



# enate

SIMPLIFIED SERVICE AUTOMATION  
2022.3 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 2022.3.

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

### tblContracts

This table holds data on contracts within Enate.

Column Name	Data Type	Description
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_Customer_CompanyGUID</b>	UNIQUEIDENTIFIER [FK]	Customer company GUID - FK to tblCompanies join ON _GUID
<b>_Supplier_CompanyGUID</b>	UNIQUEIDENTIFIER [FK]	Supplier company GUID - FK to tblCompanies join ON _GUID
<b>_Name</b>	NVARCHAR	Contract name
<b>_Description</b>	NVARCHAR	Contract description
<b>_DefaultLanguage</b>	NVARCHAR	Default Language
<b>_timezone</b>	NVARCHAR	Time zone

### tblServices

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

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

### tblServiceLines

This table holds data on Service Line's.

Column Name	Data Type	Description
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_Name</b>	NVARCHAR	Service Template name
<b>_Description</b>	NVARCHAR	Service Template description



## 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
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_DataGroupGUID</b>	UNIQUEIDENTIFIER [FK]	Data Group GUID. FK column reference to tblPacketCustomDatas join ON _DataGroupGUID and tblPacketContacts join ON _CustomDataGroupGUID.
<b>_GroupingGUID</b>	UNIQUEIDENTIFIER	Grouping GUID to Group the related packets.
<b>_ParentPacketGUID</b>	UNIQUEIDENTIFIER [FK]	Parent packet GUID - FK for self-referencing tblPackets ON _GUID
<b>_Title</b>	NVARCHAR	Packet Title provided while creating
<b>_Reference</b>	NVARCHAR	Packet Reference Generated. Where there is a T = Ticket, C = Case, C.A = Action within a Case.
<b>_Current_QueueGUID</b>	UNIQUEIDENTIFIER [FK]	Current Queue GUID, FK to tblQueues join ON _GUID
<b>_StartDate</b>	DATETIME	Date time on which packet has been started
<b>_EndDate</b>	DATETIME	Date time on which packet has been Ended
<b>_AssignedTo_UserGUID</b>	UNIQUEIDENTIFIER [FK]	The user who is currently assigned the packet. FK to tblUsers join ON _GUID
<b>_Owner_UserGUID</b>	UNIQUEIDENTIFIER [FK]	The user who is owner of the packet. FK to tblUsers join ON _GUID
<b>_Starter_UserGUID</b>	UNIQUEIDENTIFIER [FK]	The user who has started the packet. FK to tblUsers join ON _GUID
<b>_TerminatedBy_UserGUID</b>	UNIQUEIDENTIFIER [FK]	The user who terminated the packet. FK to tblUsers join ON _GUID
<b>_DueDate</b>	DATETIME	Due date for the packet
<b>_IsOverdue</b>	INT	Flag to say if the packet is overdue
<b>_Timezone</b>	NVARCHAR	Time zone of the packet
<b>_Type</b>	INT	Packet type; 8 = Live, 2 = Testing, 1 = Draft. Only Live packets will be exported to warehouse by default
<b>_AffectedRecordCount</b>	INT	Record count for the specific packet
<b>_CalculatedDueDate</b>	INT	Due date for the current state of the packet i.e. step within a case.
<b>_OverrideDueDateSet</b>	BIT	Flag to indicate if the due date can be overwritten.
<b>_CustomerTargetDuration</b>	BIGINT	Target time to spend on the work item for the customer.
<b>_SupplierTargetDuration</b>	BIGINT	Target time to spend on work item for the supplier.
<b>_CustomerDuration</b>	BIGINT	Time spent on work item by the customer.
<b>_SupplierDuration</b>	BIGINT	Time spent on work item by the supplier.
<b>_SchedulePeriodGUID</b>	UNIQUEIDENTIFIER [FK]	The schedule period the packet was created for. FK to tblSchedulePeriods join ON _GUID
<b>_LastPossibleTimeToStart</b>	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)
<b>_StartedByMethod</b>	INT	The method used to start the Packet. FK to tblStartedByMethods join ON _StartedByMethod
<b>_ResolvedDate</b>	DATETIME	The date the Packet was marked as Resolved
<b>_StartedBy_PacketGUID</b>	UNIQUEIDENTIFIER [FK]	The GUID of the Packet that caused this Packet to be started - FK for self-referencing tblPackets ON _GUID
<b>_ServiceGUID</b>	UNIQUEIDENTIFIER [FK]	Service GUID the packet was created for. FK to tblServices join ON _GUID
<b>_Status</b>	INT [FK]	The status of the packet. FK to tblPacketStatuses join ON _PacketStatus
<b>_StatusReason</b>	INT [FK]	The status of the packet. FK to tblStatusReasons join ON _StatusReason
<b>_WaitType</b>	INT [FK]	The WaitType of the packet. FK to tblWaitTypes join ON _WaitType
<b>_KeepWith_UserGUID</b>	UNIQUEIDENTIFIER [FK]	The Keep with User GUID. FK to tblUsers join ON _GUID
<b>_NewInformationReceivedOn</b>	DATETIME	The date of when new information was received.
<b>_ResolutionMethod</b>	INT [FK]	The Resolution Method of the packet. FK to tblResolutionMethods join ON _ResolutionMethod
<b>_ResolvedBy_UserGUID</b>	UNIQUEIDENTIFIER [FK]	The Resolved By User GUID. FK to tblUsers join ON _GUID
<b>_ScheduledFollowUpOn</b>	DATETIME	The date scheduled for follow up on
<b>_FeedbackWindowOpenUntil</b>	DATETIME	The date the feedback window is open until
<b>_WaitForMoreInformationUntil</b>	DATETIME	The date to wait for more information until
<b>_CustomerTimeToResolution</b>	BIGINT	Customer Time to Resolution
<b>_SupplierTimeToResolution</b>	BIGINT	Supplier Time to Resolution

#### 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
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_TicketCategoryAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Ticketcategory attributes GUID, FK to tblTicketCategoryAttributes join ON _GUID
<b>_FirstManualContact</b>	DATETIME	Time when First manual contact took place
<b>_CustomerTimeToFirstManualContact</b>	BIGINT	Customer Time when First Manual Contact
<b>_SupplierTimeToFirstManualContact</b>	BIGINT	Supplier Time when First Manual Contact
<b>_ResolvedOnFirstContact</b>	BIT	Flag column to specify whether the ticket is resolved on first contact
<b>_Description</b>	NVARCHAR	Ticket description
<b>_CancellationReason</b>	NVARCHAR	
<b>_CancellationRequestedOn</b>	DATETIME	
<b>_MergedInto_PacketGUID</b>	UNIQUEIDENTIFIER [FK]	Merged into Packet GUID, FK to tblPackets join ON _GUID
<b>_CloseIfNoResponseReceived</b>	BIT	Flag column to indicate if should Close ticket if no response received
<b>_DoNotSendAutomatedEmailsToContacts</b>	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
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_CaseAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Case Attribute GUID, FK to tblCaseAttributes join ON _GUID
<b>_CaseStepGUID</b>	UNIQUEIDENTIFIER [FK]	Case Step GUID, FK to tblCaseSteps join ON _GUID
<b>_TotalNumberOfSteps</b>	INT	Total number of Steps
<b>_KeepActionsWith_UserGUID</b>	UNIQUEIDENTIFIER [FK]	
<b>_WaitingFor</b>	INT [FK]	ENUM (numeric) Values - The Waiting For details will be present in tblWaitingFors
<b>_Problem</b>	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
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_ActionAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Action Attribute GUID, FK to tblActionAttributes join ON _GUID
<b>_ExecutionCount</b>	INT	Number of Executions
<b>_PeerReviewFailureCount</b>	INT	Number of Peer Review failures
<b>_PeerReviewedOn</b>	DATETIME	Peer Review Date time
<b>_PeerReviewedBy_UserGUID</b>	UNIQUEIDENTIFIER [FK]	Peer Reviewed by User GUID, FK to tblUsers join ON _GUID
<b>_PeerReviewedRecordCount</b>	INT	Record Count of Peer Review
<b>_OverridePeerReviewDueDate</b>	DATETIME	The overridden due date for the peer review.
<b>_CalculatedPeerReviewDueDate</b>	DATETIME	Target due date for the current peer review step.
<b>_OverridePeerReviewDueDateSet</b>	BIT	Flag if the due date can be overridden.
<b>_OverrideInstruction</b>	NVARCHAR	The Override Instruction
<b>_InPeerReview</b>	BIT	Is this action currently in peer review
<b>_PeerReviewComment</b>	NVARCHAR	The Peer review comment
<b>_NotDoneSuccessfullyComment</b>	NVARCHAR	Comment when action not done successfully
<b>_IntegrationLastAttempt</b>	DATETIME	Last time Integration was attempted
<b>_IntegrationNextAttempt</b>	DATETIME	Next time integration will be attempted
<b>_IntegrationRetryCount</b>	INT	No of retries of integration
<b>_IntegrationResponseWaitUntil</b>	DATETIME	When to wait till for response from integration
<b>_IsPeerReviewPassed</b>	BIT	Flag to indicate peer review passed

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

## 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
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_GroupingGUID</b>	UNIQUEIDENTIFIER	Grouping GUID to Group related communications with packets.
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [FK]	Packet GUID, FK to tblPackets join ON _GUID
<b>_Type</b>	INT [FK]	ENUM (numeric) Values - The type details will be present in tblPacketCommunicationTypes
<b>_Logged</b>	DATETIME	Date time which the communication was logged
<b>_UserGUID</b>	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
<b>_AttachmentCount</b>	INT	Number of attachments
<b>_Importance</b>	INT [FK]	ENUM (numeric) Values - The importance details will be present in tblPacketCommunicationImportances
<b>_CommunicationScope</b>	INT [FK]	ENUM (numeric) Values - The Communication Scope details will be present in tblPacketCommunicationScopes
<b>_IsResolutionCommunication</b>	BIT	Flag column to know whether Resolution communication present
<b>_IsSystemGenerated</b>	BIT	Flag column to know whether Communication is system generated
<b>_InvolvesPrimaryContact</b>	BIT	Flag column to know whether involve Primary contact
<b>_InvolvesRequester</b>	BIT	Flag column to know whether involve Requestor
<b>_InvolvesSubject</b>	BIT	Flag column to know whether involve Subject
<b>_InvolvesCustomer</b>	BIT	Flag column to know whether involve Customer
<b>_InvolvesThirdParty</b>	BIT	Flag column to know whether involve third party

### tblPacketCommunicationContacts

Column Name	Data Type	Description
<b>_PacketCommunicationGUID</b>	UNIQUEIDENTIFIER [PK] [FK]	Packet Communication GUID, FK referencing tblPacketCommunications join ON _GUID
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_Type</b>	INT [FK]	ENUM (numeric) Values - The type details will be present in tblPacketCommunicationContactTypes
<b>_Address</b>	NVARCHAR	Email Address
<b>_UserGUID</b>	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
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_CustomDataGroupGUID</b>	UNIQUEIDENTIFIER	GUID to group related custom data.
<b>_Employee_UserGUID</b>	UNIQUEIDENTIFIER [FK]	Employee contact, FK to tblUsers join ON _GUID
<b>_AddedBy_UserGUID</b>	UNIQUEIDENTIFIER [FK]	User who added the contact, FK to tblUsers join ON _GUID
<b>_AddedOn</b>	DATETIME	Date when the contact was added

### tblPacketContactTags

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

### tblContactTags

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

### tblCaseReworkHistories

Column Name	Data Type	Description
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_Start</b>	DATETIME	Start date time of rework
<b>_End</b>	DATETIME	End date time of rework
<b>_StartedBy_UserGUID</b>	UNIQUEIDENTIFIER [FK]	User who started the rework, FK to tblUsers join ON _GUID
<b>_ReworkFromStepNumber</b>	INT	Rework from which step number
<b>_StepNumberWhenReworkStarted</b>	INT	Step number when rework started
<b>_CustomerDuration</b>	BIGINT	Time spent on rework by the customer
<b>_SupplierDuration</b>	BIGINT	Time spent on rework by the supplier
<b>_ReworkedFromSpecificAction_Acti onAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Rework from specific action, FK to tblActionAttribute on _GUID

### tblPacketCaseStepHistories

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

### tblPacketTicketCategoryAttributeHistories

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

### tblPacketAllocationHistories

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

### tblPacketQueueHistories

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



## 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
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_UserGUID</b>	UNIQUEIDENTIFIER [FK]	User GUID, FK to tblUsers join ON _GUID
<b>_ProcessAttribute_ObjectGUID</b>	UNIQUEIDENTIFIER	Process attribute object GUID, join to tblTicketAttributes ON _GUID.
<b>_StartDate</b>	DATETIME	Start date
<b>_EndDate</b>	DATETIME	End date
<b>_DueDate</b>	DATETIME	Due date
<b>_CustomerDuration</b>	BIGINT	Time spent by customer
<b>_SupplierDuration</b>	BIGINT	Time spent by supplier
<b>_TicketCategoryAttributeGUID</b>	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: This is a self-referencing table.

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

### tblActionGeneralAttributes

This table contains skill level data for actions.

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

### tblCaseAttributes

This table holds the configuration data for cases.

Column Name	Data Type	Description
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_GroupGUID</b>	UNIQUEIDENTIFIER	Groups related cases together.
<b>_ServiceGUID</b>	UNIQUEIDENTIFIER [FK]	service GUID - FK to tblServices join ON _GUID
<b>_AllocationAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Allocation Attribute GUID, FK to tblAllocationAttributes join ON _GUID
<b>_DueDateAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Due Date Attribute GUID, FK to tblDueDateAttributes join ON _GUID
<b>_StepProgressionMode</b>	INT [FK]	ENUM (numeric) Values - The Step Progression Mode details will be present in tblStepProgressionModes
<b>_RecordCountBehaviour</b>	INT [FK]	ENUM (numeric) Values - The Record Count Behaviour details will be present in tblRecordCountBehaviour
<b>_RecordCount</b>	INT	Record count for the Ticket attributes
<b>_CaseTypeGUID</b>	UNIQUEIDENTIFIER [FK]	Case Type GUID, FK to tblCaseTypes join ON _GUID
<b>_CloneSource_TicketAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	If this is a clone, then the source TicketAttribute GUID – FK to tblTicketAttributes join on _GUID
<b>_IsAvailableToAllUsers</b>	BIT	If True then the Case can be started by any user even if they don't have permission to open the Case.

### tblCaseSteps

This table contains step level information for cases.

Column Name	Data Type	Description
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_CaseTypeGUID</b>	UNIQUEIDENTIFIER [FK]	Case Type GUID, FK to tblCaseTypes join ON _GUID
<b>_StepNumber</b>	INT	Step Number Value
<b>_StepName</b>	NVARCHAR	Step Name Value
<b>_Milestone</b>	INT	Number of Milestones
<b>_IsDeleted</b>	BIT	Flag column to specify whether the Caseflow step is Deleted
<b>_UpdateTime</b>	DATETIME	Updated time for the record

### tblCaseStepInCases

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

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

### tblCaseTypes

This table contains the case type information

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

### tblTicketTypes

This table contains the ticket type information

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

### tblAllocationAttributes

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

### tblDueDateAttributes

Column Name	Data Type	Description
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key – with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_AttributeName</b>	NVARCHAR	Name of due date attribute
<b>_NextWorkingMoment</b>	BIT	Flag to flip the due date to the next working day if it is the end of the day
<b>_TargetDurationUnits</b>	INT [FK]	Target duration units, FK to tblTargetDurationUnits join ON _TargetDurationUnit
<b>_TargetDuration</b>	INT	Target duration
<b>_AddWaitTimeDueDate</b>	BIT	Flag to add wait time to due date when the status is on hold
<b>_AllowOverrideDueDate</b>	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
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_ServiceGUID</b>	UNIQUEIDENTIFIER [FK]	service GUID - FK to tblServices join ON _GUID
<b>_TicketTypeGUID</b>	UNIQUEIDENTIFIER [FK]	TicketType GUID – FK to tblTicketTypes join on _GUID
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_ProcessGUID</b>	UNIQUEIDENTIFIER [PK]	Legacy - Computed Primary key from _GUID
<b>_CloneSource_TicketAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	If this is a clone, then the source TicketAttribute GUID – FK to tblTicketAttributes join on _GUID
<b>_IsAvailableToAllUsers</b>	BIT	If True then the Ticket can be started by any user even if they don't have permission to open the Case.

### tblTicketCategories

This table holds category level information for tickets.

Note: This is a self-referencing table.

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

### tblTicketCategoryAttributes

Column Name	Data Type	Description
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key – with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_GroupGUID</b>	UNIQUEIDENTIFIER	Groups related actions together.
<b>_TicketAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Ticket attributes GUID, FK to tblTicketAttributes join ON _GUID
<b>_TicketCategoryGUID</b>	UNIQUEIDENTIFIER [FK]	Ticket category GUID, FK to tblTicketCategory join ON _GUID
<b>_DueDateAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Due Date Attribute GUID, FK to tblDueDateAttributes join ON _GUID
<b>_AllocationAttributeGUID</b>	UNIQUEIDENTIFIER [FK]	Allocation attributes GUID, FK to tblAllocationAttributes join ON _GUID
<b>_EstimatedDuration</b>	BIGINT	Expected duration for an action
<b>_RecordCount</b>	BIT	Flag to indicate Recordcount behaviour
<b>_FeedbackWindowDays</b>	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
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Composite primary key - with Unique GUID values
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK] [FK]	Composite primary key, FK to tblPackets join ON _GUID
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_Comments</b>	NVARCHAR	Feedback comments
<b>_Rating</b>	INT	Rating held as an integer
<b>_Logged</b>	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
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK] [FK]	Packet GUID, FK to tblPackets join ON _GUID
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_AffectedRecordCount</b>	INT	Number of records affected
<b>_DefectCategoryGUID</b>	UNIQUEIDENTIFIER [FK]	Defect category, FK to tblDefectCategories join ON _GUID
<b>_Description</b>	NVARCHAR	Description of the defect
<b>_AddedBy_UserGUID</b>	UNIQUEIDENTIFIER [FK]	User who added the defect, FK to tblUsers join ON _GUID
<b>_AddedOn</b>	DATETIME	Date when the defect was added
<b>_LoggedOnStep</b>	INT	Step the defect was logged on
<b>_Resolved</b>	BIT	Has the defect been resolved
<b>_DefectPartyAtFaultOptionGUID</b>	UNIQUEIDENTIFIER [FK]	GUID to identify party at fault, FK to tblDefectPartyAtFaultOptions on _GUID
<b>_Retired</b>	BIT	Flag to indicate if retired
<b>_UpdateTime</b>	DATETIME	Updated time for the record
<b>_CustomDataGroupGUID</b>	UNIQUEIDENTIFIER	Related custom data group GUID

### tblDefectPartyAtFaultOptions

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

### tblDefectCategories

Column Name	Data Type	Description
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdateTime</b>	DATETIME	Updated time for the record
<b>_Name</b>	NVARCHAR	Description of the defect
<b>_Retired</b>	BIT	Flag to indicate if retired
<b>_ServiceLineGUID</b>	UNIQUEIDENTIFIER [FK]	Related service Line, FK to tblServiceLines on _GUID
<b>_ParentDefectCategoryGUID</b>	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
<b>_DataGroupGUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_CustomData</b>	Column Set, XML	Custom data for this packet held as XML
<b>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.</b>		

### 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
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_CustomData</b>	Column Set, XML	Custom data for this packet held as XML
<b>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.</b>		

### 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
<b>_DataGroupGUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values when combined with _Row
<b>_Row</b>	INT [PK]	Primary key – the row number within the table
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_CustomData</b>	Column Set, XML	Custom data for this packet held as XML
<b>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.</b>		

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
<b>_PacketGUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values when combined with _Row
<b>_Row</b>	INT [PK]	Primary key – the row number within the table
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_CustomData</b>	Column Set, XML	Custom data for this packet held as XML
<b>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.</b>		

## Queues

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

### tblQueues

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

### tblQueueManagers

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

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

### tblUserQueues

This table contains queue user information

Column Name	Data Type	Description
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UserGUID</b>	UNIQUEIDENTIFIER [FK]	GUID for the related User. FK to tblUsers on _GUID
<b>_QueueGUID</b>	UNIQUEIDENTIFIER [FK]	GUID for the related queue. FK to tblQueues on _GUID
<b>_TestMode</b>	BIT	Flag to indicate if the record relates only to the Test Mode functionality within the product
<b>_UpdatedTime</b>	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
<b>_GUID</b>	UNIQUEIDENTIFIER [PK]	Primary key - with Unique GUID values
<b>_UpdatedTime</b>	DATETIME	Updated time for the record
<b>_ScheduleGUID</b>	UNIQUEIDENTIFIER [FK]	Schedule GUID, FK to tblSchedules join ON _GUID
<b>_Year</b>	INT	Year of the schedule period
<b>_Period</b>	NVARCHAR	Schedule period
<b>_StartDate</b>	DATETIME	Schedule start date
<b>_Dates</b>	Column Set, XML	Custom data for this Schedule held as XML
<b>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.</b>		

### tblSchedules

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

### tblScheduleStructureDates

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

### tblScheduleStructures

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

### tblUserGroups

The list of User Groups available in the system.

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

### tblUserSessions

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

### tblUserAuditEntries

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

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

tblEntityDataItems\_f109e0f2-ea37-4b9f-9e15-7670d59bf6a0

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

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
<b>_UserGUID</b>	UNIQUEIDENTIFIER [PK]	Forms part of composite primary key
<b>_ObjectGUID</b>	UNIQUEIDENTIFIER [PK]	Forms part of composite primary key

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

## 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

### tblConfigurationAudits

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

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

## 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'.

### tblCompanyTypes

This table holds the description of company types.

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

### tblActionGeneralAttributeSkillTypes

This table holds the description for skill types.

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

### tblPacketActivityTypes

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

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

### tblPacketCommunicationTypes

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

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

### tblPacketCommunicationImportances

This table holds the description for communications importance.

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

### tblPacketCommunicationScopes

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

Column Name	Data Type	Description
<b>_PacketCommunicationScope</b>	INT [PK]	Primary key column used to join to tblPacketCommunications ON _CommunicationScope [FK]
<b>_Name</b>	NVARCHAR	Packet Communication Scope Name

### tblPacketCommunicationContactTypes

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

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

### tblActionGeneralAttributeRecordCountTypes

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

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

### tblAllowOverrideDueDates

This table holds the description for override due date types.

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

### tblPacketChecklistResults

This table holds the description for packet checklist results.

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

### tblPacketAllocationReasons

This table holds details for packet allocation reasons.

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

### tblTargetDurationUnits

This table holds the unit description for target duration.

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

### tblRecordCountBehaviour

This table holds the names of the available record count behaviours

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

### tblStepProgressionModes

This table holds the names of the various progression modes available

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

### tblStartedByMethods

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

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

### tblUserSessionEndReason

This table holds the description for reasons User Sessions Ended.

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

### tblAuthenticationResults

This table holds the description for reasons User Sessions Ended.

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

### tblAuthenticatedForGUI

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

### tblUserTypes

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

### tblUserAuditEntryActivity

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

### tblWaitingFors

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

## tblActionSubTypes

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

## tblWaitTypes

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

## Obsolete Tables and Views

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

Table / View	Replacement
<b>tblPacketProcessAttributeHistories</b>	tblPacketTicketCategoryAttributeHistories