

Tiger Dial Analytics

Call History Logs

Tiger Dial stores the full details of the calls in the table called *call_history_logs*.

Here the description of all the fields of the table:

| FIELD | TYPE | DESCRIPTION | FORMAT |
|-----------------------|--------------|---|--|
| id | BIGINT(20) | mysql id | |
| id_source | INT(11) | id for internal use | |
| rtdtm | VARCHAR(32) | date of the record creation | YYYY-MM-DD |
| rttime | VARCHAR(12) | time of the record creation | HH:MM:SS |
| id_process | INT(11) | id of the process associated to the contact | |
| process_name | VARCHAR(255) | the name of the process | |
| id_spooler | INT(11) | id of the contact in the spooler | |
| spooler_name | VARCHAR(255) | contact name | |
| id_list | INT(11) | id of the list | |
| list_name | VARCHAR(255) | name of the list | |
| source | VARCHAR(50) | dial string | tech/number[@device] or tech/device/number |
| number | VARCHAR(50) | telephone number | |
| device | VARCHAR(50) | trunk used for the call | |
| status | VARCHAR(255) | status of the call (hangup, drop, busy,...) | |
| uniqueid | VARCHAR(50) | asterisk uniqueid | |
| channel | VARCHAR(50) | asterisk channel | |
| channel_date | DATE | date of the channel | YYYY-MM-DD |
| channel_time | TIME | time of the channel | HH:MM:SS |
| channel_event | INT(11) | 0 if the channel is not been created, 1 if the channel has already been created | |
| channel_callerid_name | VARCHAR(50) | callerid name associated to the channel | |
| channel_callerid_num | VARCHAR(50) | callerid number associated to the channel | |
| dialed_callerid_name | VARCHAR(50) | callerid name of the dial event | |
| dialed_callerid_num | VARCHAR(50) | callerid number of the dial event | |
| dialed_channel | VARCHAR(50) | channel of the dial event | |

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| FIELD | TYPE | DESCRIPTION | FORMAT |
|----------------------|-------------|--|------------|
| dialed_date | DATE | date of the dial event | YYYY-MM-DD |
| dialed_time | TIME | time of the dial event | HH:MM:SS |
| dialed_event | INT(11) | 0 if the dial event is not happened, 1 if the event is happened | |
| dialedid | VARCHAR(50) | uniqueid of the dial event | |
| linked_callerid_name | VARCHAR(50) | callerid name of the link event | |
| linked_callerid_num | VARCHAR(50) | callerid number of the link event | |
| linked_channel | VARCHAR(50) | channel of the link event | |
| linked_date | DATE | date of the link event | YYYY-MM-DD |
| linked_time | TIME | time of the link event | HH:MM:SS |
| linked_connect_date | DATE | date of the link connect event | YYYY-MM-DD |
| linked_connect_time | TIME | time of the link connect event | HH:MM:SS |
| linked_event | INT(11) | 0 if the link event is not happened, 1 if the event is happened | |
| linkedid | VARCHAR(50) | uniqueid of the link event | |
| queue | VARCHAR(50) | name of the asterisk queue, if the call has been routed in the queue | |
| queue_entry_event | INT(11) | 0 if the call didn't entered the queue, 1 if the call entered the queue | |
| queue_joined_date | DATE | date of the call, when it entered the queue | YYYY-MM-DD |
| queue_joined_time | TIME | time of the call, when it entered the queue | HH:MM:SS |
| queue_position | INT(11) | position of the call in the queue | |
| insert_list_date | DATE | date of insert in the spooler | YYYY-MM-DD |
| insert_list_time | TIME | time of insert in the spooler | HH:MM:SS |
| hangup_date | DATE | date of the hangup event (NULL for failed calls) | YYYY-MM-DD |
| hangup_time | TIME | time of the hangup event (NULL for failed calls) | HH:MM:SS |
| complete_event | VARCHAR(50) | COMPLETEAGENT if the call was closed by the agent, COMPLETECALLED if the call was closed by the caller, EMPTY string otherwise | |