phone_types

Table name: **phone_types**

Contains/Role: Holds the description for the different phone_types (used/referred to in table agent_events)

Column Name	Datatype	Description
phone_type	Int	Currently these codes are in use (may be extended later): 0 None/Unknown 1 Phone (external phone) 2 SoftPhone (Puzzel's Softphone)
descript	Varchar(255)	Describes the type.