GENESYS™

Interaction Quality Management
Data Dictionary

Technical Reference

2019 R3

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Abstract

This Technical Reference provides a concise and detailed description of the database tables CIC uses to store and generate reports on Interaction Recorder data. This document assists you in understanding the structure and content of these tables.

IQ Data Dictionary

This document contains the data dictionaries for Quality Management products. Table

of Contents (detailed):

Recorder

This is a Data Dictionary for PureConnect Interaction Recorder.

IR_AccessControl Table

The IR_AccessControl table contains security policies that apply to a given recording.

Column Name	Type	Null	Description	SU
RecordingId	UniqueIdentifier	No	ID of the recording.	GA
SecurityPolicyId	UniqueIdentifier	No	ID of the security policy.	GA

Indexes

Primary Key: RecordingId + SecurityPolicyId
Foreign Keys: RecordingId
Additional Indexes:

IR_ArchiveContent Table

The IR_ArchiveContent table contains the set of recordings that make up an archive volume.

Column Name	Type	Null	Description	SU
RecordingId	UniqueIdentifier	No	ID of the recording.	SU03
ArchiveId	UniqueIdentifier	No	ID of the archive volume.	SU03
ArchivedDate	DateTime	No	Date that the recording was archived.	SU03
ArchivedDateOffset	Integer	No	UTC offset of the archive date.	SU03

Indexes

Primary Key: RecordingId + ArchiveId + ArchivedDate
Foreign Keys: RecordingId, ArchiveId
Additional Indexes:

IR_ArchiveVolumeDescriptor Table

The IR_ArchiveVolumeDescriptor table contains the archive volumes.

Column Name	Type	Null	Description	SU
ArchiveId	UniqueIdentifier	No	ID of the archive volume.	SU03
VolumeName	NVarChar(128)	No	Name of the volume.	SU03
VolumeDT	DateTime2(7)	No	Date that the volume was created.	SU03
VolumeDTOffset	Integer	No	UTC offset of the volume created date.	SU03
ArchiveStartDT	DateTime2(7)	Yes	Date that archiving started.	SU03

ArchiveEndDT	DateTime2(7)	Yes	Date that archiving ended.	SU03
MediaURI	NVarChar(1024)	Yes	URI where the volume was created.	SU03

Indexes

Primary Key: ArchiveId
Foreign Keys:
Additional Indexes:

IR_Audit Table

The IR_Audit table contains a history of audited events events in Interaction Recorder.

Column Name	Type	Null	Description	SU
AuditId	UniqueIdentifier	No	ID of the audit record.	GA
Id	UniqueIdentifier	No	ID of the entity being audited.	GA
AuditDate	DateTime	No	Time that the audited event occured.	GA
AuditDateOffset	Integer	No	UTC offset of the audit date.	GA
AuditOperation	SmallInt	No	Operation that occurred. (See below)	GA
IndivId	Char(22)	Yes	Individual ID of the user who performed the operation.	GA
ICUID	NVarChar(255)	Yes	The IC User ID of the user who performed the operation.	GA
AuditedName	NVarChar(255)	Yes	Display name of the user who performed the operation.	GA
Comments	NVarChar(1024)	Yes	Description of the operation being performed.	GA
Version	Integer	No	Version of the database row.	GA

Indexes

Primary Key: AuditId
Foreign Keys: IndivId, Id
Additional Indexes:

Explanation of AuditOperation

AuditOperation can be one the following values:

Value	Description	Release	Has Comments
10	Played recording.		
11	Downloaded recording.		
12	Emailed recording.		
14	Modified recording.		yes

15	Deleted recording.		
16	Archived recording	SU3	
17	Retention Expiration modified outside of retention policies	2019R1	yes
50	Began scoring.		
52	Updated scorecard.		
53	Finished scoring.		
54	Deleted scorecard.	SU5	
59	Created master key.		
60	Activated master key password.	SU4	
61	Revoked master key password.	SU4	
62	Changed master key password.	SU4	
63	Added master key password.	SU4	
64	Removed master key password.	SU4	
65	Interaction was monitored through recorder	SU4	
70	Added a questionnaire	SU6	
71	Updated a questionnaire	SU6	
72	Deleted a questionnaire	SU6	
80	Modify a policy	2015r1	yes
81	Re-eval all retention policies	2015r1	
82	Re-eval some retention policies	2015r1	yes
83	Re-eval all security policies	2015r1	
84	Re-eval some security policies	2015r1	yes
85	Re-eval all retention policies (legacy)	2015r1	
86	Re-eval some retention policies (legacy)	2015r1	yes
87	Re-eval policies started	2015r1	
88	Re-eval policies complete	2015r1	
89	Re-eval retention policies started	CIC 2015 R4	
90	Re-eval retention policies complete	CIC 2015 R4	
91	Re-eval retention policies canceled	CIC 2015 R4	
92	Re-eval security policies started	CIC 2015 R4	
93	Re-eval security policies complete	CIC 2015 R4	
94	Re-eval security policies canceled	CIC 2015 R4	

Description of Audit Comments

Code	Example	Definition
+T	+T Agent	The tag was added to the recording
-T	-T Agent	The tag was removed from the recording
+A	+A Age=15	The attribute and value was added to the recording
=A	=A Age=20	The attribute value was modified
-A	-A Age	The attribute was removed
=V	=VOld00001	The recording was archived to the volume
=ScSS	=ScSS	Scorecard signature state changed
=ScSC	=ScSC	Scorecard signature comments modified
-MC	-MC	Monitored interaction was coaching
-MJ	-MJ	Monitored interaction was joined
-ML	-ML	Monitored interaction was listened to
-Sc	-Sc	Scorecard with audit event
+RR	+RR <20150101 04:00:00> <20150201 03:59:59>	Retention policy re-evaluation range
+SR	+SR <20150101 04:00:00> <20150201 03:59:59>	Security policy re-evaluation range
+RA	+RA <20150101>	Retention re-evaluation after date
+P	+P Record all calls	Named policy was added
=P	=P Record all calls	Named policy was modified
-P	-P Record all calls	Named policy was deleted
=SPRC	=SPRC x,y	Security Policy re-evaluation completing where x = current policy and y = total number of policies
+B	+B <x>,<y>, [z]	Bookmark was added to the recording where x= bookmark start time, y = bookmark end time and z = bookmark text
=B	=B <x>,<y>, [z]	Bookmark was modified on the recording where x= bookmark start time, y = bookmark end time and z = bookmark text
-B	-B <x>,<y>, [z]	Bookmark was remove from the recording where x= bookmark start time, y = bookmark end time and z = bookmark text
=RRE	=RRE 2018-12-03 21:56:13	Recording Retention Expiration date that the was set for a recording outside of the retention policies from a client-side application

IR_CustomAttribute Table

The IR_CustomAttribute table contains values for interaction attributes captured on recordings.

Column Name	Type	Null	Description	SU
RecordingId	UniqueIdentifier	No	ID of the recording who's interaction had the value.	GA

CustomAttributeNameId	Integer	No	ID of the name of the custom attribute. Each name is stored uniquely in the IR_CustomAttributeName table.	GA
Value	NVarChar(255)	No	Value of the attribute.	GA
Version	Integer	No	Version of the database row.	GA

Indexes

Primary Key: RecordingId + CustomAttributeNameId
Foreign Keys: RecordingId, CustomAttributeNameId
Additional Indexes:

IR_CustomAttributeName Table

The IR_CustomAttributeName table contains the names of custom attributes captured on recordings. These names can be referenced by many recordings.

Column Name	Type	Null	Description	SU
CustomAttributeNameId	Integer	No	ID of the custom attribute name.	GA
Name	NVarChar(255)	No	Name of the custom attribute.	GA

Indexes

Primary Key: CustomAttributeNameId
Foreign Keys:
Additional Indexes: Name

IR_Event Table

The IR_Event table contains events that happened during the recording of the interaction.

Column Name	Type	Null	Description	SU
EventId	Integer	No	ID of the event.	GA
RecordingId	UniqueIdentifier	No	ID of the recording where this event happened.	GA
EventType	SmallInt	No	Type of event that happened. (See below)	GA
EventDate	DateTime2	No	Time that the event occured.	GA
EventDateOffset	Integer	No	UTC offset of the event date.	GA
Duration	Integer	Yes	Duration of the event in milliseconds.	GA
IndivId	Char(22)	Yes	Individual ID of the user associated with this event.	GA
IntxId	Char(22)	Yes	ID of the interaction segment associated with this event.	GA

Intx_Part_Id	Char(22)	Yes	ID of the participant associated with this event.	GA
DisplayName	NVarChar(255)	Yes	Display name of the user associated with this event.	GA
IsInternalParticipant	TinyInt	No	Is the associated participant internal? One if true else zero.	GA
ConnValue	NVarChar(255)	Yes	For the Connect and Party Added events. The connection value of the participant.	GA
Workgroup	NVarChar(255)	Yes	Workgroup of the agent on who the recording was initiated.	GA
InitiatedFor	TinyInt	No	For the Connect event, is this the participant the recording was initiated for. One if true else zero.	GA
Version	Integer	No	Version of the database row.	GA
Notes	NVarChar(1024)	Yes	Notes about the event. For annotations this is the text body of the annotation.	GA
KeywordId	Integer	Yes	For keyword spots. The ID of the keyword that was spotted. Each name is stored uniquely in the IR_Keyword table.	GA
KeywordChannel	TinyInt	Yes	For keyword spots. The channel on which the keyword was spotted.	GA
KeywordScore	SmallInt	Yes	For keyword spots. The score given to that spot.	SU03
KeywordUtterance	VarChar(1024)	Yes	For keyword spots. The utterance detected for that spot	SU05
KeywordConfidence	Numeric(19,15)	Yes	For keyword spots. The confidence level at which that spot was detected	SU05

Indexes

Primary Key: EventId
Foreign Keys: RecordingId, IndivId, IntxId, Intx_Part_Id, KeywordId
Additional Indexes: EventDate, IndivId, Intx_Part_Id, IntxId, KeywordId, (RecordingId, EventType, Duration), (EventType, RecordingID, EventId), (EventType, KeywordConfidence, RecordingID)

Explanation of EventType

EventType can be one the following values:

Value	Description	SU	Time Auth
0	Participant connected.	GA	IC
1	Call went on hold.	GA	IC

2	Bookmark on the recording.			IC
3	Keyword spot on the recording.			Media
4	Recording started on the media server.	SU02		Media
5	Secure pause	SU03		IC
6	Secure IVR	SU03		IC
7	Wrapup Code	SU04		IC
8	Transfer	SU05		IC
9	Snippet Request	2016r3		IC
10	Park	2018r1		IC

IR_EventKeywordInfo Table

Column Name	Type	Null	Description	SU
EventId	Integer	No	The EventId from the corresponding IR_Event row entry	2015r4
KeywordSetId	Integer	No	The KeywordSetId from the corresponding IR_KeywordSet row entry	2015r4

Indexes

Primary Key: EventId
Foreign Keys: EventId, KeywordSetId
Additional Indexes: KeywordSetId

IR_Keyword Table

The IR_Keyword table contains the names of keywords that were spotted on the recording. These names can be referenced by many recordings.

Column Name	Type	Null	Description	SU
KeywordId	Integer	No	ID of the keyword.	GA
KeywordName	NVarChar(128)	No	Name of the keyword.	GA

Indexes

Primary Key: KeywordId
Foreign Keys:
Additional Indexes:

IR_KeywordSet Table

Column Name	Type	Null	Description	SU
KeywordSetId	Integer	No	ID the keyword set entry.	2015r4
DisplayName	NVarChar(128)	No	Display Name of the keyword set	2015r4
Category	NVarChar(128)	Yes	Category of the keyword set	2015r4

Indexes

Primary Key: KeywordSetId
Foreign Keys:
Additional Indexes: DisplayName, Category

IR_QAnswer Table

The IR_QAnswer table contains answers to a question on a questionnaire.

Column Name	Type	Null	Description	SU
QAnswerId	UniqueIdentifier	No	ID of the answer.	GA
QFormId	UniqueIdentifier	No	ID of the form that contains this answer.	GA
QQuestionId	UniqueIdentifier	No	ID of the question that was answered.	GA
Sequence	Integer	No	Sequence number of the answer within the form.	GA
Score	Numeric(19,6)	Yes	Score given to the answer.	GA
RawAnswer	NVarChar(1024)	Yes	Raw text input of the answer.	GA
UserComments	NVarChar(1024)	Yes	Comments provided with the answer.	GA
IsMarkedNA	TinyInt	No	Was the answer marked N/A? One if true else zero.	GA
Version	Integer	No	Version of the database row.	GA

Indexes

Primary Key: QAnswerId
Foreign Keys: QFormId, QQuestionId
Additional Indexes: QFormId + QQuestionId + Sequence

IR_QDirectory Table

The IR_QDirectory table contains questionnaires directories. Questionnaires are contained in these directories.

Column Name	Type	Null	Description	SU
QDirectoryId	UniqueIdentifier	No	ID of the directory.	GA
QDirectoryName	NVarChar(255)	Yes	Name of the directory.	GA
Note	NVarChar(1024)	Yes	Notes about the directory.	GA
IsTemplate	TinyInt	No	Is the directory a template? One if true else zero. (Reserved for later use)	GA
Version	Integer	No	Version of the database row.	GA

Indexes

Primary Key: QDirectoryId
Foreign Keys:
Additional Indexes:

IR_QForm Table

The IR_QForm table contains saved and completed forms for a questionnaire.

Column Name	Type	Null	Description	SU
QFormId	UniqueIdentifier	No	ID of the form.	GA
QuestionnaireId	UniqueIdentifier	No	ID of the questionnaire this form provides answers to.	GA
RecordingId	UniqueIdentifier	Yes	ID of the recording that this form refers to.	GA
ScoringIndivId	Char(22)	Yes	Individual ID of the user who is scoring the recording.	GA
TargetIndivId	Char(22)	Yes	Individual ID of the user being scored.	GA
TargetIntx_Part_Id	Char(22)	Yes	Participant ID on the interaction of the user being scored.	GA
ScoringState	Integer	No	Scoring state of the form. (See below)	GA
Score	Numeric(19,6)	No	Total score of the form.	GA
RankName	NVarChar(40)	Yes	Name of the rank given to the form based on it's score.	GA
MaxScore	Numeric(19,6)	Yes	Maximum score of all answers scored for the form.	GA
MinScore	Numeric(19,6)	Yes	Minimum score of all answers scored for the form.	GA
ScoringDate	DateTime	Yes	Time the form was last scored and saved.	GA
ScoringDateOffset	Integer	Yes	UTC offset of the scoring date.	GA
AssignedDesc	NVarChar(1024)	Yes	Name of the Recorder Policy that caused the form to be assigned.	GA
NonCriticalMaxScore	Numeric(19,6)	Yes	Total maximum score of all non-critical questions answered for the form.	GA
NonCriticalMinScore	Numeric(19,6)	Yes	Total minimum score of all non-critical questions answered for the form.	GA
NonCriticalScore	Numeric(19,6)	Yes	Total score of all non-critical questions answered for the form.	GA

CriticalAccuracyScore	Numeric(19,6)	Yes		Stores the critical accuracy percentage (0.00 – 100.00) of positively answered critical questions divided by the total number of critical questions answered within a scorecard.	GA
NumAnsweredCriticalQstns	Integer	Yes		Number of critical questions answered.	GA
NumPosAnsweredCriticalQstns	Integer	Yes		Number of positively answered critical questions.	GA
IsFailed	TinyInt	Yes		Indicates whether the scorecard has been marked Pass or Fail. NULL for non-pass/fail questionnaires. (See below)	GA
UsingForCalibration	TinyInt	No		Was this form used for calibration. (See table below)	GA
SignoffState	TinyInt	Yes		State of the sign-off process. (See below)	SU03
SignoffComments	NVarChar(2000)	Yes		Comments about the sign-off.	SU03
Version	Integer	No		Version of the database row.	GA

Indexes

Primary Key: QFormId
Foreign Keys: QuestionnaireId, RecordingId, ScoringIndivId, TargetIndivId, TargetIntx_Part_Id
Additional Indexes:

Explanation of ScoringState

ScoringState can be one the following values:

Value	Description
0	None. Scoring has not yet started.
1	Assigned. Questionnaire Scorecard has been assigned but not started.
2	Incomplete. Questionnaire Scorecard has been saved but not finished.
3	Finished.

Explanation of IsFailed

IsFailed can be one the following values:

Value	Description
NULL	Not marked passed or failed. Either the questionnaire is not pass/fail or the scorecard has not been finished.
0	Scorecard passed.
1	Scorecard failed.

SignoffState can be one the following values:

Value	Description
NULL	Sign-off process has not yet started.
0	Sign-off process is in progress.
1	Sign-off process has completed.

UsingForCalibration can be one of the following values:

Value	Description
0	Not marked for calibration.
1	Marked for calibration.
2	Required for calibration. Set via a policy or assigned via the recorder module.

Note: 0=Not marked for calibration and >0=Marked for calibration.

IR_QGroup Table

The IR_QGroup table contains groups that hold questionnaire questions. Questionnaires are composed of groups. Those groups contain questions.

Column Name	Type	Null	Description	SU
QGroupId	UniqueIdentifier	No	ID of the group.	GA
QuestionnaireId	UniqueIdentifier	Yes	ID of the questionnaire that contains this group.	GA
GroupName	NVarChar(255)	No	Name of the group.	GA
Sequence	Integer	No	Sequence number of the group within the questionnaire.	GA
Note	NVarChar(1024)	Yes	Notes for the group.	GA
IsOptional	TinyInt	No	Is the group optional? One if true else zero.	GA
IsTemplate	TinyInt	No	Is the group a template? One if true else zero. (Reserved for later use)	GA
Version	Integer	No	Version of the database row.	GA

Primary Key: QGroupId
Foreign Keys: QuestionnaireId
Additional Indexes:

IR_QQuestion Table

The IR_QQuestion table contains questions in a questionnaire. Questions belong to groups (IR_QGroup) who in turn belong to questionnaires.

Column Name	Type	Null	Description	SU
QQuestionId	UniqueIdentifier	No	ID of the question.	GA
QGroupId	UniqueIdentifier	No	ID of the group that contains this question.	GA
QuestionText	NVarChar(1024)	No	Question text. The question being asked/stated.	GA
QuestionType	SmallInt	No	Type of question. (See below)	GA
QuestionPromptType	SmallInt	No	Specifies if the question is required. (See below)	GA
HelpText	NVarChar(1024)	Yes	Text to help clarify the question and how to answer.	GA
Weight	Numeric(19,6)	No	Weight placed on the question (-100.00 to 100.00)	GA
Sequence	Integer	No	Sequence number of the question within the group.	GA
MaxScore	Numeric(19,6)	No	Maximum score an integer/decimal question can have.	GA
MinScore	Numeric(19,6)	No	Minimum score an integer/decimal question can have.	GA
MinAcceptableScore	Numeric(19,6)	No	Minimum acceptable score the question can have. (Reserved for later use)	GA
Note	NVarChar(1024)	Yes	Notes about the question.	GA
IsTemplate	TinyInt	No	Is the question a template? One if true else zero. (Reserved for later use)	GA
HasCommentField	TinyInt	No	Should a comment field be displayed with the question? One if true else zero.	GA
CanMarkNA	TinyInt	No	Can the question be marked N/A? One if true else zero.	GA
Version	Integer	No	Version of the database row.	GA

Indexes

Primary Key: QQuestionId
Foreign Keys: QGroupId
Additional Indexes:

Explanation of QuestionType

QuestionType can be one the following values:

Value	Description

1	Free text question. (non-scoring)
2	Integer question.
3	Decimal question.
10	True / false question.
11	Multiple choice question.

Explanation of QuestionPromptType

QuestionPromptType can be one the following values:

Value	Description
0	None.
1	Optional question.
2	Required question.
3	Critical question.

IR_QQuestionEnum Table

The IR_QQuestionEnum table contains enumerations for true/false and multiple choice questions. Also contains min/max values for numeric questions.

Column Name	Type	Null	Description	SU
QQuestionId	UniqueIdentifier	No	ID of the question associated with this enumeration.	GA
Sequence	Integer	No	Sequence number of the enumeration within the question.	GA
EnumText	NVarChar(255)	No	Text displayed for the enumerated choice.	GA
HelpText	NVarChar(1024)	Yes	Help text displayed with the enumerated choice.	GA
Score	Numeric(19,6)	No	Score given if the enumerated choice is selected.	GA
Version	Integer	No	Version of the database row.	GA

Indexes

Primary Key: QQuestionId + Sequence
Foreign Keys:
Additional Indexes:

IR_Questionnaire Table

The IR_Questionnaire table contains questionnaires used to score recordings for quality assurance purposes.

Column Name	Type	Null	Description	SU
QuestionnaireId	UniqueIdentifier	No	ID of the questionnaire.	GA
QDirectoryId	UniqueIdentifier	No	ID of the directory this questionnaire belongs to.	GA

QuestionnaireName	NVarChar(255)	No	Name of the questionnaire.	GA
RankGroupId	UniqueIdentifier	Yes	ID of the rank group used to rank forms produced by this questionnaire.	GA
MaxScore	Numeric(19,6)	Yes	Maximum score the questionnaire can have.	GA
MinScore	Numeric(19,6)	Yes	Minimum score the questionnaire can have.	GA
MinAcceptableScore	Numeric(19,6)	Yes	Minimum acceptable score the questionnaire can have. (reserved for later use)	GA
Note	NVarChar(1024)	Yes	Notes for the questionnaire.	GA
IsTemplate	TinyInt	No	Is the questionnaire a template? One if true else zero. (reserved for later use)	GA
IsLocked	TinyInt	No	Is the questionnaire locked? Called 'published' in the Recorder Client. Once a questionnaire is published it cannot be edited and can be used for scoring.	GA
ShowRankWhileScoring	TinyInt	No	Should the rank be displayed while scoring? One if true else zero.	GA
TotalNumCriticalQuestions	Integer	No	Total number of critical questions in the questionnaire.	GA
Version	Integer	No	Version of the database row.	GA
IsActive	TinyInt	No	Is the questionnaire active? If the questionnaire is not active it is not editable or used for scoring. It is only there to be displayed with exiting forms. One if true else zero. (reserved for later use)	GA
ShowPassFailWhileScoring	TinyInt	No	While scoring the form, displays the pass/fail option on a scorecard. One if true else zero.	GA

Indexes

Primary Key: QuestionnaireId
Foreign Keys: QDirectoryId, RankGroupId
Additional Indexes:

IR_RankDefn Table

The IR_RankDefn table contains an individual rank within a rank group. If a questionnaire form's score is less than the rank's percentage but greater than any other rank then the form is assigned this rank. Interaction Feedback surveys also use these ranks.

Column Name	Type	Null	Description	SU
RankId	UniqueIdentifier	No	ID of the rank.	GA
RankGroupId	UniqueIdentifier	No	ID of the rank group that contains this rank.	GA
RankName	NVarChar(40)	No	Name of the rank.	GA
RankPct	Numeric(19,6)	No	Maximum percentage to be in this rank.	GA
Version	Integer	No	Version of the database row.	GA

Indexes

Primary Key: RankId
Foreign Keys: RankGroupId
Additional Indexes:

IR_RankGroup Table

The IR_RankGroup table contains rank groups used to rank questionnaire forms. Rank groups contain individual ranks. Interaction Feedback surveys also use these rank groups.

Column Name	Type	Null	Description	SU
RankGroupId	UniqueIdentifier	No	ID of the rank group.	GA
GroupName	NVarChar(60)	No	Name of the rank group.	GA
Version	Integer	No	Version of the database row.	GA

Indexes

Primary Key: RankGroupId
Foreign Keys:
Additional Indexes:

IR_RecordingMedia Table

The IR_RecordingMedia table is the primary table for a recording. There is one row for every recording managed by Interaction Recorder.

Column Name	Type	Null	Description	SU
RecordingId	UniqueIdentifier	No	ID of the recording.	GA
RelatedRecordingId	UniqueIdentifier	Yes	ID of a related recording. Relates a recording of a segment to it's previous segment or relates a screen recording to it's associated interaction. More than one screen recording can be associated with an interaction recording.	GA
MediaURI	NVarChar(1024)	Yes	URI where the recording is stored.	GA

MediaKey	NVarChar(1024)	Yes	A key that when applied with the Master Key File can decrypt the recording. See documentation on Interaction Recorder's security for more details.	GA
MediaType	SmallInt	No	Type of media recorded. (See below)	GA
FileSize	Integer	Yes	Size of the recording file in bytes.	GA
RecordingDate	DateTime2	No	Time the recording was made.	GA
RecordingDateOffset	Integer	No	UTC offset of the recording date.	GA
ExpirationDate	DateTime	Yes	Expiration date of the recording. When the recording expires it's retention policies are re-evaluated.	GA
StartEventCode	Integer	No	Reserved.	GA
Duration	Integer	Yes	Duration of the interaction in milliseconds.	GA
~~ServerId~~	~~NVarChar(64)~~	~~Yes~~	~~Reserved.~~	~~GA~~, Removed in SU03
FromConnValue	NVarChar(255)	Yes	Connection value of the initiator of the interaction.	GA
ToConnValue	NVarChar(255)	Yes	Connection value of the receiver of the interaction.	GA
MediaStatus	NVarChar(56)	Yes	Key that provides licensed access to the recording. This is not for encryption. NULL if the recording is encumbered.	GA
Direction	TinyInt	Yes	Direction the interaction was going. (See below)	GA
QueueObjectIdKey	VarChar(36)	Yes	ID of the interaction of this recording.	GA
InitiationPolicyName	NVarChar(50)	Yes	Name of the initiation policy that initiated this recording.	GA
ScreenRecordedHostName	NVarChar(255)	Yes	If this is a screen recording this is the name of the computer where the recording was made.	GA
LineName	NVarChar(50)	Yes	If this is a call recording then this is name of the line that the call took place on.	GA
NumAttachments	SmallInt	Yes	If this is an email recording then this is the number of attachments on that email.	GA
CallType	TinyInt	Yes	For call recordings the type of call. (See below)	GA

Version	Integer	No		Version of the database row.	GA
KeywordCustomerScore Positive	Integer	Yes		Total score of the positive keywords spotted on the customer's channel.	GA
KeywordCustomerScore Negative	Integer	Yes		Total score of the negative keywords spotted on the customer's channel.	GA
KeywordAgentScorePosit ive	Integer	Yes		Total score of the positive keywords spotted on the agent's channel.	GA
KeywordAgentScoreNeg ative	Integer	Yes		Total score of the negative keywords spotted on the agent's channel.	GA
IsArchived	TinyInt	No		Has the recording been archived? One if true else zero.	SU03
RecordingType	SmallInt	Yes		The type of the recording (See "Explanation of RecordingType" below)	2016r3

Indexes

Primary Key: RecordingId
Foreign Keys: RelatedRecordingId
Additional Indexes: ExpirationDate, KeywordAgentScorePositive, KeywordAgentScoreNegative, KeywordCustomerScorePositive, KeywordCustomerScoreNegative, QueueObjectIdKey, RecordingDate

Explanation of MediaType

MediaType can be one the following values:

Value	Description
0	None.
1	Call.
2	Chat.
3	Email.
4	Fax.
5	Screen.
6	Chat Transcript
7	Add Hoc Screen
8	Social Conversation
9	Social Direct Message

Explanation of Direction

Direction can be one the following values:

Value	Description
0	Invalid.
1	Inbound.

2	Outbound.
3	Intercom.
4	Unknown.

Explanation of CallType

CallType can be one the following values:

Value	Description
0	Unknown.
1	External, Inbound or Outbound.
2	Intercom.
3	Conference.

Explanation of RecordingType

RecordingType can be one the following values:

Value	Description
NULL	RecordingType not specified. IR_RecordingMedia rows that were created prior to 2016r3 will always have null entries for this column since the column didn't exist until 2016r3.
0	Policy-based recording.
1	Snippet recording.

IR_RecordingMediaSnippets Table

The IR_RecordingMediaSnipppets table maps snippet recording IDs to corresponding policy recording IDs. Note that an entry will only exist in this table for a snippet recording if a policy recording of an interaction was done at the same time as a snippet recording of the same interaction.

Column Name	Type	Null	Description	SU
SnippetRecordingId	UniqueIdentifier	No	ID of the snippet recording.	2016r3
PolicyRecordingId	UniqueIdentifier	No	ID of the policy-based recording.	2016r3

Indexes

Primary Key: SnippetRecordingId
Foreign Keys: SnippetRecordingId, PolicyRecordingId
Additional Indexes: PolicyRecordingId

IR_RecordingWork Table

The IR_RecordingWork table contains temporary data used when a search is performed.

Column Name	Type	Null	Description	SU
SessionId	UniqueIdentifier	No	ID of the client's session.	GA
RecordingId	UniqueIdentifier	No	ID of the recording.	GA
RecordingDate	DateTime	No	Date the recording was made.	GA
FetchStatus	TinyInt	No	Fetch status.	GA

Primary Key:
Foreign Keys:
Additional Indexes: RecordingDate, RecordingId, SessionId

IR_SecurityPolicy Table

The IR_SecurityPolicy table contains the SQL to be used for all the criteria test of each security policy. This is to be used while updating IR_AccessControl table.

Column Name	Type	Null	Description	SU
SecurityPolicyId	UniqueIdentifier	No	ID of the SecurityPolicy.	2016r1
ApplySql	NVarChar(MAX)	Yes	SQL Select statement of the criteria selection for this SecurityPolicy.	2016r1

Indexes

Primary Key: SecurityPolicyId
Foreign Keys:
Additional Indexes:

IR_SocialMediaRecording Table

The IR_SocialMedia table contains the data related to the Social Media interactions (present for Media Types of Social Conversation (8) and Social Direct Message (9).

Column Name	Type	Null	Description	SU
RecordingId	UniqueIdentifier	No	ID of the recording.	2018r4
Platform	Smallint	No	Platform id of the interaction (see below)	2018r4
ChannelId	NVarChar(128)	No	Channel id related to the interaction	2018r4
ChannelName	NVarChar(1024)	No	Channel name related to the interaction	2018r4
Page	NVarChar(128)	Yes	Page related to the interaction	2018r4

Indexes

Primary Key: RecordingId
Foreign Keys: RecordingId
Additional Indexes: IX_IR_SocialMediaRec_Channel, IX_IR_SocialMediaRec_ChannelId, IX_IR_SocialMediaRec_Page,
Explanation of Platform

RecordingType can be one the following values:

Value	Description
1	Facebook.
2	Twitter.

IR_Tag Table

The IR_Tag table contains names of tags. These names can be referenced by many recordings.

Column Name	Type	Null	Description	SU
TagId	Integer	No	ID of the tag.	GA
TagName	NVarChar(80)	No	Name of the tag.	GA

Indexes

Primary Key: TagId
Foreign Keys:
Additional Indexes: TagName

IR_TagMap Table

The IR_TagMap table contains entries for how tags are mapped to recordings. Tags can be mapped to recordings for search and other purposes.

Column Name	Type	Null	Description	SU
RecordingId	UniqueIdentifier	No	ID of the recording the tag is mapped to.	GA
TagId	Integer	No	ID of the tag that is mapped.	GA
KeywordSetName	NVarChar(128)	Yes	If non-NULL, this tag is being added to this recording due to Interaction Analyzer spotting a keyword in this set.	SU5

Indexes

Primary Key: RecordingId + TagId
Foreign Keys: RecordingId, TagId
Additional Indexes: TagId