

## Guideline for downloading Raw data to local database

Let's start to divide the database tables into two types; "basic tables" and transactional tables.

**Basic tables** are:

- agent\_event\_source
- agent\_event\_types
- agent\_result\_codes
- agents
- call\_event\_types
- call\_result\_codes
- media\_types
- menus
- queues
- phone\_types
- user\_groups (implemented as a view)

**Transactional tables** are:

- call\_events
- agent\_events
- enqreg\_header
- enqreg\_category
- enqreg\_topic
- surveys
- call\_variables
- call\_relations
- call\_event\_extras

Please note the important field **call\_id** has datatype Numeric (19,0).