

## Link between requests: call\_relations

If you want to create a link or a relation between two requests (call\_ids) in raw data, e.g. for web callback Surveys, this can be configured. See chapter [Callback Survey](#). Such relations will be found in table [call\\_relations](#).

One record is stored for each such call/request relation.

- call\_id and the internal\_session\_id will be from call/request #2
- related\_call\_id and related\_session\_id will be from call/request #1.

If you want to create such relations between calls/requests (in different services in) your Puzzel solution, please contact Puzzel support to discuss the details to figure out if and when this can be configured (system\_related\_session\_id).

For [Scheduled task](#), we will generate a call\_relations record in these cases.

- Outbound call initiated from a scheduled task tab in agent.puzzel.com
- Scheduled task created from call request tab in agent.puzzel.com
- A new scheduled task created by “rescheduling” an open scheduled task in agent.puzzel.com

### Note

A call\_relations record for a Scheduled task relation quite often contains a valid related\_session\_id but a non-existing related\_call\_id initially, but in these cases the record will usually be updated with the correct related\_call\_id within 2 hours after the last request ended.