PureConnect Integration to Oracle Service Cloud Data Dictionary

Abstract

The PureConnect Oracle Service Cloud integration writes historical data to custom tables in the Oracle Service Cloud database. This technical reference describes that historical data.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.
Table of Contents

Table of Contents ........................................................................................................ 2
Introduction .................................................................................................................. 3
Tables used by the integration ......................................................................................... 4
Schema of tables used by the integration ....................................................................... 5
Custom data elements written to the ININS$Interaction table .................................... 7
Custom data elements written to the ININS$InteractionDirection table ...................... 8
Custom data elements written to the ININS$InteractionType table ............................... 9
Custom data elements written to the ININS$Interaction2Incident table ....................... 10
Custom data elements written to the ININS$Interaction2Chat table ............................ 11
Change log .................................................................................................................... 12
Introduction

The PureConnect Oracle Service Cloud Integration writes historical data to custom tables in the Oracle Service Cloud database. This document describes that historical data.
Tables used by the integration

The integration writes data to the Oracle Service Cloud database. It writes the call attributes when the interaction is removed from the My Interactions queue. The integration sends the Oracle Service Cloud data to the Oracle Service Cloud server when the interaction is deallocated.

The integration uses five custom tables in the Oracle Service Cloud database.
Schema of tables used by the integration

```
> ININ$Interaction
PK
ID
AgentHandleTime
CallHoldTime
CallId
Direction
EntranceUTC
InteractionID
RecordedByIR
SpeedToAnswer
Type
WorkTime

> ININ$Interaction2Incident
PK
ID
IncidentID
InteractionID
WorkTime

> incidents
PK
_id
...

> co_trans
PK
id
...

> ININ$Interaction2Chat
PK
ID
ChatID
InteractionID
WorkTime

Key:
> Oracal Service Cloud
> Interactive Intelligence
```
### Custom data elements written to the ININ$Interaction table

<table>
<thead>
<tr>
<th>Data element</th>
<th>Column name</th>
<th>Data type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>ID</td>
<td>Integer</td>
<td>A sequentially assigned number.</td>
</tr>
<tr>
<td>AgentHandleTime</td>
<td>agent_handle_time</td>
<td>Integer</td>
<td>The amount of time in seconds that the agent was handling the interaction. This duration is from the instant the interaction is connected until the instant the interaction is disconnected. If the interaction is transferred out of the agent’s queue, then that instant is used as the end time in the calculation.</td>
</tr>
<tr>
<td>CallHoldTime</td>
<td>CallHoldTime</td>
<td>Integer</td>
<td>The amount of time in seconds that the interaction was in a held state while connected to the agent.</td>
</tr>
<tr>
<td>CallId</td>
<td>CallId</td>
<td>String</td>
<td>The CallID assigned to the interaction. See the PureConnect Data Dictionary link on the Interaction Reporting Help page for more information on CallIDKey.</td>
</tr>
</tbody>
</table>
| Direction            | Direction           | Menu      | The direction of the interaction: Possible values are:  
  - 1 – Inbound  
  - 2 - Outbound |
| EntranceUTC          | int_entrance.UTC    | DateTime  | The UTC timestamp for when the interaction entered the agent’s My Interactions queue. |
| InteractionID        | inc_id              | Integer   | Specifies the record ID for the incident. This field is only used for workspace records of the Incident type. If the incident was not associated to an interaction, then the InteractionID will be set to zero. |
| RecordedByIR         | RecordedByIR        | Boolean   | Indicates if this interaction was recorded by the Interaction Recorder. (Yes or No) |
| SpeedToAnswer        | speed_to_ans        | Integer   | The amount of time in seconds that the agent took to answer the interaction. This duration is from the instant the interaction enters the agent’s My Interaction queue until the interaction goes into a connected state. |
| Type                 | int_type            | String    | The type of interaction. Possible values are:  
  - 1 – Call  
  - 2 – Email  
  - 3 – RNT_Web_Chat  
  - 4 – I3_Web_Chat  
  - 5 – I3_Email  
  - 6 – Generic_Object  
  - 7 - Callback |
| WorkTime             | inc_work_time       | Integer   | Specifies the amount of time in seconds that this specific incident was focused while associated to the interaction. The focused time is not incremented if the workspace was focused but not associated to an interaction. |
Custom data elements written to the ININ$InteractionDirection table

<table>
<thead>
<tr>
<th>Data element</th>
<th>Column name</th>
<th>Data type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>ID</td>
<td>Integer</td>
<td>A sequentially assigned number.</td>
</tr>
<tr>
<td>Class_id</td>
<td>Class_id</td>
<td>Integer</td>
<td>A sequentially assigned number.</td>
</tr>
<tr>
<td>Name</td>
<td>Name</td>
<td>String</td>
<td>The text of the menu items. Currently: Inbound or Outbound</td>
</tr>
<tr>
<td>DisplayOrder</td>
<td>DisplayOrder</td>
<td>Integer</td>
<td>A number assigned to determine the order of the menu items (Name).</td>
</tr>
</tbody>
</table>
Custom data elements written to the **ININ$InteractionType** table

Custom data elements written to the Oracle Service Cloud **ININ$InteractionType** table

<table>
<thead>
<tr>
<th>Data element</th>
<th>Column name</th>
<th>Data type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>ID</td>
<td>Integer</td>
<td>A sequentially assigned number.</td>
</tr>
<tr>
<td>Class_id</td>
<td>Class_id</td>
<td>Integer</td>
<td>A sequentially assigned number.</td>
</tr>
<tr>
<td>Name</td>
<td>Name</td>
<td>String</td>
<td>The text of the menu items. Currently: Call, Email, RNT_Web_Chat, I3_Web_Chat, I3_Email, Generic_Object, Callback</td>
</tr>
<tr>
<td>DisplayOrder</td>
<td>DisplayOrder</td>
<td>Integer</td>
<td>A number assigned to determine the order of the menu items (Name).</td>
</tr>
</tbody>
</table>
### Custom data elements written to the ININ$Interaction2Incident table

<table>
<thead>
<tr>
<th>Data element</th>
<th>Column name</th>
<th>Data type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>ID</td>
<td>Integer</td>
<td>A sequentially assigned number.</td>
</tr>
<tr>
<td>IncidentID</td>
<td>IncidentID</td>
<td>Integer</td>
<td>Used to join back to the Incidents table.</td>
</tr>
<tr>
<td>InteractionID</td>
<td>InteractionID</td>
<td>Integer</td>
<td>Used to join back to the ININ$Interaction table.</td>
</tr>
<tr>
<td>WorkTime</td>
<td>int_work_time</td>
<td>Integer</td>
<td>The amount of time in seconds that the associated workspace had focus.</td>
</tr>
</tbody>
</table>
Custom data elements written to the ININ$Interaction2Chat table

<table>
<thead>
<tr>
<th>Data element</th>
<th>Column name</th>
<th>Data type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>ID</td>
<td>Integer</td>
<td>A sequentially assigned number.</td>
</tr>
<tr>
<td>ChatID</td>
<td>ChatID</td>
<td>Integer</td>
<td>Used to join to the Oracle Service Cloud ChatID.</td>
</tr>
<tr>
<td>InteractionID</td>
<td>InteractionID</td>
<td>Integer</td>
<td>Used to join back to the ININ$Interaction table.</td>
</tr>
<tr>
<td>WorkTime</td>
<td>int_work_time</td>
<td>Integer</td>
<td>The amount of time in seconds that the associated workspace had focus.</td>
</tr>
</tbody>
</table>
## Change log

<table>
<thead>
<tr>
<th>Date</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>09-June-2010</td>
<td>Initial document created.</td>
</tr>
<tr>
<td>12-July-2012</td>
<td>Updated copyright information.</td>
</tr>
<tr>
<td>22-January-2013</td>
<td>Updated for 4.0 SU 3.</td>
</tr>
<tr>
<td>29-August-2014</td>
<td>Updated documentation to reflect changes required in the transition to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.</td>
</tr>
<tr>
<td>29-September-2014</td>
<td>Updated the data fields in this documentation. The application has been rewritten and the field names are now matching the current version of the software.</td>
</tr>
<tr>
<td>03-February-2015</td>
<td>Added Support of the Oracle Service Cloud UI section.</td>
</tr>
<tr>
<td>30-April-2015</td>
<td>Removed section Support of the Oracle Service Cloud UI.</td>
</tr>
<tr>
<td>09-October-2015</td>
<td>Updated for 2016 R1.</td>
</tr>
<tr>
<td>19-July-2017</td>
<td>Rebranded this document to apply Genesys terminology. Retitled it from &quot;IC Integration to Oracle Service Cloud&quot; to &quot;PureConnect Integration to Oracle Service Cloud&quot;.</td>
</tr>
<tr>
<td>07-August-2017</td>
<td>Updated cover, copyright and trademark pages.</td>
</tr>
</tbody>
</table>