Raw Data

In this section you will find detailed information about

- **Raw data Technical setup**

- **Puzzel Contact Centre Raw data details**

  - what records are being created for different types of calls, chats, email, logon/logoff/pause, Survey etc

  - database model and table descriptions

  - example SQL queries for 2 reports

- **Puzzel Case Management Raw data details**

  - The tables for PCM Raw data, all having names starting with "CM_", are shown in all Raw data dbs (without content).

Please note that Puzzel does not include support for how to write SQL included in the Raw data product, and Puzzel Support cannot assist with any customer-created SQL queries.