



# Database Tables

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# 1. Database Tables

This document describes those database tables of Syntelate XA that it is important for you to understand and which you may need to edit. Most of these database tables can be amended via a configuration desktop rather than directly in SQL Server Management Studio.

This document does *not* describe any database tables for which a dedicated user interface exists. For example, the following tables should not be amended directly but instead via the Interval Manager:

- » INTERVALGROUP
- » INTERVALHOLIDAYS
- » INTERVALPATTERN
- » INTERVALTASKS
- » INTERVALWEEKDAYS

As such, these tables are not described here.

Similarly, this document does not describe tables or views related to reporting. It is important for you to be familiar with those, but you will not actually edit them. The tables and views used in reporting are described in document *Syntelate XA - Reporting*.

## 2. AGENT

The AGENT database table defines all the users who can log in to Syntelate XA.

In this context, an “agent” could be a contact center agent, but it could also be a supervisor or manager, for example. All users of Syntelate XA are recorded in the AGENT table, regardless of their role at your organization.

Field	Description
AGENTNAME	<p>The agent’s username in Syntelate XA.</p> <p>For cloud deployments, this should be the agent’s email address. For on-premises solutions, this should be the agent’s Windows username.</p>
DESCRIPTION	<p>The agent’s name as it should be displayed in Syntelate XA. In web chats, for example, this is how the agent’s name is shown to the customer.</p>
NOTES	
DEFAULTCPGNO	
TOOLBAR_ID	
MENU_ID	
CTI_ENABLED	
EMAIL	

Field	Description
SHOWCPGLIST	
NAMEOFAGENT	<p>The agent's full name. This is displayed in Syntelate XA and shown to customers.</p>
DIRECTLINE	
DORMANT_FLG	<p>Defines whether an agent record is dormant in the system or not. Set to 'True' or 'False'.</p> <p>When their record is dormant, an agent cannot log in to Syntelate XA. Managers may wish to set an agent's record to dormant if the agent has left the organization, for example.</p> <p>A dormant agent record remains in Syntelate XA's database, so the agent's past activity will be included in any reporting on historical data.</p>
MAXCHATS	<p>Defines the maximum number of chats that the agent can handle at once.</p> <p>Leave blank to use the system maximum (as defined by the MAXNUM column in the CHANNELGROUP database table).</p> <p>For example, say you typically let agents handle 3 chats at once but wish trainee agents to only handle 1 chat at once. You'd set this field to 1 for all trainee agents.</p>
DTMF	<p>A dual-tone multi-frequency number that is specific to the agent.</p> <p>For example, where each agent has a particular number that they</p>

Field	Description
	<p>dial when capturing customer's credit card details, you can record this here. You can then set up your agent desktop so that, when the agent has to capture customer's credit card details, they click a button and this number is automatically dialed.</p>
CRMUSERNAME	<p>Where you use Salesforce as your CRM, this field defines the agent's Salesforce username.</p>

### 3. AGENT2AGENTGROUPS

The AGENT2AGENTGROUPS database table defines the agents that belong to each agent group. An agent can belong to multiple agent groups.

The table contains one record for each mapping between an agent group and an agent.

Field	Description
AGENTGROUPNO	The agent group. References the AgentGroupNo field in the AGENTGROUPS table.
AGENTNAME	An agent who belongs to this agent group. References the AGENTNAME field in the AGENT table.

## 4. AGENTGROUPS

The AGENTGROUPS database table defines all the agent groups in Syntelate XA.

You use agent groups to control which agents deal with which interactions. For example, you can associate an agent group with a particular web chat topic. By doing this, only agents who belong to that agent group will deal with chats about that topic.

Field	Description
AgentGroupNo	A unique number for the agent group. Automatically added when you add a new record to this table.
AgentGroupName	A name for the agent group, for example Personal Travel or Business Travel.
CAN_JOIN	<p>Where 1, agents can select this agent group when going ready, where you allow agents to select the groups that they want to go ready on.</p> <div data-bbox="506 1165 1416 1522" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p><b>Ready options</b> <span style="float: right;">✕</span></p> <p>Please select the groups you would like to go ready on</p> <p><input type="checkbox"/> Sales</p> <p><input type="checkbox"/> Service</p> <p><input type="checkbox"/> Team leader (5010)</p> <p style="text-align: right;"><b>CONTINUE</b> <b>CANCEL</b></p> </div> <p>This is used in conjunction with:</p> <ul style="list-style-type: none"> <li>» The SHOWREADYOPTIONS_GROUP field in the WORKZONE table</li> </ul>

Field	Description
	<p>» The AGENTGROUPSHUNTGROUPTS table</p> <p>For more information about this functionality, contact Inisoft Support.</p>

## 5. CALLSTATUSLOGGING

See document *Syntelate XA - Reporting*.

## 6. CHANNELGROUP

The CHANNELGROUP database table lets you define, for each channel, how many interactions the Worklist Engine can push to agents to work on at one time.

As well as specifying a maximum for each channel individually, you can create channel groups. The easiest way to explain this is with an example. Take this table:

CHANNELGROUP_COD	WORKZONE_ID	CHANNEL	MAXNUM
CHAT	1	CHAT	3
EMAILTASK	1	EMAIL	1
EMAILTASK	1	TASK	1
OUTBOUND	1	OUTBOUND	1

With the above settings, an agent on workzone 1 could be passed:

3 chats + ( 1 email *or* 1 task ) + 1 outbound record

Here's a description of each of the fields of the table.

Field	Description
CHANNELGROUP_COD	A name for a grouping of channels.
WORKZONE_ID	<p>Defines the ID of the workzone to which this row relates.</p> <p>You can add records for workzone 0. If no channel groups are found for the workzone that the agent is logged in to, Syntelate XA</p>

Field	Description
	will check for records with a WORKZONE_ID of 0.
CHANNEL	<p>Identifies the type of interaction record:</p> <ul style="list-style-type: none"> <li>» RECORD</li> <li>» PROMISE</li> <li>» EMAIL</li> <li>» INBOUND</li> <li>» OUTBOUND</li> <li>» CHAT</li> <li>» SMS</li> <li>» TASK</li> </ul> <p>Matches the LKTL_WLMATYPE of the record type in the INTERACTION_X table.</p>
MAXNUM	<p>The maximum number of interactions that agents can handle at one time for this channel.</p> <p>For INBOUND and OUTBOUND, this must be 1. For chat, you can override this number for individual agents in the AGENT table.</p>

## 7. COMPLETION\_CODES

The COMPLETION\_CODES database table defines all the completion codes that can be used to end a voice or email interaction.

A completion code can mark an interaction as **completed**. It is also the mechanism by which agents can arrange **retries** and **callbacks/recalls**.

To explain these terms, consider an outbound voice campaign:

- » **Completed:** The agent has successfully got in touch with the customer and has spoken to them. The interaction is now completed; there is no need for an agent to speak to the customer again about this matter.
- » **Retry:** The agent attempted to call the customer but the customer did not answer. The customer should be tried again later, unless the maximum number of retries has been reached.
- » **Callback (recall):** The agent got through to the customer but it was not a good time for the customer to talk. The customer asked to be called back on a particular date and at a particular time.

You can manage the COMPLETION\_CODES database table via a configuration desktop.



**Note:** After directly updating the COMPLETION\_CODES database table, you must refresh Redis for your changes to take effect at runtime.

Chat interactions can also use chat disposition codes. You define these in the Message Gateway configuration tile of Syntelate Studio: see document *Syntelate XA - Message Gateway Configuration*.

Field	Description
ID	A unique ID for the record. Automatically added when you add a new record to this table.
CODE	A unique completion code. Where an agent closes an interaction using this completion code, this value is written to the LKTL_COMPLETECODE field of the INTERACTION_X table.
DESCRIPTION	A description of the completion code, such as Retry - 1 hour.
CALLCOMPLETE	<p>Possible values are Y and N.</p> <p>If Y, Syntelate XA subsequently writes Y to the LKTL_COMPLETED field in the INTERACTION_X table.</p> <p>If N, this indicates that the interaction record has not yet been completed, so the record will remain in process until it is. You can look at the other completion codes that are also specified for this interaction record to see what type of processing it will undergo. For example, RETRYINTERVAL, RECALLCODE, AOR_FLAG.</p>
RETRYINTERVAL	<p>Defines a retry interval in hours. This sets the LKTL_RETRYAFTER field in the INTERACTION_X table.</p> <p>You can use decimals. For example, a RETRYINTERVAL of 0.5 means that Syntelate XA will pass the record to an agent to try again in 30 minutes.</p> <p>Use retries with outbound voice campaigns where you want agents to attempt to contact the customer a set number of times before giving up. Each retry decrements the LKTL_NUMTRIES</p>

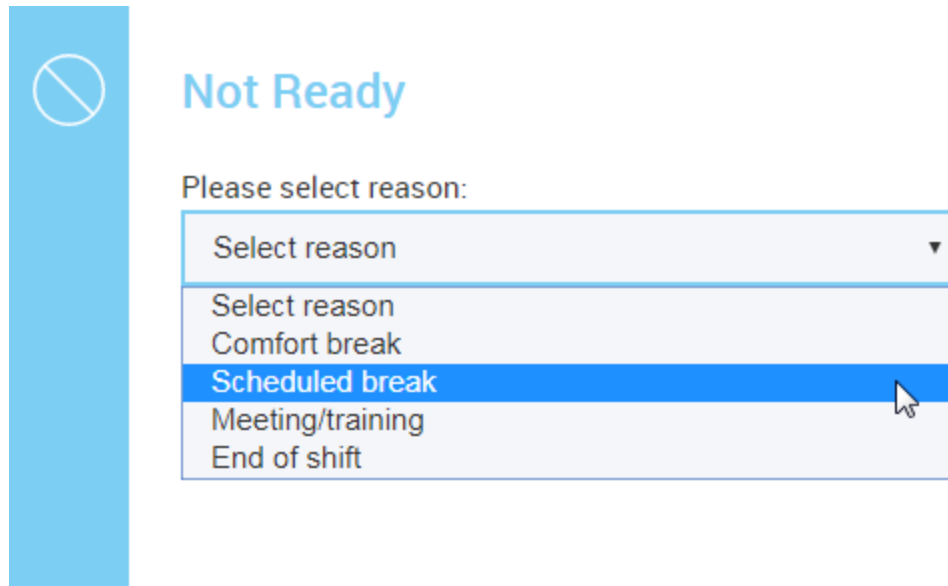
Field	Description
	<p>field. When this field reaches 0, the Worklist Engine stops trying to pass the record to an agent.</p> <p>You can <i>either</i> set a retry <i>or</i> a callback (recall). As such, where you set a value in RETRYINTERVAL, you must set RECALLCODE to N (or NULL).</p>
RECALLCODE	<p>Defines a callback (recall). Possible values are Y and N (or NULL).</p> <p>This should be used where the agent gets in touch with the customer but it's not a good time to talk. As such, the agent agrees to call back at a specified time.</p> <p>Where you set this to Y, you must set the LKTL_RETRYAFTER field in the INTERACTION_X table to the callback date and time. You could do this via a date box with intervals control on the agent's desktop, for example, allowing the agent to select a date and time that suits the customer.</p> <p>You can <i>either</i> set a callback (recall) <i>or</i> a retry, so where you set a value in RECALLCODE, you must set RETRYINTERVAL to NULL.</p>
AOR_FLG	<p>For a callback (recall), defines whether the callback should be agent-owned. This writes to the LKTL_RETRYAGENT field of the INTERACTION_X table.</p> <p>Where a callback is agent-owned, Syntelate XA will try to pass the interaction back to the same agent.</p> <p>In the INTERACTIONTYPE table, you can define for how long</p>


Field	Description
	interactions should remain agent-owned before the Worklist Engine tries to pass the interaction to another agent if the assigned agent is unavailable.
CBPRIORITY	Defines the priority to assign to the callback or retry, where you want to change this from the existing priority. Sets the LKTL_CBPRIORITY field of the INTERACTION_X table.
AGENTGROUP_NO	Where the callback or retry should be handled by a particular agent group, defines this group. References the AgentGroupNo field of the AGENTGROUPS table.
WLMTYPE	<p>Sets the LKTL_WLMTYPE field in the INTERACTION_X table. It usually makes sense to set this to OUTBOUND (which represents an outbound voice call).</p> <p>For example, say the agent is handling an inbound call but needs to arrange a callback to the customer. You'd need to change the LKTL_WLMTYPE field in the INTERACTION_X table from INBOUND to OUTBOUND to allow the Worklist Engine to pick up the record at the right time.</p>
INTERVALGROUP_ID	Where you would like to associate a particular interval group with a callback or retry, defines the interval group. References the INTERVALGROUP_ID field of the INTERVALGROUP table.
SENDMSG	You can use this field and the following fields to create an outbound message in the INTERACTION_X_NEWMESSAGE table to be picked up by the Outbound Gateway service.


Field	Description
	Set to 1 to create an outbound message.
MSGTYPE	Sets the LKTL_TYPE field in the INTERACTION_X_NEWMESSAGE table. Possible values are E (for email), S (for SMS), and X (for a dialog box shown to agents).
MSGMAILBOXNO	The message gateway to use to send the message. References the IMMAILBOXNO field in the IMMAILBOX table.
MSGSNIPPETNO	Defines the snippet to use as the body of the message. References the SNIPPET_NO field in the SNIPPET table.
MSGTOFIELD	Defines the field containing the email address / phone number to which the message should be sent. The format of this field is: TABLE.FIELD
DONOTCALL	<p>If Y, adds the customer's phone numbers to the DONOTCALL table.</p> <p>The following fields from the interaction record are added as records to the DONOTCALL table: LKTL_PHONENUMBER, LKTL_NEXTDIALNUMBER, LKTL_MOBILENUMBER, LKTL_LANDLINENUMBER.</p>

## 8. CTINOTREADYREASONS

The CTINOTREADYREASONS database table defines the not ready reasons that agents can select when going not ready in Syntelate XA.



Field	Description
ReasonCode	<p><b>Valid values:</b> A unique alphanumeric string.</p> <p>Defines the unique code that is stored in the REASONCODE field of the CALLSTATUSLOGGING table when the agent selects this not ready reason after going not ready.</p> <div style="border: 1px solid blue; padding: 5px;"> <p> <b>Note:</b> A ReasonCode is set in the database when the agent submits their <b>Not ready</b> reason, but it can also be set when a supervisor uses the Agent Control Center. If you are using the Agent Control Center, you need to add the reason codes <b>ForcedBreak</b> and <b>ForcedNotReady</b>.</p> </div>

Field	Description
CTITYPE	<p><b>Valid values:</b> A string that must be either Telephony, Worklist, or System.</p> <p>Defines the CTI (Computer Telephony Integration) configuration that the not ready reason is used in.</p> <div data-bbox="475 541 1406 947" style="border: 1px solid #007060; padding: 10px;"> <p> <b>Tip:</b> Valid values are Telephony, Worklist and System. Set CTITYPE to Telephony if the not ready reason will be used on a third-party telephony channel (TSAPI, IP Office, POM, etc.). Set it to Worklist if the reason will be used on other channels. Set it to System for the not ready reason codes <b>ForcedBreak</b> and <b>ForcedNotReady</b> if you are using the Agent Control Center.</p> </div>
ReasonDesc	<p><b>Valid values:</b> A unique alphanumeric string.</p> <p>Defines the not ready reason that is shown to the agent in the <b>Please select reason</b> dropdown of the <b>Not Ready</b> dialog box.</p>
ActiveCode	<p><b>Valid values:</b> 1 or 0, where 1 represents active and 0 represents inactive.</p> <p>Determines whether the reason code and description will be active or inactive.</p>
AuxCode	<p>The aux code to pass to TSAPI when this not ready reason is selected. Only used for TSAPI and is used by Avaya Aura® Communication Manager.</p>



**Tip:** If you don't want to directly edit the database table, you can manage the reasons in CTINOTREADYREASONS by using the Not Ready Reasons pane of



the Syntelate XA Configuration Desktop.

## 9. DONOTCALL

The DONOTCALL database table defines phone numbers that Syntelate XA should not dial.

The do not call list is populated when an agent completes an interaction with a completion code that has the DONOTCALL field set to Y: see the COMPLETION\_CODES table. This adds the following fields of the interaction record to the DONOTCALL table:

- » LKTL\_PHONENUMBER
- » LKTL\_NEXTDIALNUMBER
- » LKTL\_MOBILENUMBER
- » LKTL\_LANDLINENUMBER

Say all four of these fields are populated in the INTERACTION\_X table, each with a different phone number. This would result in four new records being added to the DONOTCALL table.

Whenever records are added to the INTERACTION\_X table (by the Worklist Manager Importer, say) the Worklist Engine checks the above fields. Where one (or more) of these fields contains a phone number that is in the DONOTCALL table, the Worklist Engine updates the interaction record to set LKTL\_COMPLETED to Y and LKTL\_COMPLETECODE to DONOTCALL.

Field	Description
ID	A unique ID for the record. Automatically added when a new record is added to this table.

Field	Description
CAMPAIGN	<p>Where populated, the do not call instruction applies to a particular campaign only. References LKTL_CAMPAIGN in the L_CAMPAGNS database table.</p> <p>Automatically added where the interaction in the INTERACTION_X table has the LKTL_CAMPAIGN field populated.</p>
PHONENUMBER	The phone number that should not be dialed.

## 10. GENERAL

The GENERAL database table defines various general settings for Syntelate XA. Values are stored in the INFORMATION field for each setting, and you can edit the values if required.



**Note:** After updating this database table, you must refresh Redis for your changes to take effect at runtime.

Setting	Description
AgentDesktopUrl	<p>Valid values: A string that is a URL.</p> <p>Defines the URL for the Agent Desktop of the current instance of Syntelate XA.</p>
AgentDesktopUrlLive	<p>Valid values: A string that is a URL.</p> <p>Defines the live URL (also known as the production URL) to use when transferring Syntelate XA desktops from design to live.</p>
AIKey	<p>Valid values: A string.</p> <p>Defines the API key for Syntelate XA's integration with Azure OpenAI API. See Channels for information about Syntelate XA's connectors to the Azure OpenAI API.</p>
AIReportSummaryURL	<p>Valid values: A string that is a URL.</p> <p>Defines the location of the API for Report Summarizer in Syntelate XA. See Channels for information about Syntelate</p>

Setting	Description
	<p>XA's connectors to the Azure OpenAI API.</p>
<p>AIRewrite</p>	<p>Valid values: true   false</p> <p>Default value: false</p> <p>Determines whether the Rewriter Azure OpenAI API connector is on or off. See Channels for information about Syntelate XA's connectors to the Azure OpenAI API.</p>
<p>AIURL</p>	<p>Valid values: A string that is a URL.</p> <p>Defines the location of the API for Rewriter in Syntelate XA. See Channels for information about Syntelate XA's connectors to the Azure OpenAI API.</p>
<p>AllowGenReportBtn</p>	<p>Valid values: true   false</p> <p>Default value: false</p> <p>Determines whether the Report Summarizer Azure OpenAI API connector is on or off. See Channels for information about Syntelate XA's connectors to the Azure OpenAI API.</p>
<p>DesignerIsReadOnly</p>	<p>Valid values: true   false</p> <p>Default value: false</p> <p>Determines whether or not Syntelate Designer is read-only. If true, no user will be able to make changes to desktops, scripts, grids, etc.</p>

Setting	Description
EmailWebApiToken	<p>Valid values: A string.</p> <p>Defines the access key to the Syntelate XA Email Web API.</p>
EmailWebApiUrl	<p>Valid values: A string that is a URL.</p> <p>Defines the URL of the Email Web API on Syntelate XA.</p>
EncryptionKey	<p>Valid values: A string.</p> <p>Defines the encryption key for the Fulfillment Service Encryption that encrypts the Voice of the Customer URL data.</p>
HelpSiteUrl	<p>Valid values: A string that is a URL.</p> <p>Defines the website address of the documentation site for Syntelate XA. The URL is used in the menus of the Syntelate XA desktops and Syntelate XA Designer to provide users with a link to the Help site.</p>
InvalidCharsRegex	<p>Valid values: A string.</p> <p>Defines the regular expression for preventing invalid characters being input by users in Studio.</p>
LocalDateTimeFormat	<p>Valid values: A string, or series of strings concatenated by a pipe symbol, that represents a long date time format.</p> <p>Example:</p> <p>d/M/yyyy HH:mm dd/MM/yyyy HH:mm d/M/yyyy</p>

Setting	Description
	<p>HH:mm:ss dd/MM/yyyy HH:mm:ss d/M/yyyy            HHmm dd/MM/yyyy HHmm d/M/yyyy HHmmss dd/MM/yyyy            HHmmss</p> <p>Defines the expected formats for manually entered date times in the culture/region this XA instance is deployed to.</p>
LocalShortDateFormat	<p>Valid values: A string, or series of strings concatenated by a pipe symbol, that represents a short date format.</p> <p>Example:</p> <p>d/M/yyyy dd/MM/yyyy</p> <p>Defines the expected formats for manually entered dates in culture/region this XA instance is deployed to.</p>
SentimentAnalysis	<p>Valid value: true   false</p> <p>Default value: false</p> <p>Determines whether the Sentiment Analysis Azure OpenAI API connector is on or off. See Channels for information about Syntelate XA's connectors to the Azure OpenAI API.</p>
VOCServer	<p>Valid value: A string that is a URL.</p> <p>Defines the publicly available URL of the Voice of the Customer web application. The VOCServer setting is used to provide the post-chat survey screen with the URL that takes customers to the survey.</p>

Setting	Description
WebChatApiQInfoRate	<p>Valid values: A whole number that represents a number of minutes.</p> <p>Default value: 5 minutes</p> <p>Defines the refresh rate in minutes of the WebChat GetQueueInfo API call (how often the length of the web chat queue is checked). This value is used by the pre-chat survey to display the average wait time for the queue.</p>
WebChatClearDown	<p>Valid values: A time expressed in HH:MM:ss format.</p> <p>Default value: 03:00:00</p> <p>Defines the time of day that web chat data is cleared from Redis. We recommend setting this to be a time in the middle of the night.</p>
WebChatConfigRefresh	<p>Valid values: A whole number representing a number of minutes.</p> <p>Default value: 720 minutes</p> <p>Defines the refresh rate in minutes of the web chat configuration.</p>
WebChatMaxInQueue	<p>Valid values: A whole number.</p> <p>Default value: 10</p> <p>Defines the maximum number of chats allowed in the queue before switching to leave a message mode.</p>

Setting	Description
	<p>This is only used if a value is not specified at web chat topic level in the web chat configuration.</p>
WebChatServer	<p>Valid values: A string that is a URL.</p> <p>Defines the URL of the Web Chat Message Host application.</p>
WebChatServerExt	<p>Valid values: A string that is a URL.</p> <p>Defines the URL of your public-facing (external) Web Chat Message Host application. This URL only needs to be specified if it is different from the URL that agents will use to access the server.</p>
WebChatTopicRefresh	<p>Valid values: A whole number representing a number of minutes.</p> <p>Default value: 60</p> <p>Defines the refresh rate in minutes for web chat topic configuration.</p>
WebChatUnesCharRegex	<p>Valid values: A string that is a regular expression.</p> <p>Default value: This is provided by Syntelate XA.</p> <p>Warning! Do not change the default value!</p> <p>Defines the regular expression that will remove unnecessary characters from the user-entered custom CSS in Studio. The regex is called from the code that generates</p>

Setting	Description
	<p>the JSON sent to the web pages used for web chat.</p>
<p>WebChatUriRegex</p>	<p>Valid values: A string that is a regular expression.</p> <p>Default value: This is provided by Syntelate XA.</p> <p>Warning! Do not change the default value!</p> <p>Defines the regular expression that is used to identify URLs in chat messages that do not contain [url] [/url] tokens.</p>
<p>WebChatVoc</p>	<p>Valid value: A whole number.</p> <p>Defines the ID number of the Voice of the Customer survey to use for web chat. Only required if Voice of the Customer surveys are used.</p>

## 11. IMMAILBOX

The IMMAILBOX table stores settings for message gateways. Usually, you would configure these settings in Message Gateways Configuration in [Studio](#) when you create or edit a message gateway. However, you can also edit them directly in the database.

Field	Description
IMMAILBOXNO	An automatically generated unique number for the message gateway's mailbox.
IMMAILBOX	<p>Only used for email message gateways and for SMS outbound message gateways.</p> <ul style="list-style-type: none"> <li>» For email, it stores the mailbox name, such as info@yourcompany.com.</li> <li>» For SMS outbound, it stores the ACCOUNT_SID of the user account at the SMS provider.</li> </ul>
IMPASSWORD	Used only by email message gateways for Microsoft Exchange mailboxes to store the password for the mailbox, and by SMS outbound gateways to store the SMS provider's API AUTH_TOKEN (sometimes called the API key).
CPG_NUMBER	The unique number of the Syntelate XA data universe that this mailbox is part of.
IMLOOKUP_TABLE	The table in Syntelate XA that contains your customers' contact details.
IMLOOKUP_EMAIL	From the table named in IMLOOKUP_TABLE, the field that

Field	Description
	<p>stores your customer's email address or phone number. Syntelate XA uses this field to match up incoming messages to existing customers.</p> <p>Whether you choose an email field or phone number field will depend on the type of message gateway. Phone numbers are used for SMS and social media channels. Email addresses are used for email and web chat channels.</p>
IMLOOKUP_ID	<p>From the table named in IMLOOKUP_TABLE, the field that contains unique customer IDs. Syntelate XA uses this field to identify the customer.</p>
IMCLIENT_MAP	<p>The field in the INTERACTION_X table that Syntelate XA should match against the field specified in IMLOOKUP_ID.</p>
IMATTACHPATH	<p>The value can either be 'database' or the full path to the directory where attachments for this mailbox are stored.</p> <p>If this field is blank, attachments are disabled.</p>
IMLIVE	<p>Sets the status of the mailbox. Either 'Y' for active or 'N' for inactive.</p>
IMOPTOUT	<p>The opt out option is a feature of SMS and email gateways. It gives agents a means to capture the customer's preference for whether to allow the business to retain the customer's details for use in marketing communications.</p>
LKTL_TYPE	<p>Stores the Type of message gateway of message gateway.</p>

Field	Description
SERVERCONNSTRING	For email and SMS message gateways, the connection string to the email server or API.
SMARTTEXTGROUP_CODE	<p>For social messaging, SMS chat, and web chat gateways, this field stores the smart text group code assigned to the message gateway. It determines which smart text items are available to the chat element of an agent's desktop. Each chat gateway can use only one smart text group.</p> <p>For email gateways, this field stores the Snippet Group code assigned to the mailbox. It determines which snippets are displayed on the toolbar of the HTML editor of an agent's desktop. Each mailbox can use only one snippet group.</p>
PRECHATGREETING	Predefined chat message sent to the customer before the customer is connected to an agent. You can edit the content of predefined chat messages in Message Gateway configuration. See the document, <i>Syntelate XA - Message Gateway Configuration</i> .
CONNECTEDGREETING	Predefined chat message sent to the customer when they are connected to an agent. You can edit the content of predefined chat messages in Message Gateway configuration. See the document, <i>Syntelate XA - Message Gateway Configuration</i> .
CLIENTAUTOMSGMINS	Tells Syntelate XA how many minutes to wait after an agent has sent a message before automatically sending another

Field	Description
	<p>message on behalf of the agent, if the customer did not send a message in this time frame. If the value is 0, the message is disabled. You can edit this setting in Message Gateway Configuration, in the <b>Auto-response time after agent sent message (minutes)</b> box.</p>
OBMAILBOXNO	<p>The mailbox used by web chat gateways to store the chat transcripts.</p>
MSGMAILBOXNO	<p>The mailbox used by web chat gateways to store messages left by customers when they use the Leave A Message option.</p>
AGENTAUTOMSGMINS	<p>Tells Syntelate XA how many minutes to wait after receiving a message from a customer before automatically sending the AGENTAUTOMSG message on behalf of the agent if they have not replied to the customer.</p> <p>If the value is '0', the message is disabled.</p> <p>You can edit this setting in Message Gateway Configuration, in <b>Auto-response time (minutes)</b>.</p>
LOCKED_BY	<p>The username of the person who locked the message gateway.</p>
LOCKED_AT	<p>The time and date when the message gateway was locked.</p>
AMENDED_AT	<p>The time and date when the message gateway was amended.</p>

Field	Description
AMENDED_BY	The username of the person who amended the message gateway.
NOACCEPTTIMEOUT	The number of minutes that a chat can idle before being automatically ended. When the NOACCEPTTIMEOUT time limit is reached, the customer's web chat will display either the Leave a Message option or the NOAGENTSAVAILABLE chat message, depending on the specification of the implementation.
IMMAILBOX_DESCRIPTION	In Message Gateway Configuration, this is labeled <b>Description</b> .
SMS_MAX_MESSAGES	Maximum number of messages permitted by the SMS message gateway.
DESTINATION	<p>It tells Syntelate XA which third-party messaging service the gateway connects to.</p> <p>Third-party messaging services are used to provide AI chatbots, SMS messaging and chat, email, and social messaging.</p> <p>Destination is case and whitespace sensitive.</p>
TINYURL_CONNECTION	<p>Optional. The API URL for the third-party URL shortening service, if one is used.</p> <p>Used for email, SMS chat, and web chat message gateways.</p>

Field	Description
TINYURL_KEY	The API key to connect to the URL shortening service specified in TINYURL_CONNECTION.
SENDERID	The sender ID of your account with the third-party shortening service specified in TINYURL_CONNECTION.
IMLOOKUP_TYPE	Type of value being used as the IMLOOKUP field.
IDLE_TIME	If the customer does not reply to the CLIENTAUTOMSG chat message "Are you still there?", then the minutes specified in IDLE_TIME tell Syntelate XA when to ask the agent to end the chat.
ENABLEREPORTING	Enables or disables reporting for the message gateway.
ACCESS_TOKEN	<p>The access token for the mailbox account's Microsoft Office 365 API or Microsoft Graph API.</p> <p>Used for Microsoft Office 365 mailbox accounts only.</p>
ACCESS_TOKEN_SECRET	<p>The access token secret for the mailbox account's Microsoft Office 365 API or Microsoft Graph API.</p> <p>Used for Microsoft Office 365 mailbox accounts only.</p>
CONSUMER_KEY	<p>The consumer key for the mailbox account's Microsoft Office 365 API or Microsoft Graph API.</p> <p>Used for Microsoft Office 365 mailbox accounts only.</p>
CONSUMER_SECRET	The consumer secret for the mailbox account's Microsoft

Field	Description
	<p>Office 365 API or Microsoft Graph API.</p> <p>Used for Microsoft Office 365 mailbox accounts only.</p>
COMPLETIONLINKHTML	<p>Stores HTML. Used for email gateways when you want to use a non-Syntelate XA email completion button. The button that you wish to use should be provided in HTML format; you will see options for doing that when you create the message gateway.</p>
FIRST_RESPONSE_SLA_TOTAL_MINUTES	<p>A time frame in minutes that's used by one of the email reports to check if an email is processed within the specified time frame. The time frame in this field is used for reporting on emails received out of hours and in working hours.</p>
FIRST_RESPONSE_SLA_WORKING_MINUTES	<p>A time frame in minutes that's used by one of the email reports to check if an email received during working hours is processed within the specified time frame. The time frame in this field is used for reporting on emails received during working hours only.</p>
IMATTACHMAXSIZEKB	<p>Used for web chat message gateways. The maximum size in kilobytes for attachments. Tip: Enter '4096' if you want the limit to be 5 MB.</p>
CHATBOT_ENABLED	<p>Sets the status of the chatbot client to active or inactive.</p>
CHATBOT_TYPE	<p>When used, it specifies the third-party chatbot provider for the gateway.</p>

Field	Description
CHATBOT_URI	The absolute path to the chatbot client on its server.
NOEMAILBEFORE_DATE	<p>Used by email message gateways to apply a date restriction to the historical emails retrieved by Syntelate XA from your external inbox. Syntelate XA will not retrieve any emails that are older than the date specified here. If no date is specified, then all emails will be retrieved.</p> <p>The retrieval is carried out when you first create the message gateway.</p> <p>For example, if NOEMAILBEFORE_DATE is 2021-12-31 24:00:00, then only emails dated on or after midnight on the 31st of December 2021 will be imported into Syntelate XA.</p>
MessageExpiryMins	Optional. Can be used for social messaging chat gateways. When a social messaging chat is received, it exists in the queue for the time (in minutes) specified here, after which point it expires and is removed from the queue.

## 12. INTERACTION\_X

The INTERACTION\_X table is a core part of Syntelate XA. It contains one record for every interaction with a customer, regardless of channel. This includes interactions that are completed, in progress, and pending.

For pending interactions, the Worklist Engine looks at various fields of the INTERACTION\_X table to determine when to pick up an interaction record and to which agent it should pass the record. For example, the LKTL\_RETRYAFTER field, when it is populated, defines the time at which the Worklist Engine should start trying to pass the record to an agent.

The X in INTERACTION\_X represents a unique number for the universe. Each universe has its own INTERACTION\_X table.

To import records of outbound calls to make into INTERACTION\_X, use the Worklist Manager (WLM) Importer. For more information, see document *Syntelate XA - Worklist Manager Importer*.

The following is a description of the system (“LKTL”) fields of an INTERACTION\_X table. You can also add your own fields to this table, say for a script.

Field	Description
LKTL_CLIENTNO	A unique ID for the interaction record.
LKTL_AGENTGROUPNO	Where set, the Worklist Engine will only pass the interaction record to an agent who is a member of this agent group. References the AgentGroupNo field of AGENTGROUPS.
LKTL_AGENTNAME	The agent who (last) handled the interaction record. References

Field	Description
	the DESCRIPTION field of AGENT. The name stored in this field is what you see in the <b>Agent Name</b> column of the Agents grid on the Configuration Desktop.
LKTL_AGENTNOTES	Notes saved by the agent against the interaction record. In the Designer, associate a multiline text box with this field to allow agents to save notes.
LKTL_ APPTCANCELLED	
LKTL_CALLLOGID	
LKTL_CALLTYPE	
LKTL_CBPRIORITY	A number representing the priority of the interaction record, where 1 is the highest priority and higher numbers are of a lower priority. The Worklist Engine looks at this when deciding what interaction to next pass an agent.
LKTL_CHATTYPE	For a chat, the type of chat, for example FACEBOOK, TWITTER, or WEBCHAT.
LKTL_CLI	For inbound voice calls, the customer's telephone number (CLI = Calling Line Identification).
LKTL_CLTCREATE	The date and time when the interaction record was created.
LKTL_COMPLETECODE	The completion code used to end the interaction. References

Field	Description
	the CODE field of COMPLETION_CODES.
LKTL_COMPLETED	<p>Defines whether the call is completed (Y or N).</p> <p>The Worklist Engine only picks up records that are not yet completed.</p>
LKTL_CPGNO	The universe. References the UNIVERSE_ID field of the UNIVERSE view.
LKTL_DDI	For inbound voice calls, the DDI (Direct Dial In) number that was dialed.
LKTL_DONOTCALL	
LKTL_EXCLUDEDAGENTID	
LKTL_INTERACTIONTYPE	The type of interaction, for example OUTBOUND or FACEBOOK. References the INTERACTIONTYPE_COD field of INTERACTIONTYPE.
LKTL_ISPRIVATE	<p>Defines whether a social media chat is private (Y) or public (N).</p> <p>Syntelate XA currently supports private social media chats, not public, so this value should be Y.</p>
LKTL_LANDLINENUMBER	The customer's landline number.
LKTL_LANGUAGE	

Field	Description
LKTL_LASTAGENT	The agent who last saved the interaction record. References the AGENTNAME field of AGENT. The name stored in this field is the agent's Syntelate XA username.
LKTL_LASTSAVED	The date and time when the interaction record was last saved.
LKTL_LIFO	A date and time to be used for “last in first out” ordering. Where populated, the Worklist Engine prioritizes records with a more recent date and time in this field over records with an older date and time.
LKTL_MOBILENUMBER	The customer’s cell phone number.
LKTL_MSGRESPDATE	
LKTL_MSGRESPONSE	
LKTL_ NEXTDIALNUMBER	Used for auto-dial (where Syntelate XA automatically dials an outbound call when an interaction record pops to the agent). Defines the phone number that Syntelate XA should dial.  Use in conjunction with LKTL_PREVIEWDELAY.
LKTL_NUMTRIES	For an outbound call, the number of retries left. Syntelate XA decrements this by 1 each time that a call is completed with a completion code that has RETRYINTERVAL set: see COMPLETION_CODES. When 0, the Worklist Engine will stop trying to push this record to an agent.

Field	Description
LKTL_PHONENUMBER	
LKTL_POPTIME	<p>The time that the record popped to the agent. This field is populated when the record is saved. In the case of records that are popped more than once, for example in the case of a callback, then the existing LKTL_POPTIME is overwritten with the new pop time. LKTL_POPTIME is also saved to the INTERACTION_x_HISTORY table.</p>
LKTL_PREVIEWDELAY	<p>Where you wish an outbound voice call to be auto-dialed, this field provides the number of seconds that Syntelate XA should allow the agent to preview the record before dialing the customer. Set to 0 to dial the customer immediately or to null to disable auto-dial.</p>
LKTL_QTIME: BIGINT	<p>The time the call has been in the queue.</p>
LKTL_RETRYAFTER	<p>The date and time at which the Worklist Engine can start trying to pass the interaction record to an agent. For a callback, for example, this would be the callback time.</p>
LKTL_RETRYAGENT	<p>The agent who should handle the interaction, where it should be handled by a specific agent. References the AGENTNAME field of AGENT.</p> <p>In the INTERACTIONTYPE table, you can define for how long interactions should remain agent-owned before the Worklist Engine tries to pass the interaction to another agent if the assigned agent is unavailable.</p>



Field	Description
LKTL_RETRYBEFORE	The date and time at which the Worklist Engine should <i>stop</i> attempting to push the interaction record to an agent.
LKTL_SNIPPETS	Whenever snippets are used, their numbers are recorded in this field. This lets you track and analyze snippet usage.
LKTL_SOCIALMEDIA_ID	For a social media chat, the customer's social media ID.
LKTL_STATUS	
LKTL_TIMEZONE	
LKTL_TZOFFSET	The number of hours offset from Coordinated Universal Time (UTC). Include a - where behind UTC, for example -1.
LKTL_UCID	The Universal Call Identifier for an inbound call.
LKTL_USEDBYAGENT	The agent currently working on the interaction record (where the interaction record is being worked on). References the AGENTNAME field of AGENT.
LKTL_USESTARTED	The date and time that the agent started working on this interaction record (where the interaction record is being worked on).
LKTL_UUI	User-to-user information for an inbound call.
LKTL_WLMTYPE	Identifies the type of interaction record: <ul style="list-style-type: none"> <li>» RECORD</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>» PROMISE</li> <li>» EMAIL</li> <li>» INBOUND</li> <li>» OUTBOUND</li> <li>» CHAT</li> <li>» SMS</li> <li>» TASK</li> </ul> <p>Where CHAT, the type of chat is identified by LKTL_ CHATTTYPE.</p>
LKTL_WORKZONE_ID	<p>Where set, the Worklist Engine will only pass the interaction record to an agent who is logged in to this workzone. Only relevant where LKTL_AGENTGROUPNO and LKTL_WORKZONETEAM_ID are null. References the WORKZONE_ID field of WORKZONE.</p> <p>In the INTERACTIONTYPE table, you can define for how long interactions should remain workzone-owned before the Worklist Engine tries to pass the interaction to an agent logged in to another workzone.</p>
LKTL_WORKZONETEAM_ID	<p>Where set, the Worklist Engine will only pass the interaction record to an agent who is logged in to this work team. Only relevant where LKTL_AGENTGROUPNO is null. References the WORKTEAM_ID field of WORKTEAM.</p>

Field	Description
	<p>In the INTERACTIONTYPE table, you can define for how long interactions should remain work team owned before the Worklist Engine tries to pass the interaction to an agent who is logged in to a different work team of the workzone.</p>

## 13. INTERACTION\_X\_FEEDBACK

The INTERACTION\_X\_FEEDBACK database table contains customer feedback from web chats and Voice of the Customer feedback surveys.

Field	Description
ID	A unique ID for the record.
LKTL_CLIENTNO	The interaction associated with the feedback. References the LKTL_CLIENTNO field of the INTERACTION_X table.
CREATE_DT	The date and time at which the record was added.
REF	Defines the source of the feedback, for example CHAT (web chat).
RATING	The rating left by the customer, where a rating was left. Where used,  is 5 and  is 0.
COMMENTS	The feedback comment left by the customer, where a comment was left.

## 14. INTERACTION\_X\_HISTORY

The INTERACTION\_X\_HISTORY table stores a copy of every past interaction record from INTERACTION\_X. These records are automatically copied across to INTERACTION\_X\_HISTORY whenever they are created or updated in INTERACTION\_X.

You can access the historical data to generate audit reports on your contact center's customer interaction activity. For example, if you are developing a training strategy for your agents, you might wish to compare the Voice of the Agent feedback for Web Chat and Telephony over the past fiscal year.

To set up access to your INTERACTION\_X\_HISTORY table, contact Inisoft Support at [support@inisoft.com](mailto:support@inisoft.com).

## 15. INTERACTION\_X\_MESSAGE

The INTERACTION\_X\_MESSAGE database table contains:

- » Inbound emails
- » Outbound emails and SMS that have been sent
- » Transcripts of chats
- » Printed letters to customers

Outbound messages awaiting sending are stored in the INTERACTION\_X\_NEWMESSAGE table.

Field	Description
LKTL_MESSAGENO	A unique ID for the message. Automatically added when a new record is added to this table.
LKTL_IMMAILBOXNO	The message gateway associated with the message. References the IMMAILBOXNO field of the IMMAILBOX table.
LKTL_CLIENTNO	The interaction associated with the message. References the LKTL_CLIENTNO field of the INTERACTION_X table.
LKTL_MESSAGE	The body of the email or SMS message, the chat transcript, or the text of the printed letter.
LKTL_TYPE	Defines whether the message is inbound (I) or outbound (O).
LKTL_MESSAGEID	For emails, a unique ID for the email from the email system.

Field	Description
LKTL_ CONVERSATIONID	For emails, the ID of the conversation from the email server. Not used.
LKTL_SUBJECT	The subject of an email. For a chat, the word Chat is populated.
LKTL_DATE	The date of the email/chat/SMS.
LKTL_TIME	The time of the email/chat/SMS.
WHITEMAIL_FLG	<p>Indicates a printed letter to the customer.</p> <p>Letters, as with emails and SMS, can be added to the INTERACTION_X_NEWMESSAGE table. They are then moved to the INTERACTION_X_MESSAGE table by the Outbound Gateway service.</p>
LKTL_CONFGROUP	The confirmation agent group, where an outbound email required confirmation before sending. References the AgentGroupNo field of the AGENTGROUPS table.
LKTL_CONFAGENT	The agent who confirmed the email, where an outbound email required confirmation before sending. References the AGENTNAME field of the AGENT table.
LKTL_CONFDT	The date and time that the email was confirmed, where an outbound email required confirmation before sending.
LKTL_ ORIGMAILBOXNO	For a left message, records the message gateway of the associated web chat topic. References the IMMAILBOXNO field in the IMMAILBOX table.

Field	Description
LKTL_EMAIL	The customer's email address or phone number.

## 16. INTERACTION\_X\_MESSAGEATT

The INTERACTION\_X\_MESSAGEATT database table contains one record for each email attachment for:

- » Inbound emails
- » Outbound emails that have been sent

For attachments for outbound emails awaiting sending, see INTERACTION\_X\_NEWMESSAGE.

Field	Description
LKTL_ ATTACHNO	A unique ID for the attachment.
LKTL_ MESSAGENO	The email to which the attachment relates. References the LKTL_MESSAGENO field of the INTERACTION_X_MESSAGE table.
LKTL_ CLIENTNO	The interaction record to which the email attachment relates. References the LKTL_CLIENTNO field of the INTERACTION_X table.
LKTL_FILENAME	The file name of the attachment.
LKTL_FILE	The full path of the attachment, including the file name.
LKTL_ FILESTRIP	Indicates whether Syntelate XA has stripped the attachment (Y) or not (N). Attachments are stripped where the file name extension (such as .pdf or .docx) is not in your list of supported file name extensions in the Inbound Gateway Service's app settings.
LKTL_READ	Not used: always set to N.

## 17. INTERACTION\_X\_NEWMESSAGE

The INTERACTION\_X\_NEWMESSAGE database table contains outbound emails and SMS that are awaiting sending, as well as printed letters to be sent to customers.

Once these are picked up by the Outbound Gateway service, these records are removed from here and added instead to INTERACTION\_X\_MESSAGE (unless there is an error while sending an email/SMS).

Field	Description
LKTL_NEWMESSAGENO	A unique ID for the message. Automatically added when a new record is added to this table.
LKTL_CLIENTNO	The interaction associated with the message. References the LKTL_CLIENTNO field in the INTERACTION_X table.
LKTL_MESSAGE	The body of the email, SMS message, or printed letter.  <i>Either this field or BODY_SNIPPET_NO should be set, but not both.</i>
LKTL_TYPE	Defines whether the message is an email (E), SMS (S), or dialog box displayed to an agent (X).
LKTL_CONVERSATIONID	Not used.
LKTL_SUBJECT	The subject of an email.  <i>Either this field or SUBJECT_SNIPPET_NO should be set, but not both.</i>

Field	Description
LKTL_TO	The email address or phone number to which the message should be sent.
LKTL_CC	For email, an email address that should be CCed in the email.
LKTL_FROM	The message gateway that should be used to send the email/SMS. References the IMMAILBOXNO field of the IMMAILBOX table.
LKTL_CONFGROUP	If an email needs to be reviewed before sending, the agent group of users who can review the email. References the AgentGroupNo field of the AGENTGROUPS table.
LKTL_CONFAGENT	The user who reviewed the email. References the AGENTNAME field of the AGENT table.
LKTL_CONFDT	The date and time of the review.
LKTL_SENDATT	The date and time that the Outbound Gateway service attempted to send the message.
LKTL_SENDCONF	The date and time that the email was sent.
LKTL_SENDERR	An error message where the Outbound Gateway service could not send the message.
LKTL_MERGEDATA	
WHITEMAIL_FLG	Set to Y for a printed letter.

Field	Description
LKTL_COMPLETED	Marks the message as being ready to be picked up by the Outbound Gateway service (Y) or not (N).
LKTL_MANUALLYEDITED	Not currently used.
LKTL_SENDATEMPT	Where a message has not successfully sent, records the number of times that the Outbound Gateway service has attempted to send it.
BODY_SNIPPET_NO	A snippet to use for the body text. References the SNIPPET_NO field of the SNIPPET table.  <i>Either this field or LKTL_MESSAGE should be set, but not both.</i>
SUBJECT_SNIPPET_NO	A snippet to use for the subject (for an email). References the SNIPPET_NO field of the SNIPPET table.  <i>Either this field or LKTL_SUBJECT should be set, but not both.</i>
LKTL_MSGTYPE	
LKTL_MSGTIMEOUT	
LKTL_SENDDATE	The date that the message should be sent. Where populated, the Outbound Gateway service won't pick up the message until this date.
LKTL_SENDTIME	The time that the message should be sent. Where populated, the Outbound Gateway service won't pick up the message until this time.

## 18. INTERACTION\_X\_NEWMESSAGEATT

The INTERACTION\_X\_NEWMESSAGEATT database table contains one record for each email attachment for outbound emails that have not yet been sent.

Field	Description
LKTL_NEWMESSAGEATTACHNO	A unique ID for the attachment.
LKTL_NEWMESSAGEGENO	The email to which the attachment relates. References the LKTL_MESSAGEGENO field of the INTERACTION_X_MESSAGE table.
FILENAME	The file name of the attachment.
FILEPATH	The full path of the attachment, including the file name.
LKTL_NEWMESSAGECOUNT	

## 19. INTERACTIONTYPE

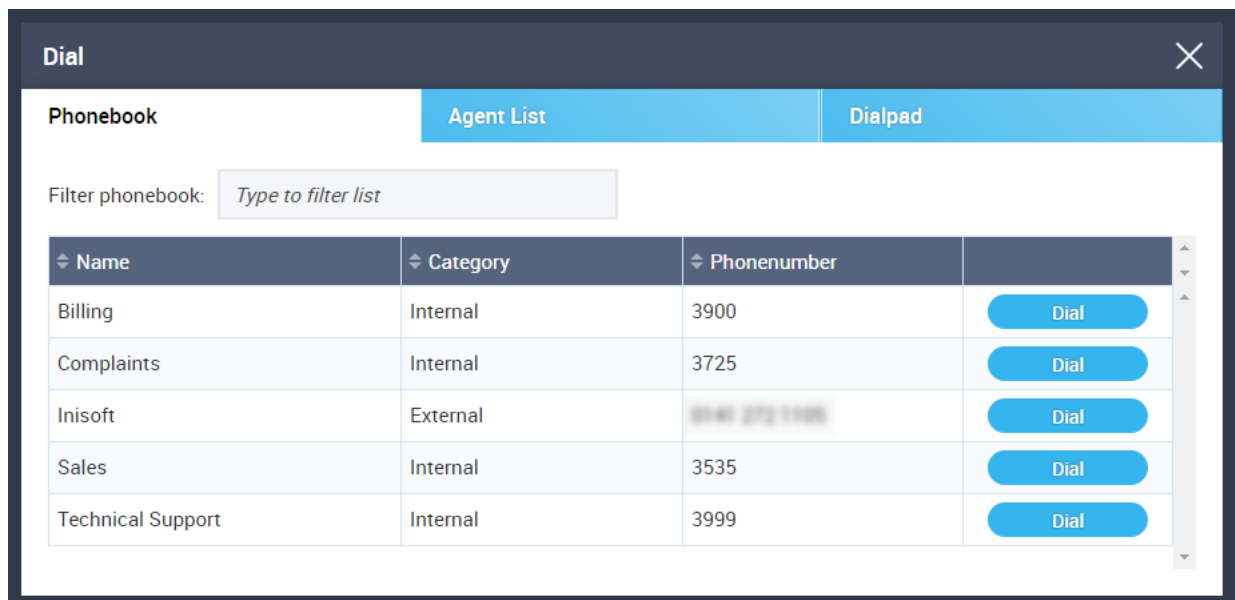
The INTERACTIONTYPE database table defines, for each interaction type, how long an interaction should remain:

- » Agent-owned
- » Work team owned
- » Workzone-owned

Field	Description
INTERACTIONTYPE_COD	Defines the type of interaction, such as EMAIL or OUTBOUND.
INTERACTIONTYPE	
AOR_LIMITMINS	The number of minutes that the Worklist Engine should attempt to assign an agent-owned interaction to the specified agent before assigning it to someone else.
TOR_LIMITMINS	The number of minutes that the Worklist Engine should attempt to assign a work team owned interaction to an agent in the specified work team before assigning it to someone else.
ZOR_LIMITMINS	The number of minutes that the Worklist Engine should attempt to assign a workzone-owned interaction to an agent in the specified workzone before assigning it to someone else.

## 20. PHONEBOOK

The PHONEBOOK database table contains a list of records that appear in the agent's phonebook at runtime.



You can manage the PHONEBOOK database table via a configuration desktop.

Field	Description
PHONEBOOK_ID	A unique ID for the phone book entry.
PhoneNumber	The phone number.
DisplayName	The entry name to be displayed to the agent in the phone book.
NumberActive	Defines whether the number is active (Y) or not (N). Inactive phone numbers do not appear in agents' phone books at runtime.

Field	Description
PhoneBookDefault	<p>Defines whether this entry shows by default for all workzones (Y) or not (N).</p> <p>When set to N, this can be used in conjunction with the PHONEBOOKWORKZONES table to show the entry only to agents logged in to a particular workzone.</p>
PhoneBookType	<p>Defines whether the entry appears in the agents' internal phone book (Internal) or external phone book (External).</p>

## 21. PHONEBOOKWORKZONES

The PHONEBOOKWORKZONES table lets you associate a particular phone book entry with a particular workzone. When you do this, that phone book entry only shows to agents who are logged in to that workzone.

For this to work, in the PHONEBOOK table, the phone book entry must have PhoneBookDefault set to N. Otherwise, the entry will show to agents logged in to all workzones.



**Note:** After updating this database table, you must refresh Redis for your changes to take effect at runtime.

Field	Description
PHONEBOOK_ID	The phone book entry that you want to associate with a particular workzone. References the PHONEBOOK_ID field in the PHONEBOOK table.
WORKZONE_ID	The workzone that you want to associate with the phone book entry. References the WORKZONE_ID field in the WORKZONE table.

## 22. SCRIPTLOGGING

The SCRIPTLOGGING database table records the date and time that a script reached a particular point.

In the Script Designer, you define the points in each script where logging should occur using the **On enter log text** and **On exit log text** properties.

Field	Description
ID	A unique ID for the record.
UNIVERSE_ID	The universe. References the UNIVERSE_ID field in the UNIVERSE view.
INTERACTION_NO	The interaction record. References the LKTL_CLIENTNO field in the INTERACTION_X table.
AGENTNAME	The username of the agent logged in to Syntelate XA and who was going through the script. References the AGENTNAME field of the SCRIPTLOGGING table.
LOGTEXT	The text logged (as defined in the <b>On enter log text</b> / <b>On exit log text</b> properties of the Script Designer).
LOG_DT	The date and time at which the script reached this point.
SESSION_ID	

## 23. SEARCHTERMS

The SEARCHTERMS table defines Twitter keywords that you want to monitor.

Field	Description
SEARCHTERM_ID	A unique ID for the record. Automatically populated.
IMMAILBOXNO	The message gateway that this Twitter keyword relates to. This must be a Twitter gateway.  References the IMMAILBOXNO field in the IMMAILBOX table.
SEARCHTERM	The Twitter keyword that you want to monitor.
ISACTIVE	Defines whether the Chat Connector Gateway service is actively monitoring this keyword (1) or not (0).
CREATED_DATE	The date and time at which this record was added.

## Support and Training

Questions? Contact Inisoft Support (+44 (0)800 668 1290, [support@inisoft.com](mailto:support@inisoft.com)).

Interested in training for your call center? Then why not get in touch? Email us at [sales@inisoft.com](mailto:sales@inisoft.com) and ask to speak to our Professional Services team.