

EBS Service (CS)

No.	Views	Description
1	CSInteractionActivities	This view returns information about interaction activities related to service requests. This information is displayed on the Contact Center and Service Request windows of Oracle TeleService. A record is returned for each combination of an interaction identifier, a service request number, an activity action name, an activity duration, and an activity start date.
2	CSServiceRequestAudits	This view returns information about the changes made to service requests. This information is displayed on the Audit History window of Oracle TeleService. A record is returned for each change made to a service request field.
3	CSServiceRequestNotes	This view returns information about service request notes. This information was supplied in the Workbench tab of the Service Request window of Oracle TeleService. A record is returned for each service request note.
4	CSServiceRequestTasks	This view returns information about tasks associated with service requests. This information was supplied in the Tasks tab of the Service Request window of Oracle TeleService. A record is returned for each combination of a service request number and task number.
5	CSServiceRequests	This view returns information about service requests. This information was supplied in the Service Request window of Oracle TeleService. A record is returned for each service request number.
6	CSSRAttachments	This view returns information about attachments to service requests in the form of files, Web pages, or text. This information was supplied in the Attachments window of Oracle TeleService. A record is returned for each combination of an attachment sequence number and a service request number.
7	CSSRTaskAudits	This view returns information about the changes made to tasks that are related to service requests. This information is displayed on the Audit tab of the Task Details window of Oracle TeleService. A record is returned for each change made to a task.

No.	Views	Description
8	CSTaskNotes	This view returns information about notes associated with service request tasks. This information was supplied in the Notes window that can be accessed from the Tasks tab of the Service Request window of Oracle TeleService. A record is returned for each task note.