

sent_msg

Table name: **sent_msg** (from db v2.3)

Contains/Role: Each time an SMS or Email is sent by an agent from the PCC agent application, a record is created for this table. Please note that this table is only populated if you have requested it, and that SMS sent and received during a "Two way SMS session" is not shown here. Ref [release notes for Raw data v2.3](#)

| Column Name | Datatype | Description |
|-----------------------|------------------|---|
| rec_id | int | Primary key |
| type | varchar(10) | If value is 'sms', an sms was sent. If value is 'emailsend', an email was sent. |
| internal_session_id | uniqueidentifier | An internal id for this message sent |
| dte_time | datetime | When the message was sent. |
| agent_id | int | The id of the agent that sent the message |
| result | varchar(8) | Usually 'ok' |
| originating | nvarchar(500) | What was used as Sender/From in the sms/email message sent. |
| destination | nvarchar(500) | The phone number/email address the message was sent to |
| message | nvarchar(max) | The message sent |
| subject | nvarchar(500) | The Subject in the Email sent (NULL for SMS) |
| related_iq_session_id | uniqueidentifier | If the message was sent from the agent application's Request tab (during a call), this field will have the related call's iq_session_id as value. |
| dte_updated | datetime | When the record was last updated |

When an agent sends an SMS or an Email from the contact tab in the Puzzel Contact Centre agent application, this is not a contact centre "request" in queue, so there will be no initiation-, queue- or conversation events in the call_events table, but instead we can populate this sent_msg table with what's sent. If you want Puzzel to generate records to the new sent_msg table, please contact Puzzel support so that we can turn it on.

If a PCC agent chooses to start a Two-way SMS session and then send an SMS and possibly receive an answer, these messages are not resulting in records in table sent_msg, but instead such a Two-way SMS session results in a PCC request/session with call_events with type initiation (i), queue (q) and conversation (c) being created. The conversation event will have duration/speaktime for as long the agent has the request tab open, and the messages sent and received will be shown in the Content tab in the Media Archive for this request/session.