agents

Table name: **agents**

Contains/Role:

Table holding information about each agent. "Supports" the table agent_event, which holds a foreign key reference to this table. This table is updated every night if there are agent changes in Puzzel (new or deleted agents, or agents having changed user group).

Please note there might be some rows in the agents table with full_name = 'AutogeneratedFromOdr', for 2 main reasons:

- A newly created agent that received a call before being populated with correct name in the table (the correct name will appear the next day).

- A call to this customer's access number being answered by an agent belonging to another customer (aka 'guest service'). Such users will be given deleted='1' since it's not belonging to this customer

Column Name	Datatype	Description
agent_id	int	A unique number identifying the user, aka the agent. This is the same as the PCC user's '**user_id**'. If the user does not have a defined user_num, the user's agent_id=user_id is shown in column Agent ID in the agent level statistics reports.
customer_key	varchar(100)	The customer key (number) for the customer who "owns" this agent. For those customers only holding one customer key at Puzzel, all agents will have the same customer_key.
user_num	varchar(50)	A (up to six digit) number that identifies the user. Optional. Defined on page Users - Users in the Admin Portal. Unique within same customer key. Needed only if you want another id than the auto-generated user_id shown as Agent ID in statistics, or if users must have the possibility to log on to queue using their telephone instead of the web-page.
full_name	nvarchar(250)	A combination of the user's first name and last name.
usergroup_id	int	A database internal unique id for the user group
usergroup_name	nvarchar(250)	The name of the user group.
dte_updated	datetime	Datestamp for the last update of this agent record.
chat_role	Tinyint	For agents having media type chat/social/email in the profile, there will be a separate agent_id for each possible parallel written request the agent can handle. (Max parallel written requests is defined by the admin). For agents that handle written requests, there will always be one "normal" agent_id (the 'main' agent) and one or more secondary agent_ids used for written requests. The linking between the main agent and its secondary agents for written requests are done through column chat_master_user_id (see below). chat_role will be - 'NULL' for a "main" agent without secondary agents logged on - '0' for a "main" agent when secondary agents are logged on - '1' for "secondary" agents.
chat_master_user_id	Int	The agent_id for the main agent. See also above.

Column Name	Datatype	Description
unblockable_role	tinyint	For a Group number (aka "unblockable agent") there is a set of secondary agents, one for each "line" in the Group number. The Group number's 'main agent' will hold the name and password, and is the one the end users will see and deal with. Unblockable_role is NULL for non-unblockable agents, 1 for the unblockable main agent, and 0 for its secondary agents (the underlying lines). The value 99 is used for those secondary agents/lines not in use anymore (typically when the number of lines in parallel has been reduced later).
unblockable_group	Int	A unique id grouping all the unblockable agents within the same unblockable group together. (The number used is the number for the usergroup to whom the unblockable agent (group) belongs).
deleted	bit	The agent might be deleted in the source (active) system, though we still need it here in the database for historical reasons. Value of 1 means that the agent is deleted in Puzzel, 0 = the agent is (active) in Puzzel. The column dte_updated is also updated as well.
user_name	nvarchar(50)	The user's PCC username.
email	nvarchar(256)	The user's registered email address in Puzzel.
mobile	nvarchar(256)	The user's registered mobile phone number in Puzzel. (The phone number the agent uses when logging on to queue is found in table agent_events in field phone_num).
puzzel_id*	VARCHAR(255)	The Puzzel ID this PCC user is linked to

* puzzel_id is available from v2.3