

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.	<p>The code for the source. Currently these codes are in use:</p> <p>a – Automatic (logoff at midnight or after x unanswered calls)</p> <p>c – Very old Connect agent desktop clients</p> <p>i – Internal (for event_type c)</p> <p>p – Phone (logon/off from Phone “back-door”)</p> <p>w – Web (Agent application or Admin Portal*)</p> <p>? – Unknown (should not happen)</p>
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.