agent_event_types

Table name: **agent_event_types**

Contains/Role:

- Holds the description for the different event types for an agent event.

- Table agent_events holds a foreign key against this table.

Column Name	Datatype	Description
event_type	Char (1) Primary key.	The code for the type of event. Currently these codes are in use (could be extended in the future): ? Unknown a Available (i.e. logged in and ready for calls). Note! This event does not appear directly in the agent_event table, but could be part of the result when built-in table value functions are used in queries against agent_event table c Conversation (i.e. in phone) i Log In (to queue) o Log Out (from queue) p Entering Pause r Return from pause w WrapUp. Note! This event does not appear directly in the agent_event table, but could be part of the result when built-in table value functions are used in queries against agent_events table.
descript	Varchar (255)	Describes the code.