

## agent\_event\_types

Table name: **agent\_event\_types**

Contains/Role:

- Holds the description for the different event types for an agent event.
- Table agent\_events holds a foreign key against this table.

Column Name	Datatype	Description
event_type	Char (1) Primary key.	<p>The code for the type of event. Currently these codes are in use (could be extended in the future):</p> <ul style="list-style-type: none"> <li>? Unknown</li> <li>a Available (i.e. logged in and ready for calls). Note! This event does not appear directly in the agent_event table, but could be part of the result when built-in table value functions are used in queries against agent_event table</li> <li>c Conversation (i.e. in phone)</li> <li>i Log In (to queue)</li> <li>o Log Out (from queue)</li> <li>p Entering Pause</li> <li>r Return from pause</li> <li>w WrapUp. Note! This event does not appear directly in the agent_event table, but could be part of the result when built-in table value functions are used in queries against agent_events table.</li> </ul>
descript	Varchar (255)	Describes the code.