

## Call events and Agent events

The 2 main tables in Puzzel Contact Centre Raw data are **call\_events** and **agent\_events**.

- The [call\\_events](#) table contains all events related to routing/queueing of the calls and written requests, whether they are related to agents or not. Examples are call event types are Conversation events, Menu events and Queue events.
- The [agent\\_events](#) table shows all agent activities (log on/logoff/pause/return). In addition, it shows the Conversation events related to agents. This means that you will find Conversation events related to agents both in the [call\\_events](#) table and in the [agent\\_events](#) table.