

E4AC DB Schema

Database Schema

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Qualtrak Solutions Ltd

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| Change history

Date	Author	Reason
16.mar.2018	R&D	Initial creation

| Abstract

We have created this document to primarily help to reader to understand the ‘make-up’ of the main data repository used by E4AC. We list all tables as well as their relationship with one another. We have grouped these tables in such a way that it will provide further ‘logical’ understanding to the E4AC product. We also hope that this document will be used by an Engineers and / or DBAs to aid the construction of additional reports / dashboards that their customers request. The ‘Change history’ section will continue to be used to record changes made to the schema between releases.

Getting Started

Type conversion

The types used in the *Coach Database Schema* are *.NET* types – this is a conversion list of some *SQL Server* types used in the *Coach Database Schema*.

SQL Server Type	.NET Type
NVarchar(n)	String (n)
Tinyint	Byte
Smallint	Short
Uniquidentifier	GUID
Bit	Boolean
Text	String
Datetime	Date Time
Float	Float
Int	Int

Deprecated Tables and Columns

This lists both deprecated Tables and Columns that are no longer included in the *Coach Database Schema*. This may be due to the fact that they are not being used in the current version of the application and / or because they have been marked to be removed in the future.

Enumerations

There are several *Enumerations* inside the *Coach Application*, mostly for *Status* and *Types*. They are not part of the Database but they are described in the *Coach Database Schema*.

| Console

1. [Tenant](#)
2. [Unit](#)
 - [Manager](#)
3. [Team](#)
 - [Manager](#)
 - [Agent](#)
4. [User](#)
5. [Role](#)
 - [User Roles](#)
 - [Permission](#)
6. [Module](#)
7. [Recorder](#)
8. [Media Player](#)
9. [Recorder Media Player](#) (Combinations)
10. [Schedule](#)
 - [Schedule Level](#)

TENANT

Table Name

Tenant (link to [Hierarchy](#) relational diagram)

Description

Coach is a multi-tenancy application. A *Tenant* might represent a single, discrete organization or, in larger businesses, separate elements of the same organization. When *Coach* is initially installed the host *Tenant (1000)* will be created together with a *System Administrator*. The *System Administrator* oversees the entire installation of all additional *Tenants*. Each *Tenant* is self-contained and offers the full suite of *Coach* functions. Every *Tenant* requires its own unique License.

Columns

Name	Description	Type	Notes
Id	<i>Tenant</i> identification	GUID	Required, Read-only, Unique
DefaultLanguageId	<i>Tenant</i> UI default <i>Language</i>	GUID	Reference to <i>Language</i> model
Tenant Details			
TenantCode	<i>Tenant's</i> identifying number	Integer	Required
Name	<i>Tenant</i> name	String (50)	Required
Description	<i>Tenant</i> description	String (50)	
Email	<i>Customer</i> email address	String (50)	
TelePhone	<i>Customer</i> phone number	String (50)	
Address	<i>Customer</i> address	String (50)	
MainContact	<i>Customer</i> main contact name	String (50)	
IsActive	<i>Tenant</i> active status	Boolean	Required, 'Inactive' by default
IsDeleted	<i>Tenant</i> existential status	Boolean	Required, 'Not deleted' by default

Branding & UI

TenantName	Branded replacement name for word “ <i>Tenant</i> ”, affects UI	String (30)	“ <i>Tenant</i> ” by default
UnitName	Branded replacement name for word “ <i>Unit</i> ”, affects UI	String (30)	“ <i>Unit</i> ” by default
StandardName	Branded replacement name for word “ <i>Standard</i> ”, affects UI	String (30)	“ <i>Standard</i> ” by default
ScoringModeSettings	Settings for Scoring Range Configuration in Tenant Preferences section	String (MAX)	

Licensing

CustomerID	<i>Qualtrak Customer</i> identification	String (50)	Needed to obtain License
CustomerCode	<i>Qualtrak Customer</i> code	String (50)	Needed to obtain License
LicenseXml	Encrypted <i>Tenant</i> license	Text	Read-only

API

ApiKey	The API key for <i>Tenant</i>	String (20)	
ApiSecret	The API secret for <i>Tenant</i>	String (50)	

SMTP

MailHost	SMTP host of <i>Tenant</i>	String (102)	
MailDomain	SMTP domain of <i>Tenant</i>	String (102)	

MailUsername	SMTP account username	String (102)	
MailPassword	SMTP account password	String (102)	Encrypted
Policy Settings			
ForcePasswordResetDaysSetting	User to reset password after <i>n</i> days.	Short	0 for never
LoginAttemptsSetting	Allows login attempts	Short	0 for infinite
LockoutSecondsSetting	Number of seconds to lock out for	Short	0 for infinite
DisableAccountInactiveDaysSettings	Days after no-access to inactivate account	Short	0 for infinite
AuditEnabledSetting	Audit this Tenant	Boolean	1 for Audit
MailListNotificationOnLockoutSetting	Mailing list to notify when account is locked	String (MAX)	
MailListBruteForceAttackSetting	Mailing list to notify on brute force attack	String (MAX)	
MailListProfileElevationSetting	Mailing list on profile elevation	String (MAX)	
NotifySupervisorWhenICReviewedSetting	Notify evaluator when Agent has reviewed InstantCoach	Boolean	
NotifyAgentWhenEvaluationCreatedSetting	Notify Agent when Evaluation has been created	Boolean	
NotifyAgentWhenICAssignedSetting	Notify Agent when assigned InstantCoach	Boolean	
NotifyUserWhenAccountCreatedSetting	Notify user when Account has been created	Boolean	User must have mail address
NotifyUserWhenAccountChangedSetting	Notify user when Account has been modified	Boolean	User must have mail address

PurgeSearchesAfterDaysSetting	Purge Recordings that are yet to be evaluated after n days	Short	0 for no purge
PurgeAuditAfterDaysSetting	Purge Audit events after n days	Short	0 for no purge

UNIT

Table Name

Unit (link to [Hierarchy](#) relational diagram)

Description

A “*Unit*” is a level within a [Tenant](#). A *Unit* may be a department or contact center within an organization. Each *Unit* may contain one or more other organizational sub-*Units* and act as a “*Parent Unit*” to them.

Columns

Name	Description	Type	Notes
Id	<i>Unit</i> identification	GUID	Required, Read-only, Unique
Name	<i>Unit</i> name	String (50)	Required
Description	<i>Unit</i> description	String (255)	
IsActive	<i>Unit</i> active status	Boolean	Required, ‘Inactive’ by default
IsDeleted	<i>Unit</i> existential status	Boolean	Required, ‘Not deleted’ by default
ParentId	Parent <i>Unit</i>	GUID	Reference to itself. Root <i>Unit</i> by default (no parent)
TenantId	The Tenant that the <i>Unit</i> belongs to	GUID	Required. Reference to Tenant Model

MANAGER

Table Name

UnitManager (link to [Hierarchy](#) relational diagram)

Description

Represent *Coach* [User](#) as a *Manager* of [Unit](#).

Columns

Name	Description	Type	Notes
Id	<i>Unit manager</i> identification	GUID	Required, Read-only, Unique
UnitId	Unit that User manages	GUID	Required. Reference to Unit Model
UserId	User as <i>Manager</i> of Unit	GUID	Required. Reference to User Model

TEAM

Table Name

Team (link to [Hierarchy](#) relational diagram)

Description

A *Team* is the 'end point' to a branch of the [Tenant](#) and it is the only element of a [Tenant](#) that can have [Agents](#) assigned to it. A *Team* must always belong to a [Unit](#).

Columns

Name	Description	Type	Notes
Id	<i>Team</i> identification	GUID	Required, Read-only, Unique
Name	<i>Team</i> name	String (50)	Required
Description	<i>Team</i> description	String (50)	
ShowScore	Show/hide score whilst an Evaluation is being created (and is still incomplete) in <i>Coach QM</i>	Boolean	Required, 'Hidden' by default
IsActive	<i>Team</i> active status	Boolean	Required, 'Inactive' by default
IsDeleted	<i>Team</i> existential status	Boolean	Required, 'Not deleted' by default
UnitId	The Unit that the <i>Team</i> belongs to	GUID	Required. Reference to Unit Model

MANAGER

Table Name

TeamManager (link to [Hierarchy](#) relational diagram)

Description

Represent *Coach* [User](#) as a *Manager* of a [Team](#).

Columns

Name	Description	Type	Notes
Id	<i>Team manager</i> identification	GUID	Required, Read-only, Unique
TeamId	Team that User manages	GUID	Required. Reference to Team Model
UserId	User as <i>Manager</i> of Team	GUID	Required. Reference to User Model

AGENT

Table Name

TeamUser (link to [Hierarchy](#) relational diagram)

Description

Represent *Coach User* as *Agent* in *Team*.

Columns

Name	Description	Type	Notes
Id	<i>Agent</i> identification	GUID	Required, Read-only, Unique
TeamId	The Team that the <i>Agent</i> belongs to	GUID	Required. Reference to Team Model
UserId	User as <i>Agent</i> in a Team	GUID	Required. Reference to User Model

USER

Table Name

User (link to [Hierarchy](#) relational diagram, link to [User-Role](#) relational diagram)

Description

A “*User*” is an individual imported/created within the [Tenant](#). The *User* can be assigned any [Role](#) but most will be designated as an [Agent](#) or as the *Manager* of a [Team](#) and/or [Unit](#). Each [Role](#) gives varied levels of access to different sections of *Coach QM*. The number of *Users* that can be added to a [Tenant](#) and then activated is not limited but the number of active *Users* that can be assigned the [Role](#) of [Agent](#) is restricted to the number of licenses that have been purchased.

Columns

Name	Description	Type	Notes
Id	<i>User</i> identification	GUID	Required, Read-only, Unique
TenantId	Tenant <i>User</i> belongs to	GUID	Reference to Tenant Model
Details			
UserName	Username of <i>User</i>	String (102)	Required. Unique
Password	<i>User</i> password	String (50)	
FirstName	<i>User</i> first name	String (50)	
LastName	<i>User</i> last name	String (50)	
IsActive	<i>User</i> active status	Boolean	Required, ‘Inactive’ by default
IsDeleted	<i>User</i> existential status	Boolean	Required, ‘Not deleted’ by default
Recorder			
RecorderPlayerId	The Recorder where <i>User</i> (Agent) media files are with player	GUID	Reference to Recorder Media Player (Combination) Model. Applicable only for <i>Users</i> that are Agents
RecorderUserID	Value identifying the <i>User</i> (Agent) with media files within the Recorder	String (500)	Applicable only for <i>Users</i> that are Agents
RecorderAccountID	Value identifying the <i>User</i> (Agent) within the Recorder and <i>Coach</i>	String (500)	Applicable only for <i>Users</i> that are Agents

Password Management

Mail	Email address of <i>User</i>	String (102)	
ResetPasswordToken	Reset Token	String (102)	Will be included in Email sent to <i>Mail</i> address
ResetPasswordRequests	The number of times a <i>User</i> has requested a password be changed	Int	Total number of actual requests
PasswordResetCount	The number of times a <i>User</i> has provided a new password	Int	Total number of actual resets
TokenExpiryDate	The date/time that the reset token expires	Datetime	
LastLoggedInAt	The date/time that the reset token expires	Datetime	
WhenPasswordChanged	Date/time when password was last changed	Datetime	
FailedLoginCount	Number of times login has failed since last successful login	Short	
TotalFailedLoginCount	Total number of times login has failed	Int	
LockedOutUntil	When account is locked out too	Datetime	DateTime.MaxValue = forever

Deprecated Columns

- RolesFilter

ROLE

Table Name

Group (link to [User-Role](#) relational diagram)

Description

Represent *Roles* for [Tenant](#). There are four built-in “*Roles*” contained in *Coach*. These are “*System Administrator*”, “*Application Administrator*”, “*Manager*” and “*Agent*”. Each *Role* has a different purpose with correspondingly different levels of access to *Coach Console* and *Coach QM*. These levels of access are called “[Permissions](#)”.

Columns

Name	Description	Type	Notes
Id	<i>Role</i> identification	GUID	Required, Read-only, Unique
Name	<i>Role</i> name	String (50)	Required. Can be only one of Built-in Role Types
Description	<i>Role</i> description	String (1000)	
Builtin	<i>Role</i> is built-in	Boolean	Required, ‘Built-in’ by default
TenantId	Tenant <i>Role</i> belongs to	GUID	Required. Reference to Tenant Model
ExternalName	Used for IWA/AD and also by REST API	String (100)	

Built-in Types

- *System Administrator* (Can access *Coach Console*)
- *Application Administrator* (Can access *Coach Console* and *QM*)
- *Manager* (Can access *Coach QM*)
- *Agent* (Can access *Coach QM*)

USER ROLES

Table Name

UserGroup (link to [User-Role](#) relational diagram)

Description

The [Roles](#) given to *Coach User*. Only [built-in Roles types](#) are currently supported.

Columns

Name	Description	Type	Notes
Id	<i>User Role</i> identification	GUID	Required, Read-only, Unique
GroupId	Role assigned to User	GUID	Required. Reference to Role Model
UserId	The User that <i>Role</i> is assigned to	GUID	Required. Reference to User Model

PERMISSION

Table Name

Permissions (link to [User-Role](#) relational diagram)

Description

The built-in *Permissions* for a particular [Role](#) determine which areas of the application a [User](#) with a specific *Role* can have access to and which tasks they can perform there

Columns

Name	Description	Type	Notes
Id	<i>Permission</i> identification	GUID	Required, Read-only, Unique
CanRead	Can read <i>Permission</i>	Boolean	
CanChange	Can change <i>Permission</i>	Boolean	
CanCreate	Can create <i>Permission</i>	Boolean	
CanDelete	Can delete <i>Permission</i>	Boolean	
LimitScope	Denotes whether the scope of the <i>Permission</i> is to be applied to the hierarchy	Boolean	
LimitScopeStatus	Denotes whether the LimitScope applies to the <i>Permission</i>	Boolean	
GroupId	Role that has <i>Permission</i>	GUID	Required. Reference to Role Model
AreaId	Module that is permitted	GUID	Required. Reference to Module Model

MODULE

Table Name

Area (link to [User-Role](#) relational diagram)

Description

Represents the built-in *Coach Modules*. This table is read-only, and new modules can only be added, exclusively, by *Qualtrak*.

Columns

Name	Description	Type	Notes
Id	<i>Module</i> identification	GUID	Required, Read-only, Unique
Name	<i>Module</i> name	String (50)	Required
Description	<i>Module</i> description	String (255)	
HasScope	Denotes whether or not this area can have scope applied	Boolean	Required. Built-in by default

RECORDER

Table Name

Recorder (link to [Recorder](#) relational diagram)

Description

Details the information that determines the connectivity of *Coach* and a *Recorder*. Each [Tenant](#) can be connected to multiple *Recorders*.

Columns

Name	Description	Type	Notes	LoS	API
Id	<i>Recorder</i> identification	GUID	Required, Read-only, Unique	x	x
TenantId	Tenant the <i>Recorder</i> belongs to	GUID	Required. Reference to Tenant Model	x	x
RecorderName	<i>Recorder</i> name	String(50)		x	x
IsDirect	If true then <i>LoS</i> otherwise <i>API</i>	Boolean	'Direct Access' by default	x	x
DBEngineType*	The supported DB engines for getting <i>Recorder's</i> media files	Byte	SQL Server by default	x	x
ServerIP	The <i>Recorder</i> IP / domain name for where the database service is hosted	Byte		x	x
TableMappingXML	The XML of mapping metadata	Text		x	x
DatabaseServerIP	IP/domain name of SQL Server	String (1000)		x	
DatabaseName	The <i>Recorder</i> database name that will be queried for media files	String (1000)		x	
DatabaseUsername	The username of the DB login that will be used to gain access to the database	String (1000)		x	
DatabasePassword	The password of the DB login that will be used to gain access to the database	String (1000)		x	
Port	The DB port: <i>SQL Server</i> uses port 1433 by default so can accept a blank; <i>MySQL</i> cannot and requires a value to be entered	String (6)		x	
Description	The reference Notes entered	String (1000)		x	x

	for a recorder				
TimeZoneForUTC	Specify time zone for datetime search criteria values for conversion to UTC	String (64)	Only applicable when date / time saved as UTC in recorder DB	x	x

LoS (Line of Sight) and *Recorder API* columns denote the required fields for two supported *Recorder Communication Types*.

* Currently supported *Database Engine Types* are: *SQL Server*, *MySQL*.

MEDIA PLAYER

Table Name

Player (link to [Recorder](#) relational diagram)

Description

Details the information that describes the properties of a *Media Player*. A *Media Player* is used to play back a call or screen recording. Each [Tenant](#) can utilize multiple *Media Players*.

Columns

Name	Description	Type	Notes
Id	<i>Media Player</i> identification	GUID	Required, Read-only, Unique
Name	<i>Media Player</i> name	String (255)	Required
PlayerType	The type of Media Player	Byte	Required. <i>Default Internal</i> is by default
IsIntAutoPlay	Denotes whether the media file will start playing automatically	Boolean	Does not start instantly by default. Applicable only to <i>Default Internal</i> type
PublishingPoint	The name of the <i>Windows Media Service</i> publishing point of the root; URL can be relative or absolute	String (500)	Applicable only to <i>Default Internal</i> type
ExtPlayerUrl	URL of HTML file that contains the <i>Media Player</i> ; URL can be relative or absolute	String (500)	Applicable only to <i>External</i> type
ExtPlay	The Javascript function used to Play the media	String (50)	Applicable only to <i>External</i> type
ExtStop	The Javascript function used to Stop the media	String (50)	Applicable only to <i>External</i> type
ExtPause	The Javascript function used to Pause the media	String (50)	Applicable only to <i>External</i> type
ExtSeek	The Javascript function used to Seek the media	String (50)	Applicable only to <i>External</i> type
ExtRootFolder	The URL of the root folder where the media files are hosted; URL can be relative or absolute	String (500)	Applicable only to <i>External</i> type
ExtLoad	The Javascript function used to Load the media	String (50)	Applicable only to <i>External</i> type
ExtLength	The Javascript function used to return the length (in seconds) of the media	String (50)	Applicable only to <i>External</i> type

ExtLoadType	The Media Player Load Types	String (50)	Applicable only to <i>External</i> type
IsExtAutoPlay	Denotes whether the media file will start playing automatically	Boolean	Does not start instantly by default. Applicable only to <i>External</i> type
LastSaved	The date the <i>Media Player</i> was last saved	Date Time	Null by default
TenantId	The Tenant the <i>Media Player</i> belongs to	GUID	Required. Reference to Tenant Model

Media Player Types

Not in database, *Media Player Types* are enumeration.

Default Internal

The Default Internal Coach Player is a Silverlight player and is to be used with those Recorders that use codecs compatible with Silverlight.

Custom Internal

The Custom Internal Player should be selected if you, the customer, will be using your own web-based player, or that of a third party, that meets with strict API compliance.

The Internet Explorer browser uses *Windows Media Player* and *Firefox / Chrome* use *QuickTime*. Any media player can be used so long as it has an API that meets the *Coach* playback contract. The player's API must consist of the following: LoadUrl (or ID), Play, Stop, Play, Seek (from seconds, to seconds) and finally GetLength of recording in seconds. The player's API must be accessible via JavaScript.

External

This is when the player is contained in the user's own application and *Coach* provides only recording playback details.

None

Coach will provide no playback or playback details for recordings.

Media Player Load Types

Not in database, *Media Player Load Types* are enumeration.

It is the norm for a browser based player like WMP to accept a URL. However, in the cases where the media file has been encrypted, some proprietary players insist on an ID. This ID will be used to source the precise media file.

URL

Load URL into media player.

ID

Load ID into media player.

None

Do not load anything into media player.

RECORDER MEDIA PLAYER (COMBINATIONS)

Table Name

RecorderPlayer (link to [Recorder](#) relational diagram)

Description

Configures a link between a [Recorder](#) and a [Media Player](#) that have been added to *Coach*.

Columns

Name	Description	Type	Notes
Id	<i>Recorder Media Player</i> identification	GUID	Required, Read-only, Unique
Name	<i>Recorder Media Player</i> name	String (255)	Required
IsActive	<i>Recorder Media Player</i> active status	Boolean	Required. Inactive by default
PlayerId	Media Player that will play Recordings	GUID	Required. Reference to Media Player Model
RecorderId	Recorder that will feed Media Player	GUID	Required. Reference to Recorder Model
TenantId	The Tenant that the Media Player and the Recorder belong to	GUID	Required. Reference to Tenant Model

SCHEDULE

Table Name

Schedule (link to [Schedule](#) relational diagram)

Description

Schedule automatically collects media files from a [Recorder](#) for *Managers* to evaluate in the *Schedule* section of *Coach QM*.

Columns

Name	Description	Type	Notes
Id	<i>Schedule</i> identification	GUID	Required, Read-only, Unique
Main Details			
Name	<i>Schedule</i> name	String (100)	
Description	<i>Schedule</i> description	String (1024)	
StartDate	The start date that triggers the <i>Schedule</i> to collect media files for the first time; it can be set to today or some date in future	Date Time	Required, 'Today' by default
MaxCallsPerAgent	The maximum number of media files that will be collected per Agent (valid range is from 1 to 99)	Short	Required, '5' by default
IsActive	<i>Schedule</i> active status	Boolean	Required, 'Inactive' by default
IsArchived	<i>Schedule</i> archived status	Boolean	Required, 'Not archived' by default
CreatedDate	<i>Schedule</i> creation date	Date Time	Required
ModifiedDate	<i>Schedule</i> modification date	Date Time	Required
LastRunAt	The date when the <i>Schedule</i> was last run by the <i>Scheduler</i> engine	Date Time	Null by default
CreatedById	The User who created the <i>Schedule</i>	GUID	Required. Reference to User Model
ModifiedById	The most recent User to edit the <i>Schedule</i>	GUID	Required. Reference to User Model
TenantId	The Tenant the <i>Schedule</i> belongs to	GUID	Required. Reference to Tenant Model

SearchXml	XML representation of all <i>Search Criteria</i> that have been configured for the Schedule	Text	This XML file also persists the filtering values entered for the Search Criteria
Period and Occurrence			
PeriodType	<i>Schedule</i> Period Types	Byte	Required, 'Daily Period Type' by default
OccurrenceType	<i>Schedule</i> Occurrence Types	Byte	Required, 'Infinite Occurrence Type' by default
Occurrences	The number of times that the <i>Schedule</i> will be run and collect media files	Short	Required, '0' by default
EndDate	The <i>Schedule</i> end date for End Date Occurrence Type	Date Time	Null by default
CustomDateFrom	The Schedule Custom Period date from	Date Time	Null by default
CustomDateTo	The Schedule Custom Period date to	Date Time	Null by default

Period Types

The *Period Types* are an essential part of the [Schedule](#). They are not in the database, but are an enumeration.

Currently these are the *Period Types* that are supported:

1. **Daily** – The *Schedule* will run every day
2. **Weekly** – The *Schedule* will run every week
3. **Monthly** – The *Schedule* will run every month
4. **Quarterly** – The *Schedule* will run quarterly (every three calendar months)
5. **Custom** – A custom 'from' and 'to' date for a one-off search – the “*Custom Date From*” and “*Custom Date To*” dates must be set to cover a period prior to the *Schedule's* “*Start Date*”

Occurrence Types

The *Occurrence Types* are part of the [Period Types](#), describing the type of occurrence on specific *Period Type*. *Occurrences* are triggered by the [Schedule's](#) “*Start Date*”. As with *Period Types*, *Occurrence Types* are not in the database but are an enumeration.

Currently these are the *Occurrence Types* that are supported:

1. **None** – Used only for *Custom Period Type* since this *Period Type* will always have only one occurrence
2. **Infinite** – Will occur infinitely
3. **Number Of Times** – Will occur for the specified number of times described by the integer value entered in the *Schedule's* “*Occurrences*” column
4. **Until End Date** – Will continue to occur until a user-specified “*End Date*” for the *Schedule*

SCHEDULE LEVEL

Table Name

ScheduleLevels (link to [Schedule](#) relational diagram)

Description

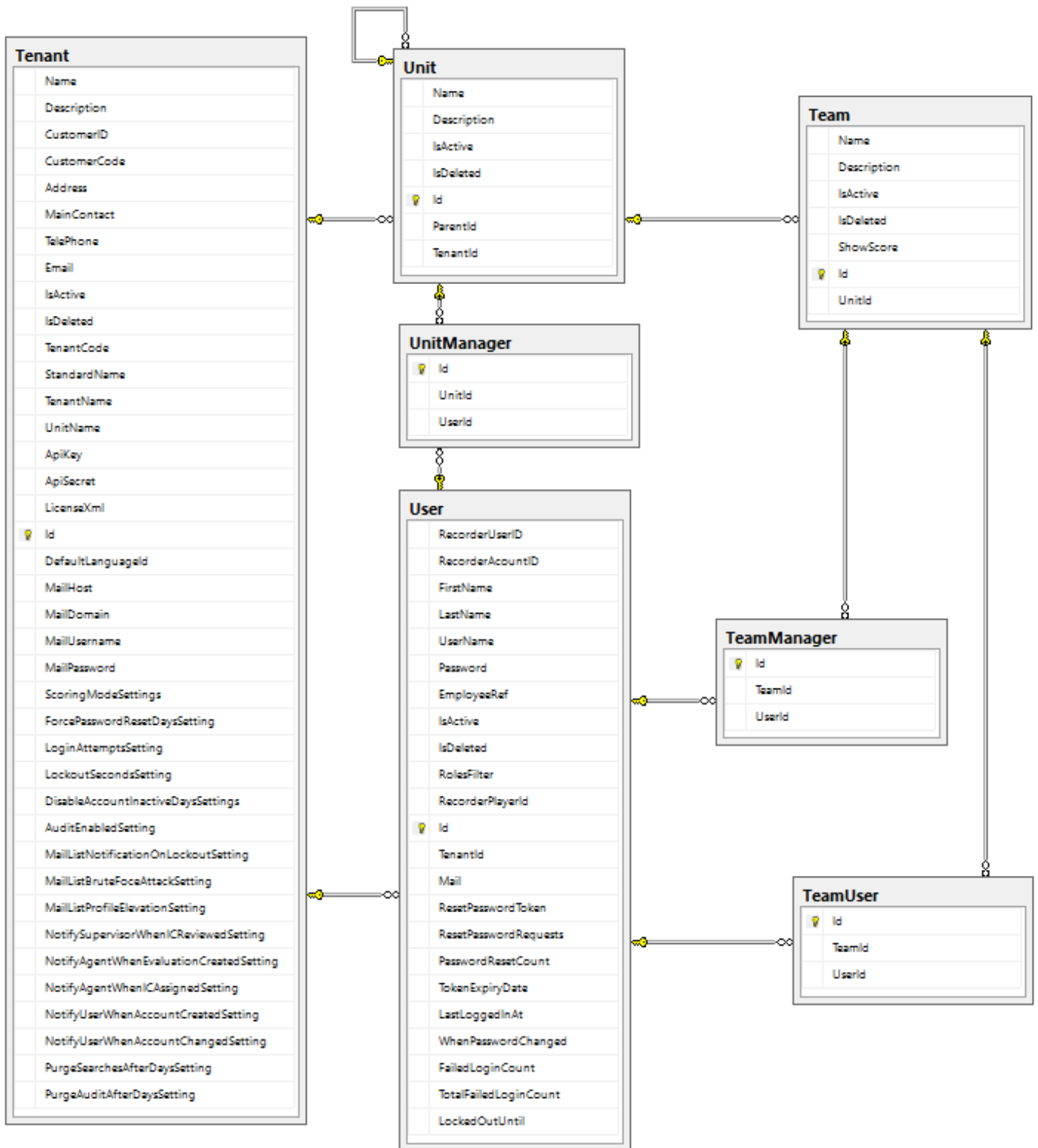
Schedule Levels are parts of the organization that will be assigned to the [Schedule](#) and have media files collected for them by the *Scheduler* engine from the [Recorder](#).

Columns

Name	Description	Type	Notes
Id	<i>Default Standard</i> identification	GUID	Required, Read-only, Unique
ScheduleId	The ID used to associate a Schedule with organizational levels (Unit , Team or Agent)	GUID	Required. Reference to Schedule Model
AspireTreeId	The ID of the Unit , Team or Agent from the Tenant Tree that is associated with a Schedule	GUID	Required. Reference to Tenant Tree Model

Diagrams of Console DB Table Relations

HIERARCHY DIAGRAM



Hierarchy Diagram DB Table Links:

[Tenant](#) DB table

[UnitManager](#) DB table

[Unit](#) DB table

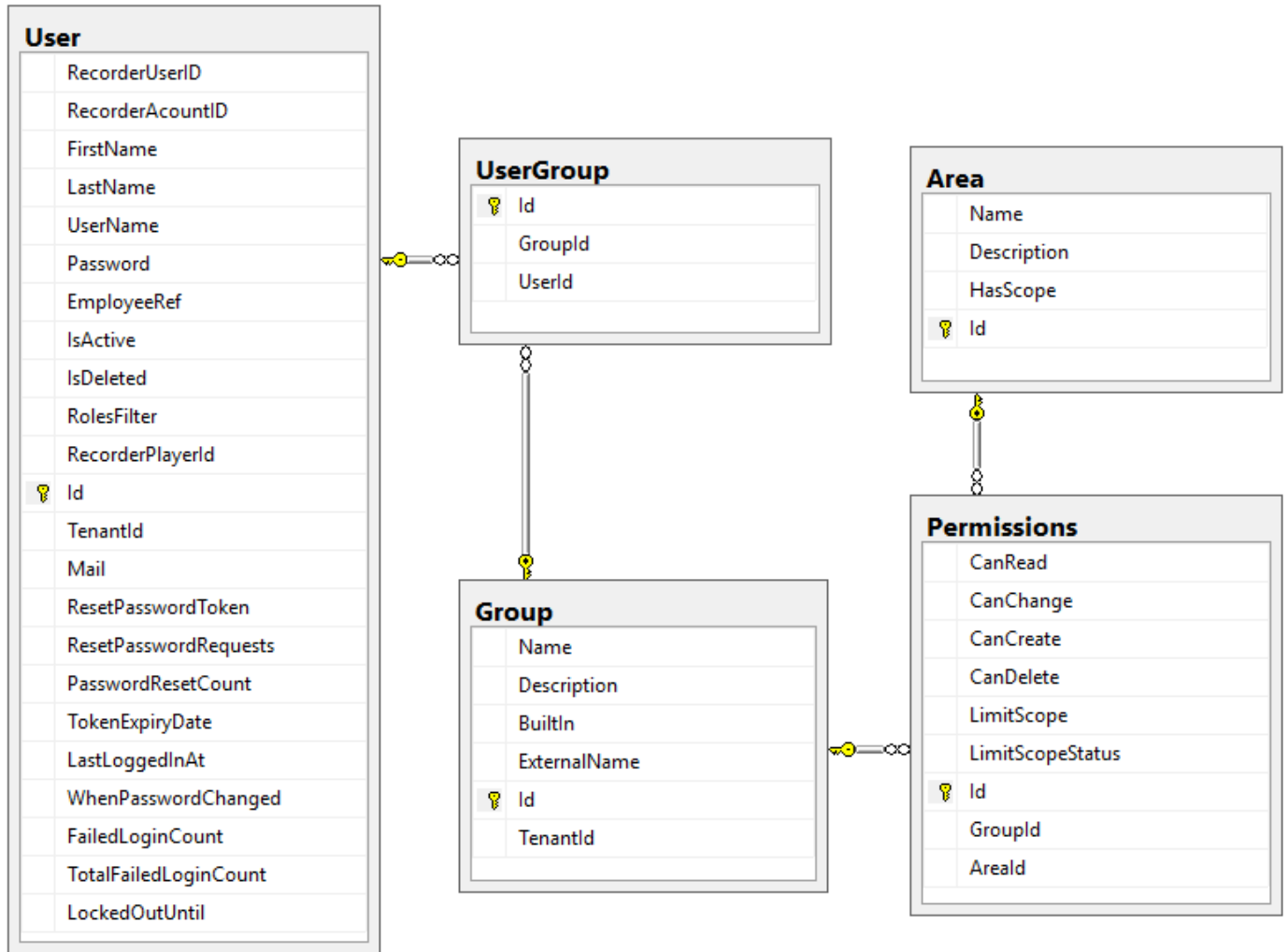
[TeamManager](#) DB table

[Team](#) DB table

[TeamUser](#) DB table

[User](#) DB table

USER - ROLES DIAGRAM



User-Roles Diagram DB Table Links:

[User](#) DB table

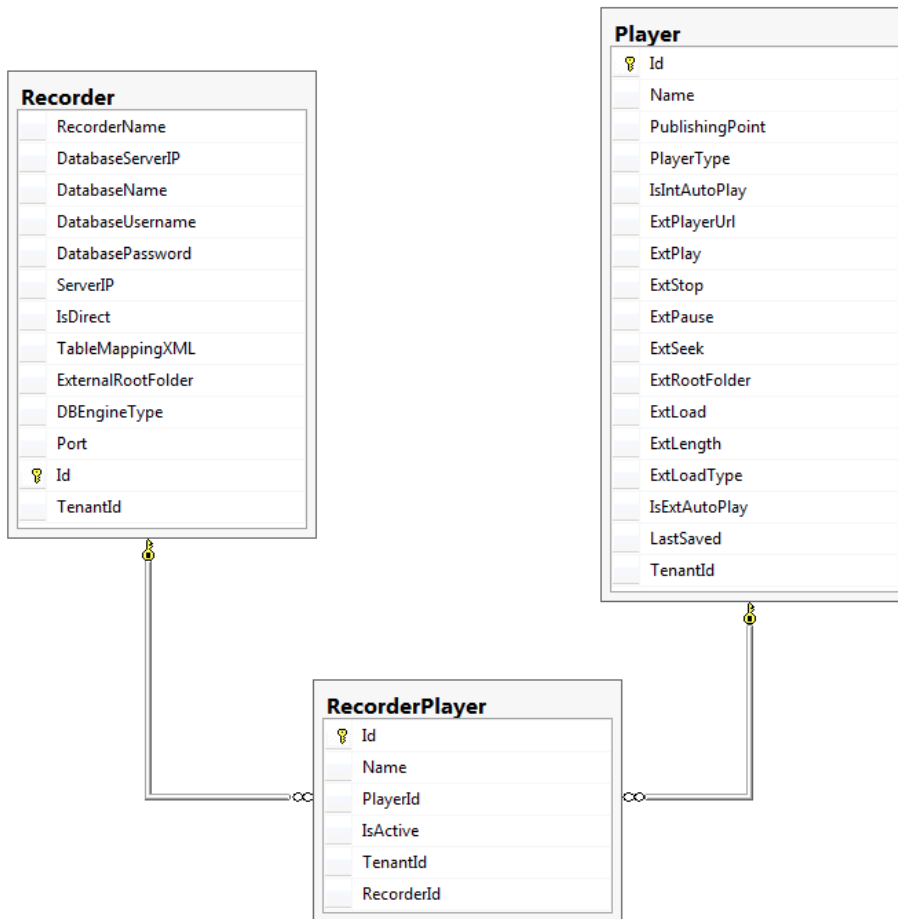
[Permissions](#) DB table

[UserGroup](#) DB table

[Area](#) DB table

[Group](#) DB table

RECORDER DIAGRAM



Recorder Diagram DB Table Links:

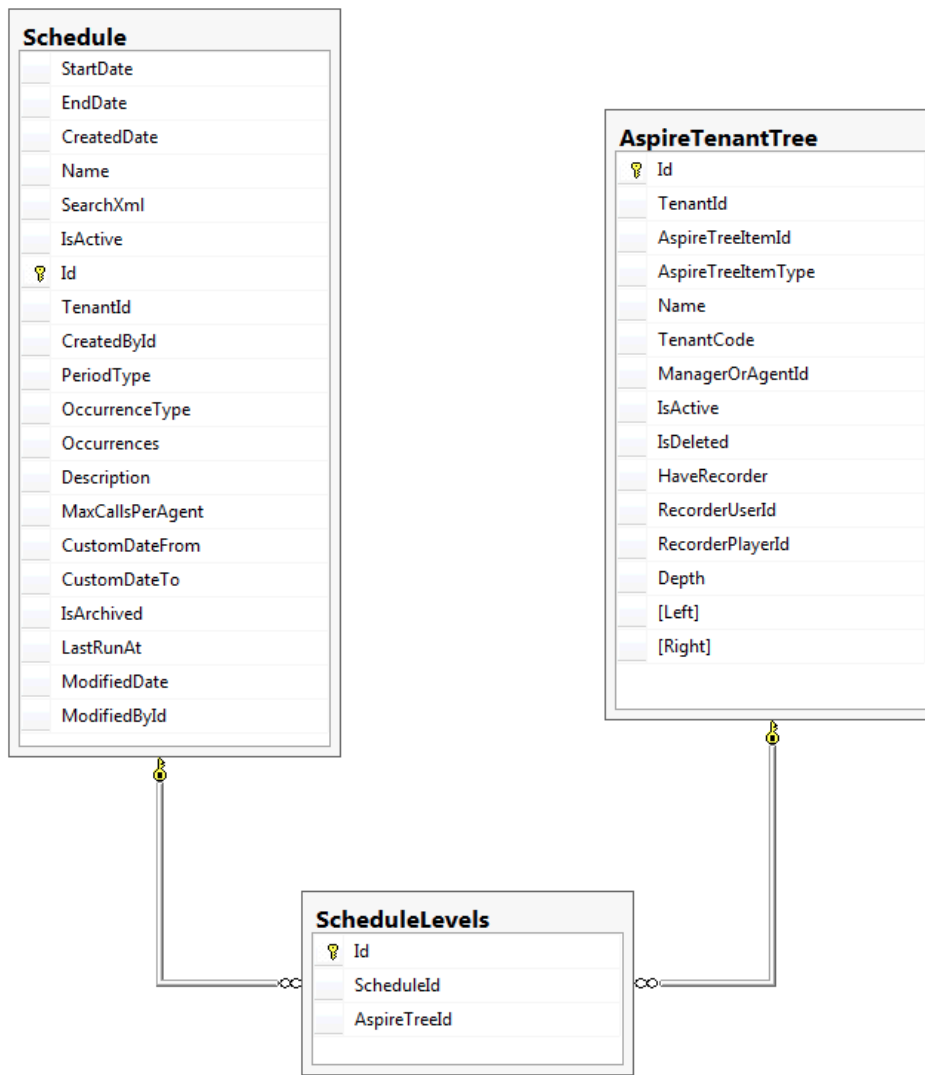
[Recorder](#) DB table*

[RecorderPlayer](#) DB table

[Player](#) DB table

* TimeZoneForUTC column not displayed in diagram

SCHEDULE DIAGRAM



Schedule Diagram DB Table Links:

[Schedule](#) DB table

[AspireTenantTree](#) DB table

[ScheduleLevels](#) DB table

QM (Quality Monitoring)

1. [Standard](#)
 - [Standard Folder](#)
 - [Default Standard \(Defaults\)](#)
 - [Attribute](#)
 - [Definition](#)
2. [Call Category](#)
 - [Call Category Folder](#)
3. [Scoring Mode](#)
 - [Scoring Mode Option](#)
4. [Recording](#)
 - [Rejected Media](#)
 - [Removed Media](#)
5. [Evaluation](#)
 - [Evaluation Call Category](#)
 - [Bookmark](#)
 - [Scoring Result](#)
 - [Scoring Result Change](#)
6. [InstantCoach](#)
 - [InstantCoach Definition](#)
7. [Coaching Session](#)
 - [Objectives](#)

STANDARD

Table Name

Standards (link to [Standard](#) relational diagram)

Description

A *Standard* is the set of questions and parameters against which recorded media files are rated in [Evaluations](#).

Columns

Name	Description	Type	Notes
Id	<i>Standard</i> identification	GUID	Required, Read-only, Unique
Name	<i>Standard</i> name	String (100)	Required
Description	Standard description	String (255)	
Status	Status of Standard	Integer	Required, 'Draft' Status by default
DisplayOrder	The tree ordering number of <i>Standard</i>	Integer	Required, '0' by default
IsAutoFail	Option to give <i>Standard</i> <i>AutoFail</i> property	Boolean	Required, 'Not AutoFail' by default
AutoFailCount	Exact number of AutoFail Attributes that will trigger AutoFail property for Standard	Integer	Required, '0' by default
StandardFolderId	Standard Folder that the <i>Standard</i> belongs to	GUID	Required. Reference to Standard Folder Model
IsCreatedWithOldVersion	<i>Standard</i> was created using previous version of <i>Coach</i> to v4	Boolean	
LimitToBuiltInScoringModes	Only allow <i>Standard</i> to be created with 5 built-in Scoring Modes	Boolean	

Standard Status

The status of a Standard is not in the database but is an enumeration.

- Draft
- Published
- Discontinued

STANDARD FOLDER

Table Name

StandardFolder (link to [Standard](#) relational diagram)

Description

The folder organization structure for [Standards](#).

Columns

Name	Description	Type	Notes
Id	<i>Standard Folder</i> identification	GUID	Required, Read-only, Unique
FolderName	<i>Standard Folder</i> name	String (500)	Required
DisplayOrder	The tree ordering number for <i>Standard Folder</i>	Integer	Required, '0' by default
ParentId	The parent <i>Standard Folder</i>	GUID	Reference to itself; root (no parent) <i>Standard Folder</i> by default
TenantId	The Tenant that the <i>Standard Folder</i> belongs to	GUID	Required. Reference to Tenant Model

DEFAULT STANDARD (DEFAULTS)

Table Name

DefaultTemplates (link to [Standard](#) relational diagram)

Description

The *Default Standard* allows an administrator to decide which [Standard](#) will be loaded by default for an [Agent](#) when an [Evaluation](#) is created for them.

Columns

Name	Description	Type	Notes
Id	<i>Default Standard</i> identification	GUID	Required, Read-only, Unique
TemplateId	Standard that will be used by default for a new Evaluation created for an Agent in this level	GUID	Required. Reference to Standard Model
AspireTreeId	The Unit , Team or Agent from the Tenant Tree that is associated with the default Standard	GUID	Required. Reference to Tenant Tree Model

ATTRIBUTE

Table Name

Attributes (link to [Standard](#) relational diagram)

Description

[Standard Definitions](#) are grouped into *Attributes*.

Columns

Name	Description	Type	Notes
Id	<i>Attribute</i> identification	GUID	Required, Read-only, Unique
AttributeText	<i>Attribute</i> text	String (1000)	
Interpretation	Provides guidance to the Evaluator how that <i>Attribute</i> should be interpreted	Text	
Points	Total number of points allocated to the Definitions created within the <i>Attribute</i>	Integer	Required, '0' by default
DisplayOrder	The tree ordering number of the <i>Attribute</i>	Integer	Required, '0' by default
IsAutoFail	Option to give <i>Attribute</i> the AutoFail property	Boolean	Required, 'Not AutoFail' by default
AutoFailCount	Exact number of AutoFail activated Definitions that must be triggered in an Evaluation to trigger AutoFail for the <i>Attribute</i>	Integer	Required, '0' by default
StandardId	The Standard that the <i>Attribute</i> belongs to	GUID	Required. Reference to Standard Model
MustBeAnswered	Definitions belonging to <i>Attribute</i> must be answered in order for the <i>Standard</i> to be considered complete	Boolean	Required, '1' by default

DEFINITION

Table Name

Definitions (link to [Standard](#) relational diagram)

Description

[Standard](#) questions and parameters are called *Definitions*.

Columns

Name	Description	Type	Notes
Id	<i>Definition</i> identification	GUID	Required, Read-only, Unique
DefinitionText	<i>Definition</i> text	String (1000)	
Interpretation	Provides guidance to <i>Evaluator</i> how <i>Definition</i> should be interpreted	Text	
Points	Number of points allocated to the <i>Definition</i>	Integer	Required, '0' by default
DisplayOrder	The tree ordering number of <i>Definition</i>	Integer	Required, '0' by default
IsAutoFail	Option to give <i>Definition</i> AutoFail property	Boolean	Required, 'Not AutoFail' by default
AutoFailAction	What action will follow if AutoFail is triggered by this <i>Definition</i> for an Evaluation	Boolean	Required, '0' by default; 1 – Stop, 2 – Continue
AttributeId	The Attribute that the <i>Definition</i> belongs to	GUID	Required. Reference to Attribute Model
ScoringModeId	Scoring Mode for the <i>Definition</i>	GUID	Required.
DefinitionType	<i>Definition</i> Answer Mode	Integer	Required, '1' by default 0 – Built-in, 1 – Radio Buttons, 2 – Free Text, 3 – Labels, 4 – Slider, 5 – Dropdown, 6 – Predefined, 7 – Check Boxes
MustBeAnswered	<i>Definition</i> must be answered in order for the <i>Standard</i> to be considered complete	Boolean	Required, '1' by default
SetPointsAtDefinition	<i>Definition</i> Points weighting set at <i>Definition</i> level and a percentage of these Points assigned to each ScoringModeOption	Boolean	Required, '1' by default

CALL CATEGORY

Table Name

CategoryType (link to [Call Category](#) relational diagram)

Description

A *Call Category* can be assigned to an [Evaluation](#) as a way of grouping different types of call together in Reports.

Columns

Name	Description	Type	Notes
Id	<i>Call Category</i> identification	GUID	Required, Read-only, Unique
CategoryText	<i>Call Category</i> text	String (500)	Required
DisplayOrder	The tree ordering number of <i>Call Category</i>	Integer	Required, '0' by default
Show	Option to make the <i>Call Category</i> available as a classification in Evaluations – sub-Categories do not have Show option and assume property of parent Category	Boolean	Required, 'Not Shown' by default
ParentId	Parent <i>Call Category</i> that the <i>Category</i> belongs to; if parent set then it is a <i>Call Sub Category</i>	GUID	Reference to itself; root (no parent) Call Category by default
CategoryFolderId	The Call Category Folder that the <i>Category</i> belongs to	GUID	Required. Reference to Call Category Folder Model

CALL CATEGORY FOLDER

Table Name

CategoryFolder (link to [Call Category](#) relational diagram)

Description

The folder organization structure for [Call Categories](#).

Columns

Name	Description	Type	Notes
Id	<i>Call Category Folder</i> identification	GUID	Required, Read-only, Unique
FolderName	<i>Call Category Folder</i> name	String (500)	Required
DisplayOrder	The tree ordering number for <i>Call Category Folder</i>	Integer	Required, '0' by default
ParentId	The parent <i>Call Category Folder</i>	GUID	Reference to itself; root (no parent) <i>Call Category Folder</i> by default
TenantId	The Tenant that the <i>Call Category Folder</i> belongs to	GUID	Required. Reference to Tenant Model

SCORING MODE

Table Name

ScoringMode (link to [Scoring Mode](#) relational diagram)

Description

The *Scoring Modes* are the various ways in which points can be allocated to Definitions in a [Standard](#). There are five built-in *Scoring Modes* and it is possible to create new modes based on these.

Columns

Name	Description	Type	Notes
Id	<i>Scoring Mode</i> identification	GUID	Required, Read-only, Unique
ScoringModeText	<i>Scoring Mode</i> name	String (500)	Required
Description	<i>Scoring Mode</i> description	String (500)	
BuiltIn	<i>Scoring Mode</i> is built-in	Boolean	Required. Not built-in by default
ScoringModeType	Used for reporting. It can be <i>Percentage</i> or <i>Text</i> type	Integer	Required
ScoringModeTypeReport	Used for reporting. Represent built-in <i>Scoring Modes</i> as types	Integer	Required
TenantId	Tenant that the <i>Scoring Mode</i> belongs to	GUID	Required. Reference to Tenant Model
IsCreatedWithOldVersion	Signifies if <i>Scoring Modes</i> was created with previous version of Coach to v4	Boolean	Required, '0' by default
PredefinedScoringModeId	The Predefined Answer ID if a Predefined Answer is selected	GUID	

Deprecated Columns

- IsCreatedWithOldVersion

SCORING MODE OPTION

Table Name

ScoringModeOption (link to [Scoring Mode](#) relational diagram)

Description

The options available for a Scoring Mode.

Columns

Name	Description	Type	Notes
Id	<i>Scoring Mode Option</i> identification	GUID	Required, Read-only, Unique
Title	<i>Scoring Mode Option</i> title	String (500)	Required
Description	<i>Scoring Mode Option</i> description	String (500)	
IsAutoFail	Labels Answer as AutoFail	Boolean	Required, 'Not AutoFail' by default. Not applicable for Scoring Mode Comments, Free Text and Slider
IsNA	Labels Answer as 'Not Applicable'	Boolean	Required, 'Not N/A' default
Value	If Definition Points set to Set by Definition then the percentage of these points awarded to the Answer	Integer	Required, '0' points ('0%') by default (If Definition Points set to Set by Answer then value also set to '0')
ResultIndex	Used by Reports to denote specific metrics for built in scoring modes <u>only</u>	String (500)	
ScoringModeId	The Scoring Mode that this Answer belongs to	GUID	Required.
Points	If Definition Points set to Set by Answer, then determines the points value that the Answer contributes to the Definition	float	Required, '0' default (If Definition Points set to Set by Definition then value also set to '0')
IsExtra	Indicates whether Answer has Extra property	Boolean	Required, '0' by default
ExtraValue	Number of extra points or the percentage value that will be used to determine the extra score for a Definition	float	Required, '0' by default (If Answer does not have Extra property then value also set to '0')
DisplayOrder	Indicates the order in which the Answers are displayed for a Definition	Integer	Required, '0' by default (if only one Answer, value remains '0')

IsExtraPoints	Indicates whether “ExtraValue” is fixed points value or percentage of Definition denominator value	Boolean	Required, ‘1’ by default (If Answer does not have Extra property then value also set to ‘1’)
FreeTextStyle	Indicates whether text field is Sentence or Memo style	Integer	Required, ‘0’ by default, 0 – Sentence, 1– Memo

RECORDING

Table Name

Recordings (link to [Recording](#) relational diagram)

Description

The recorded media metadata given by the [Recorder](#) created through [Scheduler](#) or [Evaluations](#) Search Media action.

Columns

Name	Description	Type	Notes
Id	<i>Recording</i> identification	GUID	Required, Read-only, Unique
Name	<i>Recording</i> name	String (500)	
RecorderRecordingId	The Recorder identification of <i>Recording</i>	String (500)	Required
RecordingDate	The date the <i>Recording</i> was recorded by the Recorder	Date Time	
ScheduledAt	The date the <i>Recording</i> was collected by the Scheduler	Date Time	
EvaluatedAt	The date the <i>Recording</i> was used to create an Evaluation	Date Time	
ScheduleId	The Schedule that the <i>Recording</i> belongs to if was collected by the Scheduler	GUID	Reference to Schedule Model
UserId	The User that the <i>Recording</i> is for – only applies to Users that are Agents	GUID	Reference to User Model
Metadata	A Json array of call metadata received from the recorder	String(MAX)	See Metadata Column structure below
TeamId	Team that the Agent the recording is for belongs to in Coach – if Agent belongs to multiple Teams the ID will be null.	GUID	Reference to Team Model
SearchName	The name of the IntelliSearch	String (100)	Populated during the IntelliSearch process only
TenantId	Id of the Tenant that this recording is for	GUID	Populated during the IntelliSearch process only

Metadata Column structure

Ensure the data being returned adheres to the following JSON structure. Each array entry has 4 fields (*label*, *value*, *field* and *type*). There is no limit to the array size. Here, in this example, 2 pieces of metadata are being passed back:

Example:

```
{
  metadata:
    [
      {
        "label": "Policy No",
        "value": "23126603039",
        "field": "policy_no",
        "type": "number"
      }
    ], [
      {
        "label": "Notes",
        "value": "Caller said they were happy with resolution",
        "field": "call_notes",
        "type": "string"
      }
    ]
}
```

REJECTED MEDIA

Table Name

RejectedMedia (link to [Recording](#) relational diagram)

Description

Details of media files ([Recording](#)) that have been rejected by Managers from [Evaluations](#) because they are not appropriate for evaluating purposes.

Columns

Name	Description	Type	Notes
Id	<i>Rejected Media</i> identification	GUID	Required, Read-only, Unique
RejectedAt	The date that the media file was rejected	Date Time	Required
Reason	The reason why the media file was rejected	String (250)	
RejectedById	The User who rejected the media file	GUID	Required. Reference to User Model
RejectedForId	The Agent that the rejected media file was selected for	GUID	Required. Reference to User Model
TeamId	The Team that the Agent belonged to	GUID	Required. Reference to Team Model
RecordingId	The ID of the media file that was rejected	GUID	Required. Reference to Recording Model
ScheduleId	The Schedule that the media file belonged to if it was collected by the Schedule	GUID	Reference to Schedule Model

REMOVED MEDIA

Table Name

RemovedMedia (link to [Recording](#) relational diagram)

Description

Details of media files ([Recording](#)) that have been removed from *Schedules*.

Columns

Name	Description	Type	Notes
Id	<i>Removed Media</i> identification	GUID	Required, Read-only, Unique
RemovedAt	The date the media file was removed	Date Time	Required
Reason	The reason why the media file was removed	String (250)	
RemovedById	The User who removed the media file	GUID	Required. Reference to User Model
RemovedForId	The Agent that the removed media file was selected for	GUID	Required. Reference to User Model
TeamId	The Team that the Agent belonged	GUID	Required. Reference to Team Model
RecordingId	The ID of the media file that was removed	GUID	Required. Reference to Recording Model
ScheduleId	The <i>Schedule</i> the removed media file belonged to	GUID	Reference to Schedule Model

EVALUATION

Table Name

Evaluation (link to [Evaluation](#) relational diagram)

Description

An *Evaluation* is an analysis of a media file undertaken by a *Manager* using one of the [Standards](#) that have been created.

Columns

Name	Description	Type	Notes
Id	<i>Evaluation</i> identification	GUID	Required, Read-only, Unique
Reference	<i>Evaluation's</i> unique reference	String (50)	Required, Unique
CreatedDate	The date the <i>Evaluation</i> was created	Date Time	Required
Comments	Comments added by the <i>Manager</i> about the <i>Evaluation</i>	String (1000)	
Score	The <i>Evaluation's</i> Score	Integer	Required , '0' by default
IsAutoFail	Whether <i>AutoFail</i> was triggered for the Evaluation	Boolean	Required, '0' by default
AutoFailAction	Action taken as a result of <i>AutoFail</i> being triggered	Integer	
IsCompleted	Whether the <i>Evaluation</i> is complete or incomplete	Boolean	Required, 'Not completed' by default
SearchCriteria	XML representation of all available <i>Search Criteria</i> configured for the evaluated Agent's recorder	Text	Read-only (The specific filtering values entered for the Search Criteria by the Manager when searching for a media file are not persisted in the XML file)
TenantId	The Tenant that the <i>Evaluation</i> belongs to	GUID	Required. Reference to Tenant Model
UserId	The Agent (User) the <i>Evaluation</i> was created for	GUID	Required. Reference to User Model
StandardId	Standard used to create the <i>Evaluation</i>	GUID	Required. Reference to Standard Model
RecordingId	Recording evaluated in the <i>Evaluation</i>	GUID	Reference to Recording Model
TeamId	The Team the Agent being evaluated belonged to for the recording that is being evaluated	GUID	Reference to Team Model

EvaluatorId	The <i>Manger</i> (User) who is creating the <i>Evaluation</i>	GUID	Reference to User Model
ScoreWithExtra	The <i>Evaluation's</i> percentage Score incorporating Extras (bonuses or penalties)	Integer	Required, '0' by default
IsPublic	Whether the <i>Evaluation</i> is visible to Agents . This setting will affect the visibility of <i>InstantCoaches</i> created for that <i>Evaluation</i>	Boolean	Required, '1' by default

EVALUATION CALL CATEGORY

Table Name

EvaluationCategory (link to [Evaluation](#) relational diagram)

Description

The *Call Categories* that can be assigned to an Evaluation for filtering purposes in Reports.

Columns

Name	Description	Type	Notes
Id	<i>Evaluation Category</i> identification	GUID	Required, Read-only, Unique
EvaluationId	The <i>Evaluation</i> the <i>Category</i> is associated with	GUID	Required. Reference to Evaluation Model
CategoryTypeId	The <i>Call Category</i> for the <i>Evaluation</i>	GUID	Required. References to Call Category Model

BOOKMARK

Table Name

Bookmarks (link to [Evaluation](#) relational diagram)

Description

A *Bookmark* is used to explain to an [Agent](#) the reason why a [Definition](#) received a certain score, be it positive or negative, and it can be associated with a specific segment of an evaluated media file, enabling the [Agent](#) to readily replay the very interaction that informed their Evaluator's scoring decision.

Columns

Name	Description	Type	Notes
Id	<i>Bookmark</i> identification	GUID	Required, Read-only, Unique
BookmarkText	<i>Bookmark</i> text	String (1000)	
MediaStart	The start time of the selected segment of the media file	Integer	
Media End	The end time of the selected segment of the media file	Integer	
MediaLength	Length of the media file being evaluated (in seconds) – only calculated if segment of media file created for <i>Bookmark</i>	Integer	
UniqueAttachmentName	The file name of attachment	String (1000)	
Attachment	The name of an attached file	String (1000)	
ExternalAttachmentURL	The URL for a link to external resources	String (1000)	
CreatedDate	The date the <i>Bookmark</i> was added	Date Time	Required
CreatedById	The User who added the <i>Bookmark</i>	GUID	Required. Reference to User Model
DefinitionId	The Definition the <i>Bookmark</i> is added to	GUID	Required. Reference to Definition Model
EvaluationId	The Evaluation the <i>Bookmark</i> belongs to	GUID	Required. Reference to Evaluation Model

SCORING RESULT

Table Name

ScoringResult (link to [Evaluation](#) relational diagram)

Description

The Scoring Result when a [Definition](#) is answered.

Columns

Name	Description	Type	Notes
Id	<i>Scoring Result</i> identification	GUID	Required, Read-only, Unique
Result	The Name of the Answer that is selected for a Definition	String (300)	
Score	Number of points or the percentage value that will be used to determine the score for a Definition	Float	
CreatedDate	The Date the Answer was selected	Date Time	
IncludeResult	For built-in Reports for built-in Scoring Modes	Boolean	Required, 'Include result' by default
IsAutoFail	Whether the Answer has the AutoFail property	Boolean	Required, 'Not AutoFail' by default
ResultIndex	Original Name of predefined scoring mode label	String (50)	
ScoringModeOptionId	The Scoring Mode Option that the selected Answer belongs to	GUID	Required. Reference to Scoring Mode Option Model
DefinitionId	The Definition the selected Answer belongs to	GUID	Required. Reference to Definition Model
EvaluationId	The Evaluation that the Answer belongs to	GUID	Required. Reference to Evaluation Model
CreatedById	The User who selected the Answer	GUID	Reference to User Model
ModifiedById	The last User to alter the scored Answer	GUID	Reference to User Model

SCORING RESULT CHANGE

Table Name

ScoringResult_Changes (link to [Evaluation](#) relational diagram)

Description

A *Scoring Result Change* is created every time a saved Evaluation has an existing score changed for one of its [Definitions](#).

Columns

Name	Description	Type	Notes
Id	<i>Scoring Result Change</i> identification	GUID	Required, Read-only, Unique
Result	The result that the selection was changed <u>to</u>	String (300)	Required
Score	The score for the new selection	Float	
CreatedDate	Date of the <i>Scoring Result Change</i> creation – so when saved Definition score was changed	Date Time	
IncludeResult	For built-in Reports for built-in Scoring Modes	Boolean	Required, 'Include result' by default
ChangeReason	The reason for the <i>Scoring Result Change</i>	String (1000)	
IsAutoFail	Whether the the new selection has the AutoFail property	Boolean	Required, 'Not AutoFail' by default
ResultIndex	Original Name of predefined scoring mode label	String (50)	
ScoringResultId	Scoring Result where change was applied	GUID	Required. Reference to Scoring Result Model
ScoringModeOptionId	Scoring Mode Option for <i>Scoring Result</i>	GUID	Required. Reference to Scoring Mode Option Model
DefinitionId	The Definition where <i>Scoring Result</i> is applied	GUID	Required. Reference to Definition Model
EvaluationId	The Evaluation that the new selection belongs to	GUID	Required. Reference to Evaluation Model
CreatedById	The User who scored the Definition with its original <i>Scoring Result</i>	GUID	Reference to User Model

ModifiedById

The [User](#) who edited the original *Scoring Result*

GUID

Reference to [User](#) Model

ChangeDate

When the result was changed

Date Time

Required

INSTANTCOACH

Table Name

InstantCoach (link to [InstantCoach](#) relational table)

Description

InstantCoach allows an [Agent](#) to be given immediate feedback. A *Manager* can score and send selected [Definitions](#) from an [Evaluation](#) with comments and [Bookmarks](#) that will help to improve performance.

Columns

Name	Description	Type	Notes
Id	<i>InstantCoach</i> identification	GUID	Required, Read-only, Unique
AssignedDate	The date that the <i>InstantCoach</i> was created	Date Time	
ReviewedDate	The date the <i>Agent</i> (User) the <i>InstantCoach</i> was created for set it to Reviewed	Date Time	
Comments	Comments added by the <i>Manager</i> when creating the <i>InstantCoach</i>	String (500)	
ShowScore	If the Evaluation the <i>InstantCoach</i> is created for is complete then the <i>Evaluation's</i> score can be shown if the whole <i>Evaluation</i> is included in the <i>InstantCoach</i>	Boolean	'0' by default
Reference	<i>InstantCoach's</i> unique reference	String (100)	
AssignedById	The <i>Manager</i> who created the <i>InstantCoach</i>	GUID	Required. Reference to User Model
EvaluationId	Evaluation the <i>InstantCoach</i> was created for	GUID	Required. Reference to Evaluation Model

INSTANTCOACH DEFINITION

Table Name

InstantCoachDefinition (link to [InstantCoach](#) relational table)

Description

The [Evaluation Definitions](#) added to [InstantCoach](#).

Columns

Name	Description	Type	Notes
Id	<i>InstantCoach Definition</i> identification	GUID	Required, Read-only, Unique
InstantCoachId	<i>InstantCoaches</i> created for <i>Definitions</i>	GUID	Required. Reference to InstantCoach Model
DefinitionId	<i>Definitions</i> added to <i>InstantCoach</i>	GUID	Required. Reference to Definitions Model

COACHING SESSION

Table name

Coaching (link to [Coaching Session](#) relational diagram)

Description

Coaching Sessions are a way of capturing the outcomes of coaching feedback from [Bookmarks](#) and [InstantCoaches](#).

Columns

Name	Description	Type	Notes
Id	<i>Coaching Session</i> identification	GUID	Required, Read-only, Unique
Comments	<i>Coaching Session</i> comments	String (4000)	
CreatedDate	Date <i>Coaching Session</i> was created	Date Time	Required
TenantId	The Tenant that the <i>Coaching Session</i> belongs to	GUID	Required. Reference to Tenant Model
TeamId	The Team of the Agent who is being coached	GUID	Reference to Team Model
CoachId	The <i>Coach</i> (User) that created the <i>Coaching Session</i>	GUID	Required. Reference to User Model
UserId	The Agent (User) who the <i>Coaching Session</i> was created for	GUID	Required. Reference to User Model
CreatedById	The <i>Coach</i> (User) that created the <i>Coaching Session</i>	GUID	Required. Reference to User Model

OBJECTIVE

Table Name

Objectives (link to [Coaching Session](#) relational diagram)

Description

Objectives are discovered learning points agreed upon by the *Manager* and *Agent* in one-to-ones that are added to a [Coaching Session](#).

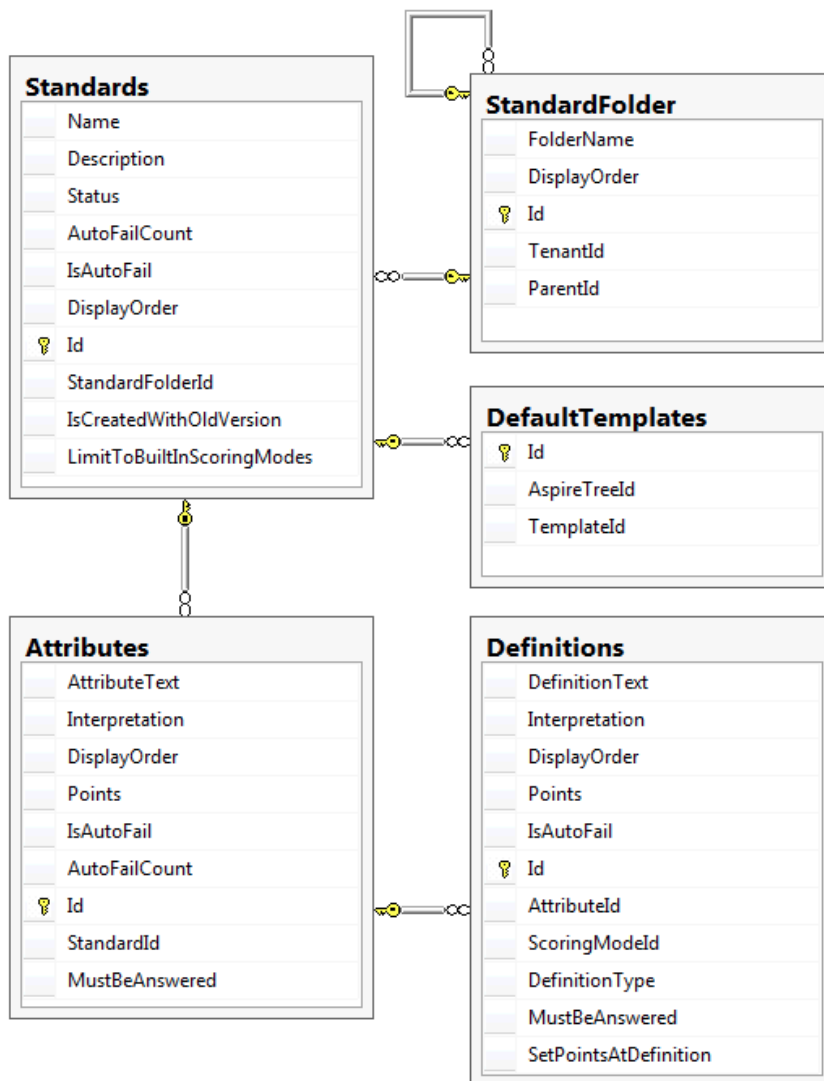
Columns

Name	Description	Type	Notes
Id	<i>Objective</i> identification	GUID	Required, Read-only, Unique
ObjectiveText	<i>Objective</i> text	String (3000)	
DateToComplete	Date to complete <i>Objective</i>	Date Time	
DateCompleted	Date <i>Objective</i> was completed	Date Time	
Status*	The status of the <i>Objective</i>	Integer	
Comments	<i>Objective</i> comments	String (1000)	
ChangeReason	Reason for <i>Objective</i> change	String (1000)	
CreatedDate	Date <i>Objective</i> was completed	Date Time	Required
CoachingId	The Coaching Session that the <i>Objective</i> belongs to	GUID	Required. Reference to Coaching Session Model
OwnerId	Manager assigned to <i>Objective</i>	GUID	Reference to User Model
CreatedById	The User who created the <i>Objective</i>	GUID	Required. Reference to User Model
PrevCoachingId	If an <i>Objective</i> is deferred to a new Coaching Session , this is the ID of the previous <i>Coaching Session</i> that it belonged to	GUID	Reference to antecedent if objective has been deferred

**Objective Status* can be: *Open*, *Completed*, *Cancelled*, and *Deferred*

Diagrams of QM DB Table Relations

STANDARD DIAGRAM



Standard Diagram DB Table Links:

[StandardFolder](#) DB table

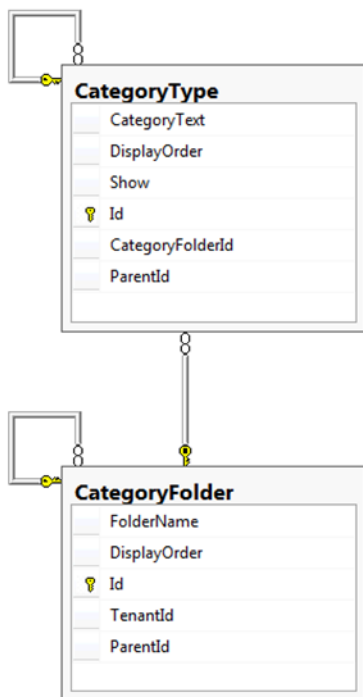
[Definitions](#) DB table

[Standards](#) DB table

[DefaultTemplates](#) DB table

[Attributes](#) DB table

CALL CATEGORY DIAGRAM

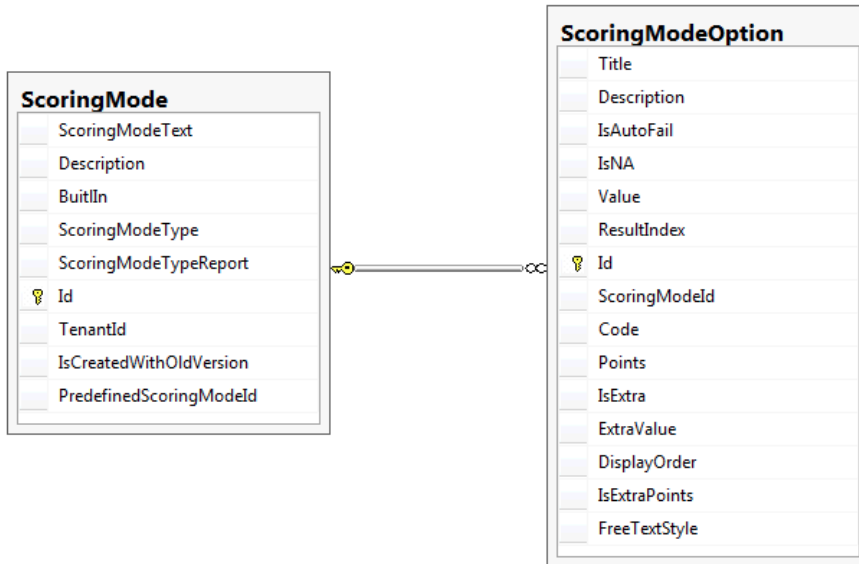


Call Category Diagram DB Table Links:

[CategoryType](#) DB table

[CategoryFolder](#) DB table

SCORING MODE DIAGRAM

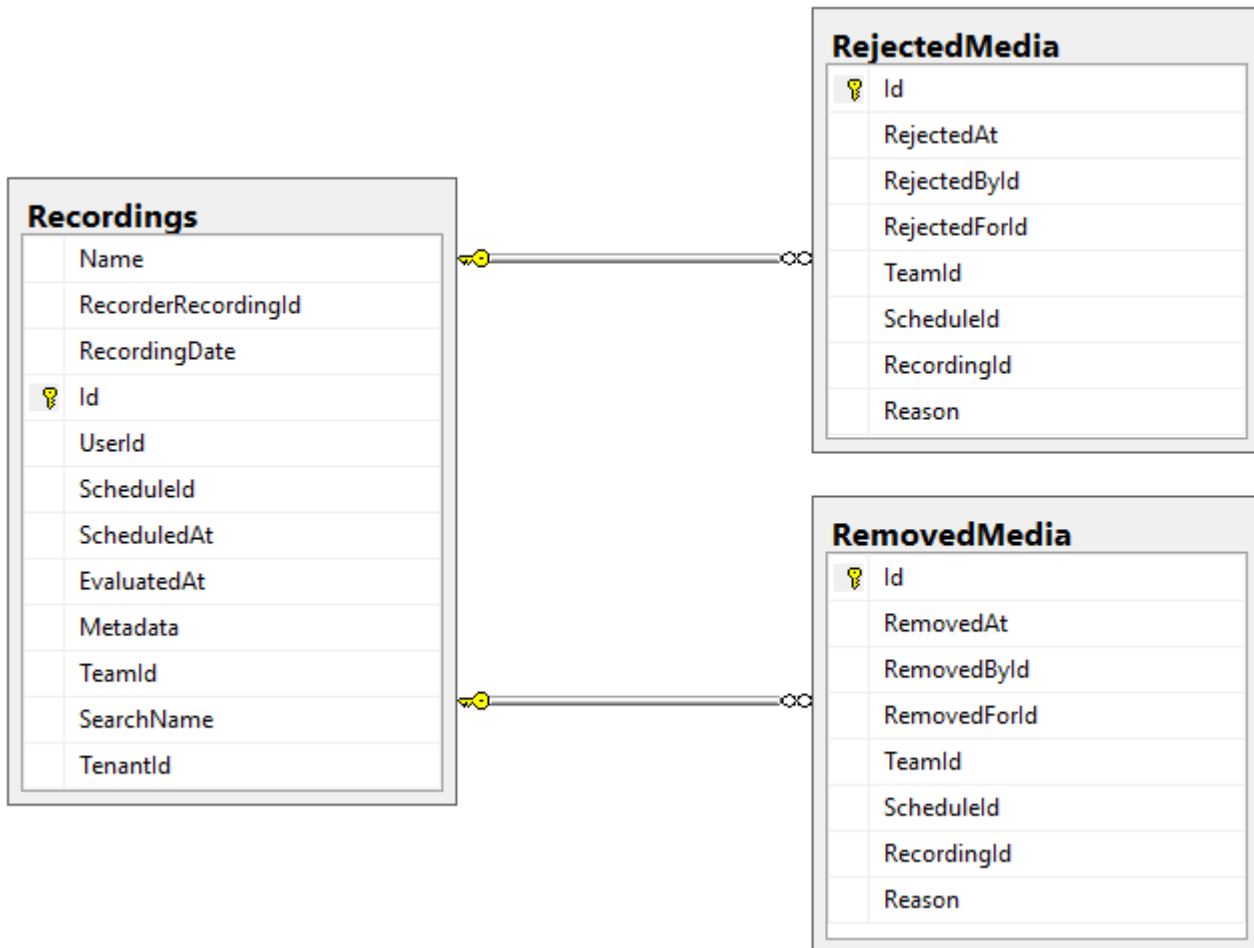


Scoring Mode Diagram DB Table Links:

[ScoringMode](#) DB table

[ScoringModeOption](#) DB table

RECORDING DIAGRAM



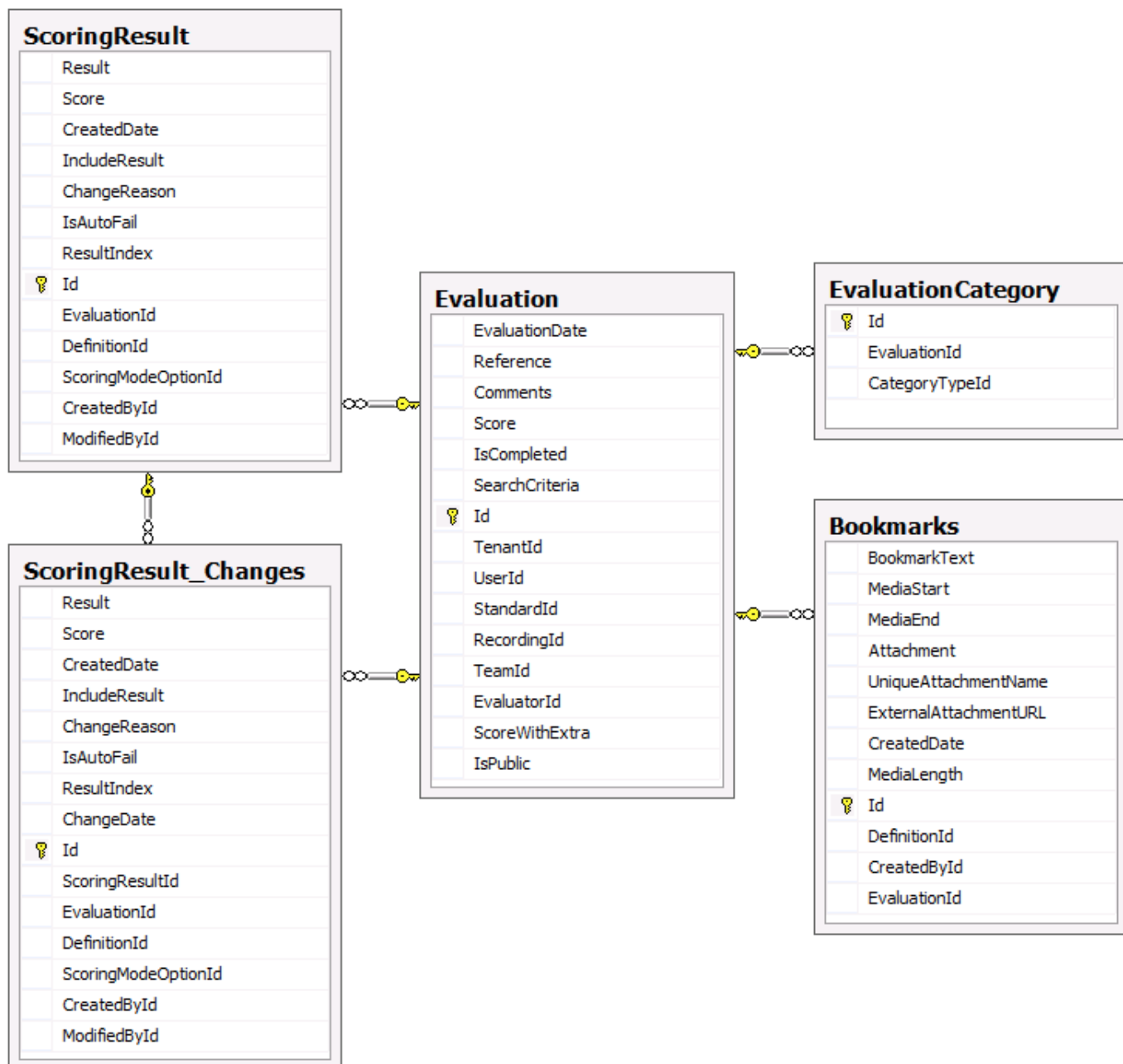
Recording Diagram DB Table Links:

[Recordings](#) DB table

[RejectedMedia](#) DB table

[RemovedMedia](#) DB table

EVALUATION DIAGRAM



Evaluation Diagram DB Table Links:

[Evaluation](#) DB table

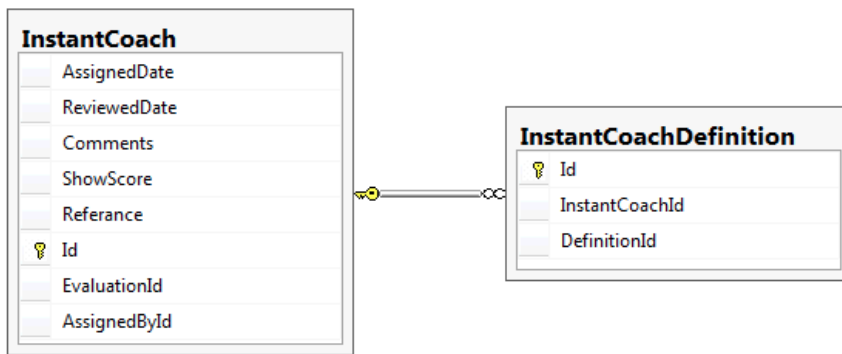
[EvaluationCategory](#) DB table

[ScoringResult](#) DB table

[Bookmarks](#) DB table

[ScoringResult_Changes](#) DB table

INSTANTCOACH DIAGRAM

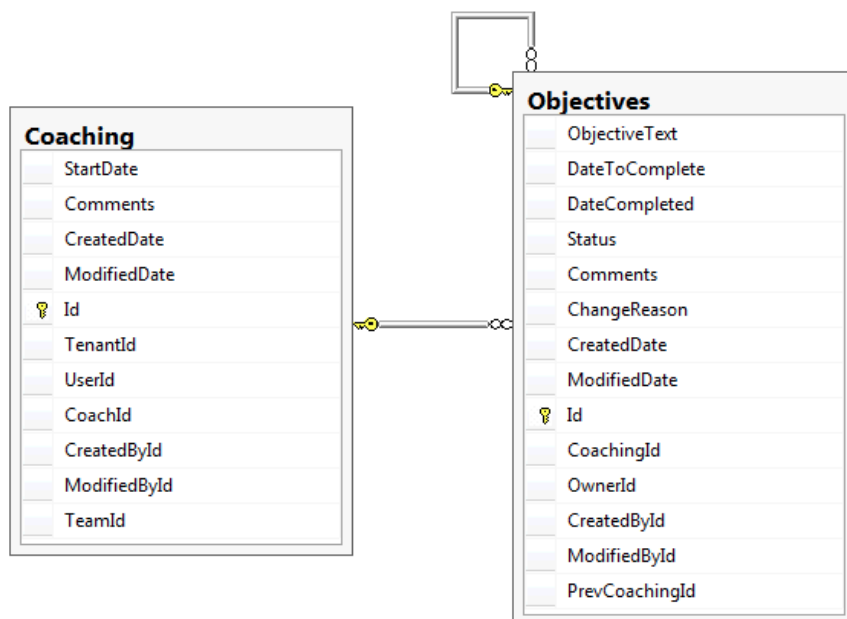


InstantCoach Diagram DB Table Links:

[InstantCoach](#) DB table

[InstantCoachDefinition](#) DB table

COACHING SESSION DIAGRAM



Coaching Session Diagram DB Table Links:

[Coaching](#) DB table

[Objectives](#) DB table

Localization

1. Language
2. Label
3. Translation

LANGUAGES

Table Name

Languages (link to [Localization](#) relational diagram)

Description

The *Coach*-supported *Localization* and *Internationalization Languages*.

Columns

Name	Description	Type	Notes
Id	<i>Language</i> identification	GUID	Required, Read-only, Unique
Name	<i>Language</i> name	String (50)	Required
Culture	<i>Language</i> culture (<i>IETF language tag</i>)	String (10)	Required
IsOrientationLeftToRight	Option for LR or RL orientation	Boolean	Required. LR by default
IsActive	Active status of <i>Language</i>	Boolean	Required, 'Inactive' by default

LABEL

Table name

Labels (link to [Localization](#) relational diagram)

Description

Coach textual *Labels* for localization.

Columns

Name	Description	Type	Notes
Id	<i>Label</i> identification	GUID	Required, Read-only, Unique
Name	<i>Label</i> name	String (100)	Required

TRANSLATION

Table Name

Translations (link to [Localization](#) relational diagram)

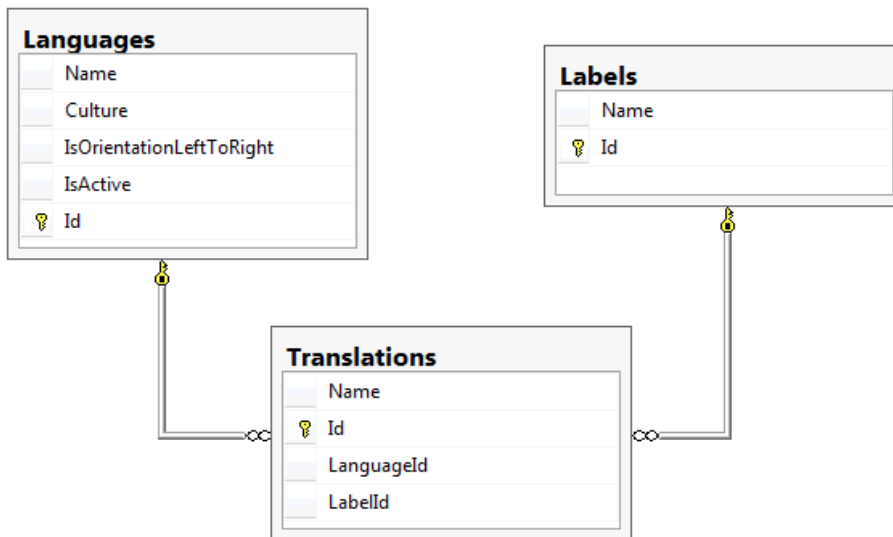
Description

The translated [Labels](#) for specific [Language](#).

Columns

Name	Description	Type	Notes
Id	<i>Translation</i> identification	GUID	Required, Read-only, Unique
Name	<i>Translation</i> of Label	String (1000)	Required
LabelId	Label being translated	GUID	Required. Reference to Label Model
LanguageId	Language that Label is being translated to	GUID	Required. Reference to Language Model

DIAGRAM OF LOCALIZATION DB TABLE RELATIONS



Localization Diagram DB Table Links:

[Languages](#) DB table

[Translations](#) DB table

[Labels](#) DB table

- [AuditEvent](#)
- [SearchEvent](#)

AUDIT

Table Name

AuditEvent

Description

Represent *Coach* Event triggered by a User or system

Columns

Name	Description	Type	Notes
Id	<i>Event</i> identification	GUID	Required, Read-only, Unique
AuditType	See <i>Audit Types</i> below	String (50)	Type this event relates to
Date	When event was raised	Datetime	Required
IpAddress	IP Address from source of action	String (39)	
TenantCode	Tenant Code that this related to	Int	Required
Username	Username of user if event is triggered by a user.	String (50)	Required. Blank if not triggered by user
Fullname	Full name of user if event is triggered by a user	String (100)	
Json	Record of what happened	String (MAX)	JSON formatted message

Audit Types

- *LOGIN_SUCCESS*
- *LOGIN_FAILURE*
- *LOGOUT_SUCCESS*
- *EVALUATION_CREATED*
- *EVALUATION_COMPLETED*
- *INSTANTCOACH_CREATED*
- *INSTANTCOACH_REVIEWED*
- *INSTANTCOACH_UPDATED*
- *EVALUATION_UPDATED*
- *EVALUATION_DELETED*
- *TENANT_SELECT*
- *TENANT_ALL_SELECT*

- *TENANT_UPDATE*
- *TENANT_DELETE*
- *TENANT_UNDELETE*
- *TENANT_CREATE*
- *TENANT_ACTIVATE*
- *PROFILE_UPDATED*
- *USER_CREATED*
- *PROFILE_ELEVATED*
- *BRUTE_FORCE_ATTACK*
- *COACHING_DELETED*
- *COACHING_CREATED*
- *SEARCH_CREATED,*
- *SEARCH_UPDATED,*
- *BATCH_UNLOCK_USERS,*
- *BATCH_ACTIVATE_USERS,*
- *BATCH_DEACTIVATE_USERS,*
- *BATCH_DELETE_USERS,*
- *BATCH_UNDELETE_USERS,*
- *BATCH_RESET_PASSWORDS*

INTELLISEARCH

Table Name

SearchEvent

Description

Represent a *Coach* Event recorded during an IntelliSearch run

Columns

Name	Description	Type	Notes
Id	<i>Event</i> identification	GUID	Required, Read-only, Unique
Date	Date/time of event	Datetime	Required
MachineName	Name of machine that this event was generated	String (50)	Required, .NET Environment.MachineName
EventName	See <i>Event Types</i> below	String (100)	Required
Status	See <i>Status Types</i> below	String (50)	
SearchName	Name of IntelliSearch	String (100)	
Info	Relevant information	String (512)	Run statistics (time in ms to run, saved recordings & total recordings found) or details that will help diagnose failure
TenantCode	Code that identifies Tenant	Int	Required
UserId	Reference to a User	GUID	

Event Types

- *AWAKE* (When producer is woken do check for any IntelliSearch's to process)
- *QUEUE* (When there is an IntelliSearch to process and is waiting for the IntelliSearch to be picked up by a consumer)
- *TERMINATE* (When an IntelliSearch (either producer or consumer) is interrupted as the direct result of an exception)
- *SLEEP* (When the producer has nothing to do)
- *RUN* (When the consumer is processing the IntelliSearch)
- *FINISH* (When the consumer has finished)

Status Types

- *ACTION*
- *QUEUED*

- *FAILED*
- *RUNNING*
- *SUCCESSFUL*

Miscellaneous

1. Tenant Tree
2. Release Version
3. System

TENANT TREE

Table Name

AspireTenantTree (link to [Schedule](#) relational diagram, link to [Miscellaneous](#) relational diagram)

Description

A *Tenant Tree* is a flattened representation of the whole hierarchy including [Tenant](#), recursive [Units](#) and their [Managers \(User\)](#), [Unit Teams](#) and their [Managers](#), and [Agents](#), which are all essentially ([Users](#)).

The Tenant Tree table is read-only and it is re-built every time changes are applied to the following models: [Tenant](#), [Unit](#), [Unit Manager](#), [Team](#), [Team Manager](#), [Team Agent](#) or [User](#).

Mathematical sets are used, with left and right values for getting the whole Tree and Tree Item descendants in a quicker and optimized way.

Columns

Name	Description	Type	Notes
Id	<i>Tenant Tree</i> identification	GUID	
Common Properties			
AspireTreeItemId	The identification of Tenant , Unit , Team or User	GUID	
AspireTreeItemType	Tenant Tree Item Types	Integer	
Name	The name of Tenant , Unit , Team or User	String (128)	
IsActive	The active status of Tenant , Unit , Team or User	Boolean	
IsDeleted	The existential status of Tenant , Unit , Team or User	Boolean	
Depth	<i>Tenant Tree</i> node depth level	Integer	
Left	<i>Tenant Tree</i> node left value	Integer	
Right	<i>Tenant Tree</i> node right value	Integer	
User (Agent) specific			
RecorderUserId	The User (Agent) identification of media files within the Recorder	String (500)	
RecorderPlayerId	The Recorder where User (Agent) media files are with player	GUID	
HaveRecorder	Denotes whether a Recorder is assigned to a User (Agent)	Boolean	

Manager / Agent specific

ManagerOrAgentId The ID of [Unit Manager](#), [Team Manager](#) or [Team Agent](#) GUID

Tenant specific

TenantId The [Tenant](#) belonged to GUID

TenantCode [Tenant](#) code Integer

Tenant Tree Item Types

Tenant Tree Item Types are not in the Database but are an enumeration.

Currently supported [Tenant Tree](#) item types are:

1. Tenant
2. Unit
3. Unit Manager
4. Team
5. Team Manager
6. Agent

RELEASE VERSION

Table Name

ReleaseVersion (link to [Miscellaneous](#) relational diagram)

Description

Used to determine whether or not particular T-SQL is to be run during an upgrade.

Columns

Name	Description	Type	Notes
Id	<i>Release Version</i> identification	GUID	Required, Read-only, Unique
Major	Major <i>Release Version</i>	Short	Required
Minor	Minor <i>Release Version</i>	Short	Required
Build	Build of <i>Release Version</i>	Short	Required
Revision	Revision of <i>Release Version</i>	Short	Required
Note	Note about <i>Release Version</i>	String (1024)	
Created	<i>Release Version</i> creation date	Date Time	

SYSTEM

Table Name

System (link to [Miscellaneous](#) relational diagram)

Description

Use to govern the Coach Global Policy. Only ever one row.

Columns

Name	Description	Type	Notes
Id	<i>Row</i> identification	GUID	Required, Read-only, Unique
Brute Force			
BruteForceAttackThreshold	How many occurrences before attack is registered	Short	
BruteForceAttackPeriodInMinutes	Period in which a brute force attack is monitored	Short	
TLM features			
AuditEnabled	Enables the Audit feature within TLM	Boolean	
SearchEnabled	Enables the IntelliSearch feature within TLM	Boolean	
SystemMetricsEnabled	Enables the System Metrics feature within TLM	Boolean	

DIAGRAM OF MISCELLANEOUS DB TABLE RELATIONS

AspireTenantTree	
🔑	Id
	TenantId
	AspireTreeItemId
	AspireTreeItemType
	Name
	TenantCode
	ManagerOrAgentId
	IsActive
	IsDeleted
	HaveRecorder
	RecorderUserId
	RecorderPlayerId
	Depth
	[Left]
	[Right]

ReleaseVersion	
🔑	Id
	Major
	Minor
	Build
	Revision
	Note
	Created

System	
🔑	Id
	BruteForceAttackThreshold
	AuditEnabled
	SearchEnabled
	SystemMetricsEnabled
	BruteForceAttackPeriodInMinu...

Miscellaneous Diagram DB Table Links:

[AspireTenantTree](#) DB table

[ReleaseVersion](#) DB table

[System](#) DB Table