

## PCM Raw data static tables

PCM Raw data Support (static) tables:

- cm\_activity\_types
- cm\_event\_types
- cm\_priority\_id\_types
- cm\_status\_types

### cm\_activity\_types

**Contains/used for:** In the table 'cm\_reporting\_activities', the column 'activity\_type' is referring to the 'ticket\_type\_id' in this table. Join this table from 'cm\_reporting\_activities' if you want to get the text/name for the priority.

Column name	Data type	Description
activity_type_id	int	Identifier for the type of activity.
description	varchar(200)	Details about the ticket type

### cm\_event\_types

**Contains/used for:** In the table 'cm\_ticket\_events', the column 'event\_type' is referring to the 'event\_type\_id' in this table. Join this table from 'cm\_ticket\_events' if you want to get the name of the event type.

Column name	Data type	Description
event_type_id	int	Identifier for the event in the ticket
description	varchar(200)	Details about the event type

### cm\_priority\_id\_types

**Contains/used for:** In the table 'cm\_tickets', the column 'priority\_id' is referring to the 'priority\_id' in this table. Join this table from 'cm\_tickets' if you want to get the text/name for the priority.

Column name	Data type	Description
priority_id	int	Identifier for the priority of the ticket
description	varchar(200)	Details about the priority

### cm\_status\_types

**Contains/used for:** In the table 'cm\_tickets', the column 'status\_id' is referring to the 'status\_id' in this table. Join this table from 'cm\_tickets' if you want to get the text/name for the status. The same also applies for the column 'status' in table 'cm\_reporting\_ticket\_states'.

Column name	Data type	Description
status_id	int	Identifier for the status of the ticket
description	varchar(200)	Details about the ticket status