



# Product Support Notice

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PSN # PSN004065u

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Name of problem Third Party Clients may be impacted by Database Schema changes.

Products affected

Avaya Aura® Contact Center (AACC) 6.3 SP10 and later releases.

Problem description

Avaya Aura® Contact Center (AACC) 6.3 SP10 introduces After Call Work (ACW) functionality. This requires changes to the CCMS Database views provided by AACC. Third Party Clients that access the Database views may see additional data columns and data being returned when querying certain views.

The following table lists the CCMS database views that have changed and the new Columns that have been added.

Views:

View	Column Name	Type	Length
dbo.dAgentBySkillsetStat	NotReadyTime	Integer	4
dbo.iAgentBySkillsetStat	NotReadyTime	Integer	4
dbo.mAgentBySkillsetStat	NotReadyTime	Integer	4
dbo.wAgentBySkillsetStat	NotReadyTime	Integer	4
dbo.dAgentPerformanceStat	PostCallProcessingTime	Integer	4
dbo.iAgentPerformanceStat	PostCallProcessingTime	Integer	4
dbo.mAgentPerformanceStat	PostCallProcessingTime	Integer	4
dbo.wAgentPerformanceStat	PostCallProcessingTime	Integer	4
dbo.dSkillsetStat	NotReadyTime	Integer	4
dbo.iSkillsetStat	NotReadyTime	Integer	4
dbo.mSkillsetStat	NotReadyTime	Integer	4
dbo.wSkillsetStat	NotReadyTime	Integer	4
dbo.dSkillsetConStat	NotReadyTime	Integer	4
dbo.iSkillsetConStat	NotReadyTime	Integer	4
dbo.mSkillsetConStat	NotReadyTime	Integer	4
dbo.wSkillsetConStat	NotReadyTime	Integer	4

The following table describes the data contained in the new columns.

Column Descriptions:

NotReadyTime	
Description	The total time an agent spends in the Not Ready state. The same Not Ready time is recorded in all skillsets to which this agent is assigned. Not Ready time includes post call processing time and Not Ready time with reason codes
Triggers	Not Ready time begins when the agent enters the Not Ready state and ends when the agent leaves the Not Ready state.
PostCallProcessingTime	
Description	The elapsed time this agent was in PostCallProcessing state after all simultaneous contacts were released, for the skillset corresponding to the last of the simultaneous contacts to be accepted by this agent.
Triggers	Post call processing time begins when an agent enters the Not Ready state after releasing any contact, except DN calls, and does not enter a Not Ready reason code or enters the system default ACW code (00000). Post call processing time ends when an agent leaves this Not Ready state, places or receives a DN call, logs off, or enters a Not Ready reason code other than the default ACW code (00000).

Pegging	If the agent is assigned to multiple skillsets, this statistic pegs against the last skillset for which the agent handled a contact. Post Call Processing Time is calculated for the first Not Ready period after a contact closes. If the agent enters another state after the call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters the Not Ready state, the Not Ready time does not peg against PostCallProcessingTime. Also, if the agent interrupts the Not Ready
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## Resolution

Third Party Clients selecting data from the AACC Database using SQL should update the SQL to only select the data that is required by the Client.

### Workaround or alternative remediation

Third Party Clients selecting data from the AACC Database using SQL with the format “SELECT \* FROM VIEW” should be updated to use the format “SELECT A,B,C FROM VIEW” this will ensure that the Third Party Clients only retrieve the columns that they are interested in and are not dependent upon a particular AACC release.

Alternatively Third Party Clients should be updated to use the New Columns. The New Columns required are listed above.

### Remarks

n/a

## Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

### Backup before applying the patch

n/a

### Download

n/a

### Patch install instructions

n/a

### Service-interrupting?

No

### Verification

n/a

### Failure

n/a

### Patch uninstall instructions

n/a

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

### Security risks

n/a

### Avaya Security Vulnerability Classification

Not Susceptible

### Mitigation

n/a

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

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U.S. Remote Technical Services – Enterprise	800-242-2121
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