



# **Avaya Proactive Outreach Manager Database Dictionary for MSSQL**

**Release 4.0.2 SP2**

**Issue 1.1**

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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 MS-SQL Server 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_BULK_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_ISRETAINCALLBACK<br>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 | DNCLISTS_GROUP_DESCRIPTION removed NOT NULL<br>constraint.   |
| 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,<br>LAST_ADDR_DIALED_ATTR_NAME,<br>LAST_NUISANCE_CALL_TIME, SYS_AGENTID added.                     |
| PIM_CONTACT_HISTORY          | 04.00.00.00 | New Columns COUNTER, LAST_HANDLED_BY_AGENT_ID,<br>LAST_ADDR_DIALED_ATTR_NAME,<br>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_CAMPAIGN                 | 04.00.02.00 | New Columns ABORT_DATE_TIME, ABORT_TYPE ,<br>EXPORT_SFTP_SERVER, IXOB_QUEUE_ID<br>,TZ_PHONE_ATTRIBUTE ,USER_PREF_TIME AND ZIP_ZONE<br>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_CONTATMPSHSTRY_SYS_COMP, IX_CONTATMPSHSTRY_NW_DISPO, IX_CONTATMPSHSTRY_JOB_ACT_ID and IX_HSTRY_JOB_ACTIONSYSYSCOM_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 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 are 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 reflatd 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          | INT                 |         | No     | Attribute ID  |
| ORGANIZATION_ID       | INT                 |         | Yes    | Organization ID   |
| ATTRIBUTE_NAME        | NVARCHAR (80 CHAR)  |         | No     | Attribute Name  |
| ATTRIBUTE_DESCRIPTION | NVARCHAR (256 CHAR) |         | Yes    | Attribute Description   |
| ATTRIBUTE_DATA_TYPE   | NVARCHAR (80 CHAR)  |         | No     | Attribute Data Type<br>Data type can be one of the following:<br>Long<br>Currency |
| STATUS                | INT                 |         | Yes    | For Operational Use   |
| CREATED_BY            | NVARCHAR (40 CHAR)  |         | Yes    | Username who created the attribute  |
| LAST_MODIFIED_BY      | NVARCHAR (40 CHAR)  |         | No     | Username who did last modification  |
| LAST_MODIFIED_ON      | DATETIMEOFFSET(7)   |         | Yes    | Last modified time  |
|                       |                     |         |        |   |

| Index Name                   | Type   | Unique | Fields          |
|------------------------------|--------|--------|-----------------|
| PK_PIM_AGEN_9090C9BBD531D612 | NORMAL | Yes    | ATTRIBUTE_ID    |
| UQ_PIM_AGEN_44CA49EF958B06C5 | NORMAL | Yes    | ATTRIBUTE_NAME  |
| IX_AGENTATTRIBUTE_ORG        | NORMAL | No     | ORGANIZATION_ID |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| 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           | INT           |         | No     | Job ID           |
| ATTRIBUTE_ID     | INT           |         | No     | Attribute ID     |
| AGENT_SESSION_ID | NUMERIC(19,0) |         | No     | Agent Session ID |
| ATTRIBUTE_VALUE  | FLOAT         |         | Yes    | Attribute Value  |
|                  |               |         |        |                  |

| Index Name                   | Type   | Unique | Fields                                 |
|------------------------------|--------|--------|--|
| PK_PIM_AGEN_E8EAD89A57533BC2 | NORMAL | Yes    | JOB_ID, ATTRIBUTE_ID, AGENT_SESSION_ID |
| IX_PIMJOB_ID                 | NORMAL | No     | JOB_ID                                 |
| IX_AGTSESSION_ID             | NORMAL | No     | AGENT_SESSION_ID                       |
| IX_CAMPATTR_ATTR             | NORMAL | No     | ATTRIBUTE_ID                           |

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

## PIM\_AGENT\_BLEND\_DETAILS

**Primary Key(s): PIM\_AGENT\_BLEND\_DETAILS\_ID**

| Field                      | Type              | Default | Nulls? | Comments  |
|----------------------------|-------------------|---------|--------|---|
| PIM_AGENT_BLEND_DETAILS_ID | NUMERIC(19,0)     |         | No     | Auto generated ID   |
| AGENT_SESSION_ID           | NUMERIC(19,0)     |         | No     | Agent login to logout session is uniquely identified by this agent_session_id |
| EVENT_TYPE                 | INT               |         | Yes    | Whether agent is in Inbound or Outbound. 0 - Inbound1- Outbound               |
| REQUEST_TIME               | DATETIMEOFFSET(7) |         | Yes    | Timestamp when Blender queued request for Blending the agent to Agent Manager |
| START_TIME                 | DATETIMEOFFSET(7) |         | Yes    | When agent is actually transitioned   |

|          |                   |  |     |  |
|----------|-------------------|--|-----|--|
| END_TIME | DATETIMEOFFSET(7) |  | Yes | When agent is actually transitioned back |
|----------|-------------------|--|-----|--|

| Index Name                   | Type   | Unique | Fields                     |
|------------------------------|--------|--------|----------------------------|
| PK_PIM_AGEN_1003F6F6EE4311FF | NORMAL | Yes    | PIM_AGENT_BLEND_DETAILS_ID |
| IX_AGTBLEND_AGTSESS          | NORMAL | No     | AGENT_SESSION_ID           |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| 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 | NUMERIC(19,0) |         | No     | Auto generated ID   |
| PIM_SESSION_ID       | NUMERIC(19,0) |         | No     | Auto generated ID of each contact attempt.                                    |
| AGENT_SESSION_ID     | NUMERIC(19,0) |         | No     | Agent login to logout session is uniquely identified by this agent_session_id |



|            |                     |  |     |  |
|------------|---------------------|--|-----|--|
| EVENT_TYPE | INT                 |  | Yes | Event indicates the activity of an agent. Various events are,<br>0 = CUSTOMER_CONNECT<br>1 = CONSULT<br>2 = EXT_CONSULT<br>3 = TRANSFER<br>4 = CONFERENCE_OWNER<br>5 = CONFERENCE_PASSIVE<br>6 = PREVIEW<br>7 = CALLBACK<br>8 = REDIAL<br>9 = WRAPUP<br>10= DIALING<br>11= HOLD<br>12= TALKING |
| START_TIME | DATETIMEOFFSET(7)   |  | Yes | Timestamp when agent started activity mentioned in event type  |
| END_TIME   | DATETIMEOFFSET(7)   |  | Yes | Timestamp when agent end activity mentioned in event type  |
| XFER_DEST  | NVARCHAR (128 CHAR) |  | Yes | In case of consult and transfer this field indicates consulted party INT   |
| CUST_NUM   | NVARCHAR (128 CHAR) |  | Yes | Customer INT to which agent is dealing with  |

| Index Name                   | Type   | Unique | Fields               |
|------------------------------|--------|--------|----------------------|
| PK_PIM_AGEN_F83F445089B42586 | Normal | Yes    | PIM_AGENT_CONTACT_ID |

|                      |        |    |                  |
|----------------------|--------|----|------------------|
| IX_AGTCONT_AGTSESS   | NORMAL | No | AGENT_SESSION_ID |
| IX_AGTCONT_CONTATMPS | NORMAL | No | PIM_SESSION_ID   |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| 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   | Same Schema   | PIM_CONTACT_ATTEMPTS |

## PIM\_AGENT\_CONTACT\_HISTORY

**Primary Key(s): PIM\_AGENT\_CONTACT\_ID**

| Field                | Type          | Nulls? | Comments  |
|----------------------|---------------|--------|---|
| PIM_AGENT_CONTACT_ID | NUMERIC(19,0) | No     | Auto generated ID of pim_agent_contact_history table                          |
| PIM_SESSION_ID       | NUMERIC(19,0) | No     | Auto generated ID of each contact attempt.                                    |
| AGENT_SESSION_ID     | NUMERIC(19,0) | No     | Agent login to logout session is uniquely identified by this agent_session_id |

|            |                     |     |   |
|------------|---------------------|-----|---|
| EVENT_TYPE | INT                 | Yes | Event indicates the activity of an agent. Various events are,0 = CUSTOMER_CONNECT1 = CONSULT2 = EXT_CONSULT3 = TRANSFER4 = CONFERENCE_OWNER 5 = CONFERENCE_PASSIVE6 = PREVIEW7 = CALLBACK8 = REDIAL9 = WRAPUP10= DIALING11= HOLD12= TALKING |
| START_TIME | DATETIMEOFFSET(7)   | Yes | Timestamp when agent started activity mentioned in event type   |
| END_TIME   | DATETIMEOFFSET(7)   | Yes | Timestamp when agent end activity mentioned in event type   |
| XFER_DEST  | NVARCHAR (128 CHAR) | Yes | In case of consult and transfer this field indicates consulted party INT  |
| CUST_NUM   | NVARCHAR (128 CHAR) | Yes | Customer INT to which agent is dealing with   |

| Index Name                    | Type   | Unique | Fields               |
|-------------------------------|--------|--------|----------------------|
| PK_PIM_AGEN_F83F4450C606BE11  | NORMAL | Yes    | PIM_AGENT_CONTACT_ID |
| IX_AGTCONTHSTRY_AGTSESS       | NORMAL | No     | AGENT_SESSION_ID     |
| IX_AGTCONTHSTRY_CONTATMPHSTRY | NORMAL | No     | PIM_SESSION_ID       |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field   | Source Schema | Source Table      |
|---------------------------------|------------------|---------------|-------------------|
| FK_AGTCONTHSTRY_AGTSESS         | AGENT_SESSION_ID | Same Schema   | PIM_AGENT_SESSION |

|                                 |                |             |                              |
|---------------------------------|----------------|-------------|------------------------------|
| FK_AGTCONTHSTRY_CONTATMPHSHSTRY | PIM_SESSION_ID | Same Schema | PIM_CONTACT_ATTEMPTS_HISTORY |
|---------------------------------|----------------|-------------|------------------------------|

## PIM\_AGENT\_JOB

**Primary Key(s): AGENT\_JOB\_ID**

| Field                | Type          | Default | Nulls? | Comments   |
|----------------------|---------------|---------|--------|--|
| AGENT_JOB_ID         | NUMERIC(19,0) |         | No     | Auto generated ID  |
| JOB_ID               | INT           |         | Yes    | Job id on which agent is worked.   |
| CONTACT_ID           | NUMERIC(19,0) |         | Yes    | Contact Id which agent handled. For Operational Use  |
| AUX_CODE_ID          | INT           |         | Yes    | For future use   |
| AGENT_SESSION_ID     | NUMERIC(19,0) |         | No     | Agent login to logout session is uniquely identified by this agent_session_id  |
| ACTION_ID            | INT           |         | No     | ID of the action to which agent is attached.   |
| CURRENT_AGENT_STATE  | INT           |         | No     | Current agent state<br>0 = READY<br>1 = BUSY<br>2 = WORK_NOT_READY<br>3 = NOT_READY<br>4 = LOG_OUT<br>5 = UNKNOWN<br>6 = PENDING_NOT_READY_MANUAL<br>7 = PENDING_LOGOUT_MANUAL |
| PREVIOUS_AGENT_STATE | INT           |         | Yes    | Previous agent state   |

|                              |                   |  |     |   |
|------------------------------|-------------------|--|-----|---|
| CURRENT_CALL_STATE           | INT               |  | No  | Current agent call state<br>0 = Idle<br>1 = Talking<br>2 = Wrap-up<br>3 = Held<br>4 = Consult<br>5 = ConferenceOwner<br>6 = ConferencePassive<br>7 = Preview<br>8 = Dialing<br>9 = Callback<br>10 = Pending_Call                        |
| PREVIOUS_CALL_STATE          | INT               |  | Yes | Previous agent call state   |
| CURRENT_NAILED_STATE         | INT               |  | No  | Current agent nail state<br>0 = Nailed<br>1 = PendingNailUp<br>2 = PendingNailUpDrop<br>3 = UnNailed<br>4 = ReNailing   |
| PREVIOUS_NAILED_STATE        | INT               |  | Yes | Previous agent nail state   |
| CURRENT_JOB_STATE            | INT               |  | No  | Current agent job state<br>0 = JobAttached<br>1 = JobDetached<br>2 = JobEnd<br>3 = JobInbound<br>4 = Pending_Inbound<br>5 = Pending_Outbound<br>6 = Pending_Manual_Inbound<br>7 = Pending_Manual_Job_Movement<br>8 = Pending_Job_Attach |
| PREVIOUS_JOB_STATE           | INT               |  | Yes | Previous agent job state  |
| CURRENT_STATE_TIME           | DATETIMEOFFSET(7) |  | Yes | Timestamp of last state change (any state change out of 4 states) happen for agent.   |
| PREV_STATE_TIME              | DATETIMEOFFSET(7) |  | Yes | Timestamp of previous state change (any state change out of 4 states) happen for agent.   |
| CALL_COUNT                   | INT               |  | No  | Number of call handled by the agent in current job.   |
| TOTAL_TALK_DURATION          | FLOAT             |  | Yes | Total talk time of agent in current job action in seconds.  |
| TOTAL_IDLE_FOR_CALL_DURATION | FLOAT             |  | Yes | Total idle time of agent in current job action in seconds.  |

|                             |                     |  |     |   |
|-----------------------------|---------------------|--|-----|---|
| TOTAL_IN_JOB_BREAK_DURATION | FLOAT               |  | Yes | Total break time of agent in current job action in seconds.             |
| TOTAL_ACW_DURATION          | FLOAT               |  | Yes | Total after call work time of agent in current job action in seconds.   |
| HOLD_COUNT                  | INT                 |  | No  | INT of time agent put customer on hold in current job action            |
| TOTAL_HOLD_DURATION         | FLOAT               |  | Yes | Total time agent put customer on hold in current job action in seconds. |
| TOTAL_PREVIEW_DURATION      | FLOAT               |  | Yes | Total preview time of agent in current job action                       |
| JOB_ATTACH_TIME             | DATETIMEOFFSET(7)   |  | Yes | Timestamp when agent is attached to a job action                        |
| CONF_COUNT                  | INT                 |  | Yes | INT of time agent participated in conference in current job action.     |
| TRANSFER_COUNT              | INT                 |  | Yes | INT of transfer done by agent in current job action                     |
| CONSULT_COUNT               | INT                 |  | Yes | INT of consult done by agent in current job action                      |
| TOTAL_CONF_DURATION         | FLOAT               |  | Yes | Total time spent by agent in seconds when agent is in conference.       |
| TOTAL_CONSULT_DURATION      | FLOAT               |  | Yes | Total time spent by agent in seconds when agent is in consult           |
| CONFERENCE_HELD             | INT                 |  | Yes | For Operational Use   |
| PIM_SESSION_ID              | NUMERIC(19,0)       |  | Yes | Auto generated ID of each contact attempt.                              |
| XFER_DESTINATION            | NVARCHAR (255 CHAR) |  | Yes | For Operational Use   |
| PREVIEW_ACCEPT_COUNT        | INT                 |  | Yes | INT of preview accepted by agent in current job action.                 |

|                             |                        |  |     |  |
|-----------------------------|------------------------|--|-----|--|
| PREVIEW_REJECT_COUNT        | INT                    |  | Yes | INT of preview rejected by agent in current job action.  |
| ABANDON_ON_HOLD_COUNT       | INT                    |  | Yes | INT of customer calls disconnected when customer is on hold.   |
| CALLBACK_ACCEPT_COUNT       | INT                    |  | Yes | INT of callback preview cancel by agent.   |
| CALLBACK_REJECT_COUNT       | INT                    |  | Yes | INT of callback preview accepted by agent.   |
| BREAK_COUNT                 | INT                    |  | Yes | INT of breaks by agent in current job action.  |
| CONSULT_OWNER               | INT                    |  | Yes | For Operational Use  |
| CAN_NAIL                    | INT                    |  | Yes | For Operational Use  |
| CALLBACKID                  | NVARCHAR (255<br>CHAR) |  | Yes | For Operational Use  |
| TOTAL_CALLBACK_PRV_DURATION | FLOAT                  |  | Yes | Total time in second spend by agent in preview for callback in current job action                                  |
| TOTAL_HOLD_IN_CONF_DURATION | FLOAT                  |  | 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      | FLOAT                  |  | Yes | Total time in second agent spend in dialing  |
| TRANSFER_RECEIVED_COUNT     | INT                    |  | Yes | INT of transfer received by agent in current job action  |
| HOLD_IN_CONF_COUNT          | INT                    |  | Yes | INT of time agent put customer on hold by agent when agent is in conference with customer in current job action    |
| DIALING_COUNT               | INT                    |  | Yes | INT of calls agent dial from desktop in current job action   |

|                              |                        |  |     |                     |
|------------------------------|------------------------|--|-----|---------------------|
| TOTAL_IN_JOB_HA_DURATION     | REAL                   |  | Yes | For Operational Use |
| CURRENT_CALL_STATE_TIME      | DATETIMEOFFSET(7)      |  | Yes | For Operational Use |
| CURRENT_AGENT_STATE_TIME     | DATETIMEOFFSET(7)      |  | Yes | For Operational Use |
| AGENT_ACTIVITY_STATUS        | INT                    |  | Yes | For Operational Use |
| MANUAL_MOVEMENT_JOB_ID       | INT                    |  | Yes | For Operational Use |
| MANUAL_MOVEMENT_ACTION_ID    | INT                    |  | Yes | For Operational Use |
| MANUAL_BLEND_THRASH_INTERVAL | INT(19,0)              |  | Yes | For Operational Use |
| BLEND_TRANSITION_TIME        | DATETIMEOFFSET(7)      |  | Yes | For Operational Use |
| CUST_DIALED_NUM              | NVARCHAR (255<br>CHAR) |  | Yes | For Operational Use |
| UCID                         | NVARCHAR (256<br>CHAR) |  | Yes | For Operational Use |
| CALL_CONNECT_TIME            | INT(19,0)              |  | Yes | For Operational Use |
| START_OF_VOICE_OFFSET        | INT                    |  | Yes | For Operational Use |
| FIRST_PROMPT_OFFSET          | INT                    |  | Yes | For Operational Use |
| LAST_CALL_PROGRESS_TIME      | INT(19,0)              |  | Yes | For Operational Use |
| UCID_CONS                    | NVARCHAR (255<br>CHAR) |  | Yes | For Operational Use |
| UCID_EXT                     | NVARCHAR (255<br>CHAR) |  | Yes | For Operational Use |
| DEFAULT_NUMBER_FIELD         | NVARCHAR (80<br>CHAR)  |  | Yes | For Operational Use |



|                           |                    |  |     |   |
|---------------------------|--------------------|--|-----|---|
| CALLING_URI               | NVARCHAR (80 CHAR) |  | Yes | For Operational Use   |
| MANUAL_MOVE_TRASHING_TIME | INT(19,0)          |  | Yes | For Operational Use   |
| LICENSE_ACQUIRED          | TINYINT            |  | Yes | For Operational Use   |
| PARENT_PIM_SESSION_ID     | BIGINT             |  | Yes | <p>POM will create new attempt in case of</p> <ul style="list-style-type: none"> <li>• "Redial"</li> <li>• Preview dial on non-default number ( provided that there is parameter "NewAttemptCreationOnNonDefaultPreviewNumber" set to <b>TRUE</b> in pim_config).</li> </ul> <p>This indicates the parent – child relationship between original attempt and new attempt because of above operation.</p> |
| JOINED_SHADOW_JOB         | NUMBER(1,0)        |  | Yes | Show job flag   |
| IDLE_COUNT                | INT                |  | Yes |   |
| ACW_COUNT                 | INT                |  | Yes |   |
| AGENT_JOB_PARAMS          | NVARCHAR (MAX)     |  | 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           |
|------------------------------|--------|--------|------------------|
| PK_PIM_AGEN_8F3055CAAB76976E | NORMAL | Yes    | AGENT_JOB_ID     |
| 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      |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

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

## PIM\_AGENT\_JOB\_HISTORY

**Primary Key(s): AGENT\_JOB\_ID**

| Field        | Type          | Default | Nulls? | Comments  |
|--------------|---------------|---------|--------|---|
| AGENT_JOB_ID | NUMERIC(19,0) |         | No     | Auto generated ID of this pim_agent_job_history |

|                        |               |  |    |   |
|------------------------|---------------|--|----|---|
| JOB_ID                 | INT           |  | No | Job id on which agent is worked.  |
| AGENT_SESSION_ID       | NUMERIC(19,0) |  | No | Agent login to logout session is uniquely identified by this agent_session_id |
| ACTION_ID              | INT           |  | No | ID of the action to which agent is attached.                                  |
| CALL_COUNT             | INT           |  | No | Number of call handled by agent   |
| TOTAL_TALK_DURATION    | FLOAT         |  | No | Total talk time of agent in current job action in seconds.                    |
| HOLD_COUNT             | INT           |  | No | Number of time agent put customer on hold in current job action               |
| TOTAL_HOLD_DURATION    | FLOAT         |  | No | Total time agent put customer on hold in current job action in seconds.       |
| TOTAL_IDLE_DURATION    | FLOAT         |  | No | Total idle time of agent in current job action in seconds.                    |
| TOTAL_ACW_DURATION     | FLOAT         |  | No | Total after call work time of agent in current job action in seconds.         |
| TOTAL_PREVIEW_DURATION | FLOAT         |  | No | Total preview time of agent in current job action.                            |
| CONSULT_COUNT          | INT           |  | No | Number of consult done by agent in current job action.                        |
| TOTAL_CONSULT_DURATION | FLOAT         |  | No | Total time spent by agent in seconds when agent is in consult.                |
| TRANSFER_COUNT         | INT           |  | No | Number of transfer done by agent in current job action.                       |
| CONF_COUNT             | INT           |  | No | Number of time agent participated in conference in current job action.        |

|                             |                   |  |     |   |
|-----------------------------|-------------------|--|-----|---|
| TOTAL_CONF_DURATION         | FLOAT             |  | No  | Total time spent by agent in seconds when agent is in conference.   |
| JOB_ATTACH_TIME             | DATETIMEOFFSET(7) |  | Yes | Timestamp when agent is attached to a job action.   |
| JOB_DETACH_TIME             | DATETIMEOFFSET(7) |  | Yes | Timestamp when agent is detached from a job action.   |
| PREVIEW_REJECT_COUNT        | INT               |  | Yes | Number of preview rejected by agent in current job action.  |
| ABANDON_ON_HOLD_COUNT       | INT               |  | Yes | Number of customer calls disconnected when customer is on hold.   |
| CALLBACK_ACCEPT_COUNT       | INT               |  | Yes | Number of callback preview accepted by agent.   |
| CALLBACK_REJECT_COUNT       | INT               |  | Yes | Number of callback preview cancels by agent.  |
| TOTAL_CALLBACK_PRV_DURATION | FLOAT             |  | Yes | Total time in second spend by agent in preview for callback in current job action.                                  |
| PREVIEW_ACCEPT_COUNT        | INT               |  | Yes | Number of preview accepted by agent in current job action.  |
| TOTAL_IN_JOB_BREAK_DURATION | FLOAT             |  | Yes | Total break time of agent in current job action in seconds.   |
| BREAK_COUNT                 | INT               |  | Yes | Number of breaks by agent in current job action.  |
| TOTAL_HOLD_IN_CONF_DURATION | FLOAT             |  | 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      | FLOAT             |  | Yes | Total time in second agent spend in dialing.  |
| TRANSFER_RECEIVED_COUNT     | INT               |  | Yes | Number of transfer received by agent in current job action.   |

|                          |         |  |     |   |
|--------------------------|---------|--|-----|---|
| HOLD_IN_CONF_COUNT       | INT     |  | Yes | Number of time agent put customer on hold by agent when agent is in conference with customer in current job action.   |
| DIALING_COUNT            | INT     |  | Yes | Number of calls agent dial from desktop in current job action.  |
| TOTAL_IN_JOB_HA_DURATION | FLOAT   |  | 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 |   |
| ACW_COUNT                | INTEGER |  | Yes |   |

| Index Name                   | Type   | Unique | Fields           |
|------------------------------|--------|--------|------------------|
| PK_PIM_AGEN_8F3055CAABCF978A | NORMAL | Yes    | AGENT_JOB_ID     |
| IX_AGTJOBHSTRY_JOB           | NORMAL | No     | JOB_ID           |
| IX_AGTJOBHSTRY_AGTSESS       | NORMAL | No     | AGENT_SESSION_ID |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| 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           | Same Schema | PIM_JOB           |

### **PIM\_AGENT\_JOB\_SUMMARY**

**Primary Key(s): JOB\_ID, ACTION\_ID, ZONE\_ID**

| <b>Field</b>           | <b>Type</b>        | <b>Default</b> | <b>Nulls?</b> | <b>Comments</b>   |
|------------------------|--------------------|----------------|---------------|---|
| JOB_ID                 | INT                |                | No            | Job instance ID to which agent was attached             |
| ACTION_ID              | INT                |                | No            | ID of the action for which the agent got call           |
| ZONE_ID                | INT                |                | No            | ID of the zone to which agent has logged in             |
| STATE                  | INT                |                | No            | For Operational Use                                     |
| GROUP_ID               | NVARCHAR (64 CHAR) |                | No            | For Operational Use                                     |
| FREE_AGENT_COUNT       | INT                |                | Yes           | For Operational Use                                     |
| IN_PROGRESS_ATTEMPTS   | INT                |                | Yes           | For Operational Use                                     |
| BUSY_AGENT_COUNT       | INT                |                | Yes           | For Operational Use                                     |
| SERVICE_LEVEL_ACHIEVED | FLOAT              |                | Yes           | Service level achieved for the current job action zone  |
| AGENT_UTILIZATION      | FLOAT              |                | Yes           | Total agent utilization for the current job action zone |

|                            |                      |  |     |  |
|----------------------------|----------------------|--|-----|--|
| PACING_DATA                | NVARCHAR (2048 CHAR) |  | Yes | For Operational Use  |
| CURR_ZONE_ID               | INT                  |  | No  | Current zone id in case of geo redundancy.                       |
| TOTAL_QUEUED_CALL_COUNT    | INTEGER              |  | Yes | Summarized total number of calls queued for the Job ID           |
| TOTAL_CALL_QUEUED_DURATION | NUMERIC(19,0)        |  | 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                        |

| Index Name                   | Type   | Unique | Fields                     |
|------------------------------|--------|--------|----------------------------|
| PK_PIM_AGEN_D7FCFE85BF9C0F4B | NORMAL | Yes    | JOB_ID, ACTION_ID, ZONE_ID |
| 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 |
|-----------------------|------|
|-----------------------|------|

| Primary Key as Foreign Key Constraint | Affected Schema | Affected Table | Affected Field |
|---------------------------------------|-----------------|----------------|----------------|
| FK_AGTJOBSUMMARY_JOB                  | Same Schema     | PIM_JOB        | JOB_ID         |
| FK_AGTJOBSUMMARY_ZONE                 | Same 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                     | INT                   |         | No     | Job instance ID to which agent was attached                      |
| ACTION_ID                  | INT                   |         | No     | ID of the action for which the agent got call                    |
| ZONE_ID                    | INT                   |         | No     | ID of the zone to which agent has logged in                      |
| GROUP_ID                   | NVARCHAR (64<br>CHAR) |         | No     | For Operational Use  |
| FREE_AGENT_COUNT           | INT                   |         | Yes    | For Operational Use  |
| IN_PROGRESS_ATTEMPTS       | INT                   |         | Yes    | For Operational Use  |
| BUSY_AGENT_COUNT           | INT                   |         | Yes    | For Operational Use  |
| SERVICE_LEVEL_ACHIEVED     | FLOAT                 |         | Yes    | Service level achieved for the current job action zone.          |
| AGENT_UTILIZATION          | FLOAT                 |         | 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 | NUMERIC(19,0)         |         | Yes    | Summarized total duration of all the calls queued for the Job ID |



| Index Name                   | Type   | Unique | Fields                     |
|------------------------------|--------|--------|----------------------------|
| PK_PIM_AGEN_D7FCFE85B8C84622 | NORMAL | Yes    | JOB_ID, ACTION_ID, ZONE_ID |
| IX_AGTJOBSUMMARYHSTRY_JOB    | NORMAL | No     | JOB_ID                     |
| IX_AGTJOBSUMMARYHSTRY_ZONE   | NORMAL | No     | ZONE_ID                    |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Primary Key as Foreign Key Constraint | Affected Schema | Affected Table | Affected Field |
|---------------------------------------|-----------------|----------------|----------------|
| FK_AGTJOBSUMMARYHSTRY_JOB             | Same Schema     | PIM_JOB        | JOB_ID         |
| FK_AGTJOBSUMMARYHSTRY_ZONE            | Same Schema     | PIM_ZONE       | ZONE_ID        |

## PIM\_AGENT\_SESSION

**Primary Key(s): AGENT\_SESSION\_ID**

| Field            | Type                  | Default | Nulls? | Comments                        |
|------------------|-----------------------|---------|--------|---------------------------------|
| AGENT_SESSION_ID | NUMERIC(19,0)         |         | No     | Auto generated agent session ID |
| AGENT_ID         | NVARCHAR (80<br>CHAR) |         | No     | Agent login ID                  |
| LOGIN_TIME       | DATETIMEOFFSET(7)     |         | No     | Agent login time                |

|                              |                      |  |     |  |
|------------------------------|----------------------|--|-----|--|
| LOGOUT_TIME                  | DATETIMEOFFSET(7)    |  | Yes | Agent logout time  |
| AGENT_EXTENSION              | NVARCHAR (80 CHAR)   |  | Yes | Agent extension  |
| AGENT_NAME                   | NVARCHAR (255 CHAR)  |  | Yes | Agent name   |
| AGENT_LOCALE                 | NVARCHAR (10 CHAR)   |  | Yes | Agent locale   |
| AGENT_TIMEZONE               | NVARCHAR (255 CHAR)  |  | Yes | Agent time zone  |
| JOB_WAITING_IDLE_DURATION    | FLOAT                |  | Yes | Total idle time spent in seconds by agent in ready state and waiting for campaign to attach.                               |
| TOTAL_OFF_JOB_BREAK_DURATION | FLOAT                |  | Yes | Total time spent in seconds by agent in break, but not attached to campaign  |
| TOTAL_INBOUND_DURATION       | FLOAT                |  | Yes | Total time spent in seconds by agent on inbound  |
| TOTAL_OUTBOUND_DURATION      | FLOAT                |  | Yes | Total time spent in seconds by agent on outbound   |
| INBOUND_COUNT                | INT                  |  | Yes | Total INT of times agent is released to take inbound calls   |
| AGENT_SKILLS                 | NVARCHAR (2048 CHAR) |  | Yes | Agent skills information, it is colon separated skill information. i.e. "<skill1>, <skill1 level>;<skill2>,<skill2 level>" |
| HA_SUPPORT                   | INT                  |  | 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             | DATETIMEOFFSET(7)    |  | No  | Agent session details last modified on.  |

|                           |                      |  |     |  |
|---------------------------|----------------------|--|-----|--|
| ZONE_ID                   | INT                  |  | Yes | ID of the zone to which agent has logged in  |
| TOTAL_OFF_JOB_HA_DURATION | FLOAT                |  | 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          | NVARCHAR (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 Level2>   |
| ORG_NAME                  | NVARCHAR (1024 CHAR) |  | Yes |  |
| AGENT_STATISTICS          | NVARCHAR (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             | NVARCHAR2(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 |
|------------|------|--------|--------|
|------------|------|--------|--------|

|                              |        |     |                       |
|------------------------------|--------|-----|-----------------------|
| PK_PIM_AGEN_D162A42EFF974844 | Normal | Yes | AGENT_SESSION_ID      |
| IDX_AGENT_ID                 | Normal | No  | AGENT_ID              |
| IX_AGENT_ID_LOGOUT_TIME      | NORMAL | No  | AGENT_ID, LOGOUT_TIME |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

## PIM\_ATTRIBUTE

**Primary Key(s): ATTRIBUTE\_ID**

| Field            | Type               | Default | Nulls? | Comments                           |
|------------------|--------------------|---------|--------|------------------------------------|
| ATTRIBUTE_ID     | INT                |         | No     | Auto generated attribute ID        |
| ATTRIBUTE_NAME   | NVARCHAR (30 CHAR) |         | No     | Attribute name                     |
| DATA_TYPE        | NVARCHAR (80 CHAR) |         | No     | Attribute data type                |
| IS_SENSITIVE     | BIT                |         | No     | For operational use                |
| LAST_MODIFIED_ON | DATETIMEOFFSET(7)  |         | Yes    | Last modified time                 |
| CREATED_BY       | NVARCHAR (40 CHAR) |         | Yes    | Username who created the attribute |

|                         |                    |   |     |                             |
|-------------------------|--------------------|---|-----|-----------------------------|
| LAST_MODIFIED_BY        | NVARCHAR (40 CHAR) |   | Yes | Last modified user name     |
| IS_READ_ONLY            | BIT                |   | No  | For Operational Use         |
| IS_RESULT               | BIT                |   | No  | For Operational Use         |
| IS_MASKED               | BIT                |   | No  | For Operational Use         |
| IS_WFO                  | BIT                |   | No  | For Operational Use         |
| ATTRIBUTE_TYPE          | INT                |   | No  | For Operational Use         |
| STATUS                  | INT                |   | No  | For Operational Use         |
| IS_MASKED_FOR_ALL_USERS | BIT                | 0 | No  | Mask Attribute value or not |

| Index Name                   | Type   | Unique | Fields         |
|------------------------------|--------|--------|----------------|
| PK_PIM_ATTR_9090C9BBF5615759 | NORMAL | Yes    | ATTRIBUTE_ID   |
| UQ_PIM_ATTR_44CA49EF93EA079E | NORMAL | Yes    | ATTRIBUTE_NAME |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

## **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<br>VARYING |         | No     | Bulk import file path                                       |
| BULK_UPLOAD_FILE_PATH      | CHARACTER<br>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         | INT                 |         | No     | Auto generated campaign ID  |
| ORGANIZATION_ID     | INT                 |         | Yes    | Id of the organization to which this campaign belongs.  |
| CONTACT_STRATEGY_ID | INT                 |         | Yes    | Id of the associated campaign strategy  |
| IS_INFINITE         | INT                 |         | 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            | INT                 |         | No     | Not in use.   |
| NAME                | NVARCHAR (80 CHAR)  |         | No     | Name of the campaign  |
| DESCRIPTION         | NVARCHAR (256 CHAR) |         | Yes    | Description of the campaign   |
| STATUS              | INT                 |         | No     | Status of the campaign<br>Status can be one of the following:<br>0 – Not In Progress<br>1 – In Progress   |
| ABORT_TIME          | INT                 |         | Yes    | If specified by the user, offset in minutes when to Stop the campaign.  |
| ENABLE_PACING       | INT                 |         | No     | True if custom call pacing is enabled in the strategy.  |
| HIT_PROBABILITY     | FLOAT               |         | Yes    | Not used anymore  |
| INBOUND_RESERVATION | NVARCHAR (10 CHAR)  |         | Yes    | Not used anymore  |

|                          |                    |  |     |  |
|--------------------------|--------------------|--|-----|--|
| ENABLE_EXPORT            | INT                |  | No  | True if the export is enabled  |
| CREATED_BY               | NVARCHAR (40 CHAR) |  | Yes | Name of the user who created the campaign  |
| LAST_MODIFIED_BY         | NVARCHAR (40 CHAR) |  | Yes | Name of the user who last modified it.   |
| LAST_MODIFIED_ON         | DATETIMEOFFSET(7)  |  | Yes | Time when the campaign was last modified   |
| LAST_JOB_START_TIME      | DATETIMEOFFSET(7)  |  | Yes | Time when the last job for this campaign was started                                 |
| DIALING_PREFIX           | NVARCHAR (20 CHAR) |  | Yes | Dialing prefix to be used when making calls in the campaign                          |
| SMS_PREFIX               | NVARCHAR (20 CHAR) |  | Yes | Prefix to be used when sending SMS   |
| ENABLE_COMPLIANCE_TIMERS | INT                |  | No  | Will be set to true if compliance timers are enabled via Campaign Creation wizard    |
| START_OF_VOICE_TIMEOUT   | INT                |  | No  | Used to store start of voice timeout value specified during Campaign Creation wizard |
| LIVE_VOICE_TIMEOUT       | INT                |  | No  | Used to store live voice timeout value specified during Campaign Creation wizard     |
| CCA_START                | INT                |  | No  | 0 if CCA starts on connect and 1 if it starts on progress                            |
| CCA_TIMEOUT              | INT                |  | No  | Used to store CCA timeout value (milliseconds)                                       |



|                                |                     |  |     |   |
|--------------------------------|---------------------|--|-----|---|
| FILTER_CONDITION_TYPE          | INT                 |  | No  | For Operational Use   |
| FILTER_CONDITIONS              | NVARCHAR (255 CHAR) |  | Yes | For Operational Use   |
| FINISH_COMPCODE_CONDITION_TYPE | INT                 |  | No  | For Operational Use   |
| FINISH_COMP_CODE_CONDITIONS    | NVARCHAR (255 CHAR) |  | Yes | For Operational Use   |
| FINISH_GOAL_CONDITION_TYPE     | INT                 |  | No  | For Operational Use   |
| FINISH_GOAL_CONDITIONS         | NVARCHAR (255 CHAR) |  | Yes | For Operational Use   |
| EXPORT_CLASS_NAME              | NVARCHAR (256 CHAR) |  | Yes | Fully resolved class Name (e.g com.avaya.pom.custom.myPostProcessor) implementing the custom post processing interface. |
| IS_DELETED                     | INT                 |  | No  | List of comma separated completion code ids which will be used when data is exported after campaign completes           |
| POST_PROCESSING_COLUMNS        | NVARCHAR            |  | Yes | For Operational Use   |
| POST_PROCESS_COMPLETION_CODES  | NVARCHAR            |  | Yes | For Operational Use   |
| FALSE_POSITIVE_RATE            | FLOAT               |  | Yes | For Operational Use   |
| WAIT_TILL_IMPORT_FINISH        | INT                 |  | No  | For Operational Use   |

|                                |                     |       |     |  |
|--------------------------------|---------------------|-------|-----|--|
| DIALING_TYPE                   | INT                 | 0     | No  | Used to store Campaign dialing type.<br>0 –Default<br>1 – Attribute based Contact Record Assignment to Agent<br>2 - Agent ID based Contact Record Assignment to Agent<br>3 – Attribute and Agent ID based Contact Record Assignment to Agent |
| ATTRIBUTE_DIALING_MAPPING      | NVARCHAR (256 CHAR) |       | Yes | Mapping of attributes for Attribute based Contact Record Assignment to Agent   |
| PERSONAL_AGENDA_MAPPING        | NVARCHAR (64 CHAR)  |       | Yes | Mapping of an attribute for Agent ID based Contact Record Assignment to Agent  |
| PUBLISH_TO_CONTEXT_STORE       | INT                 | false | Yes | Indicate whether campaign has been configured to push the attempt data to context store.   |
| ATTRIBUTES_FOR_RECORDER        | NVARCHAR (255)      |       | yes |  |
| CHK_FIN_CRIT_FOR_PAUSED_JOB    | TINYINT             | 0     | NO  |  |
| ENABLE_EXCLU_FRM_NUISANCE_RATE | INT                 | 0     | NO  |  |
| CHK_FIN_CRIT_FOR_PAUSED_JOB    | INT                 | 0     | NO  |  |
| APPLY_DNC                      | INT                 |       | NO  |  |
| DIALING_TYPE                   | INT                 |       | NO  |  |
| PERSONAL_AGENDA_MAPPING        | NNVARCHAR (40)      |       | NO  |  |
| DEFAULT_DNCGROUP               | NNVARCHAR (80)      |       | NO  |  |
| 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           | NVARCHAR (256) |      | YES | Sender's address for the campaign  |
| FROM_DISPLAY_NAME      | NVARCHAR (256) |      | YES | Sender's display name for the campaign   |
| IGNORE_ALL_HOLIDAYS    | TINYINT        | 0    | NO  | Will be set to 1 if IGNORE_ALL_HOLIDAYS set to true  |
| EXTERNAL_TRANSFER_DATA | NVARCHAR (20)  |      | YES | External Transfer option, it can be ContextStore ID or UserContact ID  |
| FT_APPLYALL            | TINYINT        | 0    | 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        | TINYINT        | 0    | YES | Set to true if no dialing allocation is selected for contact lists (feature backward compatibility)  |
| EXPORT_FREQ_TYPE       | INTEGER        | 0    | NO  | Export Frequency Type  |
| EXPORT_FREQ_VAL        | NVARCHAR(20)   |      | NO  | Export Frequency Value   |
| DIALING_ORDER          | NVARCHAR (80)  | NULL | YES | Used to store Campaign dialing order priority.<br>Valid Values or Valid Dialing Orders:<br>2,1,0 - Priority,Retry,Regular<br>1,2,0 - Retry,Priority,Regular<br>2,0,1- Priority,Regular,Retry |

|                    |                    |      |     |   |
|--------------------|--------------------|------|-----|---|
| TZ_PHONE_ATTRIBUTE | NVARCHAR (2048)    | NULL | YES | Comma separated list of phone attributes on which POM must perform guard time validation to determine the time during which the records can be picked up for dialing from the operational database.                       |
| ABORT_DATE_TIME    | DATETIMEOFFSET (7) |      | YES | Campaign Abort Date and Time  |
| ABORT_TYPE         | NVARCHAR (20)      |      | YES | AbortAt or AbortAfter   |
| EXPORT_SFTP_SERVER | INT                |      | YES | 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      | NVARCHAR (255)     |      | YES |   |
| ZIP_ZONE           | BIT                |      | 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     | BIT                |      | 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. |
|                    |                    |      |     |   |

| Index Name                   | Type   | Unique | Fields              |
|------------------------------|--------|--------|---------------------|
| PK_PIM_CAMP_905B681CE7683530 | NORMAL | Yes    | CAMssPAIGN_ID       |
| UQ_PIM_CAMP_72E12F1B29242D6C | NORMAL | Yes    | NAME                |
| 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 |
|-----------------------|------|
|-----------------------|------|

| 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     | Same Schema   | PIM_ORGANIZATION     |

## PIM\_CAMPAIGN\_ATTRIBUTE

**Primary Key(s): ATTRIBUTE\_ID**

| Field                 | Type                | Default | Nulls? | Comments  |
|-----------------------|---------------------|---------|--------|---|
| ATTRIBUTE_ID          | INT                 |         | No     | Attribute ID  |
| ORGANIZATION_ID       | INT                 |         | Yes    | Organization ID   |
| ATTRIBUTE_NAME        | NVARCHAR (80 CHAR)  |         | No     | Attribute Name  |
| ATTRIBUTE_DATA_TYPE   | NVARCHAR (80 CHAR)  |         | No     | Attribute Data Type<br>Data type can be one of the following:<br>Long<br>Currency |
| ATTRIBUTE_DESCRIPTION | NVARCHAR (256 CHAR) |         | Yes    | Attribute Description   |
| STATUS                | INT                 |         | Yes    | For Operational Use   |
| CREATED_BY            | NVARCHAR (40 CHAR)  |         | Yes    | Username who created the attribute  |
| LAST_MODIFIED_BY      | NVARCHAR (40 CHAR)  |         | No     | Username who did last modification  |
| LAST_MODIFIED_ON      | DATETIMEOFFSET(7)   |         | Yes    | Last modified time  |

| Index Name                   | Type   | Unique | Fields          |
|------------------------------|--------|--------|-----------------|
| PK_PIM_CAMP_9090C9BB06D263A9 | NORMAL | Yes    | ATTRIBUTE_ID    |
| UQ_PIM_CAMP_44CA49EF01195B20 | NORMAL | Yes    | ATTRIBUTE_NAME  |
| IX_CMPGNATTRIBUTE_ORG        | NORMAL | No     | ORGANIZATION_ID |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| 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          | INT   |         | No     | Job ID.         |
| ATTRIBUTE_ID    | INT   |         | No     | Attribute ID    |
| ATTRIBUTE_VALUE | FLOAT |         | Yes    | Attribute Value |

| Index Name                   | Type   | Unique | Fields               |
|------------------------------|--------|--------|----------------------|
| PK_PIM_CAMP_C73BBA3E1323F03D | NORMAL | Yes    | JOB_ID, ATTRIBUTE_ID |
| IX_CAMPATTRVAL_PIMJOB        | NORMAL | No     | JOB_ID               |
| IX_CAMPATTRVAL_CAMPATTR      | NORMAL | No     | ATTRIBUTE_ID         |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Primary Key as Foreign Key Constraint | Affected Schema | Affected Table         | Affected Field |
|---------------------------------------|-----------------|------------------------|----------------|
| FK_CAMPATTRVAL_CAMPATTR               | Same Schema     | PIM_CAMPAIGN_ATTRIBUTE | ATTRIBUTE_ID   |
| FK_CAMPATTRVAL_PIMJOB                 | Same Schema     | PIM_JOB                | JOB_ID         |

## PIM\_COMPLETION\_CODE

**Primary Key(s): COMPLETION\_CODE\_ID**

| Field                | Type               | Default | Nulls? | Comments   |
|----------------------|--------------------|---------|--------|--|
| COMPLETION_CODE_ID   | INT                |         | No     | Auto generated INT to uniquely identify a completion code in POM system  |
| ORGANIZATION_ID      | INT                |         | Yes    | ID of the Organization to which this Completion Code belongs.  |
| CODE                 | NVARCHAR (80 CHAR) |         | No     | Completion code name   |
| COMPLETION_CODE_TYPE | INT                |         | No     | Completion code Type:"0" - System Completion Code (Defined by POM System)"1" - Custom Completion Code(Defined by customer) |



|                  |                    |  |     |   |
|------------------|--------------------|--|-----|---|
| DESCRIPTION      | NVARCHAR (80 CHAR) |  | Yes | Description of completion code.   |
| LAST_MODIFIED_ON | DATETIMEOFFSET(7)  |  | Yes | Time when this completion code was last updated by user.  |
| CREATED_BY       | NVARCHAR (40 CHAR) |  | Yes | Name of user who created this completion code.  |
| LAST_MODIFIED_BY | NVARCHAR (40 CHAR) |  | Yes | Name of the user who last modified this completion code.  |
| RPC              | INT                |  | 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 INT of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor |
| SUCCESS          | INT                |  | 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 INT of Success count. The count is shown in completion code summary reports and POM Monitor.                        |
| CLOSURE          | INT                |  | 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 INT of Closure count. The count is shown in completion code summary reports and POM Monitor                         |

|                            |     |   |    |  |
|----------------------------|-----|---|----|--|
| EXCLUDE_FROM_NUISANCE_RATE | INT |   | 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                        | BIT | 0 | 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             |
|------------------------------|--------|--------|--------------------|
| PK_PIM_COMP_B0853EEAAD6FC537 | NORMAL | Yes    | COMPLETION_CODE_ID |
| UQ_PIM_COMP_357D4CF9B83EA29C | NORMAL | Yes    | CODE               |
| IX_CMPLNCD_ORG               | NORMAL | No     | ORGANIZATION_ID    |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| 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 | NUMERIC(19,0)     |         | No     | Auto generated ID                                   |
| QUARTER_HOURLY_TREND_INDEX   | NUMERIC(19,0)     |         | Yes    | For Operational Use.                                |
| HALF_HOURLY_TREND_INDEX      | NUMERIC(19,0)     |         | Yes    | For Operational Use                                 |
| HOURLY_TREND_INDEX           | NUMERIC(19,0)     |         | No     | For Operational Use                                 |
| JOB_ID                       | INT               |         | No     | Job ID.   |
| ACTION_ID                    | INT               |         | Yes    | Action ID.  |
| COMPLETION_CODE_ID           | INT               |         | No     | Completion Code ID                                  |
| START_TIME                   | DATETIMEOFFSET(7) |         | No     | Timestamp when completion code capturing started.   |
| END_TIME                     | DATETIMEOFFSET(7) |         | No     | Timestamp when completion code capturing completed. |
| COUNT                        | NUMERIC(19,0)     |         | No     | Total count of Completion code.                     |

| Index Name                   | Type   | Unique | Fields  |
|------------------------------|--------|--------|---|
| PK_PIM_COMP_F3322C021FF60C45 | NORMAL | Yes    | COMPLN_CODE_TREND_HISTORY_ID  |
| IX_PIMCCTRENDAHISTORY_JOB    | NORMAL | No     | JOB_ID  |
| PIMCOMPLNCODETRENDAHSTRYUKEY | NORMAL | Yes    | QUARTER_HOURLY_TREND_INDEX,<br>HALF_HOURLY_TREND_INDEX,<br>HOURLY_TREND_INDEX, JOB_ID |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field | Source Schema | Source Table |
|---------------------------------|----------------|---------------|--------------|
| FK_PIMCCTRENDAHISTORY_JOB       | JOB_ID         | Same Schema   | PIM_JOB      |

## PIM\_CONTACT

**Primary Key(s): CONTACT\_ID**

| Field                   | Type          | Default | Nulls? | Comments   |
|-------------------------|---------------|---------|--------|--|
| CONTACT_ID              | NUMERIC(19,0) |         | No     | Auto generated ID.   |
| SITE_ID                 | INT           |         | Yes    | Reserved for future use  |
| PIM_CONTACT_STORE_ID    | INT           |         | No     | Contact list ID to which this contact belongs                    |
| LAST_COMPLETION_CODE_ID | INT           |         | Yes    | ID of the last completion code received for this contact record. |

|                              |                    |  |     |   |
|------------------------------|--------------------|--|-----|---|
| PHONE_NUMBER1                | NVARCHAR (80 CHAR) |  | Yes | Phone 1 for this contact, if provided during import.  |
| PHONE_NUMBER2                | NVARCHAR (80 CHAR) |  | Yes | Phone 2 for this contact, if provided during import.  |
| FIRST_NAME                   | NVARCHAR (80 CHAR) |  | Yes | Field to store first name of the contact  |
| LAST_NAME                    | NVARCHAR (80 CHAR) |  | Yes | Field to store last name of the contact   |
| EMAIL                        | NVARCHAR (80 CHAR) |  | Yes | Email Id for this contact, if provided during import  |
| LAST_MODIFIED_ON             | DATETIMEOFFSET(7)  |  | No  | Time when this contact record was inserted or last updated by import operation.   |
| LANGUAGE                     | NVARCHAR (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                    | NVARCHAR (80 CHAR) |  | Yes | Field for storing the time zone for the phone INT 1 of the contact.   |
| LAST_ATTEMPT_TIME            | DATETIMEOFFSET(7)  |  | Yes | Time when this contact was last attempted in a campaign.  |
| LAST_SUCCESSFUL_ATTEMPT_TIME | DATETIMEOFFSET(7)  |  | Yes | Time when this contact was last successfully reached in a campaign.   |
| CREATED_BY                   | NVARCHAR (40 CHAR) |  | Yes | Name of the user who imported this contact  |
| LAST_MODIFIED_BY             | NVARCHAR (40 CHAR) |  | Yes | Name of the user who last modified this contact.  |
| PHONE_NUMBER1_TZ_INT         | INT                |  | No  | Offset in milliseconds from GMT for time_zone value, used for sorting contacts using Phone INT 1 time zone                    |

|                         |                    |  |     |   |
|-------------------------|--------------------|--|-----|---|
| PHONE_NUMBER2_TZ        | NVARCHAR (80 CHAR) |  | Yes | used to store contact phone INT 2's timezone, either can be given by user or automatically calculated by POM  |
| PHONE_NUMBER1_CTRY_CODE | INT                |  | Yes | Country code of Phone INT 1   |
| PHONE_NUMBER2_CTRY_CODE | INT                |  | Yes | Country code of Phone INT 2   |
| PHONE_NUMBER2_TZ_INT    | INT                |  | Yes | Offset in milliseconds from GMT for phone_INT2_tz value, used for sorting contacts using Phone INT 2 time zone  |
| USER_CONTACT_ID         | NVARCHAR (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        | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store title for contact. Eg. Mr, Mrs etc...   |
| ADDR_LINE1_PREDEFINED   | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store address line 1 for contact  |
| ADDR_LINE2_PREDEFINED   | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store address line 2 for contact  |
| ADDR_LINE3_PREDEFINED   | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store address line 3 for contact  |
| ADDR_LINE4_PREDEFINED   | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store address line 4 for contact  |
| ADDR_LINE5_PREDEFINED   | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store address line 5 for contact  |
| COUNTRY_PREDEFINED      | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store country for contact   |
| ZIPCODE_PREDEFINED      | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store zipcode for contact   |

|                              |                     |  |     |  |
|------------------------------|---------------------|--|-----|--|
| PIM_CONTACT_STATUS_FLAG_     | INT                 |  | Yes |  |
| PHONE_NUMBER1_STATE          | NVARCHAR (256)      |  | Yes |  |
| PHONE_NUMBER2_STATE          | NVARCHAR (256)      |  | Yes |  |
| PHONE_NUMBER1_WIRELESS       | NVARCHAR (256)      |  | Yes |  |
| PHONE_NUMBER2_WIRELESS       | NVARCHAR (256)      |  | Yes |  |
| COUNTER                      | INT                 |  | Yes | Predefined attribute to store counter for every real attempt   |
| LAST_ADDR_DIALED_ATTR_NAME   | NVARCHAR (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     | NVARCHAR (80 CHAR)  |  | Yes | Predefined attribute to store Last Agent ID who handled the contact  |
| LAST_NUISANCE_CALL_TIME      | DATETIMEOFFSET(7)   |  | Yes | Predefined attribute to store time stamp of Last nuisance call   |
| SYS_AGENTID                  | NVARCHAR (80 CHAR)  |  | Yes | Predefined attribute to store agent id for contact, if provided during import.   |
| PHONE_NUMBER1_ALLOWEDTIME    | NVARCHAR (256 CHAR) |  | Yes | To specify specific hours and days of the week during which phone1 can be dialed.  |
| PHONE_NUMBER1_DISALLOWEDTIME | NVARCHAR (256 CHAR) |  | Yes | To specify specific hours and days of the week during which phone1 cannot be dialed.   |
| PHONE_NUMBER2_ALLOWEDTIME    | NVARCHAR (256 CHAR) |  | Yes | To specify specific hours and days of the week during which phone2 can be dialed.  |
| PHONE_NUMBER2_DISALLOWEDTIME | NVARCHAR (256 CHAR) |  | Yes | To specify specific hours and days of the week during which phone2 cannot be dialed.   |

|                            |                     |  |     |  |
|----------------------------|---------------------|--|-----|--|
| ZIPCODE_STATE_PREDEFINED   | NVARCHAR (80 CHAR)  |  | Yes | To specify state of primary zipcode              |
| ZIPCODE_TZ_INT_PREDEFINED  | INT                 |  | Yes | Contains offset of timezone of primary zipcode   |
| ZIPCODE_TZ_PREDEFINED      | NVARCHAR (256 CHAR) |  | Yes | To specify timezone of primary zipcode           |
| ZIPCODE1_PREDEFINED        | NVARCHAR (80 CHAR)  |  | Yes | To specify secondary zipcode for contact record  |
| ZIPCODE1_STATE_PREDEFINED  | NVARCHAR (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     | NVARCHAR (80 CHAR)  |  | Yes | To specify timezone of secondary zipcode         |

| Index Name                   | Type                     | Unique | Fields                                   |
|------------------------------|--------------------------|--------|--|
| PK_PIM_CONT_024E7A864C629086 | NORMAL                   | Yes    | CONTACT_ID                               |
| 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                     |
| PIMCONTACTUNIQUEKEY          | NORMAL                   | Yes    | USER_CONTACT_ID,<br>PIM_CONTACT_STORE_ID |
| IX_CONT_STORE_MODIFIED       | FUNCTION-BASED<br>NORMAL | No     | PIM_CONTACT_STORE_ID                     |



|                            |        |    |   |
|----------------------------|--------|----|---|
| IX_CONT_STORE_EXCLUDE_FLAG | NORMAL | No | PIM_CONTACT_STORE_ID,<br>PIM_CONTACT_STATUS_FLAG_ |
|----------------------------|--------|----|---|

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| 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    | Same Schema   | PIM_CONTACT_STORE   |
| FK_CONT_SITES                   | SITE_ID                 | Same Schema   | PIM_SITES           |

## PIM\_CONTACT\_ATTEMPTS

**Primary Key(s): PIM\_SESSION\_ID**

| Field                  | Type          | Default | Nulls? | Comments   |
|------------------------|---------------|---------|--------|--|
| PIM_SESSION_ID         | NUMERIC(19,0) |         | No     | Auto generated ID of this contact attempt.                               |
| COMPLETION_CODE_ID     | INT           |         | No     | ID of the last custom completion code received for this contact attempt. |
| SYS_COMPLETION_CODE_ID | INT           |         | Yes    | ID of the last system completion code received for this contact attempt. |

|                          |                      |  |     |  |
|--------------------------|----------------------|--|-----|--|
| JOB_ID                   | INT                  |  | No  | Campaign job ID. This ID is shown in the POM monitor when the campaign job is running. |
| CONTACT_ID               | NUMERIC(19,0)        |  | No  | Contact id from PIM_CONTACT table.   |
| OWNER_PIM_SERVER_NAME    | NVARCHAR (255 CHAR)  |  | Yes | ID of the POM server which processed this attempt.                                     |
| ACTION_ID                | INT                  |  | Yes | ID of the action which resulted in this contact attempt.                               |
| SESSION_ID               | NVARCHAR (2048 CHAR) |  | Yes | Session ID returned by the media server.   |
| CONTACT_ATTEMPT_TIME     | DATETIMEOFFSET(7)    |  | Yes | Time of this attempt.  |
| RINGBACK_START_TIME      | DATETIMEOFFSET(7)    |  | Yes | Time when ring-back event was received   |
| LAST_NW_DISPOSITION_TIME | DATETIMEOFFSET(7)    |  | Yes | Time when the last disposition was received from the network.                          |
| CALL_START_TIME          | DATETIMEOFFSET(7)    |  | Yes | Time when the call was answered and application started                                |
| CALL_COMPLETION_TIME     | DATETIMEOFFSET(7)    |  | Yes | Time when the call was disconnected.   |
| CALL_CONNECT_TIME        | NUMERIC(19,0)        |  | Yes | Time of call answer as an offset from the epoch.                                       |
| START_OF_VOICE_OFFSET    | INT                  |  | Yes | Offset from the call answer time of start of voice event.                              |
| FIRST_PROMPT_OFFSET      | INT                  |  | Yes | Offset from the call answer time of the first prompt play event                        |
| MEDIA_SERVER_NAME        | NVARCHAR (80 CHAR)   |  | Yes | Name of the media server who serviced this attempt.                                    |

|               |                    |  |     |  |
|---------------|--------------------|--|-----|--|
| CHANNEL_TYPE  | INT                |  | No  | INT to identify the type of the channel. (-1) - Excluded contacts and Un-attempted contacts 0 – Voice 1 - SMS2 - E-mail3 – Custom  |
| ADDRESS       | NVARCHAR (80 CHAR) |  | Yes | Phone INT or email address used to make this attempt.  |
| AGENT_ID      | NVARCHAR (80 CHAR) |  | Yes | Agent assigned for this attempt.   |
| CALLBACK_ID   | NUMERIC(19,0)      |  | Yes | this is reserved for future use  |
| NUISANCE_CALL | INT                |  | Yes | This will be set to true if attempted call is a nuisance call  |
| RESULT_STATE  | INT                |  | No  | 0 - NO_RESULT<br>1 - NEW_YET_TO_PROCESS<br>2 - LOCKED<br>3 - TO_PROCESS_LATER<br>4 - PROCESSED   |
| LICENSE_USED  | INT                |  | No  | For Operational Use.   |
| ATTEMPT_TYPE  | INT                |  | No  | This field gives information about type of attempt like Regular, Callback, Out of Temporary Restriction, Retry<br>0 - REGULAR<br>1 - CALLBACK<br>2 - OUT_OF_RESTRICT<br>3 - RETRY<br>4 - HIGH_PRIORITY<br>5 - REDIAL |

|                       |                      |   |     |   |
|-----------------------|----------------------|---|-----|---|
| PACING_TYPE           | INT                  |   | 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          | NVARCHAR (256 CHAR)  |   | Yes | This field gives information about the Handler created in strategy  |
| ADDRESS_ATTR_NAME     | NVARCHAR (80 CHAR)   |   | Yes |   |
| RULE_NAME             | NVARCHAR (255 CHAR)  |   | Yes | This field gives information about the Rule Name  |
| PROCESS_AFTER         | BIGINT               |   | Yes | For Operational Use.  |
| RESULT_PROGRESS       | INT                  |   | Yes | For Operational Use.  |
| USER_CONTACT_ID       | NVARCHAR (80 CHAR)   |   | Yes | For Operational Use.  |
| CONTACT_AGENT_STATE   | INT                  | 0 | No  | 0 - NOT_YET_WITH_AGENT<br>1 - BUSY_WITH_AGENT<br>2- DONE_WITH_AGENT<br>3- EXECUTE_CUSTOM_CLASS_ONLY   |
| CAMPAIGN_ID           | INT                  |   | Yes | This field contains the campaign ID.  |
| INFO1                 | NVARCHAR (2048 CHAR) |   | Yes | Info1   |
| INFO2                 | NVARCHAR (2048 CHAR) |   | Yes | Info2   |
| INFO3                 | NVARCHAR (2048 CHAR) |   | Yes | Info2   |
| PARENT_PIM_SESSION_ID | INT(19,0)            |   | Yes | Parents session ID  |

|                             |                    |   |     |   |
|-----------------------------|--------------------|---|-----|---|
| EXCLUDED_FROM_NUISANCE_RATE | INT                |   | Yes | True if attempt is marked by agent as "answer machine by agent"   |
| UCID                        | NVARCHAR (256)     |   | Yes | The field contains UCIS   |
| AGENT_CONNECT_TIME          | DATETIMEOFFSET     |   |     | Contains the Agent connect Time.  |
| ZIP_TONE_TIME               | DATETIMEOFFSET     |   | 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               | NVARCHAR (80)      |   | Yes | Name of the DNC list  |
| DNCLISTS_GROUP_NAME         | NVARCHAR (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                | INT                |   | Yes | Type of the attempt   |
| CONTEXT_STORE_ID            | NVARCHAR (256)     |   |     | ID of context store   |
| ORG_ID                      | INT                |   | 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          | DATETIMEOFFSET (7) |   | 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     | NVARCHAR (30 CHAR) |       | Yes |  |
| CUSTOM_FIELD2     | NVARCHAR (30 CHAR) |       | Yes |  |
| CUSTOM_FIELD3     | NVARCHAR (30 CHAR) |       | Yes |  |
| CUSTOM_FIELD4     | NVARCHAR (30 CHAR) |       | Yes |  |
| CUSTOM_FIELD5     | NVARCHAR (30 CHAR) |       | Yes |  |
| REASON_CODE       | NVARCHAR (30 CHAR) |       | Yes |  |
| RESPONSE_CODE     | NVARCHAR (30 CHAR) |       | Yes |  |
| RESPONSE_STATUS   | NVARCHAR (20 CHAR) |       | Yes |  |
| SELECTION_CONTROL | NVARCHAR (20 CHAR) |       | Yes |  |
| ZIP_TONE_TIME     | DATETIMEOFFSET(7)  |       | Yes |  |

| Index Name                   | Type   | Unique | Fields         |
|------------------------------|--------|--------|----------------|
| PK_PIM_CONT_223CB805F1815CA2 | Normal | Yes    | PIM_SESSION_ID |
| 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_JOBACTIONSYSCOM_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 |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field         | Source Schema | Source Table        |
|---------------------------------|------------------------|---------------|---------------------|
| FK_CONTATMPS_CMPLNCD            | COMPLETION_CODE_ID     | POM Schema    | PIM_COMPLETION_CODE |
| FK_CONTATMPS_CONTACT            | 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           | NUMERIC(19,0)        |         | No     | Auto generated ID of this contact attempt.   |
| COMPLETION_CODE_ID       | INT                  |         | No     | ID of the last custom completion code received for this contact attempt.               |
| SYS_COMPLETION_CODE_ID   | INT                  |         | Yes    | ID of the last system completion code received for this contact attempt.               |
| JOB_ID                   | INT                  |         | No     | Campaign job ID. This ID is shown in the POM monitor when the campaign job is running. |
| CONTACT_ID               | NUMERIC(19,0)        |         | No     | Contact id from pim_contact table.   |
| OWNER_PIM_SERVER_NAME    | NVARCHAR (255 CHAR)  |         | Yes    | ID of the POM server which processed this attempt.                                     |
| ACTION_ID                | INT                  |         | Yes    | ID of the action which resulted in this contact attempt.                               |
| SESSION_ID               | NVARCHAR (2048 CHAR) |         | Yes    | Session ID returned by the media server.   |
| CONTACT_ATTEMPT_TIME     | DATETIMEOFFSET(7)    |         | Yes    | Time of this attempt.  |
| RINGBACK_START_TIME      | DATETIMEOFFSET(7)    |         | Yes    | Time when ring-back event was received   |
| LAST_NW_DISPOSITION_TIME | DATETIMEOFFSET(7)    |         | Yes    | Time when the last disposition was received from the network.                          |
| CALL_START_TIME          | DATETIMEOFFSET(7)    |         | Yes    | Time when the call was answered and application started                                |
| CALL_COMPLETION_TIME     | DATETIMEOFFSET(7)    |         | Yes    | Time when the call was disconnected.   |

|                       |                    |  |     |  |
|-----------------------|--------------------|--|-----|--|
| CALL_CONNECT_TIME     | NUMERIC(19,0)      |  | Yes | Time of call answer as an offset from the epoch.   |
| START_OF_VOICE_OFFSET | INT                |  | Yes | Offset from the call answer time of start of voice event.  |
| FIRST_PROMPT_OFFSET   | INT                |  | Yes | Offset from the call answer time of the first prompt play event  |
| MEDIA_SERVER_NAME     | NVARCHAR (80 CHAR) |  | Yes | Name of the media server who serviced this attempt.  |
| CHANNEL_TYPE          | INT                |  | No  | INT to identify the type of the channel. (-1) - Excluded contacts and Un-attempted contacts 0 - Voice1 - SMS2 - E-mail3 – Custom |
| ADDRESS               | NVARCHAR (80 CHAR) |  | Yes | Phone INT or email address used to make this attempt.  |
| AGENT_ID              | NVARCHAR (80 CHAR) |  | Yes | Agent assigned for this attempt.   |
| CALLBACK_ID           | NUMERIC(19,0)      |  | Yes | this is reserved for future use  |
| NUISANCE_CALL         | INT                |  | Yes | This will be set to true if attempted call is a nuisance call  |
| RESULT_STATE          | INT                |  | No  | 0 - NO_RESULT<br>1 - NEW_YET_TO_PROCESS<br>2 - LOCKED<br>3 - TO_PROCESS_LATER<br>4 - PROCESSED                                   |
| LICENSE_USED          | INT                |  | No  | For Operational Use.   |

|                   |                      |  |     |  |
|-------------------|----------------------|--|-----|--|
| ATTEMPT_TYPE      | INT                  |  | No  | This field gives information about type of attempt like Regular, Callback, Out of Temporary Restriction, Retry<br>0 - REGULAR<br>1 - CALLBACK<br>2 - OUT_OF_RESTRICT<br>3 - RETRY<br>4 - HIGH_PRIORITY<br>5 - REDIAL |
| PACING_TYPE       | I INT                |  | 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      | NVARCHAR (256 CHAR)  |  | Yes | This field gives information about the Handler created in strategy   |
| ADDRESS_ATTR_NAME | NVARCHAR (80 CHAR)   |  | Yes | Will display Attribute Name  |
| RULE_NAME         | NVARCHAR (255 CHAR)  |  | Yes | Will display Rule Name   |
| PROCESS_AFTER     | INT(19,0)            |  | Yes |  |
| RESULT_PROGRESS   | I INT                |  | Yes |  |
| USER_CONTACT_ID   | NVARCHAR (80 CHAR)   |  | Yes |  |
| CAMPAIGN_ID       | INT                  |  | Yes | This field contains the campaign ID.   |
| INFO1             | NVARCHAR (2048 CHAR) |  | Yes | Info1  |

|                             |                      |   |     |   |
|-----------------------------|----------------------|---|-----|---|
| INFO2                       | NVARCHAR (2048 CHAR) |   | Yes | Info2   |
| INFo3                       | NVARCHAR (2048 CHAR) |   | Yes | Info2   |
| PARENT_PIM_SESSION_ID       | INT(19,0)            |   | Yes | Parents session ID  |
| EXCLUDED_FROM_NUISANCE_RATE | INT                  |   | Yes | True if attempt is marked by agent as "answer machine by agent" |
| UCID                        | NVARCHAR (256)       |   | Yes | The field contains UCID   |
| SKIP_ADDR_COUNT             | INTEGER              | 0 | NO  | Count f skipped addresses                                       |
| DNC_LIST_NAME               | NVARCHAR (80)        |   | Yes | Name of the DNC list  |
| DNCLIST_GROUP_NAME          | NVARCHAR (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          | DATETIMEOFFSET(7)    |   | Yes | Count f skipped addresses                                       |
| ZIP_TONE_TIME               | DATETIMEOFFSET(7)    |   | Yes | Contains the zip tone time                                      |
| LIVE_VOICE_OFFSET           | INT                  |   | Yes | Offset for live voice   |
| RECORDED_MSG_OFFSET         | INT                  |   | Yes | Offset for recorded msg   |
| MSG_END_OFFSET              | INT                  |   | Yes | Offset for msg end  |
| AGENT_OFFSET_SOV            | INT                  |   | Yes | Offset for agent SOV  |
| CONTACT_AGENT_STATE         | INT                  |   | Yes | Agent state   |
| CONTEXT_STORE_ID            | NVARCHAR (256)       |   | Yes | Contect store ID  |

|                    |                    |       |     |   |
|--------------------|--------------------|-------|-----|---|
| ORG_ID             | INT                |       | 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      | NVARCHAR (30)      |       | Yes |   |
| CUSTOM_FIELD2      | NVARCHAR (30)      |       | Yes |   |
| CUSTOM_FIELD3      | NVARCHAR (30)      |       | Yes |   |
| CUSTOM_FIELD4      | NVARCHAR (30)      |       | Yes |   |
| CUSTOM_FIELD5      | NVARCHAR (30)      |       | Yes |   |
| EXPORTED           | BIT                | FALSE | No  |   |
| REASON_CODE        | NVARCHAR (30)      |       | Yes |   |
| RECORD_PICKUP_TIME | DATETIMEOFFSET (7) |       | Yes | This column shows the time when record is picked by POM from database before making an contact attempt  |
| RESPONSE_CODE      | NVARCHAR (30)      |       | Yes |   |
| RESPONSE_STATUS    | NVARCHAR (20)      |       | Yes |   |
| SELECTION_CONTROL  | NVARCHAR (20)      |       | Yes |   |

| Index Name                   | Type   | Unique | Fields             |
|------------------------------|--------|--------|--------------------|
| PK_PIM_CONT_223CB8050BE644B0 | Normal | No     | PIM_SESSION_ID     |
| IX_CONTATMPHSTRY_JOB         | Normal | No     | JOB_ID             |
| IX_CONTATMPHSTRY_JCID        | Normal | No     | JOB_ID, CONTACT_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                |
| 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_CONTATMPHSHSTRY_1          | Normal | NO | JOB_ID, ACTION_ID, COMPLETION_CODE_ID  |
| IX_CONTATMPHSHSTRY_2          | Normal | NO | JOB_ID, CONTACT_LIST_ID, COMPLETION_CODE_ID, CONTACT_ATTEMPT_TIME, CONTACT_ID      |
| IX_CONTATMPHSHSTRY_3          | Normal | NO | JOB_ID, CHANNEL_TYPE   |
| IX_CONTATMPHSHSTRY_5          | Normal | NO | EXCLUDED_FROM_NUISANCE_RATE, JOB_ID, CONTACT_ATTEMPT_TIME                          |
| IX_CONTATMPHSHSTRY_JOB        | Normal | NO | JOB_ID   |
| IX_CONTATMPHSHSTRY_JOB_ACT_ID | Normal | NO | JOB_ID, ACTION_ID  |
| IX_CONTATMPHSHSTRY_NW_DISPO   | Normal | NO | JOB_ID, ACTION_ID, LAST_NW_DISPOSITION_TIME  |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field     | Source Schema | Source Table        |
|---------------------------------|--------------------|---------------|---------------------|
| FK_CONTATMPHSHSTRY_CMPLNCD      | COMPLETION_CODE_ID | Same Schema   | PIM_COMPLETION_CODE |
| FK_CONTATMPHSHSTRY_CONTHSTRY    | CONTACT_ID, JOB_ID | Same Schema   | PIM_CONTACT_HISTORY |
| FK_CONTATMPHSHSTRY_JOB          | JOB_ID             | Same Schema   | PIM_JOB             |

|                              |                        |             |                     |
|------------------------------|------------------------|-------------|---------------------|
| FK_CONTATMPSHSTRY_SYSCMPLNCD | SYS_COMPLETION_CODE_ID | Same Schema | PIM_COMPLETION_CODE |
|------------------------------|------------------------|-------------|---------------------|

## PIM\_CONTACT\_ATTRIBUTE

**Primary Key(s): CONTACT\_ID, ATTRIBUTE\_ID**

| Field           | Type                 | Default | Nulls? | Comments       |
|-----------------|----------------------|---------|--------|----------------|
| CONTACT_ID      | NUMERIC(19,0)        |         | No     | Contact ID     |
| ATTRIBUTE_ID    | INT                  |         | No     | Attribute ID   |
| ATTRIBUTE_VALUE | NVARCHAR (3990 CHAR) |         | Yes    | Attribute Name |

| Index Name                   | Type   | Unique | Fields                   |
|------------------------------|--------|--------|--------------------------|
| PK_PIM_CONT_AB47761DB497B24F | NORMAL | Yes    | CONTACT_ID, ATTRIBUTE_ID |
| IX_CONTATTR_ATTR             | NORMAL | No     | ATTRIBUTE_ID             |
| IX_CONTATTR_CONT             | NORMAL | No     | CONTACT_ID               |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|



| Primary Key as Foreign Key Constraint | Affected Schema | Affected Table | Affected Field |
|---------------------------------------|-----------------|----------------|----------------|
| FK_CONTATTR_ATTR                      | Same Schema     | PIM_ATTRIBUTE  | ATTRIBUTE_ID   |
| FK_CONTATTR_CONT                      | Same 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      | NUMERIC(19,0)        |         | No     | Contact ID      |
| JOB_ID          | INT                  |         | No     | Job ID          |
| ATTRIBUTE_NAME  | NVARCHAR (30 CHAR)   |         | No     | Attribute Name  |
| ATTRIBUTE_VALUE | NVARCHAR (3990 CHAR) |         | Yes    | Attribute Value |

| Index Name                   | Type   | Unique | Fields                             |
|------------------------------|--------|--------|------------------------------------|
| PK_PIM_CONT_ABE99BA5655CC1A3 | NORMAL | Yes    | CONTACT_ID, JOB_ID, ATTRIBUTE_NAME |
| IX_CONTATTRHSTRY_CONTHSTRY   | NORMAL | No     | CONTACT_ID, JOB_ID                 |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| 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    | NUMERIC(19,0)         |         | No     | Contact ID.  |
| JOB_ID        | INT                   |         | No     | Job ID.  |
| PHONE_NUMBER1 | NVARCHAR (80<br>CHAR) |         | Yes    | Phone 1 for this contact, if provided during import. |
| PHONE_NUMBER2 | NVARCHAR (80<br>CHAR) |         | Yes    | Phone 2 for this contact, if provided during import. |
| FIRST_NAME    | NVARCHAR (80<br>CHAR) |         | Yes    | Field to store first name of the contact             |
| LAST_NAME     | NVARCHAR (80<br>CHAR) |         | Yes    | Field to store last name of the contact              |
| EMAIL         | NVARCHAR (80<br>CHAR) |         | Yes    | Email Id for this contact, if provided during import |

|                         |                    |  |     |   |
|-------------------------|--------------------|--|-----|---|
| LANGUAGE                | NVARCHAR (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               | NVARCHAR (80 CHAR) |  | Yes | Field for storing the time zone for the phone INT 1 of the contact.   |
| CREATED_BY              | NVARCHAR (80 CHAR) |  | Yes | Name of the user who imported this contact.   |
| PHONE_NUMBER1_TZ_INT    | INT                |  | No  | Offset in milliseconds from GMT for time_zone value, used for sorting contacts using phone INT 1 time zone  |
| PHONE_NUMBER2_TZ        | NVARCHAR (80 CHAR) |  | Yes | Field for storing the time zone for the phone INT 2 of the contact.   |
| PHONE_NUMBER1_CTRY_CODE | INT                |  | Yes | Country code of Phone INT 1   |
| PHONE_INT2_CTRY_CODE    | INT                |  | Yes | Country code of Phone INT 2   |
| PHONE_NUMBER2_CTRY_CODE | INT                |  | Yes | Offset in milliseconds from GMT for time_zone value, used for sorting contacts using phone INT 2 time zone  |
| USER_CONTACT_ID         | NVARCHAR (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              | NVARCHAR (40 CHAR) |  | No  | Contact List Name.  |
| TITLE_PREDEFINED        | NVARCHAR (80 CHAR) |  | Yes | Predefined attribute to store title for contact. Eg. Mr, Mrs etc...   |

|                          |                    |   |     |  |
|--------------------------|--------------------|---|-----|--|
| ADDR_LINE1_PREDEFINED    | NVARCHAR (80 CHAR) |   | Yes | Predefined attribute to store address line 1 for contact     |
| ADDR_LINE2_PREDEFINED    | NVARCHAR (80 CHAR) |   | Yes | Predefined attribute to store address line 2 for contact     |
| ADDR_LINE3_PREDEFINED    | NVARCHAR (80 CHAR) |   | Yes | Predefined attribute to store address line 3 for contact     |
| ADDR_LINE4_PREDEFINED    | NVARCHAR (80 CHAR) |   | Yes | Predefined attribute to store address line 4 for contact     |
| ADDR_LINE5_PREDEFINED    | NVARCHAR (80 CHAR) |   | Yes | Predefined attribute to store address line 5 for contact     |
| COUNTRY_PREDEFINED       | NVARCHAR (80 CHAR) |   | Yes | Predefined attribute to store country for contact            |
| ZIPCODE_PREDEFINED       | NVARCHAR (80 CHAR) |   | Yes | Predefined attribute to store zipcode for contact            |
| ZONE_ID                  | INT                |   | No  | Zone ID  |
| PIM_CONTACT_STATUS_FLAG_ | INTEGER            | 0 |     | Contact status flag  |
| PHONE_NUMBER1_STATE      | VARCHAR(256)       |   |     | State for phone number 1                                     |
| PHONE_NUMBER_STATE       | VARCHAR(256)       |   |     | State for phone number                                       |
| PHONE_NUMBER1_WIRELESS   | VARCHAR(256)       |   |     | Contains Wireless for phone1                                 |
| PHONE_NUMBER2_WIRELESS   | VARCHAR(256)       |   |     | Contains Wireless for phone2                                 |
| COUNTER                  | INTEGER            |   | Yes | Predefined attribute to store counter for every real attempt |

|                              |                     |  |     |  |
|------------------------------|---------------------|--|-----|--|
| LAST_ADDR_DIALED_ATTR_NAME   | NVARCHAR (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     | NVARCHAR (80 CHAR)  |  | Yes | Predefined attribute to store Last Agent ID who handled the contact  |
| LAST_NUISANCE_CALL_TIME      | DATETIMEOFFSET(7)   |  | Yes | Predefined attribute to store time stamp of Last nuisance call   |
| SYS_AGENTID                  | NVARCHAR2(80 CHAR)  |  | Yes | Predefined attribute to store agent id for contact, if provided during import. This can be used to store Relationship Manager ID   |
| PHONE_NUMBER1_ALLOWEDTIME    | NVARCHAR (256 CHAR) |  | Yes | To specify specific hours and days of the week during which phone1 can be dialed.  |
| PHONE_NUMBER1_DISALLOWEDTIME | NVARCHAR (256 CHAR) |  | Yes | To specify specific hours and days of the week during which phone1 cannot be dialed.   |
| PHONE_NUMBER2_ALLOWEDTIME    | NVARCHAR (256 CHAR) |  | Yes | To specify specific hours and days of the week during which phone2 can be dialed.  |
| PHONE_NUMBER2_DISALLOWEDTIME | NVARCHAR (256 CHAR) |  | Yes | To specify specific hours and days of the week during which phone2 cannot be dialed.   |
| ZIPCODE_TZ_PREDEFINED        | NVARCHAR (80 CHAR)  |  | Yes | To specify state of primary zipcode  |

|                            |                     |  |     |  |
|----------------------------|---------------------|--|-----|--|
| ZIPCODE_TZ_INT_PREDEFINED  | INT                 |  | Yes | Contains offset of timezone of primary zipcode   |
| ZIPCODE_STATE_PREDEFINED   | NVARCHAR (256 CHAR) |  | Yes | To specify timezone of primary zipcode           |
| ZIPCODE1_PREDEFINED        | NVARCHAR (256 CHAR) |  | Yes | To specify secondary zipcode for contact record  |
| ZIPCODE1_TZ_PREDEFINED     | NVARCHAR (80 CHAR)  |  | Yes | To specify state of secondary zipcode            |
| ZIPCODE1_TZ_INT_PREDEFINED | INT                 |  | Yes | Contains offset of timezone of secondary zipcode |
| ZIPCODE1_STATE_PREDEFINED  | NVARCHAR (256 CHAR) |  | Yes | To specify timezone of secondary zipcode         |

| Index Name                   | Type   | Unique | Fields             |
|------------------------------|--------|--------|--------------------|
| PK_PIM_CONT_44AD51ECE86BA1A7 | NORMAL | No     | CONTACT_ID, JOB_ID |
| IX_CONTHSTRY_JOB             | NORMAL | No     | JOB_ID             |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Primary Key as Foreign Key Constraint | Affected Schema | Affected Table | Affected Field |
|---------------------------------------|-----------------|----------------|----------------|
|---------------------------------------|-----------------|----------------|----------------|

|                  |             |         |        |
|------------------|-------------|---------|--------|
| FK_CONTHSTRY_JOB | Same Schema | PIM_JOB | JOB_ID |
|------------------|-------------|---------|--------|

## PIM\_CONTACT\_STORE

**Primary Key(s): PIM\_CONTACT\_STORE\_ID**

| Field                | Type                | Default | Nulls? | Comments                                  |
|----------------------|---------------------|---------|--------|---|
| PIM_CONTACT_STORE_ID | INT                 |         | No     | Auto generated ID                         |
| STORE_NAME           | NVARCHAR (40 CHAR)  |         | No     | Contact List Name                         |
| STORE_DESCRIPTION    | NVARCHAR (256 CHAR) |         | Yes    | Contact List Description                  |
| LAST_MODIFIED_ON     | DATETIMEOFFSET(7)   |         | Yes    | Time when contact list was modified.      |
| TOTAL_CONTACTS       | NUMERIC(19,0)       |         | No     | Total INTs of contacts in contact list.   |
| LAST_UPDATE_ON       | DATETIMEOFFSET(7)   |         | Yes    | Time when contact list was updated.       |
| CREATED_BY           | NVARCHAR (40 CHAR)  |         | Yes    | Name of person who created contact list.  |
| LAST_MODIFIED_BY     | NVARCHAR (40 CHAR)  |         | Yes    | Name of person who did last modification. |
| STATUS               | INT                 |         | No     | For Operational Use.                      |

|                              |                   |   |     |  |
|------------------------------|-------------------|---|-----|--|
| DELETION_START_AT            | DATETIMEOFFSET(7) |   | Yes | For Operational Use.   |
| ZONE_ID                      | INT               |   | No  | Zone ID.   |
| TOTAL_EXCLUDED_CONTACTS      | INT(19,0)         |   | NO  | For total exclude contacts   |
| CS_CUSTOMER_ID_RETRIVAL_MODE | INT               |   | No  | Customer ID retrieval mode   |
| CONTEXT_STORE_CUSTOMER_ID    | INT               | 1 | No  | Attribute ID that will be used to fetch customer ID from Oceana        |
| CS_MULTIPLE_PHONE_FIELDS     | BIT               |   | No  | Flag to check if Multiple Phone Fields is allowed to fetch customer ID |

| Index Name                   | Type   | Unique | Fields               |
|------------------------------|--------|--------|----------------------|
| PK_PIM_CONT_8B3B1DEEA5DAE0E5 | NORMAL | Yes    | PIM_CONTACT_STORE_ID |
| UQ_PIM_CONT_DB2DB481221D6463 | NORMAL | Yes    | STORE_NAME           |
| IX_CONTSTORE_ZONE            | NORMAL | No     | ZONE_ID              |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field | Source Schema | Source Table |
|---------------------------------|----------------|---------------|--------------|
| STORE_NAME                      | 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 | INT  |         | No     | Contact list ID  |
| ATTRIBUTE_ID         | INT  |         | No     | Attribute ID   |
| SELECT_ORDER         | INT  |         | No     | Order of attributes in contact lists. For Operational Use. |

| Index Name                   | Type   | Unique | Fields                             |
|------------------------------|--------|--------|------------------------------------|
| PK_PIM_CONT_223211752023DE5F | NORMAL | Yes    | PIM_CONTACT_STORE_ID, ATTRIBUTE_ID |
| IX_ATTR_CONTSTORE            | NORMAL | No     | ATTRIBUTE_ID                       |
| IX_CONTSTORE_ATTR            | NORMAL | No     | PIM_CONTACT_STORE_ID               |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Primary Key as Foreign Key Constraint | Affected Schema | Affected Table    | Affected Field       |
|---------------------------------------|-----------------|-------------------|----------------------|
| FK_ATTR_CONTSTORE                     | Same Schema     | PIM_ATTRIBUTE     | ATTRIBUTE_ID         |
| FK_CONTSTORE_ATTR                     | Same 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 | INT                 |         | No     | Auto generated ID.                            |
| ORGANIZATION_ID     | INT                 |         | Yes    | Organization ID                               |
| STRATEGY_NAME       | NVARCHAR (256 CHAR) |         | Yes    | Campaign Strategy Name.                       |
| STRATEGY_TEXT       | NVARCHAR            |         | Yes    | For Operational Use.                          |
| STATE               | INT                 |         | No     | For Operational Use.                          |
| LAST_MODIFIED_ON    | DATETIMEOFFSET(7)   |         | No     | Time when strategy was modified.              |
| CREATED_BY          | NVARCHAR (40 CHAR)  |         | Yes    | Name of person who created campaign strategy. |

|                  |                    |  |     |  |
|------------------|--------------------|--|-----|--|
| LAST_MODIFIED_BY | NVARCHAR (40 CHAR) |  | Yes | Name of person who did last modification in campaign strategy. |
|------------------|--------------------|--|-----|--|

| Index Name                   | Type   | Unique | Fields              |
|------------------------------|--------|--------|---------------------|
| PK_PIM_CONT_3F87143C770C73A5 | NORMAL | Yes    | CONTACT_STRATEGY_ID |
| IX_CONTSTRATEGY_ORG          | NORMAL | No     | ORGANIZATION_ID     |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field  | Source Schema | Source Table     |
|---------------------------------|-----------------|---------------|------------------|
| FK_CONTSTRATEGY_ORG             | ORGANIZATION_ID | Same Schema   | PIM_ORGANIZATION |

## PIM\_CONTEXT\_STORE\_ATTRIBUTES

**Primary Key(s):** CONTEXT\_STORE\_ATTR\_ID

| Field                 | Type | Default | Nulls? | Comments   |
|-----------------------|------|---------|--------|--|
| CONTEXT_STORE_ATTR_ID | INT  |         | No     | Auto generated ID  |
| PIM_CONTACT_STORE_ID  | INT  |         | No     | Contact list ID  |
| ATTRIBUTE_ID          | INT  |         | 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 |

|                             |        |     |                       |
|-----------------------------|--------|-----|-----------------------|
| PK__pim_cont_75123XAM087277 | NORMAL | Yes | CONTEXT_STORE_ATTR_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         | INT                   |         | No     | Auto generated ID    |
| ORGANIZATION_ID      | INT                   |         | Yes    | Organization ID      |
| PIM_CONTACT_STORE_ID | INT                   |         | Yes    | Contact list ID      |
| PIM_DNC_LIST_ID      | INT                   |         | Yes    | DNC list ID          |
| IMPORT_TYPE          | INT                   |         | No     | Type of data source. |
| IMPORT_DS_NAME       | NVARCHAR (80<br>CHAR) |         | No     | Data source name.    |

|                                |                     |  |     |  |
|--------------------------------|---------------------|--|-----|--|
| IMPORT_DS_DESCRIPTION          | NVARCHAR (256 CHAR) |  | Yes | Data source description.   |
| LAST_MODIFIED_ON               | DATETIMEOFFSET(7)   |  | Yes | Time when data source was last modified.   |
| CREATED_BY                     | NVARCHAR (40 CHAR)  |  | Yes | Name of person who created data source.  |
| LAST_MODIFIED_BY               | NVARCHAR (40 CHAR)  |  | Yes | Name of person who did last modification in data source.                             |
| IS_JOB_ACTIVE                  | INT                 |  | No  | For Operational Use.   |
| LAST_JOB_START_TIME            | DATETIMEOFFSET(7)   |  | Yes | Time when data source was last run.  |
| EMPTY_CONTACT_GROUP            | BIT                 |  | No  | For Operational Use.   |
| PAUSE_ASSOCIATED_CAMPAIGNS     | TINYINT             |  | NO  | Flag for Pause Associated Campaigns associated with flag for Empty Contact Group     |
| IGNORE_ACTIVE_EXCLUDE_CONTACTS | TINYINT             |  | NO  | Flag for Ignore Active Exclude Contacts associated with flag for Empty Contact Group |
| IGNORE_CALLBACK_ON_CONTACTS    | TINYINT             |  | NO  | Flag for Ignore Callback On Contacts associated with flag for Empty Contact Group    |
| CHECK_TRIGGER_IMPORT           | BIT                 |  | No  | For Operational Use.   |
| AUTOMATICALLY_UPDATE_TZ        | BIT                 |  | No  | For Operational Use.   |
| CHECK_PHONE_REJECTS            | BIT                 |  | No  | For Operational Use.   |
| IF_CONTACT_EXISTS              | INT                 |  | No  | For Operational Use.   |

|                        |         |   |     |  |
|------------------------|---------|---|-----|--|
| CHECK_PHONE_FORMATS    | BIT     |   | No  | For Operational Use.   |
| CHECK_DNC              | BIT     |   | No  | For Operational Use.   |
| STATUS                 | INT     |   | No  | For Operational Use.   |
| DRIVER_STATE           | BIT     |   | No  |  |
| DERIVE_WIRELESS        | BIT     |   | NO  |  |
| CLEANUP_PHONENUMBER    | BIT     |   | Yes | To remove non-numeric chars from phone number  |
| EMPTY_PH_ON_RULE_MATCH | BIT     |   | Yes | To empty phone number if it matches rejection pattern/criteria or phone format rules |
| EMPTY_INVALID_EMAIL    | BIT     |   | Yes | To empty email attribute if it is invalid  |
| ISRETAINCALLBACK       | BIT     | 0 | No  | To retain callback if contact is excluded  |
| ALLOW_BULK_IMPORT      | BOOLEAN |   | No  |  |
| FILTER_TEMPLATE_ID     | INT     | 0 | No  | Id of the filter template used to delete records from the contact list before import |

| Index Name                   | Type   | Unique | Fields          |
|------------------------------|--------|--------|-----------------|
| PK_PIM_IMPO_11E44DC7C2033EE4 | NORMAL | Yes    | IMPORT_DS_ID    |
| 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 |
|-----------------------|------|
|-----------------------|------|

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

## PIM\_IMPORT\_DS\_JOB

**Primary Key(s): IMPORT\_DS\_JOB\_ID**

| Field            | Type              | Default | Nulls? | Comments                                    |
|------------------|-------------------|---------|--------|---|
| IMPORT_DS_JOB_ID | INT               |         | No     | Auto generated id for import job.           |
| IMPORT_DS_ID     | INT               |         | No     | ID of import data source.                   |
| OWNER_DIRECTOR   | INT               |         | No     | Field for Operational use.                  |
| START_TIME       | DATETIMEOFFSET(7) |         | Yes    | Timestamp when this import job was started. |
| END_TIME         | DATETIMEOFFSET(7) |         | Yes    | Timestamp when this import job was ended.   |

|                      |                      |  |     |   |
|----------------------|----------------------|--|-----|---|
| STATUS               | INT                  |  | 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      | INT                  |  | Yes | Reserved for future use.  |
| IMPORT_SPEED         | NUMERIC(19,0)        |  | Yes | Reserved for future use.  |
| FINISH_REASON        | NVARCHAR (4000 CHAR) |  | Yes | This hold the reason value of current state.  |
| RETRY_COUNT_ON_ERROR | INT                  |  | No  | For Operational Use.  |
| HEADER_LINE          | NVARCHAR (3990 CHAR) |  | Yes | Header line given in import File or name of fields given in database query for import   |
| EVENT_SENT_CODE      | INT                  |  | Yes | This hold the event code  |

| Index Name                   | Type   | Unique | Fields           |
|------------------------------|--------|--------|------------------|
| PK_PIM_IMPO_DB0B7F145EEE36D4 | NORMAL | Yes    | IMPORT_DS_JOB_ID |
| IX_IMPTDSJOB_IMPTDS          | NORMAL | No     | IMPORT_DS_ID     |
| IX_IMPTDSJOB_DIRECTOR        | NORMAL | No     | OWNER_DIRECTOR   |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|



| Internal Foreign Key Constraint | Affected Field | Source Schema | Source Table  |
|---------------------------------|----------------|---------------|---------------|
| FK_IMPTDSJOB_DIRECTOR           | OWNER_DIRECTOR | Same Schema   | PIM_DIRECTOR  |
| FK_IMPTDSJOB_IMPTDS             | IMPORT_DS_ID   | Same 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          | NVARCHAR (max) |         | No     | JSON Contact list input by user      |
| IMPORT_OPTIONS        | NVARCHAR (max) |         | 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   |
|--------------------------------|---------------------|---------|--------|--|
| PIM_IMPORT_DS_JOB_DTL_HSTRY_ID | NUMERIC(19,0)       |         | No     | Auto generated ID.   |
| IMPORT_DS_JOB_ID               | INT                 |         | No     | ID of import job.  |
| USER_CONTACT_ID                | NVARCHAR (80 CHAR)  |         | No     | User given contact ID.   |
| STATUS                         | INT                 |         | 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                    | NVARCHAR (256 CHAR) |         | Yes    | Description of contact status.   |
| FAILED_ATTRIBUTE               | NVARCHAR (80 CHAR)  |         | Yes    | Name of attribute because of which record is invalid.  |
| USER_LINE                      | NVARCHAR (MAX)      |         | Yes    | User given record line   |

| Index Name                     | Type   | Unique | Fields                         |
|--------------------------------|--------|--------|--------------------------------|
| PK_PIM_IMPO_2599C1652647BF86   | NORMAL | Yes    | PIM_IMPORT_DS_JOB_DTL_HSTRY_ID |
| IX_IMPTDSJOBDTLHSTRY_IMPTDSJOB | NORMAL | No     | IMPORT_DS_JOB_ID               |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field   | Source Schema | Source Table      |
|---------------------------------|------------------|---------------|-------------------|
| FK_IMPTDSJOBCTLHSTRY_IMPTDSJOB  | IMPORT_DS_JOB_ID | Same Schema   | PIM_IMPORT_DS_JOB |

## 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 | NUMERIC(19,0) |         | No     | Auto generated ID.  |
| IMPORT_DS_JOB_ID              | INT           |         | No     | ID of import data source.   |
| STATUS                        | INT           |         | 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                  | NUMERIC(19,0) |         | No     | INT of records for respective status  |

| Index Name                   | Type   | Unique | Fields                        |
|------------------------------|--------|--------|-------------------------------|
| PK_PIM_IMPO_62D0A18543D1F288 | NORMAL | Yes    | PIM_IMPORT_JOB_STATUS_CNTR_ID |

|                                |        |    |                  |
|--------------------------------|--------|----|------------------|
| IX_IMPTJOBSTATUSCNTR_IMPTDSJOB | NORMAL | No | IMPORT_DS_JOB_ID |
|--------------------------------|--------|----|------------------|

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field   | Source Schema | Source Table      |
|---------------------------------|------------------|---------------|-------------------|
| FK_IMPTJOBSTATUSCNTR_IMPTDSJOB  | IMPORT_DS_JOB_ID | Same Schema   | PIM_IMPORT_DS_JOB |

## PIM\_JOB

**Primary Key(s): JOB\_ID**

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

|                    |                   |  |     |  |
|--------------------|-------------------|--|-----|--|
| STATUS             | INT               |  | No  | Status of the campaign job<br>1, "JOB_QUEUED"<br>2, "JOB_ACTIVE"<br>4, "JOB_COMPLETED"<br>8, "JOB_PAUSE"<br>16, "JOB_PAUSED"<br>32, "JOB_FILTER_IN_PROGRESS"<br>64, "JOB_RESUME"<br>128, "JOB_STOP"<br>256, "JOB_STOPPING"<br>512, "JOB_STOPPED"<br>1024, "JOB_PAUSING"<br>2048, "JOB_CREATING_HISTORY"<br>4096, "JOB_SHADOW"<br>8192, "JOB_STOPPED_IN_SHADOW" |
| START_TIME         | DATETIMEOFFSET(7) |  | Yes | Time when the job started  |
| END_TIME           | DATETIMEOFFSET(7) |  | Yes | Time when the job ended  |
| LAST_ALLOCATED_ID  | INT               |  | Yes | Reserved for future use.   |
| NEXT_ARCHIVAL_TIME | DATETIMEOFFSET(7) |  | Yes | Time when next archival will happen for this campaign  |
| ABORT_TIME         | DATETIMEOFFSET(7) |  | Yes | Time when this job would be stopped  |
| TOTAL_CALLS        | INT               |  | Yes | Total calls made in the campaign   |
| TOTAL_EMAILS       | INT               |  | Yes | Total emails sent in the campaign  |
| TOTAL_SMS          | INT               |  | Yes | Total SMS sent in the campaign   |
| TOTAL_CONTACTS     | INT               |  | Yes | Total contacts participating in this job   |
| SUCCESSFUL_CALLS   | INT               |  | Yes | Total Live Voice calls in this job   |

|                               |                    |   |     |  |
|-------------------------------|--------------------|---|-----|--|
| NUISANCE_CALLS                | INT                |   | Yes | Total Nuisance calls in this job (deprecated)  |
| CUSTOMER_HANGUPS              | INT                |   | Yes | Total calls for which disposition is Disconnected_By_User  |
| CREATED_BY                    | NVARCHAR (40 CHAR) |   | Yes | Name of the user who created this job  |
| PROCESSED_CONTACTS            | INT(19,0)          |   | No  | Number of contacts got processed   |
| EXCLUDED_CONTACTS             | INT(19,0)          |   | No  | Number of contacts got excluded  |
| NUISANCE_RATE_TODAY           | FLOAT              |   | Yes | Nuisance rate for today  |
| NUISANCE_RATE                 | FLOAT              |   | Yes | Nuisance rate  |
| NUIDANCE_RATE_EXCLUDE_COUNT   | INT                |   | No  | Total answer machine by agent count for this job   |
| JOB_NOTE                      | INTEGER            |   | YES | Contains job note  |
| PRCNT_COMPLETE                | FLOAT              | 0 | YES | Percentage of job complete   |
| PRCNT_UNIQUE_ATTEMPTED_RECORD | FLOAT              | 0 | YES | Percentage of unique records attempted   |
| PRCNT_ATTEMPTED_RECORD        | FLOAT              | 0 | YES | Percentage records attempted   |
| ESTIMATED_JOB_END_TIME        | NUMERIC(19,0)      | 0 | YES | Estimated job end time   |
| LINKED_JOB_ID                 | INTEGER            |   | YES | JOB_ID of linked job   |
| LINKED_CAMPAIGN_ID            | INTEGER            |   | YES | CAMPAIGN_ID of the linked campaign   |
| FT_APPLYALL                   | TINYINT            | 0 | 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               | TINYINT            | 0 | YES | Set to true if no dialing allocation is selected for contact lists (feature backward compatibility)                        |
| FALSE_POSITIVE_RATE           | FLOAT              |   | Yes | For Operational Use  |

|                    |                |      |     |  |
|--------------------|----------------|------|-----|--|
| DIALING_ORDER      | NVARCHAR(80)   | NULL | YES | Used to store Campaign dialing order priority.<br>Valid Values or Valid Dialing Orders:<br>2,1,0 - Priority,Retry,Regular<br>1,2,0 - Retry,Priority,Regular<br>2,0,1- Priority,Regular,Retry |
| TZ_PHONE_ATTRIBUTE | NVARCHAR(2048) | NULL | YES | Used to store phone attributes which will be used for timezoning.  |
| USER_PREF_TIME     | BIT            |      | YES |  |
| ZIP_ZONE           | BIT            |      | YES |  |

| Index Name                  | Type   | Unique | Fields      |
|-----------------------------|--------|--------|-------------|
| PK_PIM_JOB_6E32B6A5B366C453 | NORMAL | Yes    | JOB_ID      |
| IX_JOB_CMPGN                | NORMAL | No     | CAMPAIGN_ID |

| Check Constraint Name | Text                      |
|-----------------------|---------------------------|
| SYS_C0027838          | Primary_Key               |
| SYS_C0027835          | "JOB_ID" IS NOT NULL      |
| SYS_C0027836          | "CAMPAIGN_ID" IS NOT NULL |
| SYS_C0027837          | "STATUS" IS NOT NULL      |

| Internal Foreign Key Constraint | Affected Field | Source Schema | Source Table |
|---------------------------------|----------------|---------------|--------------|
| FK_JOB_CMPGN                    | CAMPAIGN_ID    | Same Schema   | PIM_CAMPAIGN |

## PIM\_JOB\_ACTION

**Primary Key(s):** JOB\_ID, ACTION\_ID

| Field                     | Type                | Default | Nulls? | Comments  |
|---------------------------|---------------------|---------|--------|---|
| JOB_ID                    | INT                 |         | No     | ID of running job.  |
| ACTION_ID                 | INT                 |         | No     | Unique ID used to identify action inside handler.   |
| ACTION_NAME               | NVARCHAR (255 CHAR) |         | No     | Name of action given in campaign strategy.  |
| ACTION_TYPE               | INT                 |         | No     | Type of action."0" - Voice"1" - SMS"2" - Email"3" - Custom"4" – Selector  |
| PACING_TYPE               | INT                 |         | 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             | INT                 |         | No     | For Operational Use.  |
| NUISANCE_COUNT            | INT                 |         | No     | For Operational Use.  |
| CONNECT_COUNT             | INT                 |         | No     | For Operational Use.  |
| LAST_TREND_CALCULATE_TIME | DATETIMEOFFSET(7)   |         | Yes    | For Operational Use.  |

| Index Name                   | Type   | Unique | Fields            |
|------------------------------|--------|--------|-------------------|
| PK_PIM_JOB__097C4A84CEBA6A76 | NORMAL | Yes    | JOB_ID, ACTION_ID |
| IX_JOB_ACTION_JOB            | NORMAL | No     | JOB_ID            |



| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Primary Key as Foreign Key Constraint | Affected Schema | Affected Table | Affected Field |
|---------------------------------------|-----------------|----------------|----------------|
| FK_JOBACTION_JOB                      | Same 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 | INT                  |         | No     | Auto generated ID                      |
| ACTION_ID                 | INT                  |         | No     | Action ID                              |
| PARAM_KEY                 | INT                  |         | No     | Parameter ID                           |
| LAST_MODIFIED_ON          | DATETIMEOFFSET(7)    |         | No     | Time when parameter was last modified. |
| JOB_ID                    | INT                  |         | No     | Job ID                                 |
| PARAM_VALUE               | NVARCHAR (2048 CHAR) |         | No     | Parameter value.                       |

| Index Name                   | Type   | Unique | Fields                    |
|------------------------------|--------|--------|---------------------------|
| PK_PIM_JOB__B013C9EC6D366CF5 | NORMAL | Yes    | PIM_JOB_PARAMS_HISTORY_ID |
| IX_JOBPARAMSHSTRY_JOB        | NORMAL | No     | JOB_ID                    |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field | Source Schema | Source Table |
|---------------------------------|----------------|---------------|--------------|
| FK_JOBPARAMSHSTRY_JOB           | JOB_ID         | Same 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 | NUMERIC(19,0) |         | No     | Auto generated ID.  |
| TYPE                  | INT           |         | No     | Type of Record.<br>0- Contact Record<br>1- DNC Record           |
| STATUS                | INT           |         | No     | Status of Operation:<br>0 – Success<br>1 - Update<br>6- Deleted |

|                 |                      |  |     |   |
|-----------------|----------------------|--|-----|---|
| USER_NAME       | NVARCHAR (256 CHAR)  |  | Yes | Name of user who performed the operation.                   |
| USER_TYPE       | INT                  |  | No  | Type of Operations:<br>0- UI<br>1- Web Service<br>2 – Agent |
| RECORD_ID       | NUMERIC(19,0)        |  | No  | Record ID   |
| OPS_TIME        | DATETIMEOFFSET(7)    |  | No  | Operation Time  |
| RECORD_LINE     | NVARCHAR (3990 CHAR) |  | Yes | Record Information  |
| LIST_ID         | INT                  |  | Yes | Contact List ID   |
| USER_CONTACT_ID | NVARCHAR (80 CHAR)   |  | Yes | User given Contact ID.                                      |

| Index Name                   | Type   | Unique | Fields                |
|------------------------------|--------|--------|-----------------------|
| PK_PIM_LIST_979687B5A203E61F | NORMAL | Yes    | PIM_LIST_OPS_HSTRY_ID |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

## PIM\_ORGANIZATION

Primary Key(s): ORGANIZATION\_ID

| Field           | Type                 | Default | Nulls? | Comments                                 |
|-----------------|----------------------|---------|--------|--|
| ORGANIZATION_ID | INT                  |         | No     | Auto generated Organization ID           |
| VERSION         | NVARCHAR (1024 CHAR) |         | Yes    | For Operational Use.                     |
| NAME            | NVARCHAR (1024 CHAR) |         | No     | Name of Organization.                    |
| DESCRIPTION     | NVARCHAR (1024 CHAR) |         | Yes    | Description of Organization.             |
| LASTUPDATE      | DATETIMEOFFSET(7)    |         | Yes    | Time when organization was last updated. |
| VP_ORG_ID       | NVARCHAR (1024 CHAR) |         | Yes    | For Operational Use.                     |
| IS_DELETED      | INT                  |         | No     | For Operational Use.                     |

| Index Name                   | Type   | Unique | Fields          |
|------------------------------|--------|--------|-----------------|
| PK_PIM_ORGA_C0B2F432E608D44A | NORMAL | Yes    | ORGANIZATION_ID |
| UQ_PIM_ORGA_FFBE0F20A2D7EAFD | NORMAL | Yes    | VP_ORG_ID       |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

## PIM\_ORGANIZATION\_CONTACT\_STORE

**Primary Key(s): PIM\_CONTACT\_STORE\_ID, ORGANIZATION\_ID**

| Field                | Type | Default | Nulls? | Comments        |
|----------------------|------|---------|--------|-----------------|
| PIM_CONTACT_STORE_ID | INT  |         | No     | Contact List ID |

|                 |     |  |    |                 |
|-----------------|-----|--|----|-----------------|
| ORGANIZATION_ID | INT |  | No | Organization ID |
|-----------------|-----|--|----|-----------------|

| Index Name                   | Type   | Unique | Fields                                |
|------------------------------|--------|--------|---------------------------------------|
| PK_PIM_ORGA_B73032AD23627ED1 | NORMAL | Yes    | PIM_CONTACT_STORE_ID, ORGANIZATION_ID |
| IX_CONTSTORE_ORG             | NORMAL | No     | ORGANIZATION_ID                       |
| IX_ORG_CONTSTORE             | NORMAL | No     | PIM_CONTACT_STORE_ID                  |

| Check Constraint Name | Text                               |
|-----------------------|------------------------------------|
| SYS_C0027941          | Primary_Key                        |
| SYS_C0027939          | "PIM_CONTACT_STORE_ID" IS NOT NULL |
| SYS_C0027940          | "ORGANIZATION_ID" IS NOT NULL      |

| Primary Key as Foreign Key Constraint | Affected Schema | Affected Table    | Affected Field       |
|---------------------------------------|-----------------|-------------------|----------------------|
| FK_CONTSTORE_ORG                      | Same Schema     | PIM_ORGANIZATION  | ORGANIZATION_ID      |
| FK_ORG_CONTSTORE                      | Same Schema     | PIM_CONTACT_STORE | PIM_CONTACT_STORE_ID |

## PIM\_SERVER

**Primary Key(s): PIM\_SERVER\_ID**

| Field         | Type | Default | Nulls? | Comments                                      |
|---------------|------|---------|--------|---|
| PIM_SERVER_ID | INT  |         | No     | Auto generated ID for POM server information. |

|                   |                     |   |     |   |
|-------------------|---------------------|---|-----|---|
| VPMS_ID           | INT                 |   | Yes | ID of Primary Experience Portal.              |
| HOST_VPMS_ID      | INT                 |   | Yes | Auto generated ID for POM server information. |
| SERVER_NAME       | NVARCHAR (80 CHAR)  |   | No  | IP Address of the server                      |
| SERVER_STATE      | INT                 |   | No  | Field for Operational use.                    |
| WS_IP_ADDRESS     | NVARCHAR (40 CHAR)  |   | Yes | IP Address of POM Server                      |
| SEC_WS_IP_ADDRESS | NVARCHAR (40 CHAR)  |   | Yes | IP Address of Aux/Primary POM server.         |
| SMS_ENABLED       | INT                 |   | No  | Reserved for future use.                      |
| MAIL_ENABLED      | INT                 |   | No  | Reserved for future use.                      |
| SOCIAL_ENABLED    | INT                 |   | No  | Reserved for future use.                      |
| STATUS            | NVARCHAR (128 CHAR) |   | Yes | For Operational use.                          |
| PORTS_ALLOCATED   | INT                 |   | Yes | For Operational use.                          |
| PORTS_IN_USE      | INT                 |   | Yes | For Operational use.                          |
| CPU_USAGE         | INT                 |   | Yes | Reserved for future use.                      |
| MEM_USAGE         | INT                 |   | Yes | Reserved for future use.                      |
| DISK_USAGE        | INT                 |   | Yes | Reserved for future use.                      |
| FRIENDLY_NAME     | NVARCHAR (80 CHAR)  |   | Yes | User given name of the server                 |
| LAST_UPDATE       | DATETIMEOFFSET(7)   |   | Yes | For Operational use.                          |
| WORKER_COUNT      | INT                 | 0 | No  | For Operational use.                          |
| ISMIGRATED        | BIT                 |   | No  |   |

| Index Name                   | Type   | Unique | Fields        |
|------------------------------|--------|--------|---------------|
| PK_PIM_SERV_1C62B25D51B4F9BE | NORMAL | Yes    | PIM_SERVER_ID |
| UQ_PIM_SERV_37F8F950E0AA488B | NORMAL | Yes    | SERVER_NAME   |
| IX_SERVER_VPMS               | NORMAL | No     | VPMS_ID       |
| IX_SERVER_HOSTVPMS           | NORMAL | No     | HOST_VPMS_ID  |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

| Internal Foreign Key Constraint | Affected Field | Source Schema | Source Table |
|---------------------------------|----------------|---------------|--------------|
| FK_SERVER_HOSTVPMS              | HOST_VPMS_ID   | Same Schema   | PIM_VPMS     |
| FK_SERVER_VPMS                  | VPMS_ID        | Same Schema   | PIM_VPMS     |

## PIM\_ZONE

**Primary Key(s): ZONE\_ID**

| Field       | Type                 | Default | Nulls? | Comments                         |
|-------------|----------------------|---------|--------|----------------------------------|
| ZONE_ID     | INT                  |         | No     | Auto generated ID                |
| VERSION     | NVARCHAR (1024 CHAR) |         | Yes    | For Operational Use              |
| NAME        | NVARCHAR (1024 CHAR) |         | No     | Name of Zone.                    |
| DESCRIPTION | NVARCHAR (1024 CHAR) |         | Yes    | Description of Zone.             |
| TIMEZONE    | NVARCHAR (128 CHAR)  |         | Yes    | Time zone information of Zone.   |
| LASTUPDATE  | DATETIMEOFFSET (7)   |         | Yes    | Time when zone was last updated. |

|                   |                      |  |     |                      |
|-------------------|----------------------|--|-----|----------------------|
| VP_ZONE_ID        | NVARCHAR (1024 CHAR) |  | Yes | For Operational Use. |
| IS_DELETED        | INT                  |  | No  | For Operational Use. |
| OUTBOUND_PORTS    | INT                  |  | Yes | For Operational Use. |
| PREVIEW_AGENTS    | INT                  |  | Yes | For Operational Use. |
| PREDICTIVE_AGENTS | INT                  |  | Yes | For Operational Use. |
| FAILOVER_ZONE_ID  | INT                  |  | Yes | For Operational Use. |
| STATUS            | INT                  |  | No  | For Operational Use. |

| Index Name                   | Type   | Unique | Fields     |
|------------------------------|--------|--------|------------|
| PK_PIM_ZONE_80B401DF0B302E89 | NORMAL | Yes    | ZONE_ID    |
| UQ_PIM_ZONE_BB88DCBD4E45E801 | NORMAL | Yes    | VP_ZONE_ID |

| Check Constraint Name | Text |
|-----------------------|------|
|-----------------------|------|

## **PIM\_JOB\_FILTER\_CRITERIA**

**Primary Key(s):** JOB\_ID, ROW\_ID



| Field           | Type                    | Default | Nulls? | Comments   |
|-----------------|-------------------------|---------|--------|--|
| JOB_ID          | INT                     |         | No     | The Id of the running job  |
| ROW_ID          | INT                     |         | No     | The position of the filter condition in GUI  |
| COLUMN_NAME     | NVARCHAR (256<br>CHAR)  |         | Yes    | The attribute on which filter condition is defined.                                    |
| CELL_VALUE      | NVARCHAR (3990<br>CHAR) |         | Yes    | The value against which the attribute value will be checked while filtering records.   |
| DATE_FORMAT     | NVARCHAR (20<br>CHAR)   |         | Yes    | Not used anymore   |
| FILTER_OPERATOR | NVARCHAR (40<br>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 | INT                  |         | No     | Internal DB ID generated when this row was populated.                                  |
| JOB_ID                    | INT                  |         | No     | The Id of the running job  |
| ROW_ID                    | INT                  |         | Yes    | The position of the filter condition in GUI  |
| COLUMN_NAME               | NVARCHAR (256 CHAR)  |         | Yes    | The attribute on which filter condition is defined.                                    |
| CELL_VALUE                | NVARCHAR (3990 CHAR) |         | No     | The value against which the attribute value will be checked while filtering records.   |
| DATE_FORMAT               | NVARCHAR (20 CHAR)   |         | Yes    | Not used anymore   |
| FILTER_OPERATOR           | NVARCHAR (40 CHAR)   |         | No     | The filter operator to use while comparing the attribute value with the defined value. |
| LAST_MODIFIED_ON          | DATETIMEOFFSET(7)    |         | 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      | INT                 |         | No     | The Id of the running job                      |
| COLUMN_NAME | NVARCHAR (256 CHAR) |         | No     | The attribute on which records will be sorted. |
| SORT_ORDER  | NVARCHAR (10 CHAR)  |         | No     | The sort order i.e. ascending or descending.   |
| ORDER_ID    | INT                 |         | No     | The position of the field in sort list.        |

| Index Name                  | Type   | Unique | Fields              |
|-----------------------------|--------|--------|---------------------|
| IX_CONTSORTCRIT_JOB         | NORMAL | Yes    | JOB_ID              |
| PK_PIM_JOB_F7C8BD0092F62233 | NORMAL | Yes    | JOB_ID, COLUMN_NAME |

| Check Constraint Name        | Text   |
|------------------------------|--------|
| PIM_JOB_FILTER_CRITERIA_PKEY | JOB_ID |

| 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 | INT                 |         | No     | Internal DB ID generated when this row was populated. |
| JOB_ID                  | INT                 |         | No     | The Id of the running job                             |
| COLUMN_NAME             | NVARCHAR (256 CHAR) |         | No     | The attribute on which records will be sorted.        |

|                  |                    |  |    |  |
|------------------|--------------------|--|----|--|
| SORT_ORDER       | NVARCHAR (10 CHAR) |  | No | The sort order i.e. ascending or descending.     |
| ORDER_ID         | INT                |  | No | The position of the field in sort list.          |
| LAST_MODIFIED_ON | DATETIMEOFFSET(7)  |  | No | The time when this sort operation was performed. |

| Index Name              | Type   | Unique | Fields |
|-------------------------|--------|--------|--------|
| IX_CONSORTCRITHSTRY_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               | INT  |         | No     | The Id of the running job  |
| PIM_CONTACT_STORE_ID | INT  |         | No     | The Id of the contact list associated with this job.                                     |
| OPERATION            | INT  |         | No     | The type of operation performed with the contact list on the job. i.e. added or removed. |

|                               |        |   |     |   |
|-------------------------------|--------|---|-----|---|
| PRIORITY                      | INT    |   |     | 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 | FLOAT  | 0 | Yes | Percentage of unique records attempted                                    |
| PRCNT_ATTEMPTED_RECORD        | FLOAT  | 0 | Yes | Percentage of attempted records   |

| Index Name                   | Type   | Unique | Fields                       |
|------------------------------|--------|--------|------------------------------|
| IX_JCL_CL                    | NORMAL | Yes    | PIM_CONTACT_STORE_ID         |
| IX_JCL_JOB                   | NORMAL | Yes    | JOB_ID                       |
| PK_pim_job__9681077B76A3FDC7 | NORMAL | Yes    | JOB_ID, PIM_CONTACT_STORE_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      |
|---------------------------------|----------------------|---------------|-------------------|
| xFK_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   |
|-------------------------------|-------------------|---------|--------|--|
| PIM_JOB_CONTACT_LIST_HIST_ID  | INT               |         | No     | The Id of the contact list associated with this job.                                     |
| PIM_CONTACT_STORE_ID          | INT               |         | No     | The Id of the running job.   |
| JOB_ID                        | INT               |         | No     | The type of operation performed with the contact list on the job. i.e. added or removed. |
| OPERATION                     | INT               |         | No     | The priority used while adding contact from this contact list to the job.                |
| PRIORITY                      | INT               |         | 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              | DATETIMEOFFSET(7) |         | No     | The Id of the contact list associated with this job.                                     |
| PRCNT_UNIQUE_ATTEMPTED_RECORD | FLOAT             | 0       | Yes    | Percentage of unique records attempted   |
| PRCNT_ATTEMPTED_RECORD        | FLOAT             | 0       | Yes    | Percentage of attempted records  |
| PRCNT_UNIQUE_ATTEMPTED_RECORD | DOUBLE PRECISION  | 0       | Yes    |  |
| PRCNT_ATTEMPTED_RECORD        | DOUBLE PRECISION  | 0       | Yes    |  |
| IS_ASSOCIATED_AT_JOB_COMPLETE | BIT               |         | No     |  |

| Index Name                   | Type   | Unique | Fields                       |
|------------------------------|--------|--------|------------------------------|
| IX_JCL_CLHSTRY_JOB           | NORMAL | Yes    | PIM_CONTACT_STORE_ID         |
| IX_JCL_JOBHSTRY              | NORMAL | Yes    | JOB_ID                       |
| PK_PIM_JOB__6274CB5E826DD31D | NORMAL | Yes    | PIM_JOB_CONTACT_LIST_HIST_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   | NUMERIC(19,0) |         | No     | The Id of the callback. Internal DB ID generated when this row is created using the sequence 'PIMCALLBACK_SEQ' |
| CONTACT_ID    | NUMERIC(19,0) |         | No     | The Id of the contact on which the callback is created   |
| CAMPAIGN_NAME | NVARCHAR (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<br>0 - Agent<br>1 - Campaign<br>2 - Standard  |
| STATUS             | INTEGER        |  | No  | Status of the callback. Possible value are as follows<br>0 - ActiveAttachedToJob<br>1 - Completed<br>2 - Expired<br>3 - CampaignTerminated<br>4 - Overwritten<br>5 - ContactExcluded<br>6 - WaitingForJob<br>7 - ManuallyCancelled<br>8 - QueuedForDialing<br>9 - InProgress |
| HANDLER_NAME       | NVARCHAR (255) |  | No  | Handler state on which the callback is set in the campaign   |
| ADDRESS_FIELD_NAME | NVARCHAR (80)  |  | Yes | Address field name on which the callback should be performed   |
| ADDRESS            | NVARCHAR (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   | NUMERIC(19,0)  |  | Yes | If the callback is created by the agent then session id of the agent during which the callback was created   |
| NEXT_ATTEMPT_AFTER | NUMERIC(19,0)  |  | Yes | EPOCH time after which the callback will be attempted  |
| START_TIME         | NUMERIC(19,0)  |  | Yes | Start time of the callback in EPOCH  |

|                           |                |  |     |   |
|---------------------------|----------------|--|-----|---|
| END_TIME                  | NUMERIC(19,0)  |  | Yes | End time of the callback in EPOCH                                 |
| CREATION_TIME             | NUMERIC(19,0)  |  | Yes | EPOCH time of the POM system when the callback was created        |
| CREATED_FOR               | NVARCHAR (80)  |  | Yes | ID of the agent for whom the callback is created                  |
| NOTES                     | NVARCHAR (MAX) |  | Yes | Callback notes provided while creating the callback               |
| SERVICED_BY_AGENT_ID      | NVARCHAR (80)  |  | Yes | ID of the agent who services this callback                        |
| CREATED_BY                | NVARCHAR (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      | INT            |  | 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_CALLBKHIST_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   | NUMERIC(19,0) |         | No     | The Id of the callback which is moved from PIM_CALLBACK TABLE to PIM_CALLBACK HISTORY table        |
| CONTACT_ID    | NUMERIC(19,0) |         | No     | The Id of the contact on which the callback is created   |
| CAMPAIGN_NAME | NVARCHAR (80) |         | No     | Name of the campaign on whci the callback is set   |
| CALLBACK_TYPE | INTEGER       |         | No     | Tyepe of the callback. Possible values are as follows<br>0 - Agent<br>1 - Campaign<br>2 - Standard |

|                    |                |  |     |  |
|--------------------|----------------|--|-----|--|
| STATUS             | INTEGER        |  | No  | Status of the callback. Possible value are as follows<br>0 - ActiveAttachedToJob<br>1 - Completed<br>2 - Expired<br>3 - CampaignTerminated<br>4 - Overwritten<br>5 - ContactExcluded<br>6 - WaitingForJob<br>7 - ManuallyCancelled<br>8 - QueuedForDialing<br>9 - InProgress |
| HANDLER_NAME       | NVARCHAR (255) |  | No  | Handler state on which the callback is set in the campaign   |
| ADDRESS_FIELD_NAME | NVARCHAR (80)  |  | Yes | Address field name on which the callback should be performed   |
| ADDRESS            | NVARCHAR (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   | NUMERIC(19,0)  |  | Yes | If the callback is created by the agent then session id of the agent during which the callback was created   |
| NEXT_ATTEMPT_AFTER | NUMERIC(19,0)  |  | Yes | EPOCH time after which the callback will be attempted  |
| START_TIME         | NUMERIC(19,0)  |  | Yes | Start time of the callback in EPOCH  |
| END_TIME           | NUMERIC(19,0)  |  | Yes | End time of the callback in EPOCH  |
| CREATION_TIME      | NUMERIC(19,0)  |  | Yes | EPOCH time of the POM system when the callback was created   |

|                           |                |  |     |   |
|---------------------------|----------------|--|-----|---|
| CREATED_FOR               | NVARCHAR (80)  |  | Yes | ID of the agent for whom the callback is created                  |
| NOTES                     | NVARCHAR (MAX) |  | Yes | Callback notes provided while creating the callback               |
| SERVICED_BY_AGENT_ID      | NVARCHAR (80)  |  | Yes | ID of the agent who services this callback                        |
| CREATED_BY                | NVARCHAR (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 counter                                      |
| ADDRESS_COUNTRY_CODE      | INT            |  | Yes | Address Country Code  |

| Index Name                   | Type   | Unique | Fields                       |
|------------------------------|--------|--------|------------------------------|
| IX_CALLBKHIST_ADDR           | NORMAL | No     | ADDRESS                      |
| IX_CALLBKHIST_CREATFOR_ORGID | NORMAL |        | 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      | INT               |         | NO     |          |
| ORGANIZATION_ID            | INT               |         | YES    |          |
| DNCLISTS_GROUP_NAME        | NVARCHAR (80)     |         | NO     |          |
| DNCLISTS_GROUP_DESCRIPTION | NVARCHAR (256)    |         | YES    |          |
| ISDELETED                  | INT               |         | YES    |          |
| DEFAULT_DNCLIST_ID         | INT               |         | YES    |          |
| CREATED_BY                 | NVARCHAR (40)     |         | YES    |          |
| LAST_MODIFIED_ON           | DATETIMEOFFSET(7) |         | YES    |          |
| LAST_MODIFIED_BY           | NVARCHAR (40)     |         | NO     |          |

| Index Name                   | Type   | Unique | Fields                |
|------------------------------|--------|--------|-----------------------|
| PK_PIM_DNCL_5A747360D10D4595 | NORMAL |        | pim_dnclists_group_id |
| IX_DNCGROUP_ORG              | NORMAL |        | organization_id       |
| UK_5O3MPTD0F0TQA4HC73YR9FQU7 | NORMAL | YES    | dnclists_group_name   |

## PIM\_DNCLISTS\_GROUP\_MAP

**Primary Key(s): pim\_dnc\_list\_id, pim\_dnclists\_group\_id**

| Field                 | Type | Default | Nulls? | Comments |
|-----------------------|------|---------|--------|----------|
| PIM_DNC_LIST_ID       | INT  |         | NO     |          |
| PIM_DNCLISTS_GROUP_ID | INT  |         | 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                  |

| 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 | NVARCHAR<br>(80) |         | No     | Name of the Holiday |

|                         |                  |   |    |   |
|-------------------------|------------------|---|----|---|
| HOLIDAY_LEVEL           | INTEGER          |   | No | Holiday Level<br>0 : Campaign Level Holiday<br>1 : Country Level Holiday<br>2 : State Level Holiday |
| HOLIDAY_TYPE            | INTEGER          |   | No | Type of Holiday<br>0 : Holiday Created by Superadmin<br>1: Holiday Created by Org Admin             |
| START_DATE              | NVARCHAR<br>(30) |   | No | Start date of the Holiday   |
| END_DATE                | NVARCHAR<br>(30) |   | No | Start date of the Holiday   |
| IS_RECURRENT            | TINYINT          | 0 | No | 1: Yearly Recurrent<br>0: Not Yearly Recurrent  |
| IS_ENABLED              | TINYINT          | 0 | No | 1: Holiday Enabled<br>0: Holiday Disabled   |
| RESTRICTION_TYPE        | INTEGER          |   | No | 0 : Tempraroy Restriction<br>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 |

| Check Constraint Name | Text                        |
|-----------------------|-----------------------------|
| PIM_ORG_HOLIDAY_PKEY  | HOLIDAY_ID, ORGANIZATION_ID |

| Index Name     | Type   | Unique | Fields          |
|----------------|--------|--------|-----------------|
| IX_HOLIDAY_ORG | NORMAL | NO     | ORGANIZATION_ID |
| IX_ORG_HOLIDAY | NORMAL | NO     | HOLIDAY_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 |

| Index Name       | Type   | Unique | Fields      |
|------------------|--------|--------|-------------|
| IX_CMPGN_HOLIDAY | NORMAL | NO     | HOLIDAY_ID  |
| IX_HOLIDAY_CMPGN | NORMAL | NO     | 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 |

## 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           |
|--------------------|--------|--------|------------------|
| 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        | NVARCHAR (80)   |         | NO     | filter name   |
| FILTER_TYPE        | INTEGER         |         | NO     | filter type (campaign or splitter)  |
| TEMPLATE_JSON      | NVARCHAR (MAX)  |         | YES    | json definition of the filter template  |
| SQL_QUERY          | VARCHAR         |         | YES    | database query  |
| ASSOCIATED_ATTRS   | NVARCHAR (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 |

| Index Name | Type   | Unique | Fields             |
|------------|--------|--------|--------------------|
| PK         | NORMAL | Yes    | FILTER_TEMPLATE_ID |

## **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   |

| Index Name | Type   | Unique | Fields                            |
|------------|--------|--------|-----------------------------------|
| PK         | NORMAL | Yes    | CAMPAIGN_ID, PIM_CONTACT_STORE_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                 | NVARCHAR<br>(MAX)  |   | YES | json definition of the filter template     |
| SQL_QUERY                     | NVARCHAR<br>(MAX)  |   | YES | database query                             |
| ASSOCIATED_ATTRS              | NVARCHAR<br>(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        | FLOAT              | 0 | YES | Percentage of attempted record             |
| PRCNT_UNIQUE_ATTEMPTED_RECORD | FLOAT              | 0 | YES | Percentage of unique attempted record      |
| OPERATION_START_TIME          | NUMERIC(19,0)      | 0 | NO  | Operation start time                       |
| LASTFILTERTIME                | NUMERIC(19,0)      |   | YES | last filtering time                        |
| LAST_FILTER_CHANGE_TIME       | NUMERIC(19,0)      |   | YES | Last filter change time when filter is run |

| 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        | FLOAT             | 0                    | YES | Percentage of attempted record        |
| PRCNT_UNIQUE_ATTEMPTED_RECORD | FLOAT             | 0                    | YES | Percentage of unique attempted record |
| OPERATION_START_TIME          | NUMERIC(19,0)     | 0                    | NO  | Operation start time                  |
| LAST_MODIFIED_ON              | DATETIMEOFFSET(7) | SYSDATETIMEOFFSET( ) | NO  | Last Modified on                      |
| LASTFILTERTIME                | NUMERIC(19,0)     |                      | 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 |

| 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   |

| 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            | NVARCHAR (80)   |         | NO     | Name of the purge  |
| FILE_PATH             | NVARCHAR (2048) |         | YES    | Path of the file to be purged  |
| CONFIGURABLE_FOR_ORGS | TINYINT         | 1       | NO     | Whether the purge is configurable by all org admins or just the super admin      |
| APPLY_TO_ALL_ORGS     | TINYINT         | 1       | 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                    | TINYINT | 1       | 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_ORG_PURGE_RUNSCHEDULE | NORMAL | NO     | ORGANIZATION_ID |

| Internal Foreign Key Constraint | Affected Field  | 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 | NUMBER(19,0)   |         | 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               | DATETIMEOFFSET |         | 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            | FLOAT          |         | YES    | Per min average talk time for all agents attached for job per handler.        |
| PERCENT_IDLE_TIME        | FLOAT          |         | YES    | Per min Idle time percentage for all agents attached for job per handler.     |
| PERCENT_BREAK_TIME       | FLOAT          |         | YES    | Per min break time percentage for all agents attached for job per handler.    |

|                        |         |   |     |  |
|------------------------|---------|---|-----|--|
| AVG_ACW_TIME           | FLOAT   |   | 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          | FLOAT   |   | YES | Per min average hold time for all agents attached for job per handler.       |
| AVG_PREVIEW_TIME       | FLOAT   |   | YES | Per min average preview time for all agents attached for job per handler.    |
| AVG_IDLE_TIME          | FLOAT   | 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   | FLOAT   | 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          | NVARCHAR (1024) |         | NO     | Alphanumeric value of Sipcode or event   |
| DESCRIPTION            | NVARCHAR (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.<br><br>Possible values are:<br>-1: Noneditable-Nondeletable<br>0: Editable-Nondeletable<br>1: Editable-Deletable |
| SYSTEM_COMPLETION_CODE | INTEGER         |         |        | Id of system completion code   |
| CUSTOM_COMPLETION_CODE | INTEGER         |         |        | Id of custom completion code   |

| 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   |
|-----------|--------|---------|--------|--|
| 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<br>CHAR) |  | 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<br>CHAR) |  | YES | The url to connect to the database   |
| DB_USER              | VARCHAR (512<br>CHAR)  |  | YES | The username to connect to or log in to the database   |
| DB_PWD               | VARCHAR (1024<br>CHAR) |  | YES | The password to connect to or log in to the database.  |
| EXPORT_STATUS        | INTEGER                |  | NO  | Status of the export.<br><br>Possible values are:<br><br>0: NOT_STARTED<br><br>1: IN_PROGRESS<br><br>2: DONE<br><br>3: ERROR<br><br>4: USER_TERMINATED |
| STATUS_TIMESTAMP     | DATETIMEOFFSET(7)      |  | YES | Timestamp when the export status was changed/updated   |

|                            |                    |  |     |   |
|----------------------------|--------------------|--|-----|---|
| DELIMITER                  | VARCHAR (512 CHAR) |  | 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.<br><br>Possible values are:<br><br>0: POSTGRES<br><br>1: ORACLE<br><br>2: MSSQL |
| USER_STATUSCHECK_TIMESTAMP | DATETIMEOFFSET(7)  |  | 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 |
|------------|------|--------|--------|
|------------|------|--------|--------|

| Internal Foreign Key Constraint | Affected | Source Schema | Source Table |
|---------------------------------|----------|---------------|--------------|
|---------------------------------|----------|---------------|--------------|

## All Views

### VW\_\_PAJ

| Field       | Type     | Nulls? |
|-------------|----------|--------|
| JOB_ID      | INT (10) | Yes    |
| ACTION_ID   | INT (10) | No     |
| JOBS        | INT (10) | Yes    |
| AGENT_CALLS | INT (10) | Yes    |
| AGENTS      | INT (10) | Yes    |

```
CREATE VIEW vw__paj AS
SELECT
    TOP 100 PERCENT 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      | INT (10) | No     |
| ACTION_ID   | INT (10) | No     |
| JOBS        | INT (10) | Yes    |
| AGENT_CALLS | INT (10) | Yes    |
| AGENTS      | INT (10) | Yes    |

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE TABLE_NAME = 'vw__pajh') DROP
VIEW vw__pajh;
CREATE VIEW vw__pajh AS
SELECT
    TOP 100 PERCENT 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                     | INT (10)         | No     |
| ACTION_ID                  | INT (10)         | No     |
| ZONE_ID                    | INT (10)         | No     |
| ZONE_NAME                  | NVARCHAR (1024 ) | No     |
| AGENT_UTILIZATION          | FLOAT(53)        | Yes    |
| SERVICE_LEVEL_ACHIEVED     | FLOAT(53)        | Yes    |
| CURRENT_QUEUED_CALL_COUNT  | INT (10)         | Yes    |
| TOTAL_QUEUED_CALL_COUNT    | INT (10)         | Yes    |
| TOTAL_CALL_QUEUED_DURATION | NUMERIC(19)      | Yes    |

```

IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE TABLE_NAME = 'vw__pajs')
DROP VIEW vw__pajs
;
CREATE VIEW vw__pajs
AS
SELECT TOP 100 PERCENT
    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 | INT (10) | No     |



|                            |                 |     |
|----------------------------|-----------------|-----|
| ACTION_ID                  | INT (10)        | No  |
| ZONE_ID                    | INT (10)        | No  |
| ZONE_NAME                  | NVARCHAR (1024) | No  |
| AGENT_UTILIZATION          | FLOAT(53)       | Yes |
| SERVICE_LEVEL_ACHIEVED     | FLOAT(53)       | Yes |
| TOTAL_QUEUED_CALL_COUNT    | INT (10)        | Yes |
| TOTAL_CALL_QUEUED_DURATION | NUMERIC(19)     | Yes |

**IF EXISTS (SELECT TABLE\_NAME FROM INFORMATION\_SCHEMA.VIEWS WHERE TABLE\_NAME = 'vw\_\_pajsh')**  
**DROP VIEW** vw\_\_pajsh

;

**CREATE VIEW** vw\_\_pajsh

**AS**

**SELECT** TOP 100 PERCENT

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     | INT (10)          | Yes    |
| CAMPAIGN_ID         | INT (10)          | No     |
| NAME                | NVARCHAR (80)     | No     |
| IS_INFINITE         | INT (10)          | No     |
| IS_DELETED          | INT (10)          | No     |
| LAST_JOB_START_TIME | DATETIMEOFFSET(7) | Yes    |
| STRATEGY_NAME       | NVARCHAR (256)    | Yes    |
| JOB_ID              | INT (10)          | No     |
| START_TIME          | DATETIMEOFFSET(7) | Yes    |

|                                |                   |     |
|--------------------------------|-------------------|-----|
| END_TIME                       | DATETIMEOFFSET(7) | Yes |
| STATUS                         | INT (10)          | No  |
| JOB_NOTE                       | INT (10)          | No  |
| ACTION_ID                      | INT (10)          | No  |
| ACTION_NAME                    | NVARCHAR (255)    | No  |
| PACING_TYPE                    | INT (10)          | No  |
| FALSE_POSITIVE_RATE            | FLOAT(53)         | Yes |
| NUISANCE_RATE                  | FLOAT(53)         | Yes |
| LIVE_VOICE_TIMEOUT             | INT (10)          | No  |
| ENABLE_EXCLU_FRM_NUISANCE_RATE | BOOLEAN           | No  |
| TOTAL_CONTACTS                 | INT (10)          | Yes |
| PRCNT_UNIQUE_ATTEMPTED_RECORD  | FLOAT(53)         | Yes |
| PRCNT_ATTEMPTED_RECORD         | FLOAT(53)         | Yes |
| STORELISTFORINPROG             | NVARCHAR          | Yes |
| STORELISTFORDONE               | NVARCHAR          | Yes |
| UNIQUEATTMPPRCTFORINPROG       | NVARCHAR          | Yes |
| UNIQUEATTMPPRCTFORDONE         | NVARCHAR          | Yes |
| ATTMPPRCTFORINPROG             | NVARCHAR          | Yes |
| ATTMPPRCTFORDONE               | NVARCHAR          | Yes |

IF EXISTS (SELECT TABLE\_NAME FROM INFORMATION\_SCHEMA.VIEWS WHERE TABLE\_NAME = 'vw\_\_pc\_pj\_pja') DROP VIEW vw\_\_pc\_pj\_pja

```

;
CREATE VIEW vw__pc_pj_pja
AS
SELECT TOP 100 PERCENT
    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 stuff((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 FOR XML PATH (''),1,1,'')) as storeListForInProgress,
    (SELECT stuff((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 =1 and a.job_id = pj.job_id FOR XML PATH (''),1,1,'')) as
storeListForDone,
    (SELECT stuff((select ',' + cast(a.prcnt_unique_attempted_record as varchar) from pim_job_contact_list a where a.job_id =
pj.job_id FOR XML PATH (''),1,1,'')) as uniqueAttmptPrctForInProgress,

```

```

        (SELECT stuff((select ',' + cast(a.prct_unique_attempted_record as varchar) from pim_job_contact_list_hist a where
a.is_associated_at_job_complete =1 and a.job_id = pj.job_id FOR XML PATH (''),1,1,'')) as uniqueAttmpPrctForDone,
        (SELECT stuff((select ',' + cast(a.prct_attempted_record as varchar) from pim_job_contact_list a where a.job_id = pj.job_id
FOR XML PATH (''),1,1,'')) as attmpPrctForInProgress,
        (SELECT stuff((select ',' + cast(a.prct_attempted_record as varchar) from pim_job_contact_list_hist a where
a.is_associated_at_job_complete =1 and a.job_id = pj.job_id FOR XML PATH (''),1,1,'')) 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         | INT (10) | No     |
| ACTION_ID      | INT (10) | Yes    |
| NUISANCE_CALLS | INT (10) | Yes    |
| ANSWER_HUMANS  | INT (10) | Yes    |
| VOICE          | INT (10) | Yes    |

|                             |          |     |
|-----------------------------|----------|-----|
| SMS                         | INT (10) | Yes |
| EMAIL                       | INT (10) | Yes |
| CUSTOM                      | INT (10) | Yes |
| EXCLUDED_FROM_NUISANCE_RATE | INT (10) | Yes |
| UNIQUE_ATTEMPTS             | INT (10) | Yes |
| CONNECTED_CALLS             | INT (10) | Yes |
| DROPPED_CALLS               | INT (10) | Yes |

```

IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE TABLE_NAME = 'vw__pca')
DROP VIEW vw__pca
;
CREATE VIEW vw__pca
AS
SELECT TOP 100 PERCENT
    pca.job_id,
    pca.action_id,
    sum( CASE WHEN pca.nuisance_call = 1 THEN 1 ELSE 0 END) AS nuisance_calls,
    (select count(*) from pim_contact_attempts where pca.job_id = job_id and pca.action_id = action_id and
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')))) AS answer_humans,
    (select count(*) from pim_contact_attempts a where a.job_id = pca.job_id and a.action_id = pca.action_id and
a.channel_type = 0 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 voice,
    (select count(*) from pim_contact_attempts a where a.job_id = pca.job_id and a.action_id = pca.action_id and

```

```

a.channel_type = 1 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 sms,
    (select count(*) from pim_contact_attempts a where a.job_id = pca.job_id and a.action_id = pca.action_id and
a.channel_type = 2 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 email,
    (select count(*) from pim_contact_attempts a where a.job_id = pca.job_id and a.action_id = pca.action_id and
a.channel_type = 3 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 custom ,
    sum( CASE WHEN pca.excluded_from_nuisance_rate = 1 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,
    (select count(*) from pim_contact_attempts where pca.job_id = job_id and pca.action_id = action_id and
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')))) AS connected_calls,
    (select count(*) from pim_contact_attempts where pca.job_id = job_id and pca.action_id = action_id and
sys_completion_code_id in (SELECT * FROM USER_STRING_SPLIT((select config_value from pim_config where
config_name='CompletionIDsDropCall'),'')))) 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                      | INT (10) | No     |
| ACTION_ID                   | INT (10) | Yes    |
| NUISANCE_CALLS              | INT (10) | Yes    |
| ANSWER_HUMANS               | INT (10) | Yes    |
| VOICE                       | INT (10) | Yes    |
| SMS                         | INT (10) | Yes    |
| EMAIL                       | INT (10) | Yes    |
| CUSTOM                      | INT (10) | Yes    |
| EXCLUDED_FROM_NUISANCE_RATE | INT (10) | Yes    |
| UNIQUE_ATTEMPTS             | INT (10) | Yes    |
| CONNECTED_CALLS             | INT (10) | Yes    |
| DROPPED_CALLS               | INT (10) | Yes    |

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE TABLE_NAME = 'vw__pcah')
DROP VIEW vw__pcah
;
CREATE VIEW vw__pcah
AS
SELECT TOP 100 PERCENT
    pcah.job_id,
```



```

    pcah.action_id,
    sum( CASE when pcah.nuisance_call = 1 then 1 else 0 end) as nuisance_calls,
    (select count(*) from pim_contact_attempts_history where pcah.job_id = job_id and pcah.action_id = action_id and
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')) AS answer_humans,
    (select count(*) from pim_contact_attempts_history a where a.job_id = pcah.job_id and a.action_id = pcah.action_id and
a.channel_type = 0 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 voice,
    (select count(*) from pim_contact_attempts_history a where a.job_id = pcah.job_id and a.action_id = pcah.action_id and
a.channel_type = 1 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 sms,
    (select count(*) from pim_contact_attempts_history a where a.job_id = pcah.job_id and a.action_id = pcah.action_id and
a.channel_type = 2 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 email,
    (select count(*) from pim_contact_attempts_history a where a.job_id = pcah.job_id and a.action_id = pcah.action_id and
a.channel_type = 3 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 custom ,
    sum( CASE WHEN pcah.excluded_from_nuisance_rate = 1 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,
    (select count(*) from pim_contact_attempts_history where pcah.job_id = job_id and pcah.action_id = action_id and
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')) AS connected_calls,
    (select count(*) from pim_contact_attempts_history where pcah.job_id = job_id and pcah.action_id = action_id and
sys_completion_code_id in (SELECT * FROM USER_STRING_SPLIT((select config_value from pim_config where
config_name='CompletionIDsDropCall'),','))) 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    | INT (10) | Yes    |
| ACTION_ID | INT (10) | Yes    |
| CALLBACKS | INT (10) | Yes    |
| EXPIRED   | INT (10) | Yes    |

```

IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE TABLE_NAME = 'vw__pcd')
DROP VIEW vw__pcd
;
CREATE VIEW vw__pcd
AS
(SELECT TOP 100 PERCENT
    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 TOP 100 PERCENT
    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 | NUMERIC (19) | No     |

|                             |                   |     |
|-----------------------------|-------------------|-----|
| JOB_ID                      | INT (10)          | No  |
| ACTION_ID                   | INT (10)          | Yes |
| CONTACT_ID                  | NUMERIC (19)      | No  |
| LAST_NW_DISPOSITION_TIME    | DATETIMEOFFSET(7) | Yes |
| CONTACT_ATTEMPT_TIME        | DATETIMEOFFSET(7) | Yes |
| COMPLETION_CODE_ID          | INT               | No  |
| ADDRESS                     | NVARCHAR (80)     | Yes |
| CHANNEL_TYPE                | INT               | No  |
| NUISANCE_CALL               | BOOLEAN           | Yes |
| ADDRESS_ATTR_NAME           | NVARCHAR (80)     | Yes |
| RULE_NAME                   | NVARCHAR (255)    | Yes |
| SYS_COMPLETION_CODE_ID      | INT               | Yes |
| USER_CONTACT_ID             | NVARCHAR (80)     | No  |
| CAMPAIGN_ID                 | INT               | No  |
| EXCLUDED_FROM_NUISANCE_RATE | BOOLEAN           | Yes |
| CONTACT_LIST_ID             | INT               | Yes |
| ORG_ID                      | INT               | Yes |

**IF EXISTS (SELECT TABLE\_NAME FROM INFORMATION\_SCHEMA.VIEWS WHERE TABLE\_NAME = 'vw\_contactattempt') DROP VIEW vw\_contactattempt;**  
**CREATE 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                      | INT  | No     |
| ACTION_ID                   | INT  | Yes    |
| NUISANCE_CALLS              | INT  | Yes    |
| ANSWER_HUMANS               | INT  | Yes    |
| VOICE                       | INT  | Yes    |
| SMS                         | INT  | Yes    |
| EMAIL                       | INT  | Yes    |
| CUSTOM                      | INT  | Yes    |
| ANSWER_MACHINE              | INT  | Yes    |
| CONTACT_ATTEMPTS_TIME       | DATE | Yes    |
| CHANNEL_TYPE                | INT  | No     |
| EXCLUDED_FROM_NUISANCE_RATE | INT  | Yes    |

```

IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE TABLE_NAME =
'vw__pca_daywise') DROP VIEW vw__pca_daywise
;
CREATE VIEW vw__pca_daywise
AS
SELECT
    TOP 100 PERCENT
        pca.job_id,
        pca.action_id,
        sum( CASE WHEN pca.nuisance_call = 1 THEN 1 ELSE 0 END) AS nuisance_calls,
        (select count(*) from pim_contact_attempts where pca.job_id = job_id and pca.action_id = action_id and
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')))) 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,
        (select count(*) from pim_contact_attempts where pca.job_id = job_id and pca.action_id = action_id and
sys_completion_code_id in (select completion_code_id from pim_completion_code where completion_code_type = 0 and code =
'Answer_Machine')) 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 = 1 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                | INT  | No     |
| ACTION_ID             | INT  | Yes    |
| NUISANCE_CALLS        | INT  | Yes    |
| ANSWER_HUMANS         | INT  | Yes    |
| VOICE                 | INT  | Yes    |
| SMS                   | INT  | Yes    |
| EMAIL                 | INT  | Yes    |
| CUSTOM                | INT  | Yes    |
| ANSWER_MACHINE        | INT  | Yes    |
| CONTACT_ATTEMPTS_TIME | DATE | Yes    |
| CHANNEL_TYPE          | INT  | No     |

|                             |     |     |
|-----------------------------|-----|-----|
| EXCLUDED_FROM_NUISANCE_RATE | INT | Yes |
| AGENT_CALLS                 | INT | Yes |

```

IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE TABLE_NAME =
'vw__pcah_daywise') DROP VIEW vw__pcah_daywise
;
CREATE VIEW vw__pcah_daywise
AS
SELECT
    TOP 100 PERCENT
        pca.job_id,
        pca.action_id,
        sum( CASE WHEN pca.nuisance_call = 1 THEN 1 ELSE 0 END) AS nuisance_calls,
        (select count(*) from pim_contact_attempts_history where pca.job_id = job_id and pca.action_id = action_id and
cast(pca.contact_attempt_time as Date) = cast(contact_attempt_time as Date) and 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')) 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,
        (select count(*) from pim_contact_attempts_history where pca.job_id = job_id and pca.action_id = action_id and
sys_completion_code_id in (select completion_code_id from pim_completion_code where completion_code_type = 0 and code =
'Answer_Machine')) 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 = 1 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        | NUMERIC (19,0) | No     |
| CONTACT_ID         | NUMERIC (19,0) | No     |
| CONTACT_LIST_ID    | INTEGER        | No     |
| CAMPAIGN_NAME      | NVARCHAR (80)  | No     |
| CALLBACK_TYPE      | INTEGER        | No     |
| STATUS             | INTEGER        | No     |
| NEXT_ATTEMPT_AFTER | NUMERIC (19,0) | Yes    |

|                      |                |     |
|----------------------|----------------|-----|
| START_TIME           | NUMERIC (19,0) | Yes |
| END_TIME             | NUMERIC (19,0) | Yes |
| CREATED_BY           | NVARCHAR (80)  | Yes |
| ORGANIZATION_ID      | INTEGER        | Yes |
| SERVICED_BY_AGENT_ID | NVARCHAR (80)  | Yes |
| CREATION_TIME        | NUMERIC (19,0) | Yes |
| CREATED_FOR          | NVARCHAR (80)  | Yes |
| ADDRESS_FIELD_NAME   | NVARCHAR (80)  | Yes |
| ADDRESS              | NVARCHAR (128) | Yes |
| ADDRESS_COUNTRY_CODE | INT            | Yes |
| NOTES                | NVARCHAR (MAX) | Yes |
| JOB_ID               | INTEGER        | Yes |
| ACTION_ID            | INTEGER        | Yes |
| AGENT_SESSION_ID     | NUMERIC (19,0) | Yes |
| FIRST_NAME           | NVARCHAR (80)  | Yes |
| LAST_NAME            | NVARCHAR (80)  | Yes |

**IF EXISTS (SELECT TABLE\_NAME FROM INFORMATION\_SCHEMA.VIEWS WHERE TABLE\_NAME = 'vw\_callback')**

**DROP VIEW** vw\_callback;

**CREATE 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.served\_by\_agent\_id, pcb.creation\_time, pcb.created\_for,

```

pcb.address_field_name, 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_name, 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_name, 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
);

```