

Unica Contact Central System Schema



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Chapter 1. Overview

This guide is a reference to the table and column structure, content, and semantics of the database system for Unica Contact Central.

System Tables

The following list mentions all the system tables used by Unica Contact Central.

- [UPC_PREFERENCE_TYPE \(on page 1\)](#)
- [UPC_REGIONAL_PREFERENCE \(on page 2\)](#)
- [UPC_CHANNEL_PREFERENCE \(on page 3\)](#)
- [UPC_CHANNEL_PREFERENCE_MAPPING \(on page 4\)](#)
- [UPC_CHANNEL \(on page 5\)](#)
- [UPC_CHANNEL_CAPACITY \(on page 6\)](#)
- [UPC_CHANNEL_CAPACITY_TRANSACTIONS \(on page 7\)](#)

UPC_PREFERENCE_TYPE

This table stores information related to preference types for different regional preferences.

Field	Type	Length	Null?	Description
Id (Primary Key)	INT	64	False	Unique ID of the table.
Preference_type	VAR-CHAR	250	False	The type of regional preference. <ul style="list-style-type: none">• 0 - Global• 1 - Custom
createdDateEpoch	INT	64	False	Created date epoch.
lastModifiedDate- Epoch	INT	64	False	Last modified date epoch.
createdby	INT	20	False	Platform ID of the user who created the entry.

Field	Type	Length	Null?	Description
<code>modifiedby</code>	INT	20	False	Platform ID of the user modifying the entry
<code>version</code>	INT	20	False	Version information for optimistic locking.

UPC_REGIONAL_PREFERENCE

This table stores information related to regional preferences created by the user.

Field	Type	Length	Null?	Description
<code>Id</code> (Primary Key)	INT	64	False	Unique ID of the regional preference.
<code>upc_preference_type_id</code> (Foreign Key)	INT	20	False	Unique ID of the regional preference type. The values can be: <ul style="list-style-type: none"> • 0 - Global • 1 - Custom
<code>preference_name</code>	VARCHAR	64	False	A name for the regional preference.
<code>timezone</code>	VARCHAR	200	False	The time zone ID.
<code>createdDateEpoch</code>	INT	64	False	Created date epoch.
<code>lastModifiedDateEpoch</code>	INT	64	False	Last modified date epoch.
<code>createdby</code>	INT	20	False	Platform ID of the user who created the entry.
<code>modifiedby</code>	INT	20	False	Platform ID of the user modifying the entry

Field	Type	Length	Null?	Description
<code>version</code>	INT	20	False	Version information for optimistic locking.

UPC_CHANNEL_PREFERENCE

This table stores information related to channel preferences created by the user to link to a global preference.

Field	Type	Length	Null?	Description
<code>id</code> (Primary Key)	INT	64	False	Unique ID of the regional preference.
<code>channel_preference_name</code>	VAR-CHAR	64	False	A name for the channel preference.
<code>business_days</code>	CLOB		False	Stores the selected working days and working hour. For example, 1-1000:1400 2-1000:1800. The example states that the Marketer, or Customer, has set business days and working hours as: <ul style="list-style-type: none"> • Monday (10:00 am to 2:00 pm) • Tuesday (10:00 am to 6:00 pm)
<code>excluded_days</code>	CLOB		True	Excluded days. For example, 1640419470-1;Christmas

Field	Type	Length	Null?	Description
				Here 1640419470 is epoch second value for 25 Dec 2021. The example states that the Marketer, or Customer, has chosen following days are non-working days: <ul style="list-style-type: none"> • 25 Dec 2021 – Holiday – Christmas
createdDateEpoch	INT	64	False	Created date epoch.
lastModifiedDateEpoch	INT	64	False	Last modified date epoch.
createdby	INT	20	False	Platform ID of the user who created the entry.
modifiedby	INT	20	False	Platform ID of the user modifying the entry
version	INT	20	False	Version information for optimistic locking.

UPC_CHANNEL_PREFERENCE_MAPPING

This table stores information related to mapping between global preference, channel preference, and their corresponding channels.

Field	Type	Length	Null?	Description
id (Primary Key)	INT	64	False	Unique ID of the table.
regional_preference_id	INT	20	False	Unique ID of the regional preference.

Field	Type	Length	Null?	Description
channel_preference_id	INT	20	False	Unique ID of the channel preference.
channel_id	INT	20	False	Unique ID of the channel.
createdDateEpoch	INT	64	False	Created date epoch.
lastModifiedDateEpoch	INT	64	False	Last modified date epoch.
createdby	INT	20	False	Platform ID of the user who created the entry.
modifiedby	INT	20	False	Platform ID of the user modifying the entry
version	INT	20	False	Version information for optimistic locking.

UPC_CHANNEL

This table stores information related to channel names supported by Contact Central.

Field	Type	Length	Null?	Description
<u>id</u> (Primary Key)	INT	64	False	Unique ID of the channel.
channel_name	INT	20	False	Name of the channel. The channel names can be: <ul style="list-style-type: none"> 1. Email 2. SMS 3. Push 4. WhatsApp
createdDateEpoch	INT	64	False	Created date epoch.

Field	Type	Length	Null?	Description
lastModifiedDateEpoch	INT	64	False	Last modified date epoch.
createdby	INT	20	False	Platform ID of the user who created the entry.
modifiedby	INT	20	False	Platform ID of the user modifying the entry
version	INT	20	False	Version information for optimistic locking.

UPC_CHANNEL_CAPACITY

This table stores information related to channel capacity allocation for each channel.

Field	Type	Length	Null?	Description
id (Primary Key)	INT	64	False	Unique ID of the table.
channel_id (Foreign Key)	INT	64	False	Unique ID of the channel.
capacity	INT	20	False	Capacity allocated for the channel.
frequency	INT	2	False	Duration for the allocated capacity: <ul style="list-style-type: none"> • 1 - Daily • 7 - Weekly
timezone	VAR-CHAR	250	False	The time zone ID.

Field	Type	Length	Null?	Description
start_date	INT	64	False	Epoch seconds representing start day and time based on frequency.
end_date	INT	64	False	Epoch seconds representing end day and time based on frequency.
enabled	INT	1	False	Enabled.
available_capacity	INT	20	False	Capacity available for the channel.
description	VAR-CHAR	1000	False	Description.
cc_uid	VAR-CHAR	200	False	Unique UID for the capacity.
createdDateEpoch	INT	64	False	Created date epoch.
lastModifiedDateEpoch	INT	64	False	Last modified date epoch.
createdby	INT	20	False	Platform ID of the user who created the entry.
modifiedby	INT	20	False	Platform ID of the user modifying the entry
version	INT	20	False	Version information for optimistic locking.

UPC_CHANNEL_CAPACITY_TRANSACTIONS

Field	Type	Length	Null?	Description
<u>id</u> (Primary Key)	INT	64	False	Unique ID of the table.
channel_id (Foreign Key)	INT	64	False	Unique ID of the channel.
capacity	INT	20	False	Allocated capacity in a particular transaction.
type	INT	20	False	Type: <ul style="list-style-type: none"> • 0 - Blocked Capacity • 1 - Unconsumed Capacity
application_id	INT	20	False	Application ID that is blocking or unblocking the capacity.
createdDateEpoch	INT	64	False	Created date epoch.
lastModifiedDateEpoch	INT	64	False	Last modified date epoch.
createdby	INT	20	False	Platform ID of the user who created the entry.
modifiedby	INT	20	False	Platform ID of the user modifying the entry
version	INT	20	False	Version information for optimistic locking.