



enate

SIMPLIFIED SERVICE AUTOMATION
2023.3 Warehouse Database
Data Dictionary

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Introduction

This document provides an overview of the tables in the Data Warehouse Database for Enate version 2022.4.

This document is designed to support Developers/Analysts querying the Enate warehouse to understand how the tables join and where/how data is stored. This includes a data dictionary with field data types and definitions, highlighting foreign and primary keys to join tables on.

Please note, the warehouse is separate to the production database and is used for (management information) reporting purposes.

Data Dictionary

This section covers the main tables within the data warehouse, providing details on context (Customer, Contract, Service, and Process), work items (packets), communications, users, and configuration attributes. For each table, the column names, data types, and descriptions are provided, highlighting primary and foreign keys. **Primary keys [PK]** uniquely identify a row/record within a given table while **foreign keys [FK]** represent primary keys in another table and can be used to join on.

Database Design Standards

Here is a brief overview of the design standards across the data warehouse:

- Standard tables are prefixed with 'tbl'.
- Table and field names are written in CamelCase.
- Standard fields are prefixed with an underscore '_'.
- Extension fields which are dynamically generated based on your unique configuration in Enate are not prefixed with an underscore '_'.

Overview

The central table in the warehouse is tblPackets which holds key information on all packets within Enate – 1 row per work item in its current state. Please note, packets are work items - either a ticket / case / action. All packets belong to a certain 'Context', this is the combination of Company, Contract, Service and Process, as built within Enate – data on which can be found in tblCaseAttributes, tblTicketAttributes, tblServices, tblContracts and tblCompanies.

Moreover, user details can be found in tblUsers along with user activity for each work item in tblPacketActivities, such as opening and closing a packet and duration (time spent) on task.

Context

Context refers to the 'builder' view in Enate where you create Service Lines, Customers (Companies), Contracts, and Services.

tblCompanies

This table holds data on all Companies (Customers) within Enate.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Name	NVARCHAR	Company name
_Description	NVARCHAR	Company description
_CompanyType	INT [FK]	ENUM (numeric) Values - The Company type details will be present in tblCompanyTypes
_IsCustomer	BIT	Flag column to identify the type of Customer/ Service Provider / Third Party
_IsServiceProvider	BIT	Flag column to identify whether the company is a Service Provider
_IsThirdPartySupplier	BIT	Flag column to identify whether the company is a Third-Party supplier
_DefaultLanguage	NVARCHAR	Default Language
_Parent_CompanyGUID	UNIQUEIDENTIFIER [FK]	Parent company GUID - FK to tblCompanies join ON _GUID
_Retired	BIT	Flag to indicate if retired tblPacketCommunications

tblContracts

This table holds data on contracts within Enate.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Customer_CompanyGUID	UNIQUEIDENTIFIER [FK]	Customer company GUID - FK to tblCompanies join ON _GUID
_Supplier_CompanyGUID	UNIQUEIDENTIFIER [FK]	Supplier company GUID - FK to tblCompanies join ON _GUID
_Default_CurrencyGUID	UNIQUEIDENTIFIER [FK]	Default Currency GUID - FK to tblCurrencies join ON _GUID
_Name	NVARCHAR	Contract name
_Description	NVARCHAR	Contract description
_DefaultLanguage	NVARCHAR	Default Language
_timezone	NVARCHAR	Time zone
_Retired	BIT	Flag to indicate if retired tblContracts
_Team	NVARCHAR	Team for this contract

tblServices

This table holds data on services. NB this is not Service Line, it is Services within a contract.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_ContractGUID	UNIQUEIDENTIFIER [FK]	Contract GUID - FK to tblContracts join ON _GUID
_Name	NVARCHAR	Service name
_Description	NVARCHAR	Service description
_ServiceLineGUID	UNIQUEIDENTIFIER [FK]	Service Line GUID - FK to tblServiceLines join ON _GUID
_Retired	BIT	Flag to indicate if retired

tblServiceLines

This table holds data on Service Line's.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Name	NVARCHAR	Service Template name
_Description	NVARCHAR	Service Template description
_Retired	BIT	Flag to indicate if retired

Packet Details

All work items (packets) are stored within tblPackets. There are three types of work items, Cases, Actions, and Tickets. For specific details relating to each type of work item, tblPackets can be joined to tblCases, tblActions, and tblTickets. Configuration details, such as Due Date can be found in the corresponding attribute tables – tblTicketAttributes, tblCaseAttributes, and tblActionAttributes.

tblPackets

This table holds common details for all work item types (aka packets) – cases, tickets, and actions.

Note: This is a self-referencing table.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_DataGroupGUID	UNIQUEIDENTIFIER [FK]	Data Group GUID. FK column reference to tblPacketCustomDatas join ON _DataGroupGUID and tblPacketContacts join ON _CustomDataGroupGUID.
_GroupingGUID	UNIQUEIDENTIFIER	Grouping GUID to Group the related packets.
_ParentPacketGUID	UNIQUEIDENTIFIER [FK]	Parent packet GUID - FK for self-referencing tblPackets ON _GUID
_Title	NVARCHAR	Packet Title provided while creating
_Reference	NVARCHAR	Packet Reference Generated. Where there is a T = Ticket, C = Case, C.A = Action within a Case.
_Current_QueueGUID	UNIQUEIDENTIFIER [FK]	Current Queue GUID, FK to tblQueues join ON _GUID
_StartDate	DATETIME	Date time on which packet has been started
_EndDate	DATETIME	Date time on which packet has been Ended
_AssignedTo_UserGUID	UNIQUEIDENTIFIER [FK]	The user who is currently assigned the packet. FK to tblUsers join ON _GUID
_Owner_UserGUID	UNIQUEIDENTIFIER [FK]	The user who is owner of the packet. FK to tblUsers join ON _GUID
_Starter_UserGUID	UNIQUEIDENTIFIER [FK]	The user who has started the packet. FK to tblUsers join ON _GUID
_TerminatedBy_UserGUID	UNIQUEIDENTIFIER [FK]	The user who terminated the packet. FK to tblUsers join ON _GUID
_DueDate	DATETIME	Due date for the packet
_IsOverdue	INT	Flag to say if the packet is overdue
_Timezone	NVARCHAR	Time zone of the packet
_Type	INT	Packet type; 8 = Live, 2 = Testing, 1 = Draft. Only Live packets will be exported to warehouse by default
_AffectedRecordCount	INT	Record count for the specific packet
_CalculatedDueDate	INT	Due date for the current state of the packet i.e. step within a case.
_OverrideDueDateSet	BIT	Flag to indicate if the due date can be overwritten.
_CustomerTargetDuration	BIGINT	Target time to spend on the work item for the customer.
_SupplierTargetDuration	BIGINT	Target time to spend on work item for the supplier.
_CustomerDuration	BIGINT	Time spent on work item by the customer.
_SupplierDuration	BIGINT	Time spent on work item by the supplier.
_SchedulePeriodGUID	UNIQUEIDENTIFIER [FK]	The schedule period the packet was created for. FK to tblSchedulePeriods join ON _GUID
_LastPossibleTimeToStart	DATETIME	The estimated last possible time to start the Packet taking into account the Due Date, Estimated Duration

Column Name	Data Type	Description
		and working hours (using the calendar defined on the Due Date Attribute)
_StartedByMethod	INT	The method used to start the Packet. FK to tblStartedByMethods join ON _StartedByMethod
_ResolvedDate	DATETIME	The date the Packet was marked as Resolved
_StartedBy_PacketGUID	UNIQUEIDENTIFIER [FK]	The GUID of the Packet that caused this Packet to be started - FK for self-referencing tblPackets ON _GUID
_ServiceGUID	UNIQUEIDENTIFIER [FK]	Service GUID the packet was created for. FK to tblServices join ON _GUID
_Status	INT [FK]	The status of the packet. FK to tblPacketStatuses join ON _PacketStatus
_StatusReason	INT [FK]	The status of the packet. FK to tblStatusReasons join ON _StatusReason
_WaitType	INT [FK]	The WaitType of the packet. FK to tblWaitTypes join ON _WaitType
_KeepWith_UserGUID	UNIQUEIDENTIFIER [FK]	The Keep with User GUID. FK to tblUsers join ON _GUID
_NewInformationReceivedOn	DATETIME	The date of when new information was received.
_ResolutionMethod	INT [FK]	The Resolution Method of the packet. FK to tblResolutionMethods join ON _ResolutionMethod
_ResolvedBy_UserGUID	UNIQUEIDENTIFIER [FK]	The Resolved By User GUID. FK to tblUsers join ON _GUID
_ScheduledFollowUpOn	DATETIME	The date scheduled for follow up on
_FeedbackWindowOpenUntil	DATETIME	The date the feedback window is open until
_WaitForMoreInformationUntil	DATETIME	The date to wait for more information until
_CustomerTimeToResolution	BIGINT	Customer Time to Resolution
_SupplierTimeToResolution	BIGINT	Supplier Time to Resolution
_IsReOpened	BIT	Is ticket reopened
_Persistent_QueueGUID	UNIQUEIDENTIFIER [FK]	Current Queue GUID, FK to tblQueues join ON _GUID
_OriginalStartDate	DATETIME	The date/time that the parent Packet was originally created
_OverdueBy	BIGINT	The date/time that the Packet was overdue by

tblTickets

This table holds work item data that is unique to Tickets in addition to the shared data in tblPackets.

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_TicketCategoryAttributeGUID	UNIQUEIDENTIFIER [FK]	Ticketcategory attributes GUID, FK to tblTicketCategoryAttributes join ON _GUID
_FirstManualContact	DATETIME	Time when First manual contact took place
_CustomerTimeToFirstManualContact	BIGINT	Customer Time when First Manual Contact
_SupplierTimeToFirstManualContact	BIGINT	Supplier Time when First Manual Contact
_ResolvedOnFirstContact	BIT	Flag column to specify whether the ticket is resolved on first contact
_Description	NVARCHAR	Ticket description
_CancellationReason	NVARCHAR	
_CancellationRequestedOn	DATETIME	
_MergedInto_PacketGUID	UNIQUEIDENTIFIER [FK]	Merged into Packet GUID, FK to tblPackets join ON _GUID

Column Name	Data Type	Description
_CloseIfNoResponseReceived	BIT	Flag column to indicate if should Close ticket if no response received
_DoNotSendAutomatedEmailsToContacts	BIT	Flag column to specify that shouldn't send automated emails to contacts

tblCases

This table holds work item data that is unique to Cases in addition to the shared data in tblPackets.

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_CaseAttributeGUID	UNIQUEIDENTIFIER [FK]	Case Attribute GUID, FK to tblCaseAttributes join ON _GUID
_CaseStepGUID	UNIQUEIDENTIFIER [FK]	Case Step GUID, FK to tblCaseSteps join ON _GUID
_TotalNumberOfSteps	INT	Total number of Steps
_KeepActionsWith_UserGUID	UNIQUEIDENTIFIER [FK]	
_WaitingFor	INT [FK]	ENUM (numeric) Values - The Waiting For details will be present in tblWaitingFors
_Problem	BIT	Boolean to indicate if this case has a problem

tblActions

This table holds work item data that is unique to Actions in addition to the shared data in tblPackets.

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_ActionAttributeGUID	UNIQUEIDENTIFIER [FK]	Action Attribute GUID, FK to tblActionAttributes join ON _GUID
_ExecutionCount	INT	Number of Executions
_PeerReviewFailureCount	INT	Number of Peer Review failures
_PeerReviewedOn	DATETIME	Peer Review Date time
_PeerReviewedBy_UserGUID	UNIQUEIDENTIFIER [FK]	Peer Reviewed by User GUID, FK to tblUsers join ON _GUID
_PeerReviewedRecordCount	INT	Record Count of Peer Review
_OverridePeerReviewDueDate	DATETIME	The overridden due date for the peer review.
_CalculatedPeerReviewDueDate	DATETIME	Target due date for the current peer review step.
_OverridePeerReviewDueDateSet	BIT	Flag if the due date can be overridden.
_OverrideInstruction	NVARCHAR	The Override Instruction
_InPeerReview	BIT	Is this action currently in peer review
_PeerReviewComment	NVARCHAR	The Peer review comment
_NotDoneSuccessfullyComment	NVARCHAR	Comment when action not done successfully
_IntegrationLastAttempt	DATETIME	Last time Integration was attempted
_IntegrationNextAttempt	DATETIME	Next time integration will be attempted
_IntegrationRetryCount	INT	No of retries of integration
_IntegrationResponseWaitUntil	DATETIME	When to wait till for response from integration
_IsPeerReviewPassed	BIT	Flag to indicate peer review passed
_IsPeerReviewNotApplicable	BIT	Flag to indicate if peer review is applicable or not

tblCaseReworkHistories

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_Start	DATETIME	Start date time of rework

Column Name	Data Type	Description
_End	DATETIME	End date time of rework
_StartedBy_UserGUID	UNIQUEIDENTIFIER [FK]	User who started the rework, FK to tblUsers join ON _GUID
_ReworkFromStepNumber	INT	Rework from which step number
_StepNumberWhenReworkStarted	INT	Step number when rework started
_CustomerDuration	BIGINT	Time spent on rework by the customer
_SupplierDuration	BIGINT	Time spent on rework by the supplier
_ReworkedFromSpecificAction_ActionAttributeGUID	UNIQUEIDENTIFIER [FK]	Rework from specific action, FK to tblActionAttribute on _GUID

tblPacketAllocationHistories

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_LoggedDate	DATETIME	Logged date time
_AssignedTo_UserGUID	UNIQUEIDENTIFIER [FK]	Assigned to user GUID, FK to tblUsers join ON _GUID
_AssignedBy_UserGUID	UNIQUEIDENTIFIER [FK]	Assigned by user GUID, FK to tblUsers join ON _GUID
_AllocationReason	INT [FK]	ENUM (numerical) values, allocation reason details will be present in tblPacketAllocationReasons
_InPeerReview	BIT	Flag to indicate if this is in peer review

tblPacketCaseStepHistories

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_PacketGUID	UNIQUEIDENTIFIER [FK]	Packet GUID, FK to tblPackets join ON _GUID
_CaseStepGUID	UNIQUEIDENTIFIER [FK]	Case step GUID, FK to tblCaseSteps join ON _GUID
_StartDate	DATETIME	Case step start date time
_EndDate	DATETIME	Case step end date time
_IsRework	BIT	Flag for rework
_UpdatedTime	DATETIME	Updated time for the record

tblPacketEndCaseHistories

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_PacketGUID	UNIQUEIDENTIFIER [FK]	Packet GUID, FK to tblPackets join ON _GUID
_UpdatedTime	DATETIME	Updated time for the record
_EndCaseAction_PacketGUID	UNIQUEIDENTIFIER [FK]	Packet GUID, join to tblPackets ON _GUID

tblPacketQueueHistories

Column Name	Data Type	Description
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Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_PacketGUID	UNIQUEIDENTIFIER [FK]	Packet GUID, FK to tblPackets join ON _GUID
_UpdatedTime	DATETIME	Updated time for the record
_QueueGUID	UNIQUEIDENTIFIER [FK]	Queue GUID, join to tblQueues ON _GUID
_Start	DATETIME	Start date
_End	DATETIME	End date
_CustomerDuration	BIGINT	Time spent on work item by the customer.
_SupplierDuration	BIGINT	Time spent on work item by the supplier.

tblPacketTicketCategoryAttributeHistories

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_ProcessAttribute_ObjectGUID	UNIQUEIDENTIFIER	Process attribute object GUID, join to tblTicketAttributes ON _GUID.
_StartDate	DATETIME	Start date
_EndDate	DATETIME	End date
_DueDate	DATETIME	Due date
_CustomerDuration	BIGINT	Time spent by customer
_SupplierDuration	BIGINT	Time spent by supplier
_TicketCategoryAttributeGUID	UNIQUEIDENTIFIER [FK]	TicketCategoryAttributeGUID, FK to tblTicketCategoryAttributes join ON _GUID

tblPacketStatusHistories

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Status	INT [FK]	ENUM (numerical) values, status details will be present in tblPacketStatuses
_StatusReason	INT [FK]	ENUM (numerical) values, status reason details will be present in tblPacketStatusReasons
_WaitType	INT [FK]	ENUM (numerical) values, wait type details will be present in tblPacketWaitTypes
_StartDate	DATETIME	Start date
_EndDate	DATETIME	End date
_SetBy_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_ResolutionMethod	INT [FK]	ENUM (numerical) values, resolution method details will be present in tblPacketResolutionMethods
_Problem	BIT	Problem flag
_InPeerReview	BIT	In peer review flag

Column Name	Data Type	Description
_WaitingFor	INT [FK]	ENUM (numerical) values, allocation reason details will be present in tblWaitFors
_CustomerDuration	BIGINT	Time spent by customer
_SupplierDuration	BIGINT	Time spent by supplier
_OldStatus	INT [FK]	ENUM (numerical) values, wait type details will be present in tblPacketWaitTypes

tblPacketLinkedPackets

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_LinkedPacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Linked Packet GUID, FK to tblPackets join ON _GUID
_AddedBy_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_LastUpdatedBy_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_AddedOn	DATETIME	Date link added
_LastUpdatedOn	DATETIME	Date link last updated
_Retired	DATETIME	Flag to indicate if retired
_LinkType	INT	ENUM (numeric) Values - Link types are documented below .

Packet Activities

All activity, such as opening and closing a packet, performed on a work item is stored in tblPacketActivities. This provides an audit log for the work items Users have accessed.

tblPacketActivities

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK]	Activity belonging to the specific Packet GUID, FK to tblPackets join ON _GUID.
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_Activity	INT [FK]	ENUM (numeric) Values - The Activity details will be present in tblPacketActivityTypes
_StartTime	DATETIME	Start date time for the specific Activity
_EndTime	DATETIME	End date time for the specific Activity
_Duration	BIGINT	Duration of the specific Activity
_ManuallyEnteredDuration	BIGINT	Duration which has been manually Entered for the specific Activity
_ManuallyEnteredLastUpdatedBy_UserGUID	UNIQUEIDENTIFIER [FK]	Duration Entered by User GUID, FK to tblUsers join ON _GUID
_ManuallyEnteredLastUpdatedOn	DATETIME	Date time which the User entered the Duration manually
_InPeerReview	BIT	Flag to indicate if this is in peer review
_TicketCategoryAttributeGUID	UNIQUEIDENTIFIER	The Ticket Category Attribute GUID that the Ticket was in when the Activity started.
_PacketCommunicationGuid	UNIQUEIDENTIFIER [FK]	Specific packet communication being viewed (Email Centric views)

Packet Communications

Communication details such as the type and importance, can be found in tblPacketCommunications. This can be joined to tblCommunicationContacts for contact details of each communication.

tblPacketCommunications

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_GroupingGUID	UNIQUEIDENTIFIER	Grouping GUID to Group related communications with packets.
_PacketGUID	UNIQUEIDENTIFIER [FK]	Packet GUID, FK to tblPackets join ON _GUID
_Type	INT [FK]	ENUM (numeric) Values - The type details will be present in tblPacketCommunicationTypes
_Logged	DATETIME	Date time which the communication was logged
_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_AttachmentCount	INT	Number of attachments
_Importance	INT [FK]	ENUM (numeric) Values - The importance details will be present in tblPacketCommunicationImportances
_CommunicationScope	INT [FK]	ENUM (numeric) Values - The Communication Scope details will be present in tblPacketCommunicationScopes
_IsResolutionCommunication	BIT	Flag column to know whether Resolution communication present
_IsSystemGenerated	BIT	Flag column to know whether Communication is system generated
_InvolvesPrimaryContact	BIT	Flag column to know whether involve Primary contact
_InvolvesRequester	BIT	Flag column to know whether involve Requestor
_InvolvesSubject	BIT	Flag column to know whether involve Subject
_InvolvesCustomer	BIT	Flag column to know whether involve Customer
_InvolvesThirdParty	BIT	Flag column to know whether involve third party
_IsThankYou	BIT	Flag column which indicates if the incoming email is "thank you"
_IsThankYouConfidence	DECIMAL	Percentage of the incoming email being "thank you".
_SentimentType	INT	ENUM (numeric) Values – The type of sentiment
_SentimentConfidence	DECIMAL	Percentage of the Sentiment

tblPacketCommunicationContacts

Column Name	Data Type	Description
_PacketCommunicationGUID	UNIQUEIDENTIFIER [PK] [FK]	Packet Communication GUID, FK referencing tblPacketCommunications join ON _GUID
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Type	INT [FK]	ENUM (numeric) Values - The type details will be present in tblPacketCommunicationContactTypes
_Address	NVARCHAR	Email Address

Column Name	Data Type	Description
_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID

Packet Contacts

Contact details such as name and email address are stored against each work item/packet (Ticket, Case and Action) along with tags such as 'Requester'. Contacts and tags are stored in separate tables, tblPacketContacts and tblPacketContactTags respectively. The description of the tag is stored in tblContactTags.

tblPacketContacts

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_CustomDataGroupGUID	UNIQUEIDENTIFIER	GUID to group related custom data.
_Employee_UserGUID	UNIQUEIDENTIFIER [FK]	Employee contact, FK to tblUsers join ON _GUID
_AddedBy_UserGUID	UNIQUEIDENTIFIER [FK]	User who added the contact, FK to tblUsers join ON _GUID
_AddedOn	DATETIME	Date when the contact was added

tblPacketContactTags

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_PacketContactGUID	UNIQUEIDENTIFIER [FK]	Packet contact GUID, FK to tblPacketContacts join ON _GUID
_ContactTagGUID	UNIQUEIDENTIFIER [FK]	Contact tag GUID, FK to tblContactTags join ON _GUID
_AddedBy_UserGUID	UNIQUEIDENTIFIER [FK]	User who added the contact, FK to tblUsers join ON _GUID
_AddedOn	DATETIME	Date when the contact tag was added

tblContactTags

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Name	NVARCHAR	Name of the tag
_Description	NVARCHAR	Description of the tag
_AllowMultiple	BIT	Flag to allow multiple
_Supplier_CompanyGUID	UNIQUEIDENTIFIER [FK]	Contact supplier, FK to tblCompanies join ON _GUID

Legacy Packet Views

These views have been created to provide backwards compatibility with 2022.1. They will be removed in a future release of Enate.

tblPacketProcessAttributeHistories

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_ProcessAttribute_ObjectGUID	UNIQUEIDENTIFIER	Process attribute object GUID, join to tblTicketAttributes ON _GUID.
_StartDate	DATETIME	Start date
_EndDate	DATETIME	End date
_DueDate	DATETIME	Due date
_CustomerDuration	BIGINT	Time spent by customer
_SupplierDuration	BIGINT	Time spent by supplier
_TicketCategoryAttributeGUID	UNIQUEIDENTIFIER [FK]	TicketCategoryAttributeGUID, FK to tblTicketCategoryAttributes join ON _GUID

Case, Ticket and Action Configuration

Attribute tables store data on the configuration details of work items i.e. the instructions work items follows. Attributes include allocation, due date, and follow up.

tblActionAttributes

This table contains configuration data for actions.

Note:

- 1) This is a self-referencing table.
- 2) As per 2023.1 changes, we are maintaining previous actions in the table tblLinkedActionAttributes. Hence, ideally, we don't need the column here. However, to avoid a breaking change, we will be assigning the first parent of the action from tblLinkedActionAttributes to Previous_ActionAttributeGUID. We will eventually remove the field Previous_ActionAttributeGUID from tblActionAttributes in 2023.3.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_GroupGUID	UNIQUEIDENTIFIER	Groups related actions together.
_CaseAttributeGUID	UNIQUEIDENTIFIER [FK]	Case Attribute GUID, FK to tblCaseAttributes join ON _GUID
_ActionGeneralAttributeGUID	UNIQUEIDENTIFIER [FK]	Action General Attribute GUID, FK to tblActionGeneralAttributes join ON _GUID
_AllocationAttributeGUID	UNIQUEIDENTIFIER [FK]	Allocation Attributes GUID, FK to tblAllocationAttributes join ON _GUID
_DueDateAttributeGUID	UNIQUEIDENTIFIER [FK]	Due Date Attributes GUID for the action, FK to tblDuedateAttributes join ON _GUID
_PeerReview_AllocationAttributeGUID	UNIQUEIDENTIFIER [FK]	Peer Review Allocation Attribute GUID, FK to tblAllocationAttributes join ON _GUID
_StepNumber	INT	Step number for the Specific action attribute
_Order	INT	Order for the Specific action attribute
_Previous_ActionAttributeGUID	UNIQUEIDENTIFIER [FK]	Previous Action Attribute GUID, FK self-reference tblActionAttributes on _GUID
_AllowManualCreation	BIT	Flag column to specify whether the Manual creation is allowed
_PeerReview_DueDateAttributeGUID	UNIQUEIDENTIFIER [FK]	Due Date Attributes GUID for peer review, FK to tblDuedateAttributes join ON _GUID
_ActionTypeGUID	UNIQUEIDENTIFIER [FK]	Action Type GUID, FK to tblActionTypes join ON _GUID
_ServiceGUID	UNIQUEIDENTIFIER [FK]	Service GUID, FK to tblServices join ON _GUID

tblLinkedActionAttributes

This table contains configuration data for previous actions.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_ActionAttributeGUID	UNIQUEIDENTIFIER [FK]	Action Attribute GUID, FK to tblActionAttributes on _GUID
_Previous_ActionAttributeGUID	UNIQUEIDENTIFIER [FK]	Previous Action Attribute GUID, FK to tblActionAttributes on _GUID
_Retired	BIT	Flag column to specify whether the relationship is active or not

tblActionGeneralAttributes

This table contains skill level data for actions.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key – within Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_AttributeName	NVARCHAR	Attribute name
_EstimatedDuration	BIGINT	Expected duration for an action
_RecordCount	INT [FK]	The record count behaviour for the action attributes.
_SkillType	INT [FK]	ENUM (numeric) values. The Skill Type details will be present in tblActionGeneralAttributeSkillTypes
_IsConversation_SkillType	BIT	Does the skill type require a conversation
_IsReadOrUnderstandLongTexts_SkillType	BIT	Is the skill type required reading or understating long texts
_IsFollowBasicRules_SkillType	BIT	Is the skill type required
_IsExperienceKnowledgeDeduction_SkillType	BIT	Does the skill type require experience knowledge deduction
_IsWriteLongTexts_SkillType	BIT	Is the skill type required writing long texts
_IsEmpathyOrEmotion_SkillType	BIT	Does the skill type require empathy or emotion
_IsFlexibilityOrProblemSolving_SkillType	BIT	Does the skill type require flexibility or problem solving
_IsOther_SkillType	BIT	Is the skill type other

tblCards

This table holds data for Cards

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_IsCustomised	BIT	Indicates if card has been customised
_Retired	BIT	Flag if the Card has been retired
_UpdatedTime	DATETIME	Updated time for the record
_IsSelfServiceCard	BIT	Indicates if this card is for use in self-service
_Name	NVARCHAR	Card Name
_Description	NVARCHAR	Card Description

tblCaseAttributes

This table holds the configuration data for cases.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_GroupGUID	UNIQUEIDENTIFIER	Groups related cases together.
_ServiceGUID	UNIQUEIDENTIFIER [FK]	service GUID - FK to tblServices join ON _GUID
_AllocationAttributeGUID	UNIQUEIDENTIFIER [FK]	Allocation Attribute GUID, FK to tblAllocationAttributes join ON _GUID
_DueDateAttributeGUID	UNIQUEIDENTIFIER [FK]	Due Date Attribute GUID, FK to tblDueDateAttributes join ON _GUID
_StepProgressionMode	INT [FK]	ENUM (numeric) Values - The Step Progression Mode details will be present in tblStepProgressionModes
_RecordCountBehaviour	INT [FK]	ENUM (numeric) Values - The Record Count Behaviour details will be present in tblRecordCountBehaviour
_RecordCount	INT	Record count for the Ticket attributes
_CaseTypeGUID	UNIQUEIDENTIFIER [FK]	Case Type GUID, FK to tblCaseTypes join ON _GUID
_CloneSource_TicketAttributeGUID	UNIQUEIDENTIFIER [FK]	If this is a clone, then the source TicketAttribute GUID – FK to tblTicketAttributes join on _GUID
_IsAvailableToAllUsers	BIT	If True then the Case can be started by any user even if they don't have permission to open the Case.
_Version	DECIMAL	Version number of this Version
_VersionState	INT	Version state of this Version
_SetLiveOn	DATETIME	The DateTime that this object was set live.
_Main_CardGUID	UNIQUEIDENTIFIER [FK]	Main Card GUID, FK to tblCards join ON _GUID
_Side_CardGUID	UNIQUEIDENTIFIER [FK]	Side Card GUID, FK to tblCards join ON _GUID
_SelfService_CardGUID	UNIQUEIDENTIFIER [FK]	Self Service Card GUID, FK to tblCards join ON _GUID
_SetLiveBy_UserGUID	UNIQUEIDENTIFIER [FK]	User who set live, FK to tblUsers join ON _GUID
_AllowTitleChange	BIT	Case Title editable or not
_DaysToKeepOpenAfterCompleted	BIT	The number of days to keep the Case open after the last Action or Sub Case completes
_StartCaseBySchedule	BIT	Indicates if this Case should start automatically for every period within the linked Schedule

tblCaseSteps

This table contains step level information for cases.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_CaseTypeGUID	UNIQUEIDENTIFIER [FK]	Case Type GUID, FK to tblCaseTypes join ON _GUID

Column Name	Data Type	Description
_StepNumber	INT	Step Number Value
_StepName	NVARCHAR	Step Name Value
_Milestone	INT	Number of Milestones
_IsDeleted	BIT	Flag column to specify whether the Caseflow step is Deleted
_UpdatedTime	DATETIME	Updated time for the record

tblCaseStepInCases

This table contains the steps that exist in a Case Attribute.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_ScheduleStructureDateGUID	UNIQUEIDENTIFIER [FK]	Schedule Structure Date GUID, FK to tblScheduleStructureDates join ON _GUID
_CaseFlowStepGUID	UNIQUEIDENTIFIER [FK]	Case Flow Step GUID, FK to tblCaseFlowSteps join ON _GUID
_CaseAttributeGUID	UNIQUEIDENTIFIER [FK]	Case Attribute GUID, FK to tblCaseAttributes join ON _GUID
_UpdatedTime	DATETIME	Updated time for the record
_StepNumber	INT	The Step Number for the step
_Milestone	INT	The MileStone for the step

tblCaseTypes

This table contains the case type information

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_ServiceLineGUID	UNIQUEIDENTIFIER [FK]	Service Line GUID, FK to tblServiceLines join ON _GUID
_Name	NVARCHAR	Case Type Name
_Description	NVARCHAR	Case Type Description
_ProcessGroup	NVARCHAR	Process Group for Case Type
_UpdatedTime	DATETIME	Updated time for the record

tblTicketTypes

This table contains the ticket type information

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_ServiceLineGUID	UNIQUEIDENTIFIER [FK]	Service Line GUID, FK to tblServiceLines join ON _GUID
_Name	NVARCHAR	Case Type Name
_Description	NVARCHAR	Case Type Description
_ProcessGroup	NVARCHAR	Process Group for Case Type
_UpdatedTime	DATETIME	Updated time for the record

tblAllocationAttributes

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key – with Unique GUID values
_AttributeName	NVARCHAR	Name of allocation attribute
_UpdatedTime	DATETIME	Updated time for the record

tblDueDateAttributes

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key – with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_AttributeName	NVARCHAR	Name of due date attribute
_NextWorkingMoment	BIT	Flag to flip the due date to the next working day if it is the end of the day
_TargetDurationUnits	INT [FK]	Target duration units, FK to tblTargetDurationUnits join ON _TargetDurationUnit
_TargetDuration	INT	Target duration
_AddWaitTimeDueDate	BIT	Flag to add wait time to due date when the status is on hold
_AllowOverrideDueDate	INT [FK]	ENUM (numerical) values, allow override due date details will be present in tblAllowOverrideDueDates

tblTicketAttributes

This table holds configuration data for tickets

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_ServiceGUID	UNIQUEIDENTIFIER [FK]	service GUID - FK to tblServices join ON _GUID
_TicketTypeGUID	UNIQUEIDENTIFIER [FK]	TicketType GUID – FK to tblTicketTypes join on _GUID
_UpdatedTime	DATETIME	Updated time for the record
_ProcessGUID	UNIQUEIDENTIFIER [PK]	Legacy - Computed Primary key from _GUID
_CloneSource_TicketAttributeGUID	UNIQUEIDENTIFIER [FK]	If this is a clone, then the source TicketAttribute GUID – FK to tblTicketAttributes join on _GUID
_IsAvailableToAllUsers	BIT	If True then the Ticket can be started by any user even if they don't have permission to open the Case.
_GroupGUID	UNIQUEIDENTIFIER	Group GUID
_Version	DECIMAL	Version number of this Version
_VersionState	INT	Version state of this Version
_SetLiveOn	DATETIME	The DateTime that this object was set live.
_Main_CardGUID	UNIQUEIDENTIFIER [FK]	Main Card GUID, FK to tblCards join ON _GUID
_Side_CardGUID	UNIQUEIDENTIFIER [FK]	Side Card GUID, FK to tblCards join ON _GUID
_SelfService_CardGUID	UNIQUEIDENTIFIER [FK]	SelfService Card GUID, FK tblCards to join ON _GUID
_SetLiveBy_UserGUID	UNIQUEIDENTIFIER [FK]	User who set live, FK to tblUsers join ON _GUID

tblTicketCategories

This table holds category level information for tickets.

Note: This is a self-referencing table.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key – with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_ServiceLineGUID	UNIQUEIDENTIFIER [FK]	Service Line GUID, FK to tblServiceLines join ON _GUID
_Parent_TicketCategoryGUID	UNIQUEIDENTIFIER [FK]	Parent ticket category, FK for self-referencing back to tblTicketCategories
_Name	NVARCHAR	Ticket category name
_NodeLevel	INT	Ticket category level

tblTicketCategoryAttributes

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key – with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_GroupGUID	UNIQUEIDENTIFIER	Groups related actions together.
_TicketAttributeGUID	UNIQUEIDENTIFIER [FK]	Ticket attributes GUID, FK to tblTicketAttributes join ON _GUID
_TicketCategoryGUID	UNIQUEIDENTIFIER [FK]	Ticket category GUID, FK to tblTicketCategory join ON _GUID
_DueDateAttributeGUID	UNIQUEIDENTIFIER [FK]	Due Date Attribute GUID, FK to tblDueDateAttributes join ON _GUID
_AllocationAttributeGUID	UNIQUEIDENTIFIER [FK]	Allocation attributes GUID, FK to tblAllocationAttributes join ON _GUID
_EstimatedDuration	BIGINT	Expected duration for an action
_RecordCount	BIT	Flag to indicate Recordcount behaviour
_FeedbackWindowDays	INT	No of days to add on for feedback window

Feedback

Packet related feedback and rating information can be found in tblPacketFeedbackEntries.

tblPacketFeedbackEntries

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Composite primary key - with Unique GUID values
_PacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Composite primary key, FK to tblPackets join ON _GUID
_UpdatedTime	DATETIME	Updated time for the record
_Comments	NVARCHAR	Feedback comments
_Rating	INT	Rating held as an integer
_Logged	DATETIME	Date this feedback was logged

Defects

Issues with work items can be logged against tickets/cases/actions as defects. All data on defects is stored in tblPacketDefects, tblDefectCategories and tblDefectPartyAtFaultOptions.

tblPacketDefects

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_AffectedRecordCount	INT	Number of records affected
_DefectCategoryGUID	UNIQUEIDENTIFIER [FK]	Defect category, FK to tblDefectCategories join ON _GUID
_Description	NVARCHAR	Description of the defect
_AddedBy_UserGUID	UNIQUEIDENTIFIER [FK]	User who added the defect, FK to tblUsers join ON _GUID
_AddedOn	DATETIME	Date when the defect was added
_LoggedOnStep	INT	Step the defect was logged on
_Resolved	BIT	Has the defect been resolved
_DefectPartyAtFaultOptionGUID	UNIQUEIDENTIFIER [FK]	GUID to identify party at fault, FK to tblDefectPartyAtFaultOptions on _GUID
_Retired	BIT	Flag to indicate if retired
_UpdateTime	DATETIME	Updated time for the record
_CustomDataGroupGUID	UNIQUEIDENTIFIER	Related custom data group GUID

tblDefectPartyAtFaultOptions

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdateTime	DATETIME	Updated time for the record
_Name	NVARCHAR	Description of the defect
_Retired	BIT	Flag to indicate if retired

tblDefectCategories

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdateTime	DATETIME	Updated time for the record
_Name	NVARCHAR	Description of the defect
_Retired	BIT	Flag to indicate if retired
_ServiceLineGUID	UNIQUEIDENTIFIER [FK]	Related service Line, FK to tblServiceLines on _GUID
_ParentDefectCategoryGUID	UNIQUEIDENTIFIER [FK]	Parent defect category, if exists, FK to this table (tblDefectCategories) on _GUID

Custom Data

All custom data unique to each configuration on Enate, can be found in tblPacketCustomDatas, tblPacketPrivateCustomDatas, tblPacketCustomDataTable_* or tblPacketPrivateCustomDataTable_* depending on the configuration of the data item in Enate.

tblPacketCustomDatas

These are the bespoke custom data fields added to a Work Item that are shared by multiple Work Items within the same “group” e.g. All the Actions within a Case.

Column Name	Data Type	Description
_DataGroupGUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_CustomData	Column Set, XML	Custom data for this packet held as XML
Additional columns are unique to your configuration and will match the Custom Data fields created in Enate. These columns are Sparse columns in SQL and so will not be returned by a SELECT * statement; they must be specifically referenced. Where the custom field type is ‘Currency’ it will be added to the warehouse as 2 columns, suffixed with “_Code” and “_Amount” containing the ISO4217 currency code, and the amount respectively.		

tblPacketPrivateCustomDatas

These are the bespoke custom data fields added to a Work Item that are unique to a Work Item and are not shared by multiple Work Items.

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_CustomData	Column Set, XML	Custom data for this packet held as XML
Additional columns are unique to your configuration and will match the Custom Data fields created in Enate. These columns are Sparse columns in SQL and so will not be returned by a SELECT * statement; they must be specifically referenced. Where the custom field type is ‘Currency’ it will be added to the warehouse as 2 columns, suffixed with “_Code” and “_Amount” containing the ISO4217 currency code, and the amount respectively.		

tblPacketCustomDataTable_[TableName]

These are the bespoke custom data fields added to a Table within a Work Item that are shared by multiple Work Items within the same “group” e.g. All the Actions within a Case. There will be 1 table created for enate Table Field created in Enate.

Column Name	Data Type	Description
_DataGroupGUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values when combined with _Row
_Row	INT [PK]	Primary key – the row number within the table
_UpdatedTime	DATETIME	Updated time for the record
_CustomData	Column Set, XML	Custom data for this packet held as XML
Additional columns are unique to your configuration and will match the Custom Data fields created in Enate. These columns are Sparse columns in SQL and so will not be returned by a SELECT * statement; they must be specifically referenced. Where the custom field type is ‘Currency’ it will be added to the warehouse as 2 columns, suffixed with “_Code” and “_Amount” containing the ISO4217 currency code, and the amount respectively.		

tblPacketPrivateCustomDataTable_[TableName]

These are the bespoke custom data fields added to a Table within a Work Item that are unique to a Work Item and are not shared by multiple Work Items. There will be 1 table created for enate Table Field created in Enate.

Column Name	Data Type	Description
_PacketGUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values when combined with _Row
_Row	INT [PK]	Primary key – the row number within the table
_UpdatedTime	DATETIME	Updated time for the record
_CustomData	Column Set, XML	Custom data for this packet held as XML
<p>Additional columns are unique to your configuration and will match the Custom Data fields created in Enate. These columns are Sparse columns in SQL and so will not be returned by a SELECT * statement; they must be specifically referenced. Where the custom field type is 'Currency' it will be added to the warehouse as 2 columns, suffixed with “_Code” and “_Amount” containing the ISO4217 currency code, and the amount respectively.</p>		

tblCurrencies

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Retired	BIT	Flag if the calendar exception has been retired
_Code	NVARCHAR	Currencies Code
_Name	NVARCHAR	Currencies Name
_NumericCode	INT	Currencies Numeric Code
_Symbol	NVARCHAR	Currencies Symbol
_DecimalDigits	INT	Currencies Decimal Digits
_IsCommon	BIT	Is this currencies common

Queues

Details on queues within Enate, such as name and description, are held within tblQueues.

tblQueues

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Name	NVARCHAR	Queue Name

tblQueueManagers

This table contains queue manager information – each queue can have multiple managers.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_Manager_UserGUID	UNIQUEIDENTIFIER [FK]	GUID for the related User. FK to tblUsers on _GUID
_QueueGUID	UNIQUEIDENTIFIER [FK]	GUID for the related queue. FK to tblQueues on _GUID
_TestMode	BIT	Flag to indicate if the record relates only to the Test Mode functionality within the product
_UpdatedTime	DATETIME	Updated time for the record

tblUserQueues

This table contains queue user information

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UserGUID	UNIQUEIDENTIFIER [FK]	GUID for the related User. FK to tblUsers on _GUID
_QueueGUID	UNIQUEIDENTIFIER [FK]	GUID for the related queue. FK to tblQueues on _GUID
_TestMode	BIT	Flag to indicate if the record relates only to the Test Mode functionality within the product
_UpdatedTime	DATETIME	Updated time for the record

Schedules

Schedules within Enate are configured datetimes for certain processes to be launched on a set basis, such as every 3 months.

tblSchedulePeriods

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_ScheduleGUID	UNIQUEIDENTIFIER [FK]	Schedule GUID, FK to tblSchedules join ON _GUID
_Year	INT	Year of the schedule period
_Period	NVARCHAR	Schedule period
_StartDate	DATETIME	Schedule start date
_Dates	Column Set, XML	Custom data for this Schedule held as XML
Additional columns are unique to your configuration and will match the Schedule Period columns created in Enate. These columns are Sparse columns in SQL and so will not be returned by a SELECT * statement; they must be specifically referenced.		

tblSchedules

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_ScheduleStructureGUID	UNIQUEIDENTIFIER [FK]	Schedule structure GUID, FK to tblScheduleStructures join ON _GUID
_Name	NVARCHAR	Schedule name
_State	INT	Schedule state
_Retired	BIT	Flag if the schedule is retired
_Description	NVARCHAR	Schedule description

tblScheduleStructureDates

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_ScheduleStructureGUID	UNIQUEIDENTIFIER [FK]	Schedule structure GUID, FK to tblScheduleStructures join ON _GUID
_Name	NVARCHAR	Schedule structure dates name e.g. start date
_SafeName	NVARCHAR	_Name in CamelCase (with no spaces)
_Order	INT	Order of the schedule dates
_Retired	BIT	Flag if the schedule structure has been retired

tblScheduleStructures

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Name	NVARCHAR	Schedule structure name
_Description	NVARCHAR	Schedule structure description
_Retired	BIT	Flag if the schedule structure has been retired

Users

Details on Enate users, such as their first and last name can be found in tblUsers.

tblUsers

Note: This is a self-referencing table.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_EntityGUID	UNIQUEIDENTIFIER [FK]	Entity GUID, FK to tblEntityDataItems_f109e0f2- ea37-4b9f-9e15-7670d59bf6a0 join ON _GUID
_CompanyGUID	UNIQUEIDENTIFIER [FK]	Company GUID, FK to tblCompanies join ON _GUID
_Manager_UserGUID	UNIQUEIDENTIFIER [FK]	Manager user GUID, FK to self-reference tblUsers join ON _GUID
_Username	NVARCHAR	Username, Used to Login in Enate
_FirstName	NVARCHAR	First name of the User
_LastName	NVARCHAR	Last name of the User
_KnownAs	NVARCHAR	The name the user is known as
_FullName	NVARCHAR	Full name of the user (first name and last name combined)
_IsTeamLeader	BIT	Flag whether the user is Team Leader
_CostPerUnitTime	DECIMAL	Cost per Unit time configured value
_TotalCapacity	BIGINT	Total Capacity Configured value
_UserType	INT [FK]	ID of related user type, FK to tblUserTypes join on _UserType
_EmailAddress	NVARCHAR	User email address
_PreferredDateFormat	NVARCHAR	User date format i.e. dd/MM/yyyy
_PreferredLanguage	NVARCHAR	User language i.e en-gb
_PreferredTimeFormat	NVARCHAR	User time format i.e. HH:mm
_Retired	BIT	Flag if the user has been retired
_Timezone	NVARCHAR	User time zone i.e. GMT Standard Time
_TotalCapacity	BIGINT	Total capacity for this user (for bots)
_CanAccessBuilder	BIT	Flag if the user can access Builder
_CanAccessUserManagement	BIT	Flag if the user can access User Management
_CanCreate	BIT	Flag if the user can create
_CanEditSharedConfiguration	BIT	Flag if the user can edit shared configuration
_CanReassign	BIT	Flag if the user can reassign work
_CanSeePeerandQueues	BIT	Flag if the user can see their peers and all the work in the queues, they are a member of
_CanSetLiveBuilder	BIT	Flag if the user can set Live Ticket and Case changes
_OfficeLocation	NVARCHAR	Office location for this user
_IsSSOOnly	BIT	Is this user a SSO only user
_AutoGenerated	BIT	Is this user Auto Generated by the system without validation by a Human
_Default_ContactTagGUID	UNIQUEIDENTIFIER [FK]	Default Contact Tag GUID, FK to tblContactTags join ON _GUID
_AllowedToWorkOnOnlyQueue	BIT	Flag indicating whether the user is only allowed to work on packets in queues
_AllowedPacketTypes	BIT	Allowed Packet Types
_CanSeeCommunityWorkItems	BIT	Can the user see community level work items
_CreatedOn	DATETIME	Date the user was created.

Column Name	Data Type	Description
_DateOfBirth	DATE	User date of Birth
_PasswordLastChanged	DATETIME	Date and time of last password change
_RobotState	INT	Robot state
_SuspendedState	INT	For robots, represents the current suspension state
_WorkingHours_CalendarGUID	UNIQUEIDENTIFIER [FK]	Working Hours Calendar GUID, FK to tblCalendars join ON _GUID
_DisableNotifications	BIT	Flag indicating user disabled all notifications

The following columns will be removed in a future version of Enate from tblUsers

Column Name	Data Type	Description
_CanAccessBuilder	BIT	Flag if the user can access Builder
_CanAccessUserManagement	BIT	Flag if the user can access User Management
_CanCreate	BIT	Flag if the user can create
_CanEditSharedConfiguration	BIT	Flag if the user can edit shared configuration
_CanReassign	BIT	Flag if the user can reassign work
_CanSeePeerandQueues	BIT	Flag if the user can see their peers and all the work in the queues, they are a member of
_CanSetLiveBuilder	BIT	Flag if the user can set Live Ticket and Case changes
_IsTeamLeader	BIT	Flag whether the user is Team Leader
_AllowedToWorkOnOnlyQueue	BIT	Flag indicating whether the user is only allowed to work on packets in queues

tblUserGroups

The list of User Groups available in the system.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Name	NVARCHAR	User Group name
_Description	NVARCHAR	User Group description
_Retired	BIT	Flag if the check has been retired

tblUserGroupUsers

The many-to-many mapping of a User to a User Group.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_UserGUID	UNIQUEIDENTIFIER [FK]	GUID for the related User. FK to tblUsers on _GUID
_UserGroupGUID	UNIQUEIDENTIFIER [FK]	GUID for the related queue. FK to tblUserGroups on _GUID
_Retired	BIT	Flag if the check has been retired

tblUserSessions

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_EntityGUID	UNIQUEIDENTIFIER [FK]	Entity GUID, FK to tblEntityDataItems_f109e0f2-ea37-4b9f-9e15-7670d59bf6a0 join ON _GUID
_Created	DATETIME	Session Create time
_LastRequest	DATETIME	Last request time
_IPAddress	NVARCHAR	IP Address for the session
_XForwardFor	NVARCHAR	Originating IP Address list.
_AuthenticationResult	INT [FK]	Target duration units, FK to tblAuthenticationResults join ON _AuthenticationResult
_GUI	INT [FK]	Target duration units, FK to tblAuthenticatedForGUI join ON _AuthenticatedForGUI
_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_Username	NVARCHAR	The username of the user
_Ended	DATETIME	Time Session Ended
_EndReason	INT [FK]	Target duration units, FK to tblUserSessionEndReason join ON _EndReason
_LastRequestURI	NVARCHAR	The last URI User requested
_UsedSingleSignOn	BIT	Flag to indicate Single Sign On Used.

tblUserAuditEntries

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
_ChangeMadeBy_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID

Column Name	Data Type	Description
_ChangedOn	DATETIME,	Date this was Changed
_Activity	INT,	Reason for Change, FK to tblUserAuditEntryActivity join ON _Activity
_PropertyName	NVARCHAR	The property that was changed
_OldBitValue	BIT	Old value for bit fields
_NewBitValue	BIT	New value for bit fields
_OldTextValue	NVARCHAR	Old value for text field
_NewTextValue	NVARCHAR	New value for text field
_OldNumberValue	BIGINT	Old value for number field
_NewNumberValue	BIGINT	New value for number field
_OldDecimalValue	DECIMAL	Old value for decimal field
_NewDecimalValue	DECIMAL	New value for decimal field
_OldDateTimeValue	DATETIME	Old value for date field
_NewDateTimeValue	DATETIME	New value for date field
_OldGUIDValue	UNIQUEIDENTIFIER	Old value for guid field
_NewGUIDValue	UNIQUEIDENTIFIER	New value for guid field

tblEntityDataItems_f109e0f2-ea37-4b9f-9e15-7670d59bf6a0

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key – with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
Additional columns are unique to your configuration.		

tblObjectAccessPermissions

This table links users to object access permissions. The existence of a row in this table confirms the user has been granted access to that object. If no row exists in this table then the user should not be presented with data for that related object.

The _ObjectGUID may be the Primary Key from:

- tblCompanies
- tblContracts
- tblServices
- tblCases
- tblTickets

Column Name	Data Type	Description
_UserGUID	UNIQUEIDENTIFIER [PK]	Forms part of composite primary key
_ObjectGUID	UNIQUEIDENTIFIER [PK]	Forms part of composite primary key
_ObjectType	INT	Enate object type

Checklists

Checklists are the list of checks which need to be completed on a given work item. Checks can either be local to specific actions or global across standard action templates.

tblPacketChecklists

This table holds details on checklists such as who completed the check and when.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_PacketGUID	UNIQUEIDENTIFIER [FK]	Packet GUID, FK to tblPackets join ON _GUID
_GlobalChecklistsGUID	UNIQUEIDENTIFIER [FK]	Global checklists GUID, FK to tblGlobalChecklists join ON _GUID
_LocalChecklistsGUID	UNIQUEIDENTIFIER [FK]	Local checklists GUID, GK to tblLocalChecklists join ON _GUID
_Order	INT	The order number in the list of checks
_Result	INT	ENUM (numerical) values. The results details will be present in tblPacketChecklistResults join ON _PacketChecklistResult
_Note	NVARCHAR	Any notes made by the user when doing the check
_PeerReviewNote	NVARCHAR	Any notes made during the peer review of the check
_CheckedOn	DATETIME	Datetime when the check took place
_CheckedBy_UserGUID	UNIQUEIDENTIFIER [FK]	The user who handled the check, FK to tblUsers join ON _GUID
_IsPeerReviewerChecklist	BIT	Flag to indicate if this is a peer reviewer checklist

tblLocalChecklists

This table holds details on local checklists such as the description.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_ActionAttributeGUID	UNIQUEIDENTIFIER [FK]	Action Attribute GUID, FK to tblActionAttributes join ON _GUID
_Order	INT	The order number in the list of checks
_Description	NVARCHAR	Description of the check
_Retired	BIT	Flag if the check has been retired
_IsPeerReviewerChecklist	BIT	flag to indicate if this is a peer reviewer checklist

tblGlobalChecklists

This table holds details on global checklists such as the description.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Order	INT	The order number in the list of checks
_Description	NVARCHAR	Description of the check
_Retired	BIT	Flag if the check has been retired
_ActionTypeGUID	UNIQUEIDENTIFIER [FK]	Action Type GUID, FK to tblActionTypes join ON _GUID
_IsPeerReviewerChecklist	BIT	flag to indicate if this is a peer reviewer checklist

Calendars

Calendars within Enate determine which days and times are configured 'working' and 'non-working' such as weekends.

tblCalendars

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Retired	BIT	Flag if the calendar has been retired
_Name	NVARCHAR	Calendar name
_Description	NVARCHAR	Calendar description
_Timezone	NVARCHAR	Calendar timezone
_Day1Period1StartTime	TIME	Day 1 start time
_Day1Period1EndTime	TIME	Day 1 end time
_Day2Period1StartTime	TIME	Day 2 start time
_Day2Period1EndTime	TIME	Day 2 end time
_Day3Period1StartTime	TIME	Day 3 start time
_Day3Period1EndTime	TIME	Day 3 end time
_Day4Period1StartTime	TIME	Day 4 start time
_Day4Period1EndTime	TIME	Day 4 end time
_Day5Period1StartTime	TIME	Day 5 start time
_Day5Period1EndTime	TIME	Day 5 end time
_Day6Period1StartTime	TIME	Day 6 start time
_Day6Period1EndTime	TIME	Day 6 end time
_Day7Period1StartTime	TIME	Day 7 start time
_Day7Period1EndTime	TIME	Day 7 end time

tblCalendarExceptions

This table holds non-working exceptions to calendars, such as statutory holidays.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Retired	BIT	Flag if the calendar exception has been retired
_Name	NVARCHAR	Name of the calendar exception
_Date	DATETIME	Date of the calendar exception
_CalendarGUID	UNIQUEIDENTIFIER	Calendar GUID, FK to tblCalendars join ON _GUID

Localisation

Localisation enables the application to display text such as labels, column names and field names in the appropriate language for the user.

tblLocalisations

This table holds the localised text used in the application.

The `_GUID` column can be joined to the following tables to get localised values for the NVARCHAR data in `tblLocalisations`:

- `tblContracts` (for Name and Description)
- `tblServices` (for Name and Description)
- `tblCaseTypes` (for Name, Description and Process Group)
- `tblTicketTypes` (for Name, Description and Process Group)
- `tblActionTypes` (for Name, Description)
- `tblServiceLines` (for Name and Description)
- `tblActionGeneralAttributes` (for Instruction)
- `tblContactTags` (for Name and Description)
- `tblDefectCategories` (for Name)
- `tblDefectPartyAtFaultOptions` (for Name)
- `tblGlobalChecklists` (for Description)
- `tblLocalChecklists` (for Description)
- `tblQueues` (for Name)
- `tblSchedules` (for Name)
- `tblScheduleStructures` (for Name)
- `tblScheduleStructureDates` (for Name)
- `tblTicketCategories` (for Name)

Column Name	Data Type	Description
<code>_GUID</code>	UNIQUEIDENTIFIER [PK]	Primary key column, not unique
<code>_Language</code>	NVARCHAR [PK]	Primary key column, not unique
<code>_UpdatedTime</code>	DATETIME	Updated time for the record
<code>_Name</code>	NVARCHAR	Name text, nullable
<code>_Description</code>	NVARCHAR	Description text, nullable
<code>_Instruction</code>	NVARCHAR	Instruction text, nullable
<code>_ProcessGroup</code>	NVARCHAR	Process group, nullable

System Tables

These tables hold information like security audits

tblObjectAccessPermissionForUserGroups

Column Name	Data Type	Description
_UserGroupGUID	UNIQUEIDENTIFIER [PK] [FK]	User Group GUID, FK to tblUserGroups join ON _GUID
_ObjectGUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_ObjectType	INT	Eenate Object ID

tblConfigurationAudits

This table holds details on local checklists such as the description.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
_UpdatedTime	DATETIME	Updated time for the record
_Language	NVARCHAR	The Language
_UserGUID	UNIQUEIDENTIFIER [FK]	User GUID, FK to blUsers join ON _GUID
_AuditObjectGUID	UNIQUEIDENTIFIER	Holds a guid for the particular object and links to table based on _AuditObjectType
_AuditObjectType	INT	Determines the type of object
_AuditChangeType	INT [FK]	ID of related Audit change type, FK to tblAuditChangeType join on _AuditChangeType

Email Server Configuration

Email server configuration holds information about the server, use for exchanging mail information in Enate

tblEmailConnectors

This table holds details of Email connectors.

Column Name	Data Type	Description
_GUID	UNIQUEIDENTIFIER [PK]	Primary key column, not unique
_UpdatedTime	DATETIME	Updated time for the record
_Enabled	BIT	Flag to state connector is enabled or not
_Direction	INT	Direction (Incoming / Outgoing)
_IncomingFailureReason	INT	Incoming Failure reason
_IncomingFailureCount	INT	Incoming Failure count
_IncomingLastFailure	INT	Incoming Last failure
_Retired	BIT	Flag to indicate if retired
_DisabledReason	INT	Connector disabled reason
_Name	NVARCHAR	Connector name
_PrimaryEmailAddress	NVARCHAR	Primary email address

Fact Tables

A fact table stores strings with an assigned list of numeric values. Joining to these tables therefore outputs the (string) details associated with each value, acting as a 'lookup'. For example, to return a Packet status of 'Closed' instead of '5'.

tblActionGeneralAttributeRecordCountTypes

This table holds the description for general attribute record count types.

Column Name	Data Type	Description
_RecordCountType	INT [PK]	Primary key column used to join to tblCaseAttributes, tblTicketAttributes, and tblActionGeneralAttributes ON _RecordCount [FK]
_Name	NVARCHAR	Record count type name
_Description	NVARCHAR	Record count type description

tblActionGeneralAttributeSkillTypes

This table holds the description for skill types.

Column Name	Data Type	Description
_SkillType	INT [PK]	Primary key column used to join to tblActionGeneralAttributes ON _SkillType [FK]
_Name	NVARHAR	Name of the skill
_Description	NVARCHAR	Description of the skill

tblActionSubTypes

Column Name	Data Type	Description
_SubType	INT [PK]	Primary key column
_Name	NVARCHAR	The action sub type
_Description	NVARCHAR	Description of action sub type

tblAllowOverrideDueDates

This table holds the description for override due date types.

Column Name	Data Type	Description
_AllowOverrideDueDate	INT [PK]	Primary key column used to join to tblDueDateAttributes ON _AllowOverrideDueDate [FK]
_Name	NVARCHAR	Note to say if users can override due dates

tblAuthenticatedForGUI

Column Name	Data Type	Description
_AuthenticatedForGUI	INT [PK]	Primary key column
_Name	NVARCHAR	The reason for the authentication for gui

tblAuthenticationResults

This table holds the description for reasons User Sessions Ended.

Column Name	Data Type	Description
_AuthenticationResult	INT [PK]	Primary key column
_Name	NVARCHAR	The reason for session end

tblCompanyTypes

This table holds the description of company types.

Column Name	Data Type	Description
_CompanyType	INT [PK]	Primary key column used to join to tblCompanies ON _CompanyType [FK]
_Name	NVARCHAR	Customer type name

Link Types

Linked packet link types are documented below and will be added to a fact table in a future release.

Value	Name	Description
0	Packet Created With Link	Link automatically created as part of starting a new Ticket or independent Case.
1	Manually Added	Link manually created.
2	Merged Ticket	Link automatically created as part of merging a Ticket into another Packet.
3	Ticket Launched Case	Link automatically created as part of resolving a Ticket by launching a Case.
4	Copied During Ticket Merge	Link copied during the merge of a Ticket.
5	Copied During Split Ticket	Link copied during the split of a Ticket.
6	Copied During Launch Case	Link copied during the launch of a Case from a Ticket.

tblPacketActivityTypes

This table holds the work item (packet) activity type descriptions.

Column Name	Data Type	Description
_ActivityType	INT [PK]	Primary key column used to join to tblPacketActivities ON _Activity [FK]
_Name	NVARCHAR	Packet Activity Type Name

tblPacketAllocationReasons

This table holds details for packet allocation reasons.

Column Name	Data Type	Description
_ReasonType	INT [PK]	Primary key column used to join to tblPacketAllocationHistories ON _AllocationReason [FK]
_ReasonName	NVARCHAR	Reason for the packet allocation

tblPacketChecklistResults

This table holds the description for packet checklist results.

Column Name	Data Type	Description
_PacketChecklistResult	INT [PK]	Primary key column used to join to tblPacketChecklists ON _Result
_Name	NVARCHAR	The outcome of the check, where it passed the check or not

tblPacketCommunicationContactTypes

This table holds the description for work item (packet) communication contact types.

Column Name	Data Type	Description
_PacketCommunicationContactType	INT [PK]	Primary key column used to join to tblPacketCommunicationContacts ON _Type [FK]
_Name	NVARCHAR	Packet Communication Contact Type Name

tblPacketCommunicationImportances

This table holds the description for communications importance.

Column Name	Data Type	Description
_PacketCommunicationImportance	INT [PK]	Primary key column used to join to tblPacketCommunications ON _Importance [FK]
_Name	NVARCHAR	Packet Communication Importance Type Name

tblPacketCommunicationScopes

This table holds the description for work item (packet) communication scopes.

Column Name	Data Type	Description
_PacketCommunicationScope	INT [PK]	Primary key column used to join to tblPacketCommunications ON _CommunicationScope [FK]

Column Name	Data Type	Description
_Name	NVARCHAR	Packet Communication Scope Name

tblPacketCommunicationTypes

This table holds the description for work item (packet) communication types.

Column Name	Data Type	Description
_PacketCommunicationType	INT [PK]	Primary key column used to join to tblPacketCommunications ON _Type [FK]
_Name	NVARCHAR	Packet Communication Type Name

tblRecordCountBehaviour

This table holds the names of the available record count behaviours

Column Name	Data Type	Description
_RecordCountBehaviour	INT [PK]	Primary key column
_Name	NVARCHAR	Description of record count behaviour i.e. Hide, Show – Don't Persist, Show – Persist

tblStartedByMethods

This table holds the names of the various methods used to start a Packet

Column Name	Data Type	Description
_StartedByMethod	INT [PK]	Primary key column
_Name	NVARCHAR	Description of the starting method i.e. By Workflow, By Robot etc.

tblStatusReasons

This table holds the description for reasons cases are on hold.

Column Name	Data Type	Description
_StatusReason	INT [PK]	Primary key column
_Name	NVARCHAR	The reason for the status
_Description	NVARCHAR	Description of the reason

tblStepProgressionModes

This table holds the names of the various progression modes available

Column Name	Data Type	Description
_StepProgressionMode	INT [PK]	Primary key column
_Name	NVARCHAR	Description of the progression mode i.e. Manual, Automatic etc.

tblTargetDurationUnits

This table holds the unit description for target duration.

Column Name	Data Type	Description
_TargetDurationUnit	INT [PK]	Primary key column used to join to tblDueDateAttributes ON _TargetDurationUnits [FK]
_Name	NVARCHAR	Description of the time units of target duration (e.g. working hours or working days)

tblUserAuditEntryActivity

Column Name	Data Type	Description
_Activity	INT [PK]	Primary key column
_Name	NVARCHAR	The activity type

tblUserSessionEndReason

This table holds the description for reasons User Sessions Ended.

Column Name	Data Type	Description
_EndReason	INT [PK]	Primary key column
_Name	NVARCHAR	The reason for the status

tblUserTypes

Column Name	Data Type	Description
_UserType	INT [PK]	Primary key column
_Name	NVARCHAR	The user type

tblWaitingFors

Column Name	Data Type	Description
_WaitingFor	INT [PK]	Primary key column
_Name	NVARCHAR	What is it waiting for
_Description	NVARCHAR	Description of waiting for

tblWaitTypes

Column Name	Data Type	Description
_WaitingType	INT [PK]	Primary key column
_Name	NVARCHAR	The Waiting for type
_Description	NVARCHAR	Description of waiting type

tblVersionedObjectStates

Column Name	Data Type	Description
_State	INT [PK]	Primary key column
_Name	NVARCHAR	Version object state name
_Description	NVARCHAR	Version object state description

tblAllowedPacketTypes

Column Name	Data Type	Description
_State	INT [PK]	Primary key column
_Name	NVARCHAR	Packet state type name
_Description	NVARCHAR	Packet state type description

tblRobotSuspendedReasons

Column Name	Data Type	Description
_ReasonType	INT [PK]	Primary key column
_Name	NVARCHAR	Reason type name
_Description	NVARCHAR	Reason type description

tblRobotStates

Column Name	Data Type	Description
_State	INT [PK]	Primary key column
_Name	NVARCHAR	Robot state name
_Description	NVARCHAR	Robot state description

tblEmailConnectorDirections

Column Name	Data Type	Description
_Direction	INT [PK]	Primary key column
_Name	NVARCHAR	Connector direction name

tblEmailConnectorFailureReasons

Column Name	Data Type	Description
_ReasonType	INT [PK]	Primary key column

Column Name	Data Type	Description
_Name	NVARCHAR	Reason type name
_Description	NVARCHAR	Reason type description

tblEmailConnectorDisabledReasons

Column Name	Data Type	Description
_ReasonType	INT [PK]	Primary key column
_Name	NVARCHAR	Reason type name
_Description	NVARCHAR	Reason type description

Obsolete Tables and Views

The following views and tables are obsolete and will be removed in a future version of Enate.

Table / View	Replacement
tblPacketProcessAttributeHistories	tblPacketTicketCategoryAttributeHistories