

Raw data details (PCC)

Articles in this section describes Raw data for Puzzel Contact Centre.

Release notes for v2.3 can be found [here](#).

The Raw data documentation can be divided into two main parts:

1. General information and details about what data records that are generated for different call/email/chat scenarios.

- [Introduction](#)
- [Call and agent detailed records](#)
This section contains lots of articles explaining records generated for inbound calls, transfer/consult, logon/pause/logoff, outbound calls, callbacks, Dialler, Silent monitoring, Enquiry registration, Scheduled tasks/calls, chats, emails/tasks, Survey etc)
- [A few words about statistics](#)

2. A technical part

- [The database structure \(data model, tables and fields\)](#)
- [Functions and stored procedures](#)
- [Guideline for downloading](#)

To see what db version you have, please try this SQL statement:

```
select convert(varchar(255), value) from ::fn_listextendedproperty('DBVERSION', null, null, null, null, null, null)
```

The tables for Puzzel Case Management Raw data, all having names starting with "CM_" (Case Management), are shown in the Raw data sql db for all customers, but these tables will only have content for the Puzzel customers that have ordered PCM Raw data.

Note

It's very important that part 1 (especially Call and agent detailed records) is read and understood before making queries and analysing the results.