

agent_result_codes

Table name: **agent_result_codes**

Contains/Role: Holds the description for the different possible result codes ("outcomes") of an agent event.

| Column Name | Datatype | Description |
|-------------|--------------------------|--|
| result_code | Char (2) Primary key. | <p>The code for the result. Currently these codes are in use:</p> <p>? Unknown</p> <p>b Busy (event type 'c')</p> <p>c Timeout in setup phase (event_type 'c' only)</p> <p>e Error</p> <p>h Hangup by caller while calling agent (event_type 'c')</p> <p>k OK</p> <p>q Caller hangup during setup (event_type 'c' only)</p> <p>t Timeout (=no answer, event type 'c' only)</p> |
| descript | Varchar (255) | Describes the code. |