

PureInsights

Hosted SQL Database

Data Dictionary

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Tables

Conversations

The conversations table is the root of all Conversation data.

| Column Name | Type | Description |
|-------------------------------------|----------|--|
| conversationId (PRIMARY KEY) | char(36) | Unique identifier for the conversation |
| conversationStart | date | Time the conversation started |
| conversationEnd | date | Time the conversation completed |
| complete | boolean | True if there are segments that are part of this conversation that do not have an end time |

Participants

A conversation can have any number of participants. Participants can include people such as an external caller or an agent, but can also include system concepts such as the IVR or a Queue while on hold.

| Column Name | Type | Description |
|------------------------------------|-------------|--|
| participantId (PRIMARY KEY) | char(36) | Unique identifier for this participant |
| conversationId (NOT NULL) | char(36) | Conversation this participant is a member of. References conversations.conversationId |
| participantName | text | Name of participant |
| purpose | varchar(15) | Participant purpose. Valid values include: <ul style="list-style-type: none">• Manual• Dialer• Inbound• ACD• IVR• Voicemail• Outbound• Agent• User• Station• Group• Customer• External |
| userId (FOREIGN KEY) | char(36) | Id of the user if participant is in PureCloud. References users.Id |

Sessions

A session is an instance when a participant is part of a conversation. A participant can have one or more sessions for a call for example if they are on a phone call, they then transfer the call, but the call gets transferred back to them. In this case the agent will have two different sessions.

| Column Name | Type | Description |
|---------------------------------|--------------|--|
| sessionId (PRIMARY KEY) | char(36) | Unique identifier for this session |
| participantId (NOT NULL) | char(36) | Participant which this session is for. References participants.participantId. |
| mediaType | varchar(15) | Media type. Valid values include: <ul style="list-style-type: none"> • Voice • Chat • Email • Callback • Cobrowse |
| ani | text | Session ANI |
| direction | varchar(15) | Session direction. Valid values include: <ul style="list-style-type: none"> • Inbound • Outbound |
| dnis | text | Session DNIS |
| addressOther | text | |
| addressSelf | text | |
| outboundCampaignId | char(36) | An associated dialer campaign id if the call was placed by dialer |
| outboundContactId | char(36) | An associated dialer contact id if the call was placed by dialer |
| outboundContactListId | char(36) | An associated dialer contact list id if the call was placed by dialer |
| edgeId | char(36) | The id of the edge that handled a voice call |
| remoteNameDisplayable | varchar(100) | |
| monitoredSessionId | char(36) | |
| monitoredParticipantId | char(36) | |
| callbackUserName | text | The name of the user who requested the callback |
| callbackScheduledTime | date | The scheduled time for a callback |
| scriptId | varchar(36) | The id of the script that was popped for this session |
| skipEnabled | boolean | Was the agent allowed to skip this callback |
| timeoutSeconds | int | |

Segments

A segment is a member of a session and usually describes a conversation state. Such as if a call was ringing, answered and put on hold, there would be three different segments. A session can have any number of segments.

| Column Name | Type | Description |
|---------------------------------|----------------------|---|
| sessionId (NOT NULL) | char(36) | Session that the segment belongs in. References sessions.sessionId. |
| segmentStart | date | Start time for this segment |
| segmentEnd | date | End time for this segment |
| <i>totalSeconds</i> | <i>Int (seconds)</i> | <i>Calculated field in Tableau:</i> <ul style="list-style-type: none"> ● <i>segmentEnd - segmentStart</i> |
| segmentType | varchar(15) | The activity taking place for the participant in the segment. Valid values include: Unknown <ul style="list-style-type: none"> ● Alert (system is alerting the agent) ● System (system processing time) ● Delay (caller is waiting in queue) ● Hold (caller is on hold) ● Interact (interaction between two parties – e.g. caller/agent) ● IVR (caller is interacting with the IVR) ● Dialing (outbound call is dialing) ● Wrapup (agent time spent in wrapup) ● Voicemail (caller is leaving voicemail) ● Scheduled (time between callback scheduled and callback dialed) |
| conference | boolean | Was this segment part of a conference |
| queueId (FOREIGN KEY) | char(36) | If present, the queue id that the communication channel came in on. References queues.Id |
| wrapUpCode (FOREIGN KEY) | varchar(100) | The user configured wrap up code id. References wrapup.Id |
| wrapUpNote | text | Text entered by the agent to describe the call or disposition. |
| errorCode | varchar(100) | |
| disconnectType | varchar(100) | A description of the event that disconnected the segment. Valid values include: <ul style="list-style-type: none"> ● Endpoint ● Client ● System ● Transfer ● Error ● Peer ● Spam ● TransportFailure ● ConferenceTransfer ● ConsultTransfer ● ForwardTransfer ● Other |

| | | |
|---------------------------|--------------|---|
| sourceConversationId | char(36) | |
| destinationConversationId | char(36) | |
| groupId | varchar(100) | If present, the group of users the participant represents. |
| subject | text | The subject for the initial email that started this conversation. |
| duration | Number | Duration of segment in seconds. |

Queues

A mapping of queue ids to their display name

| Column Name | Type | Description |
|-------------------------|--------------|----------------------------------|
| id (PRIMARY KEY) | char(36) | Unique identifier for this queue |
| name | varchar(100) | Queue name |

Users

A mapping of user ids to their display name

| Column Name | Type | Description |
|-------------------------|--------------|---------------------------------|
| id (PRIMARY KEY) | char(36) | Unique identifier for this user |
| name | varchar(100) | User name |

Wrapupcodes

A mapping of wrapup code ids to their display name

| Column Name | Type | Description |
|-------------------------|--------------|--|
| id (PRIMARY KEY) | char(36) | Unique identifier for this wrapup code |
| name | varchar(100) | Wrapup code name |

Evaluations

Evaluations used by the supervisors or Quality Assurance (QA) to score agent interactions

| Column Name | Type | Description |
|-------------------------------------|--------------|---|
| evaluationId (PRIMARY KEY) | char(36) | Unique identifier for this evaluation |
| conversationId (FOREIGN KEY) | char(36) | References conversations.conversationId |
| eventTime | date | |
| queueId (FOREIGN KEY) | char(36) | References queues.Id |
| userId (FOREIGN KEY) | char(36) | References users.Id |
| formId | char(36) | |
| contextId | char(36) | |
| formName | varchar(100) | |
| getoTotalScore | int | |
| getoTotalCriticalScore | int | |

Transfers

Transfer data used by the supervisors or Quality Assurance (QA) to score agent interactions

| Column Name | Type | Description |
|------------------------------|--------------|---|
| conversationId (FOREIGN KEY) | char(36) | References conversations.conversationId |
| conversation_start | timestamp(6) | Beginning time of the initial call segment. |
| xfer_in_from_agent | varchar(100) | Agent from which this call was transferred. |
| agent | varchar(100) | Agent handling this segment. |
| xfer_out_to_agent | varchar(100) | Agent to which this call was transferred. |
| agent_number | number | Sequence # of this agent in call. |
| agent_count | number | Total # of agents involved in this call. |
| xfer_in_from_queue | varchar(100) | Queue from which this call was transferred. |
| queue_name | varchar(100) | Queue handling this segment. |
| xfer_out_to_queue | varchar(100) | Queue to which this call was transferred. |
| queue_number | number | Sequence # of this queue in call. |
| queue_count | number | Total # of queues involved in this call. |
| segment_duration_in_seconds | number | Duration of this transfer segment in seconds. |

User Aggregates

Summary statistics by User and Interval

| Column Name | Type | Description |
|------------------|----------|---------------------|
| userID | char(36) | The user |
| intervalStart | date | Interval start time |
| intervalEnd | date | Interval end time |
| intervalDuration | int | Interval duration |
| metric | char(36) | |
| sum | int | |
| qualifier | char(36) | |

Queue Aggregates

Summary statistics by Queue and Interval

| Column Name | Type | Description |
|--------------------|----------|---|
| mediaType NOT NULL | char(10) | The media type for this interval |
| queueId NOT NULL | char(36) | The queue id for this interval |
| intervalStart | date | Interval start time |
| intervalEnd | date | Interval end time |
| intervalDuration | int | Interval duration |
| nOverSla | int | The number of interactions that were over the SLA threshold |
| nError | int | The number of active sessions aborted due to an Edge or adapter error event |
| nEvaluations | int | The number of interactions with an evaluation |
| nOutboundAbandoned | int | The number of Dialer calls that were abandoned |
| nOutboundAttempted | int | The number of calls attempted by the Dialer |
| nOutboundConnected | int | The number of outbound dialing campaign calls that connected during an interval |
| nTransferred | int | The number of interactions transferred |

| | | |
|-----------------------|-----|---|
| nOffered | int | The number of interactions offered to a queue by an Automatic Call Distributor (ACD) |
| tAccd | int | The number of calls where Automatic Call Distributor (ACD) was involved in an interaction |
| tAccdMax | int | The maximum amount of time an Automatic Call Distributor (ACD) was involved in an interaction |
| tAccdSum | int | The amount of time an Automatic Call Distributor (ACD) was involved in an interaction |
| tAcw | int | The number of interactions that went to after call work |
| tAcwMax | int | The maximum amount of time spent in after call work |
| tAcwSum | int | The amount of time spent in after call work |
| tUserResponseTime | int | The number of times an agent spent waiting for an end user response over email or web chat. There can be multiple instances of this metric in a single interaction. |
| tUserResponseTimeMax | int | The maximum amount of time spent waiting for an end user response over email or web chat. There can be multiple instances of this metric in a single interaction. |
| tUserResponseTimeSum | int | The amount of time spent waiting for an end user response over email or web chat. There can be multiple instances of this metric in a single interaction. |
| tHeldComplete | int | The count of times an interaction was on hold |
| tHeldCompleteMax | int | The maximum overall hold time for an interaction |
| tHeldCompleteSum | int | The overall hold time for an interaction |
| tHeld | int | The number of times an interaction was placed on hold |
| tHeldMax | int | The maximum amount of time an interaction was placed on hold |
| tHeldSum | int | The amount of time an interaction was placed on hold |
| tHandle | int | The sum of hold time (tHeld), talk time(tTalk), and after call work (tACW) |
| tHandleMax | int | Maximum average handling time; the sum of hold time (tHeld), talk time(tTalk), and after call work (tACW) |
| tHandleSum | int | Average handling time; the sum of hold time (tHeld), talk time(tTalk), and after call work (tACW) |
| tTalkComplete | int | The overall talk time for an interaction |
| tTalkCompleteMax | int | The number of interactions that had talk time |
| tTalkCompleteSum | int | The overall talk time for an interaction |
| tAgentResponseTime | int | The total time the user spent waiting for a response from the agent over email or web chat. There can be multiple instances of this metric in a single interaction. |
| tAgentResponseTimeMax | int | The maximum amount of time the user spent waiting for a response from the agent over email or web chat. There can be multiple instances of this metric in a single interaction. |
| tAgentResponseTimeSum | int | The amount of time the user spent waiting for a response from the agent over email or web chat. There can be multiple instances of this metric in a single interaction. |
| tTalk | int | The number of interactions that had talk time |
| tTalkMax | int | The maximum talk time |
| tTalkSum | int | The total talk time |
| tAbandon | int | The number of interactions that were abandoned |
| tAbandonMax | int | The maximum amount of time before an end user abandoned an interaction |
| tAbandonSum | int | The amount of time before an end user abandoned an interaction |

| | | |
|--------------|-----|--|
| tAnswered | int | The number of times an interaction waited to be connected to an agent |
| tAnsweredMax | int | The maximum amount of time an interaction waited to be connected to an agent |
| tAnsweredSum | int | The amount of time an interaction waited to be connected to an agent |
| tActive | int | |
| tActiveMax | int | |
| tActiveSum | int | |
| tWait | int | The number of times a party waited; the sum of tAnswered and tAbandoned |
| tWaitMax | int | The maximum amount of time a party waited; the sum of tAnswered and tAbandoned |
| tWaitSum | int | The amount of time a party waited; the sum of tAnswered and tAbandoned |

Participant Attributes

Attribute values by Participant ID

| Column Name | Type | Description |
|---------------|---------------|---------------------------------|
| participantID | char(36) | The conversation participant id |
| Key | varchar(4000) | Attribute name |
| Value | varchar(4000) | Attribute value |

User Primary Presence Details

Summary statistics by User and Presence

| Column Name | Type | Description |
|------------------------|-------------|---|
| userID | char(36) | The user |
| startTime | timestamp | Presence start time |
| endTime | timestamp | Presence end time |
| duration | Number | Status duration in milliseconds |
| systemPresence | varchar(50) | Presence at the system level |
| organizationPresenceId | char(36) | The identifier for the user's organization presence |

User Routing Status Details

Summary statistics by User and Routing Status

| Column Name | Type | Description |
|---------------|-------------|---------------------------------|
| userID | char(36) | The user |
| startTime | date | Routing Status start time |
| endTime | date | Routing Status end time |
| duration | int | Status duration in milliseconds |
| routingStatus | varchar(50) | Routing status |

Session Skills

Skill values by Session ID and Conversation ID

| Column Name | Type | Description |
|----------------|----------|---------------------|
| sessionID | char(36) | The session ID |
| conversationID | char(36) | The conversation ID |
| skillID | char(36) | Skill ID value |

Skills

A mapping of skill ids to their display name

| Column Name | Type | Description |
|-------------------------|--------------|----------------------------------|
| id (PRIMARY KEY) | char(36) | Unique identifier for this skill |
| name | varchar(100) | Skill name |

Materialized Views

To make reporting easier and to improve performance, PureInsights has developed a set of materialized views that pre-process the raw data coming from PureCloud. These views, which are refreshed every 2 hours, create large flat tables that significantly reduce processing time for executing visualizations in Tableau or other BI tools.

Agent_Presence_mvw

Linked User and Presence details.

| Column Name | Type | Description |
|-----------------------|--------------|---|
| User_ID (FOREIGN KEY) | char(36) | User ID. References Users table. |
| User_name | varchar(100) | User name from the Users table. |
| Presence_start_time | timestamp | Presence start time |
| Presence_end_time | timestamp | Presence end time |
| Duration | number | Presence duration in milliseconds |
| System_presence | varchar(50) | Presence status selected by the agent from the PureCloud UI. |
| Organization_presence | varchar(50) | Presence (secondary status) selected by the agent from the PureCloud UI. This field is used when the organization has configured custom secondary status types. |

Agent_Routing_Status_mvw

Linked User and Routing Status details.

| Column Name | Type | Description |
|-----------------------|--------------|--|
| User_ID (FOREIGN KEY) | char(36) | User ID. References Users table. |
| User_name | varchar(100) | User name from the Users table. |
| Start_time | timestamp | Routing status start time |
| End_time | timestamp | Routing status end time |
| Duration | number | Presence duration in milliseconds |
| Routing_status | varchar(50) | Routing status determined by PureCloud based on the agent's activity while On_Queue. Routing status includes IDLE, INTERACTING, COMMUNICATING, and NOT_RESPONDING. |

Agent_Stats_mvw

Agent related metrics for conversations. One row for each Agent/Session.

| Column Name | Type | Description |
|---|---------------|--|
| Conversation_ID (FOREIGN KEY, NOT NULL) | char(36) | Conversation that the record refers to. References the Conversations table. |
| Conversation_start_time | timestamp | Start time for this conversation |
| Session_ID (FOREIGN KEY) | char(36) | Session ID of for the session info in this record. References Sessions table. |
| Session_start_time | timestamp | Start time for this session |
| Session_end_time | timestamp | End time for this session |
| Agent_interact_start_time | timestamp | Start time for this agent interaction. |
| Direction | varchar(15) | Session direction. Valid values include: <ul style="list-style-type: none"> • Inbound • Outbound |
| Media_type | varchar(15) | Media type. Valid values include: <ul style="list-style-type: none"> • Voice • Chat • Email • Callback • Cobrowse |
| ANI | varchar(4000) | Number that initiated the call (ANI) |
| DNIS | varchar(4000) | Number that was dialed (DNIS) |
| Queue_name | varchar(100) | Name of the queue. |
| Ring_length | number | Length of time in seconds the call rang before being answered. |
| Talk_length | number | Length of time in seconds the agent interacted with the caller. |
| Hold_length | number | Length of time in seconds the caller was put on hold. |
| Wrapup_length | number | Length of time in seconds the agent spent in wrapup (i.e. after call work - ACW) |
| From_agent | varchar(100) | Agent who this call was transferred from. FIRST indicates that this agent was the first to take the call. |
| Agent | varchar(100) | Agent who handled the call and whose times are reflected in Ring_length, Talk_length, Hold_length, and Wrapup_length. |
| To_agent | varchar(100) | Agent who this call was transferred to. LAST indicates no further transfers. |
| Disconnect_reason | varchar(100) | Reason for call termination. See help.mypurecloud.com/articles/disconnect-reasons . |

Queue_Stats_mv

Queue-related metrics within a conversation. One row for each conversation. Note that this view reports on the queue performance for the first queue interaction associated with the conversation. If the call was transferred, metrics like the queue wait time in the second queue are not included here.

| Column Name | Type | Description |
|---|--------------|---|
| Conversation_ID (FOREIGN KEY, NOT NULL) | char(36) | Conversation that the record refers to. References the Conversations table. |
| Conversation_start_time | timestamp | Start time for this conversation |
| ACD_interact_start_time | timestamp | Start time for this queue interaction. |
| Direction | varchar(15) | Session direction. Valid values include: <ul style="list-style-type: none">• Inbound• Outbound |
| ANI | varchar(40) | Number that initiated the call (ANI) |
| DNIS | varchar(40) | Number that was dialed (DNIS) |
| Queue_name | varchar(100) | Name of the queue |
| IVR_length | number | Length of time in seconds the caller was in the IVR system before being routed to the first queue. |
| Queue_length | number | Length of time in seconds the call was in the first queue before being routed to the first agent. |
| Ring_length | number | Length of time in seconds the call rang to the first agent before being answered. |
| Abandoned_flag | number | Flag to indicate that the call was abandoned in the first queue. (1 = abandoned, 0 = not abandoned) |
| Disconnect_reason | varchar(100) | Reason for call termination. See help.mypurecloud.com/articles/disconnect-reasons . |

Conversations_Detail_mv

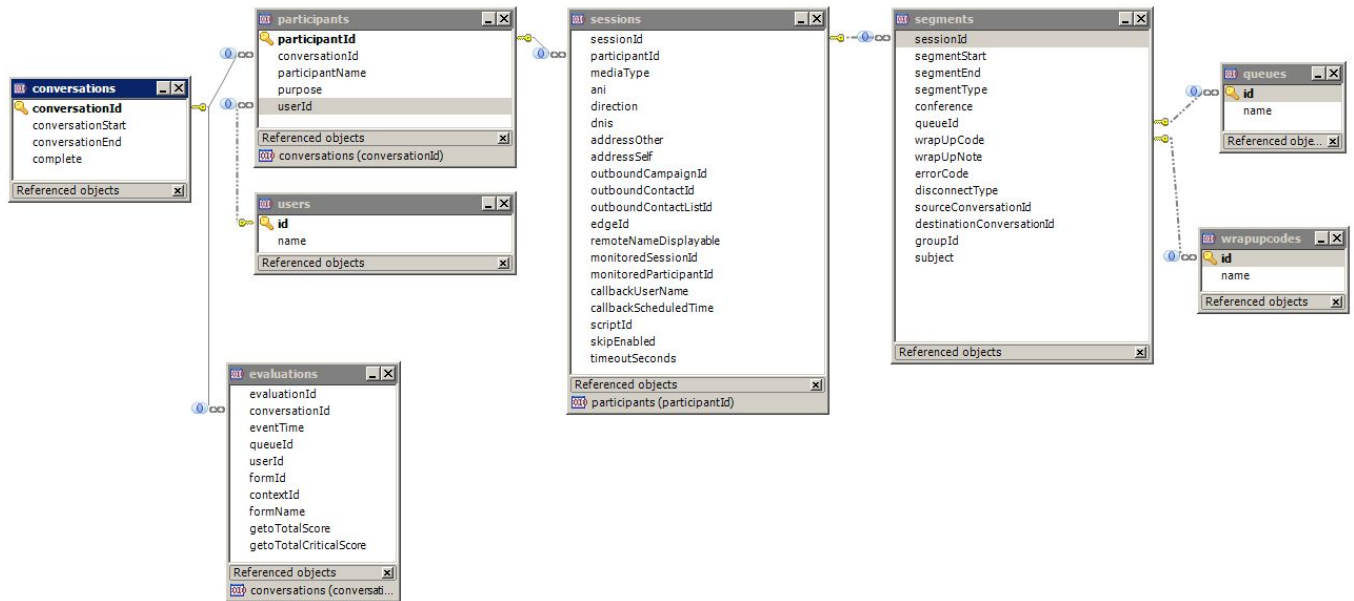
Details of the segments within a conversation.

| Column Name | Type | Description |
|--|---------------|---|
| Conversation_ID (FOREIGN KEY, NOT NULL) | char(36) | Conversation that the record refers to. References the Conversations table. |
| Conversation_start_time | timestamp | Start time for this conversation |
| Conversation_end_time | timestamp | End time for this conversation |
| Participant_ID (FOREIGN KEY) | char(36) | Participant ID of for the individual in this segment. References Participants table. |
| Participant_name | varchar(4000) | Name of the participant from the Participants table. |
| Purpose | varchar(15) | The activity taking place for the participant in the segment. Valid values include: <ul style="list-style-type: none"> • Unknown • Alert (system is alerting the agent) • System (system processing time) • Delay (caller is waiting in queue) • Hold (caller is on hold) • Interact (interaction between two parties – e.g. caller/agent) • IVR (caller is interacting with the IVR) • Dialing (outbound call is dialing) • Wrapup (agent time spent in wrapup) • Voicemail (caller is leaving voicemail) • Scheduled (time between callback scheduled and callback dialed) |
| Queue_name | varchar(100) | If present, name of the queue that the communication channel came in on from the Queues table. |
| Segment_start_time | timestamp | Start time for this segment |
| Segment_end_time | timestamp | End time for this segment |
| Segment_type | varchar(15) | The activity taking place for the participant in the segment. Valid values include: <ul style="list-style-type: none"> • Unknown • Alert (system is alerting the agent) • System (system processing time) • Delay (caller is waiting in queue) • Hold (caller is on hold) • Interact (interaction between two parties – e.g. caller/agent) • IVR (caller is interacting with the IVR) • Dialing (outbound call is dialing) • Wrapup (agent time spent in wrapup) • Voicemail (caller is leaving voicemail) • Scheduled (time between callback scheduled and callback dialed) |
| Disconnect_reason | varchar(100) | A description of the event that disconnected the segment. Valid values include: <ul style="list-style-type: none"> • Endpoint • Client |

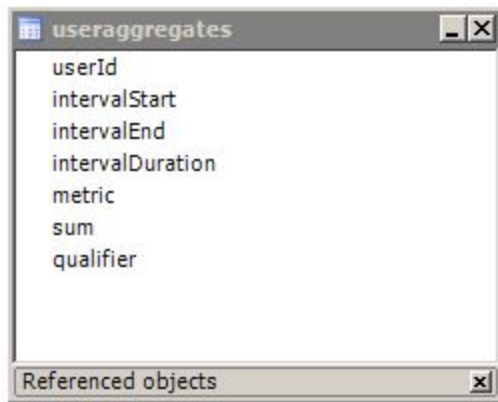
| | | |
|--------------------------|---------------|--|
| | | <ul style="list-style-type: none"> ● System ● Transfer ● Error ● Peer ● Spam ● TransportFailure ● ConferenceTransfer ● ConsultTransfer ● ForwardTransfer ● Other |
| Duration | number | Duration of the segment in milliseconds. |
| Session_ID (FOREIGN KEY) | char(36) | Session ID of for the session info in this record. References Sessions table. |
| Session_start_time | timestamp | Start time for this session |
| Media_type | varchar(15) | Media type. Valid values include: <ul style="list-style-type: none"> ● Voice ● Chat ● Email ● Callback ● Cobrowse |
| ANI | varchar(4000) | Number that initiated the call (ANI) |
| DNIS | varchar(4000) | Number that was dialed (DNIS) |
| Direction | varchar(15) | Session direction. Valid values include: <ul style="list-style-type: none"> ● Inbound ● Outbound |
| User_name | varchar(100) | User name from the Users table |
| Wrapup_code_name | varchar(100) | Wrapup code from the Wrapupcodes table |

Data Structure Diagrams

The diagram below outlines the relationships between the call detail tables:

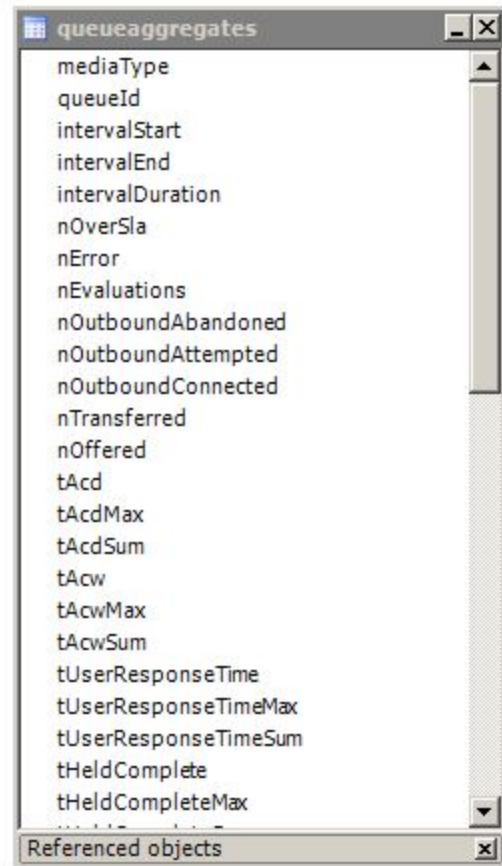


The diagram below shows the aggregate tables:



| Field Name |
|------------------|
| userId |
| intervalStart |
| intervalEnd |
| intervalDuration |
| metric |
| sum |
| qualifier |

Referenced objects



| Field Name |
|----------------------|
| mediaType |
| queueId |
| intervalStart |
| intervalEnd |
| intervalDuration |
| nOverSla |
| nError |
| nEvaluations |
| nOutboundAbandoned |
| nOutboundAttempted |
| nOutboundConnected |
| nTransferred |
| nOffered |
| tAcd |
| tAcdMax |
| tAcdSum |
| tAcdw |
| tAcdwMax |
| tAcdwSum |
| tUserResponseTime |
| tUserResponseTimeMax |
| tUserResponseTimeSum |
| tHeldComplete |
| tHeldCompleteMax |

Referenced objects