

## Raw data details (PCC)

Articles in this section describes Raw data for Puzzel Contact Centre.

Release notes for v2.3 can be found [here](#).

The Raw data documentation can be divided into two main parts:

1. General information and details about what data records that are generated for different call/email/chat scenarios.
  - [Introduction](#)
  - [Call and agent detailed records](#)  
This section contains lots of articles explaining records generated for inbound calls, transfer/consult, logon/pause/logoff, outbound calls, callbacks, Dialler, Silent monitoring, Enquiry registration, Scheduled tasks/calls, chats, emails/tasks, Survey etc)
  - [A few words about statistics](#)
2. A technical part
  - [The database structure \(data model, tables and fields\)](#)
  - [Functions and stored procedures](#)
  - [Guideline for downloading](#)

To see what db version you have, please try this SQL statement:

```
select convert(varchar(255), value) from ::fn_listextendedproperty('DBVERSION', null, null, null, null, null)
```

The tables for Puzzel Case Management Raw data, all having names starting with "CM\_" (Case Management), are shown in the Raw data sql db for all customers, but these tables will only have content for the Puzzel customers that have ordered PCM Raw data.

### Note

It's very important that part 1 (especially Call and agent detailed records) is read and understood before making queries and analysing the results.