

queues

Table name: **queues**

Contains/Role: This is a kind of “support table” for the event tables. Holds a more descriptive text for the queue_keys used in table call_events and agent_events. If joined from the event tables, both service_num and menu_key should be used as join criteria, since databases holding data for more than one customer might have duplicates for the key alone. Outer join is recommended since all keys in use not necessarily has a description defined in this table

Column Name	Datatype	Description
service_num	Varchar(100)	
queue_key	nvarchar(100)	The key used in the call_events and agent_events tables.
descript	nvarchar(255)	Describes the key.