

## agent\_event\_sources

Table name: **agent\_event\_sources**

Contains/Role:

- Holds the description for the different possible sources for an agent event.
- Table agent\_events holds a foreign key against this table.

Column Name	Datatype	Description
event_source	Char (1) Primary key.	The code for the source. Currently these codes are in use:  a – Automatic (logoff at midnight or after x unanswered calls)  c – Very old Connect agent desktop clients  i – Internal (for event_type c)  p – Phone (logon/off from Phone “back-door”)  w – Web (Agent application or Admin Portal*)  ? – Unknown (should not happen)
descript	Varchar (255)	Describes the code.

\* If an agent is logged off/on by an admin using the Admin Portal, this is also shown in the Admin Portal’s change log.