# call_event_extras

Table name: **call_event_extras**

Contains/Role: Holds additional information related to a specific call_event record. As of now, we store transfer_text (for email), an agent2agent call 'flag' and a from_cache 'flag', but in the future more columns / information might be added. That's why the more generic name '…extras' is used for the table.

| Column Name | Datatype | Description |
|---|---|---|
| rec_id | Int Primary key. | Internal, auto-numbered. A unique id for each record. |
| call_events_rec_id | bigint | Refers to the rec_id column in table call_events, that this record belongs to. |
| transfer_text | nvarchar (MAX) | The transfer text typed in. |
| agent2agent | int | An agent-to-agent call's initiation event will have a record in this table with agent2agent=1. See information about Agent-to-agent calls on this page. |
| from_cache | int | If the called agent was "drawn from cache" and not allocated, the conversation event gets a record here with from_cache = 1. See Several ways to enter and exit a queue |