



PureConnect®

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See [Change Log](#) for summary of changes.



PureConnect Integration to Oracle Service Cloud Data Dictionary

Technical Reference

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/pureconnect>.

For copyright and trademark information, see https://help.genesys.com/pureconnect/desktop/copyright_and_trademark_information.htm.

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Introduction to the PureConnect Integration to Oracle Service Cloud

The PureConnect Oracle Service Cloud Integration writes historical data to custom tables in the Oracle Service Cloud database. The *PureConnect Integration to Oracle Service Cloud Data Dictionary* describes that historical data.

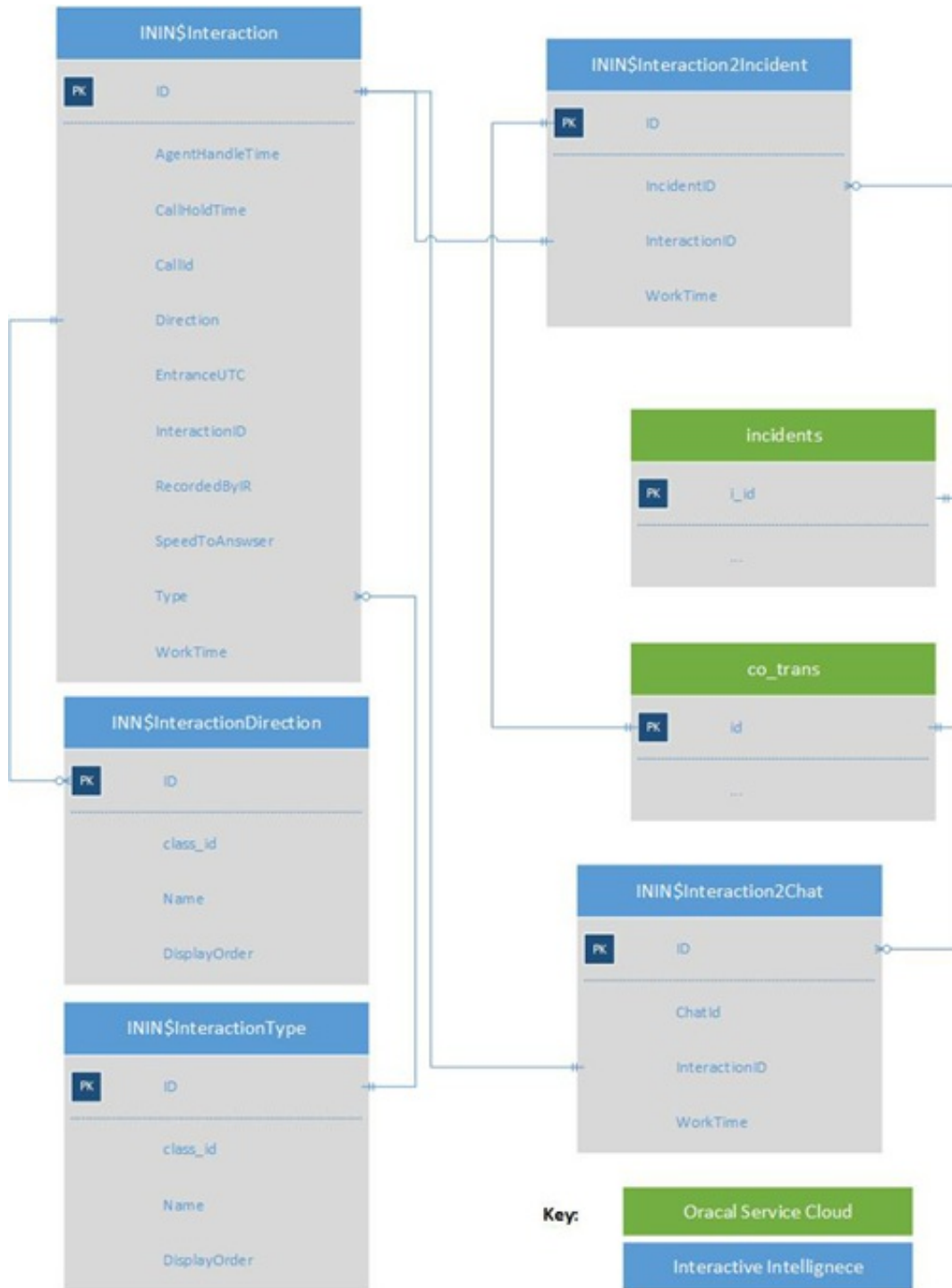
Tables used by the integration

The PureConnect Integration to Oracle Service Cloud 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 the following five custom tables in the Oracle Service Cloud database:

- [Custom data elements written to the ININ\\$Interaction table](#)
- [Custom data elements written to the ININ\\$InteractionDirection table](#)
- [Custom data elements written to the ININ\\$InteractionType table](#)
- [Custom data elements written to the ININ\\$Interaction2Incident table](#)
- [Custom data elements written to the ININ\\$Interaction2Chat table](#)

Schema of tables used by the integration



Custom data elements written to the ININ\$Interaction table

Custom data elements written to the Oracle Service Cloud `ININ$Interaction` table

Data element	Column name	Data type	Description
ID	ID	Integer	A sequentially assigned number.
AgentHandleTime	agent_handle_time	Integer	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.
CallHoldTime	CallHoldTime	Integer	The amount of time in seconds that the interaction was in a held state while connected to the agent.
CallId	CallId	String	The CallID assigned to the interaction. See the PureConnect Data Dictionary link on the Interaction Reporting Help page for more information on CallIDKey.
Direction	Direction	Menu	The direction of the interaction: Possible values are: <ul style="list-style-type: none"> • 1 – Inbound • 2 - Outbound
EntranceUTC	int_entrance_utc	Date Time	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: <ul style="list-style-type: none"> • 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

Custom data elements written to the Oracle Service Cloud ININ\$InteractionDirection table

Data element	Column name	Data type	Description
ID	ID	Integer	A sequentially assigned number.
Class_id	Class_id	Integer	A sequentially assigned number.
Name	Name	String	The text of the menu items. Currently: Inbound or Outbound
DisplayOrder	DisplayOrder	Integer	A number assigned to determine the order of the menu items (Name).

Custom data elements written to the ININ\$InteractionType table

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

Data element	Column name	Data type	Description
ID	ID	Integer	A sequentially assigned number.
Class_id	Class_id	Integer	A sequentially assigned number.
Name	Name	String	The text of the menu items. Currently: Call, Email, RNT_Web_Chat, I3_Web_Chat, I3_Email, Generic_Object, Callback
DisplayOrder	DisplayOrder	Integer	A number assigned to determine the order of the menu items (Name).

Custom data elements written to the ININ\$Interaction2Incident table

Custom data elements written to the Oracle Service Cloud ININ\$Interaction2Incident table

Data element	Column name	Data type	Description
ID	ID	Integer	A sequentially assigned number.
IncidentID	IncidentID	Integer	Used to join back to the Incidents table.
InteractionID	InteractionID	Integer	Used to join back to the ININ\$Interaction table.
WorkTime	int_work_time	Integer	The amount of time in seconds that the associated workspace had focus.

Custom data elements written to the ININ\$Interaction2Chat table

Custom data elements written to the Oracle Service Cloud ININ\$Interaction2Chat table

Data element	Column name	Data type	Description
ID	ID	Integer	A sequentially assigned number.
ChatID	ChatID	Integer	Used to join to the Oracle Service Cloud ChatID.
InteractionID	InteractionID	Integer	Used to join back to the ININ\$Interaction table.
WorkTime	int_work_time	Integer	The amount of time in seconds that the associated workspace had focus.

Change log

The following table lists the changes to the *PureConnect Integration to Oracle Service Cloud Data Dictionary* since its initial release.

Date	Changes
09-June-2010	Initial document created.
12-July-2012	Updated copyright information.
22-January-2013	Updated for 4.0 SU 3.
29-August-2014	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.
29-September-2014	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.
03-February-2015	Added Support of the Oracle Service Cloud UI section.
10-April-2015	Updated for 2015 R3.
30-April-2015	Removed section Support of the Oracle Service Cloud UI.
04-August-2015	Updated for 2015 R4.
09-October-2015	Updated for 2016 R1.
21-December-2015	Updated for 2016 R2.
19-July-2017	Rebranded this document to apply Genesys terminology. Retitled it from "IC Integration to Oracle Service Cloud" to "PureConnect Integration to Oracle Service Cloud".
07-August-2017	Updated cover, copyright and trademark pages.
20-June-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section...".