

## call\_result\_codes

Table name: **call\_result\_codes**

Contains/Role:

- Holds the description for the different possible result codes (i.e. the “outcome”) of a call event.
- Table call\_events holds a foreign key against this table.

Some more info to be found [here](#).

| Column Name | Datatype                 | Description  |
|-------------|--------------------------|--|
| result_code | Char (2)<br>Primary key. | Currently these result codes are in use:   |
|             |                          | ? Unknown  |
|             |                          | a <b>Interrupt</b> in queue (media type phone, event_type='q')   |
|             |                          | b Two meanings:<br>1) For event type 'q': FallBack exit used.<br>2) For event type 'c': Busy   |
|             |                          | c Two meanings:<br>1) For event type 'q': Admin removed call from queue (Cancel).<br>2) For event type 'c': Timeout in setup phase.                                  |
|             |                          | d Two meanings:<br>1) For event type 'm': Default exit used<br>2) For event type 'q': Deleted (request was deleted from queue)                                       |
|             |                          | e Error  |
|             |                          | f The queue was full (event type = 'q')  |
|             |                          | h Hang-up - the call was terminated by caller before the event was completed (event type 'c', 'm' and 'q')   |
|             |                          | k Ok   |
|             |                          | m Two meanings:<br>1) For event type 'm' (for media type phone): Max tries exceeded<br>2) For event type 'q' (for media type email): <b>Moved</b> (to another queue) |
|             |                          | n No match for the DTMF used (event type 'm' only)   |
|             |                          | q Two meanings:<br>1) For event type 'q': Call-back is ordered.<br>2) For event type 'c': Caller hang-up while call to agent was in set-up phase                     |
|             |                          | s The queue was closed (event_type 'q')  |
|             |                          | t Timeout (event type 'c', 'q' and 'm'). For event type 'c' this means "no answer".  |

descript Varchar (255) Describes the code.