PCM Raw data static tables

PCM Raw data Support (static) tables:

- cm_activity_types

- cm_event_types

- cm_priority_id_types

- cm_status_types

cm_activity_types

Contains/used for: In the table 'cm_reporting_activities', the column 'activity_type' is referring to the 'ticket_type_id' in this table. Join this table from 'cm_reporting_activities' if you want to get the text/name for the priority.

Column name	Data type	Description
activity_type_id	int	Identifier for the type of activity.
description	varchar(200)	Details about the ticket type

cm_event_types

Contains/used for: In the table 'cm_ticket_events', the column 'event_type' is referring to the 'event_type_id' in this table. Join this table from 'cm_ticket_events' if you want to get the name of the event type.

Column name	Data type	Description
event_type_id	int	Identifier for the event in the ticket
description	varchar(200)	Details about the event type

cm_priority_id_types

Contains/used for: In the table 'cm_tickets', the column 'priority_id' is referring to the 'priority_id' in this table. Join this table from 'cm_tickets' if you want to get the text/name for the priority.

Column name	Data type	Description
priority_id	int	Identifier for the priority of the ticket
description	varchar(200)	Details about the priority

cm_status_types

Contains/used for: In the table 'cm_tickets', the column 'status_id' is referring to the 'status_id' in this table. Join this table from 'cm_tickets' if you want to get the text/name for the status. The same also applies for the column 'status' in table 'cm_reporting_ticket_states'.

Column name	Data type	Description
status_id	int	Identifier for the status of the ticket
description	varchar(200)	Details about the ticket status