

agent_event_sources

Table name: **agent_event_sources**

Contains/Role:

- Holds the description for the different possible sources for an agent event.
- Table agent_events holds a foreign key against this table.

| Column Name | Datatype | Description |
|--------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| event_source | Char (1) Primary key. | The code for the source. Currently these codes are in use: a – Automatic (logoff at midnight or after x unanswered calls) c – Very old Connect agent desktop clients i – Internal (for event_type c) p – Phone (logon/off from Phone “back-door”) w – Web (Agent application or Admin Portal*) ? – Unknown (should not happen) |
| descript | Varchar (255) | Describes the code. |

* If an agent is logged off/on by an admin using the Admin Portal, this is also shown in the Admin Portal’s change log.