

call_result_codes

Table name: **call_result_codes**

Contains/Role:

- Holds the description for the different possible result codes (i.e. the “outcome”) of a call event.
- Table call_events holds a foreign key against this table.

Some more info to be found [here](#).

Column Name	Datatype	Description
result_code	Char (2) Primary key.	Currently these result codes are in use:
		? Unknown
		a Interrupt in queue (media type phone, event_type='q')
		b Two meanings: 1) For event type 'q': FallBack exit used. 2) For event type 'c': Busy
		c Two meanings: 1) For event type 'q': Admin removed call from queue (Cancel). 2) For event type 'c': Timeout in setup phase.
		d Two meanings: 1) For event type 'm': Default exit used 2) For event type 'q': Deleted (request was deleted from queue)
		e Error
		f The queue was full (event type = 'q')
		h Hang-up - the call was terminated by caller before the event was completed (event type 'c', 'm' and 'q')
		k Ok
		m Two meanings: 1) For event type 'm' (for media type phone): Max tries exceeded 2) For event type 'q' (for media type email): Moved (to another queue)
		n No match for the DTMF used (event type 'm' only)
		q Two meanings: 1) For event type 'q': Call-back is ordered. 2) For event type 'c': Caller hang-up while call to agent was in set-up phase
		s The queue was closed (event_type 'q')
		t Timeout (event type 'c', 'q' and 'm'). For event type 'c' this means "no answer".

descript Varchar (255) Describes the code.