

call_event_types

Table name: **call_event_types**

Contains/Role:

- Holds the description for the different event types for a call event.
- Table call_events holds a foreign key against this table

Column Name	Datatype	Description
event_type	Char (1) Primary key.	Currently these codes are in use (may be extended later): c Conversation i Start/initiation l Listen in / silent monitoring m Menu p Pre-initiation event, only for email and social q Placed in queue r Recording started
Descript	Varchar (255)	Describes the code.