

5. The CCR Database

- WARNING**

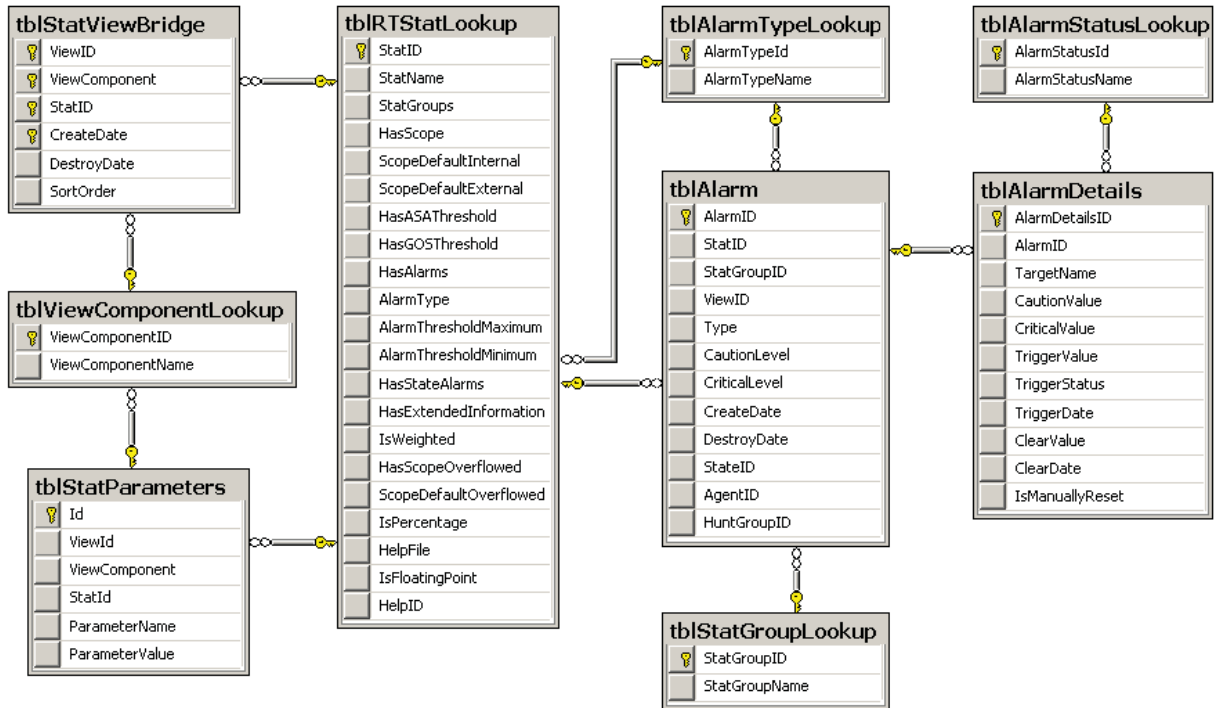
Access to the IP Office Customer Call Reporter database should only be done by persons with MS-SQL experience. Avaya does not accept any liability or responsibility for loss of data or other problems resulting from direct database access.

The tables and fields shown here and their relationships are only examples. The database is liable to change and differ between different IP Office Customer Call Reporter versions.

5.1 Database Part 1

- WARNING**

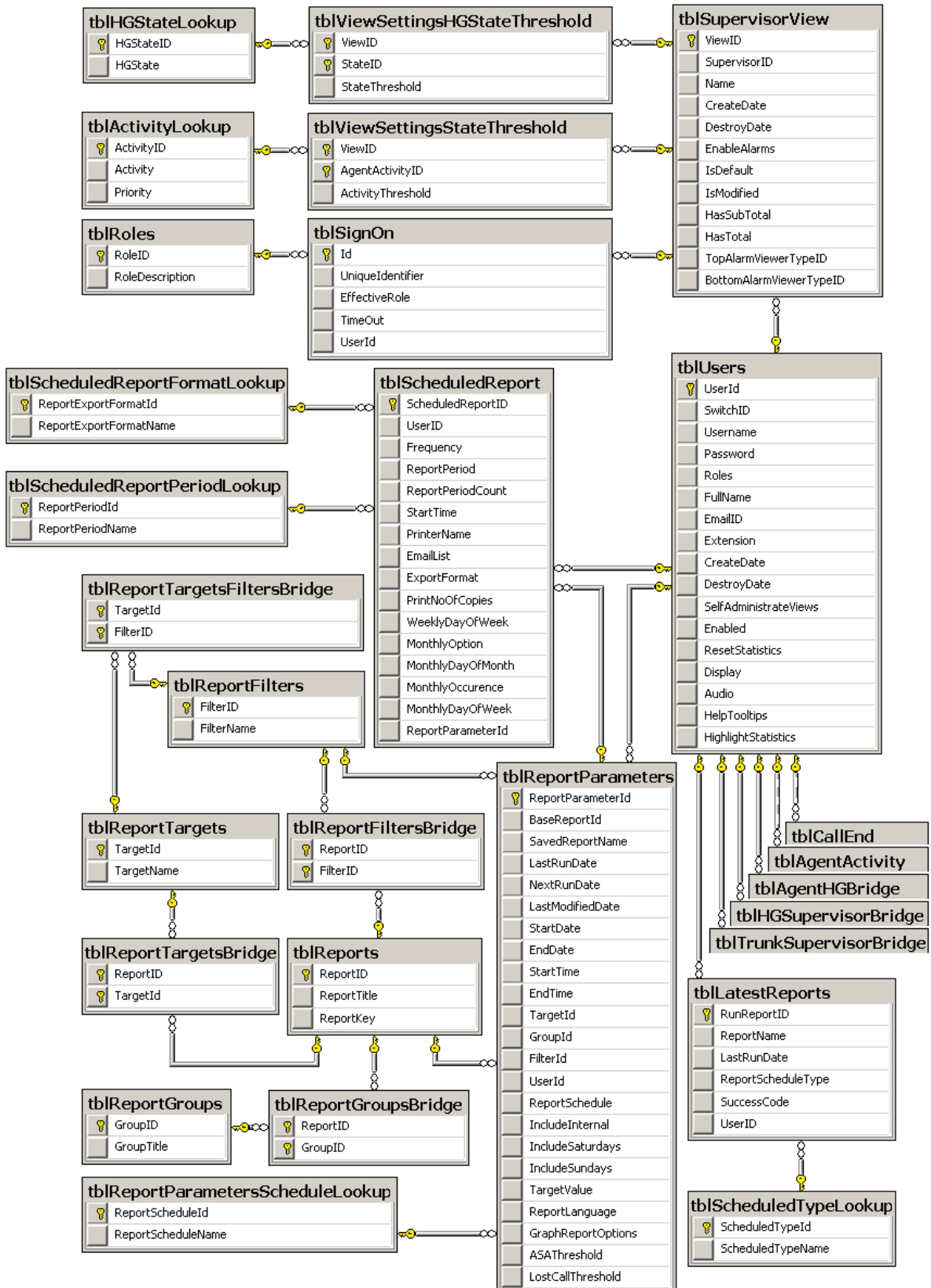
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5.2 Database Part 2

• **WARNING**

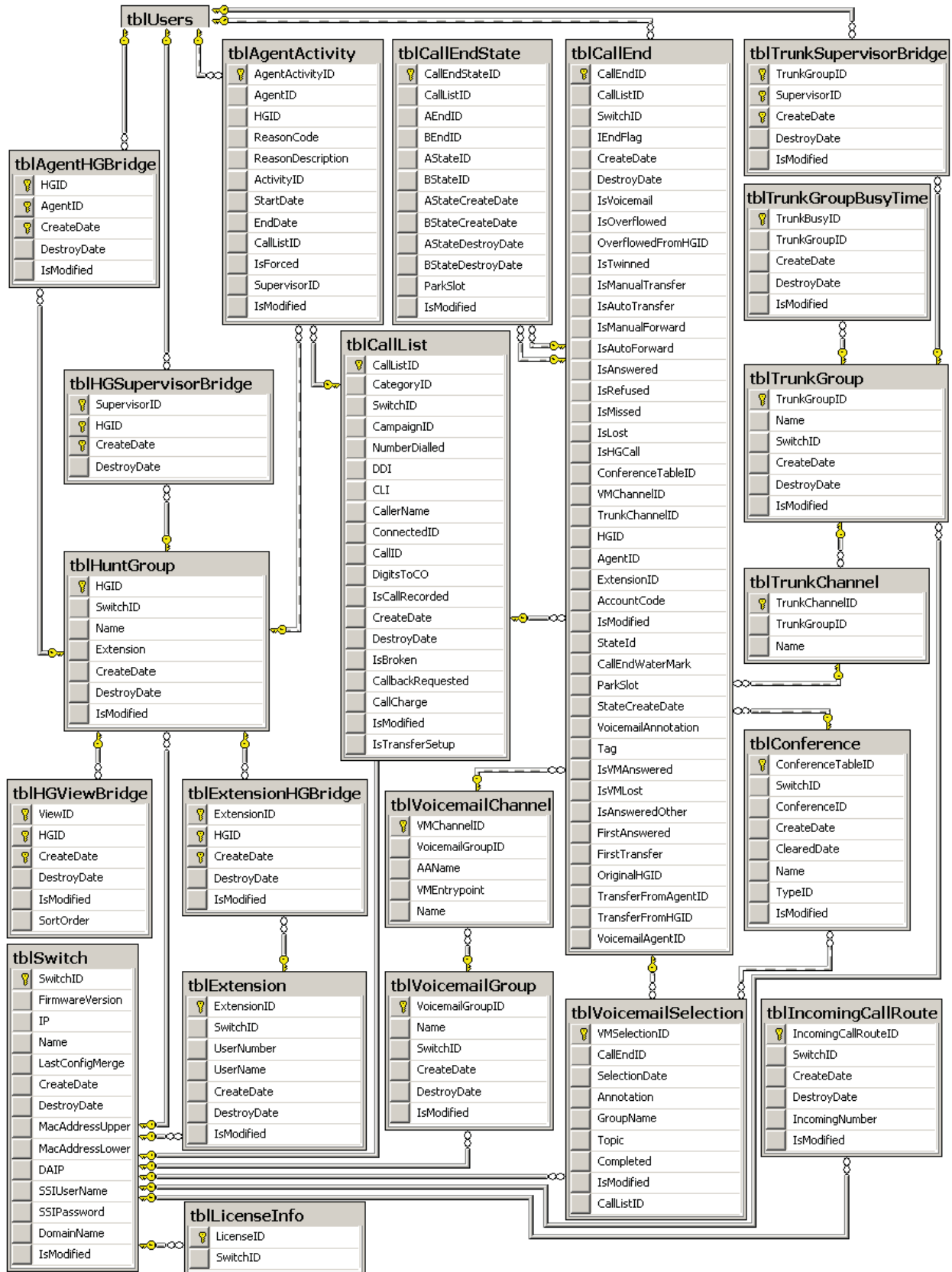
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5.3 Database Part 3

- WARNING**

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5.4 Database Part 4

- WARNING**

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tblViewSettings ViewID ASAThreshold LostcallThreshold AllAgentsBusyAlarm NoAgentsLoggedOnAlarm IsDefault IsModified	tblVersion VersionID DatabaseVersion DatabaseVersionDate SchemaDescription	tblLastStatReset Id ResetType UserId ResetDate	tblScheduledSuccessCodeLookup SuccessCodeId SuccessCodeName
tblStateLookup StateID State LanguageID	tblSystemParameters Id LostCallThreshold AnsweredCallThreshold	tblCategoryLookup CategoryID Category LanguageID	tblDatabaseMonitorAlarms AlarmID CreateDate DestroyDate CapacityPercentage Archived Monitored ArchivedDate
tblRTStat RTStatID RequestID StatID StatGroupID Calls TrunkHGAgentID ViewID Value	tblLastStatResetType Id ResetType	tblCallback CallbackID OrigCallistID CallistID Number RequestDate CompleteDate ExpiryDate MarkedForDeleteion Result Notes IsModified	InstallShield ISSchema
	tblRTRequest RequestID CreateDate		
	tblRSInfo ID RSIP RSPCName		