



**Note – The section “Column name in Database”, provided with each table below is only for reference and these database fields can be used for creating customized reports in MySQL. In case of creating a query in KQL report writer, refer to the field names used in “Column name in KQL” section.**

### Primary Source in KQL - Calls

**Table Name in database - swcalls**

#### **Fields:**

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'calls_callid'	'Calls.Call ID'
2. 'calls_phonenumber'	'Calls.Phone Number'
3. 'calls_userfullname'	'Calls.User Fullname'
4. 'calls_useremail'	'Calls.User Email'
5. 'calls_dateline'	'Calls.Start Date'
6. 'calls_enddateline'	'Calls.End Date'
7. 'calls_lastactivity'	'Calls.Last Activity'
8. 'calls_duration'	'Calls.Duration'
9. 'calls_isclicktocall'	'Calls.Is Click to Call'
10. 'call_status'	'Calls.Status'
11. 'call_type'	'Calls.Type'
12. 'call_phone'	'Calls.Phone Number'
13. 'calls_staffid'	'Calls.Staff'
14. 'calls_chatobjectid'	'Calls.Chat ID'
15. 'calls_departmentid'	'Calls.Department'



**Primary Source in KQL - Chat Routing**

**Table Name in database - swchathits**

**Fields:**

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'chathits_chathitchatid'	'Chat Routing.Chat ID'
2. 'chathits_chathitid'	'Chat Routing.Chat Routing ID'
3. 'chathits_dateline'	'Chat Routing.Creation Date'
4. 'chathits_isaccepted'	'Chat Routing.Is Accepted'
5. 'chathits_staffid'	'Chat Routing.Staff'

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**Primary Source in KQL – Chats**

**Table Name in database - swchatobjects**

**Fields:**

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'chatobjects_chatobjectid'	'Chats.Chat ID'
2. 'chatobjects_chatobjectmaskid'	'Chats.Chat Mask ID'
3. 'chatobjects_dateline'	'Chats.Creation Date'
4. 'chatobjects_userfullname'	'Chats.Full Name'
5. 'chatobjects_subject'	'Chats.Subject'
6. 'chatobjects_chatstatus'	'Chats.Status'



7. 'chatobjects_transferstatus'	'Chats.Transfer Status'
8. 'chatobjects_transfertimeline'	'Chats.Transfer Date'
10. 'chatobjectss_roundrobinhits'	'Chats.Round Robin Hits'
11. 'chatobjects_chattype'	'Chats.Type'
12. 'chatobjects_ipaddress'	'Chats.IP Address'
13. 'chatobjects_waittime'	'Chats.Wait Time'
14. 'chatobjects_isproactive'	'Chats.Is Proactive'
15. 'chatobjects_hasgeoip'	'Chats.Has GeolP'
16. 'chatobjects_geoipcountry'	'Chats.Country'
17. 'chatobjects_geoipcity'	'Chats.City'
18. 'chatobjects_lastpostactivity'	'Chats.Last Post Activity'
19. 'chatobjects_departmentid'	'Chats.Department'
20. 'chatobjects_useremail'	'Chats.Email'
21. 'chatobjects_staffid'	'Chats.Staff'
22. 'chatobjects_userfullname'	'Chats.User'

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### Primary Source in KQL - Escalations

#### Table Name in database – swescalationpaths

#### Fields:

#### Column name in Database

#### Column name in KQL

1. 'escalationpaths_escalationpathid'	'Escalations.Escalation Path ID'
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2. 'escalationpaths_dateline'	'Escalations.Escalation Date'
3. 'escalationpaths_ticketid'	'Escalations.Ticket ID'
4. 'escalationpaths_slaplanid'	'Escalations.SLA Plan'
5. 'escalationpaths_escalationruleid'	'Escalations.Rule'
6. 'escalationpaths_ownerstaffid'	'Escalations.Owner'
7. 'escalationpaths_departmentid'	'Escalations.Department'
8. 'escalationpaths_ticketstatusid'	'Escalations.Status'
9. 'escalationpaths_priorityid'	'Escalations.Priority'
10. 'escalationpaths_typeid'	'Escalations.type'

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### Primary Source in KQL – Message Data

**Table Name in database** - swmessagedata

#### Fields:

**Column name in Database**

**Column name in KQL**

1. 'messagedata_messagedataid'	'Message Data.Message Data ID'
2. 'messagedata_contents'	'Message Data.Contents'

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## Primary Source in KQL - Messages

Table Name in database - swmessages

### Fields:

#### Column name in Database

#### Column name in KQL

- |                              |                            |
|------------------------------|----------------------------|
| 1. 'messages_messageid'      | 'Messages.Message ID'      |
| 2. 'messages_messagemaskid'  | 'Messages.Message Mask ID' |
| 3. 'messages_dateline'       | 'Messages.Creation Date'   |
| 4. 'messages_replydateline'  | 'Messages.Reply Date'      |
| 5. 'messages_fullname'       | 'Messages.Full Name'       |
| 6. 'messages_email'          | 'Messages.Email'           |
| 7. 'messages_subject'        | 'Messages.Subject'         |
| 8. 'messages_messagestatus'  | 'Messages.Status'          |
| 9. 'messages_messagetype'    | 'Messages.Type'            |
| 10. 'messages_messagerating' | 'Messages.Rating'          |
| 11. 'message_chatobjectid'   | 'Messages.Chat'            |
| 12. 'message_departmentid'   | 'Messages.Department'      |
| 13. 'message_staffid'        | 'Messages.Staff'           |



### Primary Source in KQL – Rating Results

**Table Name in database** – swratings and swratingresults

**Fields:**

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'ratings_ratingid'	'Ratings.Rating ID'
2. 'ratings_ratingtitle'	'Ratings.Title'
3. 'ratings_ratingtype'	'Ratings.Type'
4. 'ratings_ratingvisibility'	'Ratings.Visibility'
5. 'ratingresults_ratingresultid'	'Rating Results.Rating Result ID'
6. 'ratingresults_dateline'	'Rating Results.Rating Date'
7. 'ratingresults_ratingresult'	'Rating Results.Rating'
8. 'ratingresults_ratingid'	'Rating Results.Rating Result ID'
9. 'ratingresults_ratingscale'	'Rating Results.Score'

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### Primary Source in KQL – Ticket Audit Logs

**Table Name in database** - swticketauditlogs

**Fields:**

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'ticketauditlogs_ticketauditlogid'	'Ticket Audit Logs.Ticket Audit Log ID'
2. 'ticketauditlogs_dateline'	'Ticket Audit Logs.Creation Date'



3. 'ticketauditlogs_creatortype'	'Ticket Audit Logs.Creator'
4. 'ticketauditlogs_creatorfullname'	'Ticket Audit Logs.Full Name'
5. 'ticketauditlogs_actiontype'	'Ticket Audit Logs.Action'
6. 'ticketauditlogs_actionmsg'	'Ticket Audit Logs.Message'
7. 'ticketauditlogs_departmentid'	'Ticket Audit Logs.Department'

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### Primary Source in KQL – Ticket Billing

**Table Name in database** - swtickettimetracks

#### Fields:

**Column name in Database**

**Column name in KQL**

1. 'tickettimetracks_tickettimetrackid'	'Ticket Billing.Ticket Billing ID'
2. 'tickettimetracks_dateline'	'Ticket Billing.Creation Date'
3. 'tickettimetracks_workdateline'	'Ticket Billing.Work Date'
4. 'tickettimetracks_creatorstaffname'	'Ticket Billing.Creator Name'
5. 'tickettimetracks_timespent'	'Ticket Billing.Time Spent'
6. 'tickettimetracks_timebillable'	'Ticket Billing.Time Billable'
7. 'tickettimetracks_workerstaffid'	'Ticket Billing.Worker'

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## Primary Source in KQL – Ticket Posts

Table Name in database - swticketposts

### Fields:

Column name in Database	Column name in KQL
1. 'ticketposts_ticketpostid'	'Ticket Posts.Ticket Post ID'
2. 'ticketposts_subject'	'Ticket Posts.Subject'
3. 'ticketposts_dateline'	'Ticket Posts.Creation Date'
4. 'ticketposts_fullname'	'Ticket Posts.Full Name'
5. 'ticketposts_email'	'Ticket Posts.Email'
6. 'ticketposts_ipaddress'	'Ticket Posts.IP Address'
7. 'ticketposts_isthirdparty'	'Ticket Posts.Is Third Party'
8. 'ticketposts_contents'	'Ticket Posts.Contents'
9. 'ticketposts_isemailed'	'Ticket Posts.Is Emailed'
10. 'ticketposts_creator'	'Ticket Posts.Creator'
11. 'ticketposts_creationmode'	'Ticket Posts.Creation Mode'
12. 'ticketposts_responsetime'	'Ticket Posts.Response Time'
13. 'ticketposts_firstresponsetime'	'Ticket Posts.First Response Time'
14. 'ticketposts_isprivate'	'Ticket Posts.Is Private'
15. 'ticketposts_issurvey'	'Ticket Posts.Is Survey Comment'





## Primary Source in KQL - Tickets

Table Name in database - swtickets

### Fields:

#### Column name in Database

#### Column name in KQL

1. 'tickets_ticketid'	'Tickets.Ticket ID'
2. 'tickets_ticketmaskid'	'Tickets.Ticket Mask ID'
3. 'tickets_departmentid'	'Tickets.Department'
4. 'tickets_ticketstatusid'	'Tickets.Status'
5. 'tickets_priorityid'	'Tickets.Priority'
6. 'tickets_ownerstaffid'	'Tickets.Owner'
7. 'tickets_tickettypeid'	'Tickets.Type'
8. 'tickets_emailqueueid'	'Tickets.Email Queue'
9. 'tickets_userid'	'Tickets.User'
10. 'tickets_staffid'	'Tickets.Staff'
11. 'tickets_fullname'	'Tickets.Full Name'
12. 'tickets_email'	'Tickets.Email'
13. 'tickets_subject'	'Tickets.Subject'
14. 'tickets_phoneno'	'Tickets.Phone Number'
15. 'tickets_dateline'	'Tickets.Creation Date'
16. 'tickets_lastactivity'	'Tickets.Last Activity'
17. 'tickets_laststaffreplytime'	'Tickets.Last Staff Reply'
18. 'tickets_lastuserreplytime'	'Tickets.Last User Reply'



19. 'tickets_slaplanid'	'Tickets.SLA Plan'
20. 'tickets_totalreplies'	'Tickets.Total Replies'
21. 'tickets_ipaddress'	'Tickets.IP Address'
22. 'tickets_flagtype'	'Tickets.Flag'
23. 'tickets_hasnotes'	'Tickets.Has Notes'
24. 'tickets_hasattachments'	'Tickets.Has Attachments'
25. 'tickets_isemailed'	'Tickets.Is Emailed'
26. 'tickets_isautoclosed'	'Tickets.Is Auto Closed'
27. 'tickets_autoclosetimeline'	'Tickets.Auto Closed Date'
28. 'tickets_isresolved'	'Tickets.Is Resolved'
29. 'tickets_creator'	'Tickets.Creator'
30. 'tickets_creationmode'	'Tickets.Creation Mode'
31. 'tickets_timeworked'	'Tickets.Time Worked'
32. 'tickets_timebilled'	'Tickets.Time Billed'
33. 'tickets_isescalated'	'Tickets.Is Escalated'
34. 'tickets_escalatedtime'	'Tickets.Escalation Date'
35. 'tickets_averageresponsetime'	'Tickets.Average Response Time'
37. 'tickets_isfirstcontactresolved'	'Tickets.Is First Contact Resolved'
38. 'tickets_wasreopened'	'Tickets.Was Reopened'
39. 'tickets_reopendatetime'	'Tickets.Reopen Date'
40. 'tickets_resolutiondatetime'	'Tickets.Resolved Date'
41. 'tickets_escalationlevelcount'	'Tickets.Escalation Count'
42. 'tickets_resolutionseconds'	'Tickets.Time to Resolve'
43. 'tickets_resolutionlevel'	'Tickets.Owners to Resolve'



44. 'tickets_repliestoresolution'	'Tickets.Replies to Resolve'
45. 'tickets_duetime'	'Tickets.Reply Due Date'
46. 'tickets_resolutionduedateline'	'Tickets.Resolution Due Date'
47. 'tickets_firstresponsetime'	'Tickets.First Response Time'
48. 'tickets_lastpostid'	'Tickets.Last Ticket Post'
49. 'tickets_hasbilling'	'Tickets.Has Billing'

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### Primary Source in KQL – User Emails

**Table Name in database** - swuseremails

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'useremails_useremailid'	'User Emails.User Email ID'
2. 'useremails_linktypeid'	'User Emails.User'
3. 'useremails_email'	'User Emails.Email'

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### Primary Source in KQL – User Organizations

**Table Name in database** - swuserorganizations

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'userorganizations_userorganizationid'	'User Organizations.User Organization ID'



2. 'userorganizations_organizationname'	'User Organizations.Name'
3. 'userorganizations_organizationtype'	'User Organizations.Type'
4. 'userorganizations_address'	'User Organizations.Address'
5. 'userorganizations_city'	'User Organizations.City'
6. 'userorganizations_state'	'User Organizations.State'
7. 'userorganizations_postalcode'	'User Organizations.Postal code/zip'
8. 'userorganizations_country'	'User Organizations.Country'
9. 'userorganizations_phone'	'User Organizations.Phone'
10. 'userorganizations_fax'	'User Organizations.Fax'
11. 'userorganizations_website'	'User Organizations.Website'
12. 'userorganizations_dateline'	'User Organizations.Creation Date'
13. 'userorganizations_lastupdate'	'User Organizations.Last Update'
14. 'userorganizations_slaplanid'	'User Organizations.SLA Plan'
15. 'userorganizations_slaexpirytimeline'	'User Organizations.SLA Expiry'
16. 'userorganizations_usergroupid'	'User Organizations.User Group'

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### Primary Source in KQL - Users

Table Name in database – swusers

#### Fields:

Column name in Database

Column name in KQL

1. 'users_userid'	'Users.User ID'
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2. 'users_usergroupid'	'Users.User Group'
3. 'users_userorganizationid'	'Users.User Organization'
4. 'users_userrole'	'Users.Role'
5. 'users_salutation'	'Users.Salutation'
6. 'users_fullname'	'Users.Full Name'
7. 'users_userdesignation'	'Users.Designation'
8. 'users_phone'	'Users.Phone'
9. 'users_dateline'	'Users.Creation Date'
10. 'users_lastupdate'	'Users.Last Update'
11. 'users_lastvisit'	'Users.Last Visit'
12. 'users_slaplanid'	'Users.SLA Plan'
13. 'users_slaexpirytimeline'	'Users.SLA Expiry'
15. 'users_userexpirytimeline'	'Users.Expiry'
16. 'users_isvalidated'	'Users.Is Validated'

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**Note – The tables below do not have a direct “Primary Source” in KQL and can be used with the provided alternative “Primary Source”.**

### **Primary Source in KQL - Tickets**

**Table Name in database - swdepartments**

#### **Fields:**

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'departments_departmentid'	'Departments.Department ID'
2. 'departments_title'	'Departments.Department'
3. 'departments_departmentapp'	'Departments.App'
4. 'departments_displayorder'	'Departments.Display Order'
5. 'departments_parentdepartmentid'	'Departments.Parent Department'
6. 'departments_departmenttype'	'Departments.Type'

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### **Primary Source in KQL - Users**

**Table Name in database - swstaff**

#### **Fields:**

<b>Column name in Database</b>	<b>Column name in KQL</b>
1. 'staff_staffid'	'Staff.Staff ID'
2. 'staff_firstname'	'Staff.First Name'
3. 'staff_lastname'	'Staff.Last Name'



4. 'staff_fullname'	'Staff.Full Name'
5. 'staff_username'	'Staff.Username'
7. 'staff_designation'	'Staff.Designation'
8. 'staff_email'	'Staff.Email'
9. 'staff_lastvisit'	'Staff.Last Visit'
10. 'staff_isenabled'	'Staff.Is Enabled'
11. 'staff_staffgroup'	'Staff.staffgroupid'

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#### Primary Source in KQL - Users

Table Name in database – swusergroups

#### Fields:

Column name in Database	Column name in KQL
1. 'usergroups_usergroupid'	'User Groups.User Group ID'
2. 'usergroups_title'	'User Groups.User Group'
3. 'usergroups_grouptype'	'User Groups.User Group Type'

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#### Primary Source in KQL - Tickets

Table Name in database – swtaglinks

#### Fields:

Column name in Database	Column name in KQL
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- |                         |                         |
|-------------------------|-------------------------|
| 1. 'taglinks_taglinkid' | 'Tag Links.Tag Link ID' |
| 2. 'taglinks_tagid'     | 'Tag Links.Tag'         |
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**Primary Source in KQL – Ticket Billing**

**Table Name in database - swtickettimetracknotes**

**Fields:**

**Column name in Database**

**Column name in KQL**

- |   |   |
|---|---|
| 1. 'tickettimetracknotes_tickettimetracknoteid' | 'Ticket Billing Notes.Ticket Billing Note ID' |
| 2. 'tickettimetracknotes_notes'                 | 'Ticket Billing Notes.Notes'                  |