

Index Name	Type	Unique	Fields
IX_PURGE_ORG_RETENTION_ORG	NORMAL	Yes	ORGANIZATION_ID
IX_PURGE_ORG_RETENTION_PURGEDEF	NORMAL	Yes	PURGE_DEF_ID

Internal Foreign Key Constraint	Affected	Source Schema	Source Table
FK_PURGE_ORG_RETENTION_PURGEDEF	PURGE_DEF_ID	POM SCHEMA	PIM_PURGE_DEF
FK_PURGE_ORG_RETENTION_ORG	ORGANIZATION_ID	POM SCHEMA	PIM_ORGANIZATION

PIM_CAMPAIGN_INTERVAL

Primary Key(s): PIM_CAMPAIGN_INTERVAL_ID

Field	Type	Default	Null ?	Comments
PIM_CAMPAIGN_INTERVAL_ID	BIGINT		NO	Row id. Internal DB ID generated using the sequence 'PimCampaignInterval_seq'
JOB_ID	INTEGER		NO	Job id for which interval per min data is going to be saved.
ACTION_ID	INTEGER		NO	Action id for which interval per min data is going to be saved,
CAMPAIGN_TYPE	INTEGER		NO	Campaign type whether finite or infinite.
TIME_STAMP	TIMESTAMP WITH TIME ZONE		YES	Time stamp information when record will get inserted.
ATTEMPT	INTEGER		YES	Number of attempts for corresponding handler of job.
NUISANCE_COUNT	INTEGER		YES	Number of nuisance count for corresponding handler of job.
AVG_TALK_TIME	DOUBLE PRECISION		YES	Per min average talk time for all agents attached for job per handler.
PERCENT_IDLE_TIME	DOUBLE PRECISION		YES	Per min Idle time percentage for all agents attached for job per handler.

PERCENT_BREAK_TIME	DOUBLE PRECISION		YES	Per min break time percentage for all agents attached for job per handler.
AVG_ACW_TIME	DOUBLE PRECISION		YES	Per min average acw time for all agents attached for job per handler.
CONNECTS	INTEGER		NO	Number of connects for corresponding handler of job.
RPC_COUNT	INTEGER		NO	Number of rpc counts for corresponding handler of job.
CALLBACK_SCHEDULE	INTEGER		NO	Number of callbacks scheduled for corresponding handler of job.
CALLBACK_DONE	INTEGER		YES	Number of callbacks completed for corresponding handler of job.
AVG_HOLD_TIME	DOUBLE PRECISION		YES	Per min average hold time for all agents attached for job per handler.
AVG_PREVIEW_TIME	DOUBLE PRECISION		YES	Per min average preview time for all agents attached for job per handler.
AVG_IDLE_TIME	DOUBLE PRECISION	0	NO	Per min average idle time for all agents attached for job per handler.
SUCCESS_COUNT	INTEGER	0	NO	Number of success counts for corresponding handler of job.
CLOSURE_COUNT	INTEGER	0	NO	Number of closure counts for corresponding handler of job.
TOTAL_CALLQUEUE_COUNT	INTEGER	0	NO	Number of total call queue counts for corresponding handler of job.
ACTIVE_CALLQUEUE_COUNT	INTEGER	0	NO	Number of active call queue counts for corresponding handler of job.

TOTAL_CALLQUEUE_TIME	DOUBLE PRECISION	0	NO	Per min average call queue time for all agents attached for job per handler.
DROPPED_CALL_COUNT	INTEGER	0	NO	Number of dropped call queue counts for corresponding handler of job.

PIM_SIP_CODE_EVENT_CC_MAPPING

Primary Key(s): SIP_CC_MAPPING_ID

Field	Type	Default	Null ?	Comments
SIP_CC_MAPPING_ID	INTEGER		NO	Row Id. Internal DB ID generated using the sequence PimSipCodeEventCCMapping_seq
SIPCODE_EVENT	VARCHAR (1024)		NO	Alphanumeric value of Sipcode or event
DESCRIPTION	VARCHAR (1024)		YES	Description of the Sipcode or event
EDITABLE	INTEGER		NO	Specifies if the Sipcode Event to Completion Code mapping can be edited or deleted. Possible values are: -1: Noneditable-Nondeletable 0: Editable-Nondeletable 1: Editable-Deletable
SYSTEM_COMPLETION_CODE	INTEGER		YES	Id of system completion code

CUSTOM_COMPLETION_CODE	INTEGER		YES	Id of custom completion code
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Check Constraint Name	Columns Involved	Description
PIM_SIP_CODE_EVENT_CC_MAPPING_PKEY	SIP_CC_MAPPING_ID	PRIMARY KEY OF THE TABLE

Index Name	Type	Unique	Fields
IX_SIPCODE_EVENT_MAPPING_CUSTOM_CC	NORMAL	No	CUSTOM_COMPLETION_CODE
IX_SIPCODE_EVENT_MAPPING_SYSTEM_CC	NORMAL	No	SYSTEM_COMPLETION_CODE

Internal Foreign Key Constraint	Affected	Source Schema	Source Table
FK_SIPCODE_EVENT_MAPPING_CUSTOM_CC	CUSTOM_COMPLETION_CODE	POM SCHEMA	PIM_COMPLETION_CODE
FK_SIPCODE_EVENT_MAPPING_SYSTEM_CC	SYSTEM_COMPLETION_CODE	POM SCHEMA	PIM_COMPLETION_CODE

PIM_CONTACTLIST_EXPORT

Primary Key(s): EXPORT_ID

Field	Type	Default	Null ?	Comments
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EXPORT_ID	BIGINT		NO	Row Id. Internal DB ID generated using the sequence PimContactListExport_seq
PIM_CONTACT_STORE_ID	INTEGER		YES	Contact list ID
ATTRIBS	VARCHAR (3990)		YES	List of attributes selected for export
BATCH_SIZE	INTEGER		YES	Contact export batch size
TOTAL_BATCHES	INTEGER		YES	Total no.of batches for export
CURRENT_BATCH	INTEGER		YES	Current batch number which is being exported
DB_URL	VARCHAR (2048)		YES	The url to connect to the database
DB_USER	VARCHAR (512)		YES	The username to connect to or log in to the database
DB_PWD	VARCHAR (1024)		YES	The password to connect to or log in to the database.
EXPORT_STATUS	INTEGER		NO	<p>Status of the export.</p> <p>Possible values are:</p> <p>0: NOT_STARTED</p> <p>1: IN_PROGRESS</p> <p>2: DONE</p> <p>3: ERROR</p> <p>4: USER_TERMINATED</p>
STATUS_TIMESTAMP	TIMESTAMP WITH TIME ZONE		YES	Timestamp when the export status was changed/updated

DELIMITER	VARCHAR (512)		YES	Delimiter to separate the data
DBTYPE	INTEGER		NO	Type of the database that contain the contact lists from which you want to export contacts. Possible values are: 0: POSTGRES 1: ORACLE 2: MSSQL
USER_STATUSCHECK_TIMESTAMP	TIMESTAMP WITH TIME ZONE		YES	Latest timestamp when export status was checked

Check Constraint Name	Columns Involved	Description
PIM_CONTACTLIST_EXPORT_PKEY	EXPORT_ID	PRIMARY KEY OF THE TABLE

Index Name	Type	Unique	Fields
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Internal Foreign Key Constraint	Affected	Source Schema	Source Table
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All Views

VW__PAJ

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
JOBS	INTEGER	Yes
AGENT_CALLS	INTEGER	Yes
AGENTS	INTEGER	Yes

```
CREATE OR REPLACE VIEW vw__paj
AS
SELECT    paj.job_id,
          paj.action_id,
          count(paj.job_id) AS jobs,
          sum(paj.call_count) AS agent_calls,
          count(DISTINCT pas.agent_id) AS agents
FROM
    pim_agent_job paj,
    pim_agent_session pas
WHERE
    paj.agent_session_id = pas.agent_session_id
GROUP BY
    paj.job_id,
```

```

        paj.action_id
ORDER BY
        paj.job_id,
        paj.action_id
;

```

VW__PAJH

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
JOBS	INTEGER	Yes
AGENT_CALLS	INTEGER	Yes
AGENTS	INTEGER	Yes

```

CREATE OR REPLACE VIEW vw__pajh
AS
SELECT
        pajh.job_id,
        pajh.action_id,
        count(pajh.job_id) AS jobs,
        sum(pajh.call_count) AS agent_calls,
        count(DISTINCT pas.agent_id) AS agents
FROM
        pim_agent_job_history pajh,
        pim_agent_session pas
WHERE
        pajh.agent_session_id = pas.agent_session_id

```



```

GROUP BY
    pajh.job_id,
    pajh.action_id
ORDER BY
    pajh.job_id,
    pajh.action_id
;

```

VW__PAJS

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
ZONE_ID	INTEGER	Yes
ZONE_NAME	VARCHAR (1024)	Yes
AGENT_UTILIZATION	FLOAT	Yes
SERVICE_LEVEL_ACHIEVED	FLOAT	Yes
CURRENT_QUEUED_CALL_COUNT	INTEGER	Yes
TOTAL_QUEUED_CALL_COUNT	INTEGER	Yes
TOTAL_CALL_QUEUED_DURATION	INTEGER	Yes

```

CREATE OR REPLACE VIEW vw__pajs
AS
SELECT

```

```

    pajs.job_id,
    pajs.action_id,
    pajs.zone_id,
    pz.name as zone_name,
    pajs.agent_utilization,
    pajs.service_level_achieved,
        (select count(*) from pim_call_queue where call_queue_out_time is null and job_id=pajs.job_id and
        action_id=pajs.action_id and zone_id=pajs.zone_id) as current_queued_call_count,
    pajs.total_queued_call_count,
    pajs.total_call_queued_duration
FROM
    pim_agent_job_summary pajs,
    pim_zone pz
WHERE
    pajs.zone_id = pz.zone_id
GROUP BY
    pajs.job_id,
    pajs.action_id,
    pajs.zone_id,
    pz.name,
    pajs.agent_utilization,
    pajs.service_level_achieved,
    pajs.total_queued_call_count,
    pajs.total_call_queued_duration
ORDER BY
    pajs.job_id,
    pajs.action_id,
    pajs.zone_id
;

```

VW__PAJSH

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
ZONE_ID	INTEGER	Yes
ZONE_NAME	VARCHAR (1024)	Yes
AGENT_UTILIZATION	FLOAT	Yes
SERVICE_LEVEL_ACHIEVED	FLOAT	Yes
TOTAL_QUEUED_CALL_COUNT	INTEGER	Yes
TOTAL_CALL_QUEUED_DURATION	INTEGER	Yes

```

CREATE OR REPLACE VIEW vw__pajsh
AS
SELECT
    pajsh.job_id,
    pajsh.action_id,
    pajsh.zone_id,
    pz.name as zone_name,
    pajsh.agent_utilization,
    pajsh.service_level_achieved,
    pajsh.total_queued_call_count,
    pajsh.total_call_queued_duration
FROM
    pim_agent_job_summary_history pajsh,
    pim_zone pz
WHERE

```

```

        pajsh.zone_id = pz.zone_id
GROUP BY
    pajsh.job_id,
    pajsh.action_id,
    pajsh.zone_id,
    pz.name,
    pajsh.agent_utilization,
    pajsh.service_level_achieved,
    pajsh.total_queued_call_count,
    pajsh.total_call_queued_duration
ORDER BY
    pajsh.job_id,
    pajsh.action_id,
    pajsh.zone_id
;

```

VW__PC_PJ_PJA

Field	Type	Nulls?
ORGANIZATION_ID	INTEGER	Yes
CAMPAIGN_ID	INTEGER	Yes
NAME	VARCHAR (80)	Yes
IS_INFINITE	INTEGER	Yes
IS_DELETED	INTEGER	Yes
LAST_JOB_START_TIME	TIMESTAMP WITH TIME ZONE	Yes
STRATEGY_NAME	VARCHAR (256)	Yes
JOB_ID	INTEGER	Yes

START_TIME	TIMESTAMP WITH TIME ZONE	Yes
END_TIME	TIMESTAMP WITH TIME ZONE	Yes
STATUS	INTEGER	Yes
JOB_NOTE	INTEGER	Yes
ACTION_ID	INTEGER	Yes
ACTION_NAME	VARCHAR (255)	Yes
PACING_TYPE	INTEGER	Yes
FALSE_POSITIVE_RATE	FLOAT	Yes
NUISANCE_RATE	FLOAT	Yes
LIVE_VOICE_TIMEOUT	INTEGER	Yes
ENABLE_EXCLU_FRM_NUISANCE_RATE	BOOLEAN	Yes
TOTAL_CONTACTS	INTEGER	Yes
PRCNT_UNIQUE_ATTEMPTED_RECORD	FLOAT	Yes
PRCNT_ATTEMPTED_RECORD	FLOAT	Yes
STORELISTFORINPROG	TEXT	Yes
STORELISTFORDONE	TEXT	Yes
UNIQUEATTMPPRCTFORINPROG	TEXT	Yes
UNIQUEATTMPPRCTFORDONE	TEXT	Yes
ATTMPPRCTFORINPROG	TEXT	Yes
ATTMPPRCTFORDONE	TEXT	Yes

```

CREATE OR REPLACE VIEW vw__pc_pj_pja
AS
SELECT
    pc.organization_id,
    pc.campaign_id,
    pc.name,
    pc.is_infinite,
    pc.is_deleted,
    pc.last_job_start_time,
    pj.strategy_name,
    pj.job_id,
    pj.start_time,
    pj.end_time,
    pj.status,
    pj.job_note,
    pja.action_id,
    pja.action_name,
    pja.pacing_type,
    pj.false_positive_rate,
    pj.nuisance_rate,
    pc.live_voice_timeout,
    pc.enable_exclu_frm_nuisance_rate,
    pj.total_contacts,
    pj.prcnt_unique_attempted_record,
    pj.prcnt_attempted_record,
    (SELECT array_to_string(array(select b.store_name from pim_job_contact_list a, pim_contact_store b where
a.pim_contact_store_id = b.pim_contact_store_id and a.job_id = pj.job_id),',')) as storeListForInProgress,
    (SELECT array_to_string(array(select b.store_name from pim_job_contact_list_hist a, pim_contact_store b where
a.pim_contact_store_id = b.pim_contact_store_id and a.is_associated_at_job_complete =true and a.job_id = pj.job_id),',')) as
storeListForDone,

```

```

        (SELECT array_to_string(array(select prcnt_unique_attempted_record from pim_job_contact_list a where a.job_id =
pj.job_id),',')) as uniqueAttmpPrctForInProg,
        (SELECT array_to_string(array(select prcnt_unique_attempted_record from pim_job_contact_list_hist a where
a.is_associated_at_job_complete =true and a.job_id = pj.job_id),',')) as uniqueAttmpPrctForDone,
        (SELECT array_to_string(array(select prcnt_attempted_record from pim_job_contact_list a where a.job_id = pj.job_id),',')) as
attmpPrctForInProg,
        (SELECT array_to_string(array(select prcnt_attempted_record from pim_job_contact_list_hist a where
a.is_associated_at_job_complete =true and a.job_id = pj.job_id),',')) as attmpPrctForDone

FROM
    pim_campaign pc,
    pim_job pj,
    pim_job_action pja

WHERE

        pj.campaign_id = pc.campaign_id
AND      pja.job_id = pj.job_id
ORDER BY
    pc.campaign_id,
    pj.job_id,
    pja.action_id
;

```

VW__PCA

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes

NUISANCE_CALLS	INTEGER	Yes
ANSWER_HUMANS	INTEGER	Yes
VOICE	INTEGER	Yes
SMS	INTEGER	Yes
EMAIL	INTEGER	Yes
CUSTOM	INTEGER	Yes
EXCLUDED_FROM_NUISANCE_RATE	INTEGER	Yes
UNIQUE_ATTEMPTS	INTEGER	Yes
CONNECTED_CALLS	INTEGER	Yes
DROPPED_CALLS	INTEGER	Yes

CREATE OR REPLACE VIEW vw__pca

AS

SELECT

```

    pca.job_id,
    pca.action_id,
    sum( CASE WHEN pca.nuisance_call = true THEN 1 ELSE 0 END) AS nuisance_calls,
    sum( case when pca.sys_completion_code_id in (select completion_code_id from pim_completion_code where
completion_code_type = 0 and (code = 'Answer_Human' or code = 'Call_Answered'
    or code = 'Disconnected_By_User' or code = 'Disconnected_By_System' or code = 'Disconnected_By_System_CCA' or code =
'Disconnected_By_System_NuisanceApp'
    or code = 'Disconnected_By_User_CCA' or code = 'Disconnected_By_User_NuisanceApp' or code = 'Nuisance_Call' or code
= 'BgrndAMD_Nuisance_Call' or code='AMD_Application_Played')) then 1 else 0 end ) AS answer_humans,
    sum( CASE WHEN (pca.channel_type = 0 and pca.completion_code_id not in ( select completion_code_id from
pim_campaign_cc_attempt pcc where pca.campaign_id = pcc.campaign_id))THEN 1 ELSE 0 END) AS voice,
    sum( CASE WHEN (pca.channel_type = 1 and pca.completion_code_id not in ( select completion_code_id from
pim_campaign_cc_attempt pcc where pca.campaign_id = pcc.campaign_id)) THEN 1 ELSE 0 END) AS sms,

```



```

sum( CASE WHEN (pca.channel_type = 2 and pca.completion_code_id not in ( select completion_code_id from
pim_campaign_cc_attempt pcc where pca.campaign_id = pcc.campaign_id)) THEN 1 ELSE 0 END) AS email,
sum( CASE WHEN (pca.channel_type = 3 and pca.completion_code_id not in ( select completion_code_id from
pim_campaign_cc_attempt pcc where pca.campaign_id = pcc.campaign_id)) THEN 1 ELSE 0 END) AS custom,
sum( CASE WHEN pca.excluded_from_nuisance_rate = true THEN 1 ELSE 0 END) AS excluded_from_nuisance_rate,
(select count(DISTINCT a.contact_id) from pim_contact_attempts a where a.job_id = pca.job_id and a.action_id =
pca.action_id and a.completion_code_id not in ( select completion_code_id from pim_campaign_cc_attempt pcc where
a.campaign_id = pcc.campaign_id)) AS unique_attempts,
sum( case when pca.sys_completion_code_id in (select completion_code_id from pim_completion_code where
completion_code_type = 0 and (code = 'Email_Sent' or code = 'SMS_Delivered' or code = 'Call_Answered' or code =
'Answer_Human' or code = 'Disconnected_By_System_CCA' or code = 'Disconnected_By_System_NuisanceApp' or code =
'Disconnected_By_User_CCA' or code = 'Disconnected_By_User_NuisanceApp')) then 1 else 0 end ) AS connected_calls,
sum( case when pca.sys_completion_code_id =any (string_to_array((select config_value from pim_config where
config_name = 'CompletionIDsDropCall'),',')::integer[]) then 1 else 0 end ) AS dropped_calls
FROM
    pim_contact_attempts pca
GROUP BY
    pca.job_id,
    pca.action_id
ORDER BY
    pca.job_id,
    pca.action_id
;

```

VW__PCAH

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
NUISANCE_CALLS	INTEGER	Yes

ANSWER_HUMANS	INTEGER	Yes
VOICE	INTEGER	Yes
SMS	INTEGER	Yes
EMAIL	INTEGER	Yes
CUSTOM	INTEGER	Yes
EXCLUDED_FROM_NUISANCE_RATE	INTEGER	Yes
UNIQUE_ATTEMPTS	INTEGER	Yes
CONNECTED_CALLS	INTEGER	Yes
DROPPED_CALLS	INTEGER	Yes

CREATE OR REPLACE VIEW vw__pcah

AS

SELECT

```

    pcah.job_id,
    pcah.action_id,
    sum( case WHEN pcah.nuisance_call = true then 1 else 0 end) as nuisance_calls,
    sum( case when pcah.sys_completion_code_id in (select completion_code_id from pim_completion_code where
completion_code_type = 0 and (code = 'Answer_Human' or code = 'Call_Answered'
    or code = 'Disconnected_By_User' or code = 'Disconnected_By_System' or code = 'Disconnected_By_System_CCA' or code =
'Disconnected_By_System_NuisanceApp'
    or code = 'Disconnected_By_User_CCA' or code = 'Disconnected_By_User_NuisanceApp' or code = 'Nuisance_Call' or code
= 'BgrndAMD_Nuisance_Call' or code='AMD_Application_Played')) then 1 else 0 end ) AS answer_humans,
    sum( CASE WHEN (pcah.channel_type = 0 and pcach.completion_code_id not in ( select completion_code_id from
pim_campaign_cc_attempt pcc where pcach.campaign_id = pcc.campaign_id))THEN 1 ELSE 0 END) AS voice,
    sum( CASE WHEN (pcah.channel_type = 1 and pcach.completion_code_id not in ( select completion_code_id from
pim_campaign_cc_attempt pcc where pcach.campaign_id = pcc.campaign_id)) THEN 1 ELSE 0 END) AS sms,

```

```

sum( CASE WHEN (pcah.channel_type = 2 and pcah.completion_code_id not in ( select completion_code_id from
pim_campaign_cc_attempt pcc where pcah.campaign_id = pcc.campaign_id)) THEN 1 ELSE 0 END) AS email,
sum( CASE WHEN (pcah.channel_type = 3 and pcah.completion_code_id not in ( select completion_code_id from
pim_campaign_cc_attempt pcc where pcah.campaign_id = pcc.campaign_id))THEN 1 ELSE 0 END) AS custom,
sum( CASE WHEN pcah.excluded_from_nuisance_rate = true THEN 1 ELSE 0 END) AS excluded_from_nuisance_rate,
(select count(DISTINCT a.contact_id) from pim_contact_attempts_history a where a.job_id = pcah.job_id and a.action_id =
pcah.action_id and a.completion_code_id not in ( select completion_code_id from pim_campaign_cc_attempt pcc where
a.campaign_id = pcc.campaign_id )) AS unique_attempts,
sum( case when pcah.sys_completion_code_id in (select completion_code_id from pim_completion_code where
completion_code_type = 0 and (code = 'Email_Sent' or code = 'SMS_Delivered' or code = 'Call_Answered' or code =
'Answer_Human' or code = 'Disconnected_By_System_CCA' or code = 'Disconnected_By_System_NuisanceApp' or code =
'Disconnected_By_User_CCA' or code = 'Disconnected_By_User_NuisanceApp')) then 1 else 0 end ) AS connected_calls,
sum( case when pcah.sys_completion_code_id =any (string_to_array((select config_value from pim_config where
config_name = 'CompletionIDsDropCall'),',')::integer[]) then 1 else 0 end ) AS dropped_calls
FROM
    pim_contact_attempts_history pcah
GROUP BY
    pcah.job_id,
    pcah.action_id
ORDER BY
    pcah.job_id,
    pcah.action_id
;

```

VW__PCD

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
CALLBACKS	INTEGER	Yes

EXPIRED	INTEGER	Yes
---------	---------	-----

```

CREATE OR REPLACE VIEW vw__pcd
AS
(SELECT
    pcd.job_id,
    pcd.action_id,
    count(pcd.callback_id) AS callbacks,
    sum( CASE WHEN pcd.status = 2 THEN 1 ELSE 0 END) AS expired
FROM
    pim_callback pcd
GROUP BY
    pcd.job_id,
    pcd.action_id
ORDER BY
    pcd.job_id,
    pcd.action_id
)
UNION ALL
(SELECT
    pcd.job_id,
    pcd.action_id,
    count(pcd.callback_id) AS callbacks,
    sum( CASE WHEN pcd.status = 2 THEN 1 ELSE 0 END) AS expired
FROM
    pim_callback_history pcd
GROUP BY
    pcd.job_id,
    pcd.action_id
ORDER BY
    pcd.job_id,
    pcd.action_id
)

```

;

VW_CONTACTATTEMPT

Field	Type	Nulls?
PIM_SESSION_ID	INTEGER	Yes
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
CONTACT_ID	INTEGER	Yes
LAST_NW_DISPOSITION_TIME	TIMESTAMP WITH TIME ZONE	Yes
CONTACT_ATTEMPT_TIME	TIMESTAMP WITH TIME ZONE	Yes
COMPLETION_CODE_ID	INTEGER	Yes
ADDRESS	VARCHAR (80)	Yes
CHANNEL_TYPE	INTEGER	Yes
NUISANCE_CALL	BOOLEAN	Yes
ADDRESS_ATTR_NAME	VARCHAR (80)	Yes
RULE_NAME	VARCHAR (255)	Yes
SYS_COMPLETION_CODE_ID	INTEGER	Yes
USER_CONTACT_ID	VARCHAR (80)	Yes
CAMPAIGN_ID	INTEGER	Yes
EXCLUDED_FROM_NUISANCE_RATE	BOOLEAN	Yes

CONTACT_LIST_ID	INTEGER	Yes
ORG_ID	INTEGER	Yes

CREATE OR REPLACE VIEW vw_contactattempt as

```
(select pim_session_id, job_id, action_id, contact_id, last_nw_disposition_time, contact_attempt_time, completion_code_id,
address, channel_type, nuisance_call, address_attr_name, rule_name, sys_completion_code_id, user_contact_id,
campaign_id, excluded_from_nuisance_rate, contact_list_id, org_id, agent_id
from pim_contact_attempts
union all
select pim_session_id, job_id, action_id, contact_id, last_nw_disposition_time, contact_attempt_time, completion_code_id,
address, channel_type, nuisance_call, address_attr_name, rule_name, sys_completion_code_id, user_contact_id,
campaign_id, excluded_from_nuisance_rate, contact_list_id, org_id, agent_id
from pim_contact_attempts_history);
```

VW_PCA_DAYWISE

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
NUISANCE_CALLS	INTEGER	Yes
ANSWER_HUMANS	INTEGER	Yes
VOICE	INTEGER	Yes
SMS	INTEGER	Yes
EMAIL	INTEGER	Yes
CUSTOM	INTEGER	Yes

ANSWER_MACHINE	INTEGER	Yes
CONTACT_ATTEMPTS_TIME	TIMESTAMP WITH TIME ZONE	Yes
CHANNEL_TYPE	INTEGER	Yes
EXCLUDED_FROM_NUISANCE_RATE	INTEGER	Yes

CREATE OR REPLACE VIEW vw__pca_daywise

AS

SELECT

```

    pca.job_id,
    pca.action_id,
    sum( CASE WHEN pca.nuisance_call = true THEN 1 ELSE 0 END) AS nuisance_calls,
    sum( case when pca.sys_completion_code_id in (select completion_code_id from pim_completion_code where
completion_code_type = 0 and (code = 'Answer_Human' or code = 'Call_Answered'
    or code = 'Disconnected_By_User' or code = 'Disconnected_By_System' or code = 'Disconnected_By_System_CCA' or code =
'Disconnected_By_System_NuisanceApp'
    or code = 'Disconnected_By_User_CCA' or code = 'Disconnected_By_User_NuisanceApp' or code = 'Nuisance_Call' or code
= 'BgrndAMD_Nuisance_Call') ) then 1 else 0 end ) AS answer_humans,
    sum( CASE WHEN pca.channel_type = 0 THEN 1 ELSE 0 END) AS voice,
    sum( CASE WHEN pca.channel_type = 1 THEN 1 ELSE 0 END) AS sms,
    sum( CASE WHEN pca.channel_type = 2 THEN 1 ELSE 0 END) AS email,
    sum( CASE WHEN pca.channel_type = 3 THEN 1 ELSE 0 END) AS custom,
    sum( case when pca.sys_completion_code_id in (select completion_code_id from pim_completion_code where
completion_code_type = 0 and code = 'Answer_Machine') then 1 else 0 end ) AS answer_machine ,
    cast(pca.contact_attempt_time as Date) as contact_attempt_time,
    pca.channel_type,
    sum( CASE WHEN pca.excluded_from_nuisance_rate = true THEN 1 ELSE 0 END) AS excluded_from_nuisance_rate
FROM
    pim_contact_attempts pca
WHERE    pca.contact_attempt_time is not null
GROUP BY
    pca.job_id,
```

```

    pca.action_id ,
    cast(pca.contact_attempt_time as Date),
    pca.channel_type
ORDER BY
    pca.job_id,
    pca.action_id ,
    cast(pca.contact_attempt_time as date)
;

```

VW_PCAH_DAYWISE

Field	Type	Nulls?
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
NUISANCE_CALLS	INTEGER	Yes
ANSWER_HUMANS	INTEGER	Yes
VOICE	INTEGER	Yes
SMS	INTEGER	Yes
EMAIL	INTEGER	Yes
CUSTOM	INTEGER	Yes
ANSWER_MACHINE	INTEGER	Yes

CONTACT_ATTEMPTS_TIME	TIMESTAMP WITH TIME ZONE	Yes
CHANNEL_TYPE	INTEGER	Yes
EXCLUDED_FROM_NUISANCE_RATE	INTEGER	Yes
AGENT_CALLS	INTEGER	Yes

CREATE OR REPLACE VIEW vw__pcah_daywise

AS

SELECT

```

    pca.job_id,
    pca.action_id,
    sum( CASE WHEN pca.nuisance_call = true THEN 1 ELSE 0 END) AS nuisance_calls,
    sum( case when pca.sys_completion_code_id in (select completion_code_id from pim_completion_code where
completion_code_type = 0 and (code = 'Answer_Human' or code = 'Call_Answered'
    or code = 'Disconnected_By_User' or code = 'Disconnected_By_System' or code = 'Disconnected_By_System_CCA' or code =
'Disconnected_By_System_NuisanceApp'
    or code = 'Disconnected_By_User_CCA' or code = 'Disconnected_By_User_NuisanceApp' or code = 'Nuisance_Call' or code
= 'BgrndAMD_Nuisance_Call' or code='AMD_Application_Played') ) then 1 else 0 end ) AS answer_humans,
    sum( CASE WHEN pca.channel_type = 0 THEN 1 ELSE 0 END) AS voice,
    sum( CASE WHEN pca.channel_type = 1 THEN 1 ELSE 0 END) AS sms,
    sum( CASE WHEN pca.channel_type = 2 THEN 1 ELSE 0 END) AS email,
    sum( CASE WHEN pca.channel_type = 3 THEN 1 ELSE 0 END) AS custom,
    sum( case when pca.sys_completion_code_id in (select completion_code_id from pim_completion_code where
completion_code_type = 0 and code = 'Answer_Machine') then 1 else 0 end ) AS answer_machine ,
    cast(pca.contact_attempt_time as Date) as contact_attempt_time,
    pca.channel_type,
    sum( CASE WHEN pca.excluded_from_nuisance_rate = true THEN 1 ELSE 0 END) AS excluded_from_nuisance_rate ,
    sum( case when pca.agent_id is not null and pca.agent_connect_time is not null and pca.attempt_type != 5 then 1 else 0 END)
as agent_calls
FROM
    pim_contact_attempts_history pca

```

```

WHERE    pca.contact_attempt_time is not null
GROUP BY
    pca.job_id,
    pca.action_id ,
    cast(pca.contact_attempt_time as Date),
    pca.channel_type
ORDER BY
    pca.job_id,
    pca.action_id ,
    cast(pca.contact_attempt_time as date)
;

```

VW_CALLBACK

Field	Type	Nulls?
CALLBACK_ID	INTEGER	Yes
CONTACT_ID	INTEGER	Yes
CONTACT_LIST_ID	INTEGER	Yes
CAMPAIGN_NAME	VARCHAR (80)	Yes
CALLBACK_TYPE	INTEGER	Yes
STATUS	INTEGER	Yes
NEXT_ATTEMPT_AFTER	INTEGER	Yes
START_TIME	INTEGER	Yes
END_TIME	INTEGER	Yes
CREATED_BY	VARCHAR (80)	Yes

ORGANIZATION_ID	INTEGER	Yes
SERVICED_BY_AGENT_ID	VARCHAR (80))	Yes
CREATION_TIME	INTEGER	Yes
CREATED_FOR	VARCHAR (80)	Yes
ADDRESS_FIELD_NAME	VARCHAR (80)	Yes
ADDRESS	VARCHAR (128)	Yes
ADDRESS_COUNTRY_CODE	INTEGER	Yes
NOTES	VARCHAR	Yes
JOB_ID	INTEGER	Yes
ACTION_ID	INTEGER	Yes
AGENT_SESSION_ID	INTEGER	Yes
FIRST_NAME	VARCHAR(80)	Yes
LAST_NAME	VARCHAR(80)	Yes

CREATE OR REPLACE VIEW vw_callback as

(select pcb.callback_id,pcb.contact_id, pcb.contact_list_id, pcb.campaign_name,
pcb.callback_type,pcb.status,pcb.next_attempt_after, pcb.start_time,

pcb.end_time,pcb.created_by,pcb.organization_id,pcb.serviced_by_agent_id,pcb.creation_time,pcb.created_for,pcb.address_field_na
me,pcb.address,pcb.address_country_code,
pcb.notes,pcb.job_id,pcb.action_id,pcb.agent_session_id,pc.first_name,pc.last_name
from pim_callback pcb,

```

        pim_contact pc
    where pcb.contact_id=pc.contact_id
union all
select pch.callback_id,pch.contact_id, pch.contact_list_id, pch.campaign_name, pch.callback_type,pch.status,pch.next_attempt_after,
pch.start_time,

pch.end_time,pch.created_by,pch.organization_id,pch.serviced_by_agent_id,pch.creation_time,pch.created_for,pch.address_field_na
me,pch.address,pch.address_country_code,
pch.notes,pch.job_id,pch.action_id,pch.agent_session_id,pc.first_name,pc.last_name
    from pim_callback_history pch,
        pim_contact pc
    where pch.contact_id=pc.contact_id
union all
select pch.callback_id,pch.contact_id, pch.contact_list_id, pch.campaign_name, pch.callback_type,pch.status,pch.next_attempt_after,
pch.start_time,

pch.end_time,pch.created_by,pch.organization_id,pch.serviced_by_agent_id,pch.creation_time,pch.created_for,pch.address_field_na
me,pch.address,pch.address_country_code,
pch.notes,pch.job_id,pch.action_id,pch.agent_session_id,pc.first_name,pc.last_name
    from pim_callback_history pch
    LEFT JOIN pim_contact pc on pch.contact_id=pc.contact_id where pc.contact_id is NULL
);

```