

Day Field of the Route_Call_Detail and Termination_Call_Detail Table in ICM Version 4.6

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Questions

Introduction

What is the Day field equivalent of the Route_Call_Detail and Termination_Call_Detail table in ICM version 5.0?

Related Information

Introduction

The Cisco Intelligent Contact Management (ICM) CallRouter process creates a Route_Call_Detail row for each routing request it processes and a Termination_Call_Detail row every time it receives termination call detail data from a Peripheral Gateway (PG). This document describes the **Day** field of both tables in ICM version 4.6. In ICM version 5.0, it is known as the **RouterCallKeyDay** field in ICM version 5.0.

Q. What is the Day field equivalent of the Route_Call_Detail and Termination_Call_Detail table in ICM version 5.0?

A. In ICM version 4.6, the **Day** field represents the day the call is taken and the Route_Call_Detail or Termination_Call_Detail record it creates. It represents the number of days since 01/01/1600. The unique combination of Day and RouterCallKey is what defines each route request. RouterCallKey values are eventually re-used, but never for the same day.

In ICM version 5, this field is named the **RouterCallKeyDay** field, which holds the same data as the **Day** field in ICM version 4.6.x.

The following images represent the SQL command used to display **Day** or **RouterCallKeyDay** fields for Route_Call_Detail and Termination_Call_Detail in ICM version 4.6 and ICM version 5.0.

Figure 1: ICM Version 4.6 – Route_Call_Detail

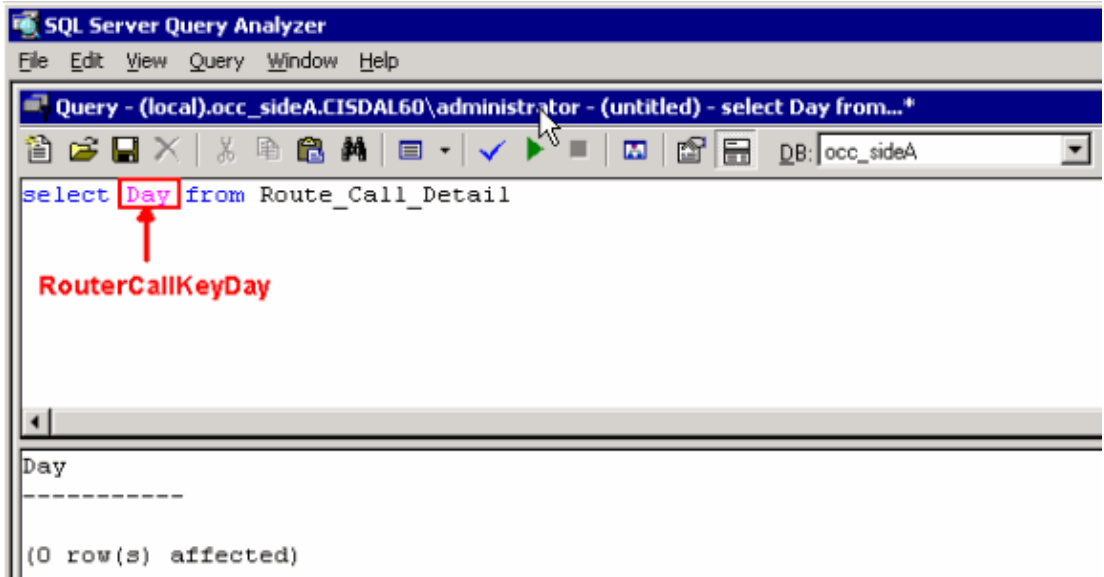


Figure 2: ICM Version 5.0 – Route_Call_Detail

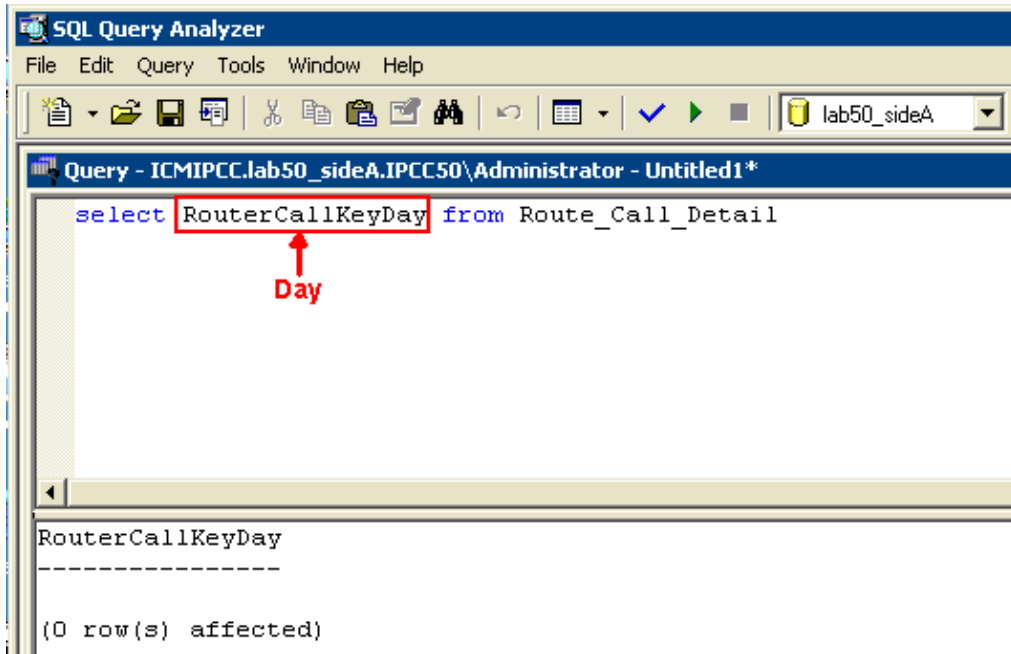


Figure 3: ICM Version 4.6 – Termination_Call_Detail

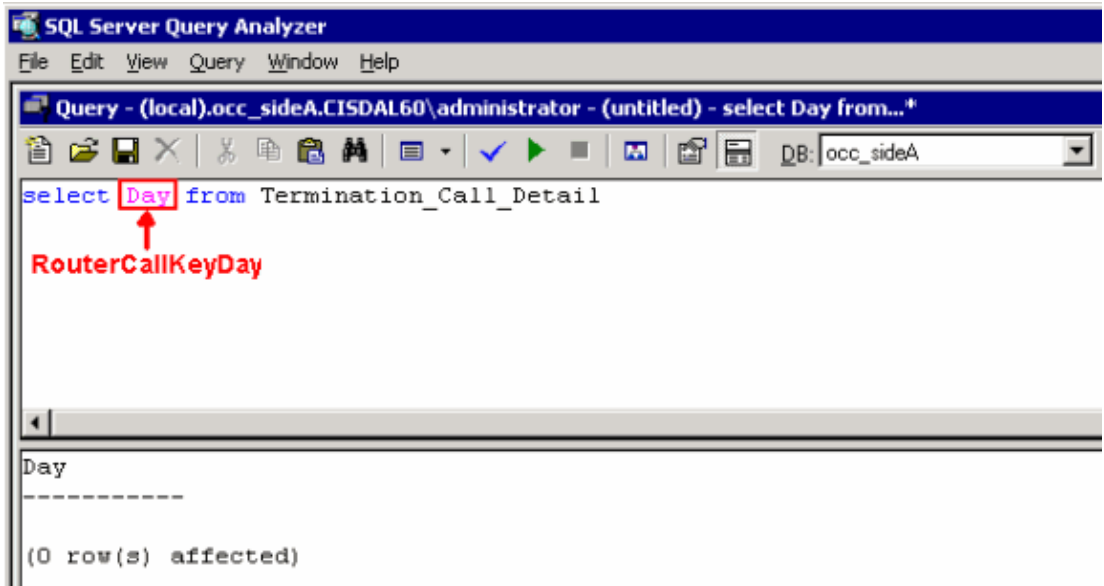
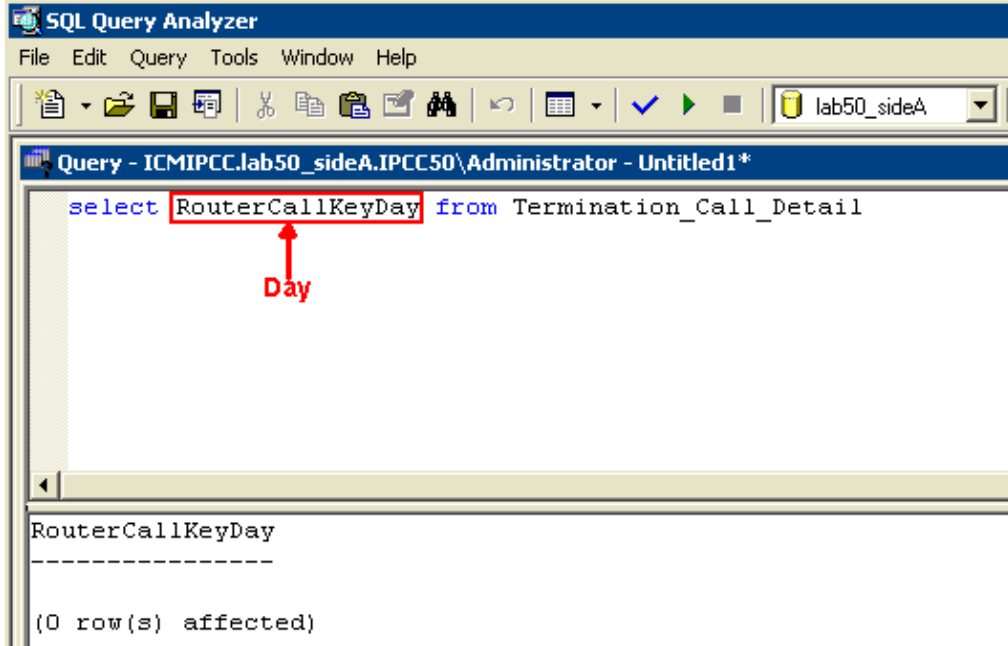


Figure 4: ICM Version 5.0 – Termination_Call_Detail



Related Information

- [Cisco ICM Software Database Schema Handbook \(ICM Version 5.0\)](#)
- [Cisco ICM Software Database Schema Handbook \(ICM Version 4.6\)](#)
- [Technical Support & Documentation – Cisco Systems](#)

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