

## Functions and Stored Procedures

Some Puzzel specific db-functions and/or stored procedure are available in the database. Even if they are not needed to understand/work with the data in the tables, their purpose is to simplify many of the most common calculation/analyses to be made from a typical “call centre analytics” point of view. For example, it can help you find the duration of every event in the *agent\_events* table (even if the column in table is 0), it can “produce” separate wrap-up and available events in the same table, and so on.