

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).