Smile02 Public Schema





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Chapter **]**

Introducing the Smile public schema

Introducing the Smile public schema

The Smile public schema (SPS) is intended to be used by developers who are writing their own reports or extract/transform/load (ETL) scripts for Smile. It provides more than 100 tables and views to let you access billing, RADIUS and related data from Smile's database.

Who should use Smile public schema?

The Smile public schema uses SQL technology to allow you to query the Smile database using standard commands. The SPS is intended for people who are familiar with SQL queries and related reporting concepts.

If you need to use the public schema to extract data from Smile, but you do not know how SQL works, then there are a number of SQL tutorials on the Internet. W3Schools has an interactive SQL tutorial which you can find at

http://www.w3schools.com/sql/default.asp

The SPS is SQL specific, so if you do not know about SQL and do not wish to learn it, then this document not for you.

The SPS is compatible with third party reporting tools, including Pentaho Reports.

What can you do with Smile public schema?

The Smile public schema is intended specifically to allow the development of ad hoc reports for Smile users, and is designed to allow you to use report writers or command line tools to develop reports and other read-only data directly from the Smile database.

SPS does not provide the ability to update data within the Smile application. If you wish to integrate Smile with a third party application, you should use the Smile API, which provides SOAP and messaging methods for both reading and updating data within the application. For more information see the Smile *Developer Guide*.

Although all data is provided in real time from the Smile database, we do not guarantee that this will always be the case. If you have real time requirements then the best approach is to use the Smile message bus, which is part of the Smile API.



Will the tables change after an upgrade?

Smile public schema is intended to provide a stable interface to the SQL tables within Smile, and if you follow the rules provided below, we expect SPS to remain compatible with your scripts through many upgrades. We can not guarantee that SPS tables will never change, but we will do our best to maintain compatibility over future versions of Smile.

Inomial reserves the right to add columns to SPS views at any time, but we will not generally remove columns from views unless we have to. There are steps you can take to ensure your scripts will work in the long term; these steps are outlined in the next section.

How does Smile public schema work?

In SQL terms, Smile public schema is a set of database views created specifically to provide information from the internal "private" Smile schema tables. Most, but not all, of the tables documented here are simplified or restricted views of the raw database tables.

Providing you with access to views instead of the raw database tables allows us to more easily maintain future compatibility with scripts you write today, and lets us present the data in a manner which hides some of the complexity of the underlying SQL tables.



Using the Smile public schema

Using the Smile public schema

Smile public schema allows you to write SQL queries directly against the SQL database. There are no restrictions on the kind of SQL you can write. However, we encourage the use of the following best practices to ensure that your reports remain accurate and do not break if the public schema is updated.

Accessing the schema

Most modern databases can be divided up into "schemas". The Smile public schema is defined in a specific schema in the Smile database engine. The Smile public schema is called "smile02". If we release an incompatible version of the schema in the future, then we will do so using a different schema name. Where possible, we will not remove the older schemas.

For interactive queries, the easiest way to access the tables and views is to set the schema search path using this psql interactive command:

```
set search path=smile02;
```

With the search_path set to smile02, you will not need to prefix the table names with "smile02" schema name. For example, to list all accounts in Smile, you could use a query such as:

SELECT * FROM account;

For reporting tools, if you can not set the search path in the reporting tool, then you may need to use the fully qualified table name when performing queries. For example, to list all accounts in Smile, you may need to use a query such as:

```
SELECT * FROM smile02.account;
```



Joining informational tables

Informational tables in Smile public schema are tables which decode certain other columns within the schema. For example, status and type columns can be expanded using informational tables.

Informational tables are identified with the information symbol: (i)

Because these tables are informational and are not part of the Smile application itself, upgrades and changes to the Smile application may result in references to values which do not exist in an informational table.

For this reason, if you use the informational tables in your queries, then you should use left-joins to ensure that rows will not be removed from your result set if an information table is incomplete.

For example, to select the XDR type from the XDR table, you should not use:

X SELECT caller, name FROM xdr JOIN xdr_type USING (xdr_type);

but rather:

✓ SELECT caller, name FROM xdr LEFT JOIN xdr_type USING (xdr_type);

Wildcard queries

Wildcard queries are queries which do not explicitly list the columns that you want to look at. They look like this:

```
SELECT * FROM ...
```

Wildcard queries will cause your scripts to fail if, in the future, an upgrade of Smile adds new columns to a table referred to in your query, or if a change to the view also changes the order of the columns. This is because your script will be expecting a particular number of columns in a particular order, but the * wildcard makes no guarantees about either.

To keep your scripts working, avoid using wildcard columns ("*") in your queries. Name the columns directly.

For example, to see all the tax schedules in Smile, do not use:

X SELECT * FROM tax schedule;

but rather use:

✓ SELECT tax_schedule, company, name, currency FROM tax_schedule;

Note that it is acceptable to use wildcards in interactive queries and one-off scripts. You only need to worry about using column names if you want the script to survive upgrades to Smile.



Working with customer identifiers

Working with customer identifiers

Function name	Description
usn(uid)	Convert from a UID to a USN.
uid(usn)	Convert from a USN to a UID.

In the Smile API and user interface, accounts and subscriptions are generally identified by a number called the USN, which is a text value. But in SQL, we use a generic numeric value called the UID (universal identifier) to refer to accounts and subscriptions.

The UID for accounts and related tables is provided in a column called "account"; the UID for subscriptions and related tables is in a column called "subscription".

Function name	Description
usn(uid)	Convert from a UID to a USN.
Parameter name	Description
uid	An account or subscription ID.

usn (uid) accepts a UID (account or subscription ID) and converts it into a USN.

For example, to list the USN and account balance of all users in Smile, you could use the following SQL:

SELECT usn(account), balance FROM account_balance WHERE balance > 0;

usn	balance
2142420815	1428.00
2142420872	900.00
2142420898	900.00
2142420930	900.00
2142420955	900.00



Function name	Description
uid(usn)	Convert from a USN to a UID.
Parameter name Description	
usn	The USN of an account or subscription.

uid (usn) accepts a USN and converts it to an account or subscriber ID (uid).

To find the balance of an account given it's USN, you would use the following query:

SELECT balance FROM account_balance WHERE account=uid('2142420815');

balance 1428.00



Working with custom fields

Working with custom fields

View name	Description
custom_fields	i List all available custom fields.
Function name	Description
cf(uid)	Returns a relation which lists all custom fields for the given UID.

cf(uid, code)	Returns the value of the specific custom field for the given UID.

Smile allows you to define custom fields within the Smile application, and many pre-existing database fields in Smile are actually implemented or presented as custom fields as well.

You can not access custom fields in the same way that you access regular database tables, so Smile public schema provides a set of SQL functions and tables to provide you a way to access to this data.

View name	Description
custom_fields	i List all available custom fields.

Column name	Description
code	The custom field code, an identifier used to refer to the field from the 'cf' functions.
name	A human readable name for the field, which is not otherwise used in Smile public schema.

The custom_fields table lists all of the available custom fields in the Smile database. Not all fields are used on every account or subscription.



To see a list of all the custom fields in a given Smile database, including both those built into Smile and those you have defined yourself, run the query:

SELECT * FROM custom_fields;

This will return a table similar to the following fragment:

code	name
billingAddressBuildingName billingAddressCountry billingAddressFloorNumber billingAddressFloorNumber	Billing Address Building Name Billing Country Billing Address Floor Number
billingAddressLotNumber	Billing Address Lot Number
billingAddressPostcode	Billing Postcode
billingAddressState	Billing State
billingAddressStreetName	Billing Street Name
billingAddressStreetNumber	Billing Street Number
billingAddressStreetType	Billing Street Type
billingAddressSubunitNumber	Billing Address Subunit
billingAddressSuburb	Billing Suburb
billingAddressTitle	Billing Address Title

cf(uid)

Function name	Description
cf(uid)	Returns a relation which lists all custom fields for the given UID.

Parameter name	Description
uid	The UID (account or subscription ID) for which you wish to retrieve the custom fields.

This function returns all custom fields for a given UID.

Note: Note that cf(uid) returns a *relation* - that is, it works like an SQL table rather than an SQL column. The cf(uid) function can therefore be used anywhere a table might be used. This also means that you will see strange results if you try to use cf(uid) as a column in a query.

To list all of the custom fields on an account:

SELECT * FROM cf(uid('2142420815')) ORDER BY custom_field;

custom_field	value
	+
usn	2142420815
companyName	
contactNameTitle	Mr
contactNameFamily	Keating
contactNameGiven	Paul
creationDate	2012-05-07



Because cf (uid) is a relation, you can order the results any way you like:

SELECT * FROM cf(uid('2142420815')) ORDER BY custom field;

custom_fieldvaluebillingAddressCountry| AustraliabillingAddressPostcode| 3546billingAddressState| VICbillingAddressStreetName| FirstbillingAddressStreetNumber| 33

You can join the results with any other table, including the custom_fields table:

SELECT name, value FROM cf(uid('2142420815')) JOIN custom_fields ON
(custom fields.code = custom field);

	name		value
Billing	Country		Australia
Billing	Postcode		3546
Billing	State		VIC
Billing	Street Name		First
Billing	Street Number		33
Billing	Street Type		ST
Billing	Suburb		Wellville



cf(uid, code)

Function name	Description
cf(uid, code)	Returns the value of the specified custom field for the given UID.
Parameter name	Description
uid	The UID (account or subscription ID) of the object which holds the custom field.
code	The code of the custom field you wish to retrieve.

The cf(uid, code) function returns a specific custom field for a given account. This is the most useful custom field function because it allows you to extract specific information about an account based on your requirements.

Unlike cf(uid), this method returns a single value and is intended to be used as a column.

For example, to print the name and account balance for all accounts, you could use:

SELECT cf(account, 'contactNameGiven') AS "Given", cf(account, 'contactNameFamily') AS "Family", balance FROM account balance;

Given		Family		balance
Paul	- + · 	Keating	+- 	1428.00
George	Ì	Bush	Í	900.00
Malcolm		Fraser		900.00
Barack		Obama		900.00



cf_tx_item(tx_item, code)

Function name	Description	
cf_tx_item(tx_item, code)	Returns the value of custom fields stored against a tx_item (Invoice/ Itemised credit in Smile) in the tx_item view.	
Parameter name	Description	
tx_item	The tx_item for which you wish to retrieve the custom fields.	
code	The code of the custom field you wish to retrieve.	

The cf tx item (tx item, code) function returns a specific custom field for a given tx_item.

For example, to list the value of a specific itemised invoice item custom field code, you could use:

SELECT smile02.cf tx item(tx item, 'externalProductRef');

code | value -----externalProductRef | S012345

cf_line_item(line_item, code)

Function name	Description
cf_line_item(line_item, code)	Returns the value of custom fields stored against a line_item (Invoice item in the configuration of Smile) in the line_item view.

Parameter name	Description
line_item	The line_item for which you wish to retrieve the custom fields.
code	The code of the custom field you wish to retrieve.

The cf_line_item (line_item, code) function returns a specific custom field for a given line_item.

For example, to list the value of a specific invoice line item, you could use:

SELECT smile02.cf_line_item(line_item, 'serialNumber');

code	value
	+
serialNumber	PH0901-123456



Data dictionary

Informational tables

Informational tables are identified with the information symbol: ()

For more information, see Joining informational tables.

Data types

The following list explains the terms or notation used in the Data types column of the schema views of the data dictionary.

Data type	Description
*	Signifies a nullable field.
text	Freeform text string (no character limit).
character varying (n)	Freeform text string with character limit.
character (n)	A fixed number of characters. If string length is less than this limit, then the string will be padded with spaces. May be just a single character.
smallint	16-bit signed integer (between -32,768 and 32,767). ¹
integer	32-bit signed integer (between -2,147,483,648 and 2,147,483,647). ¹
bigint	64-bit signed integer (between -9,223,372,036,854,775,808 and 9,223,372,036,854,775,807, or -9.22×10 ¹⁸ to +9.22×10 ¹⁸). ¹
numeric	Arbitrary precision decimal real number. Can normally have any number of digits on either side of decimal point. In some cases an upper limit on the number of significant figures and/or decimal places may be imposed. Can be negative or positive.
double precision	IEEE 754 double-precision floating point number. Can have any number of digits on either side of decimal point, but only

¹ In practice, most integer-based ID fields only use positive integers.



Data type	Description guarantees up to 15 significant figures in precision. Can be negative or positive.
boolean	Boolean value, either true or false.
uuid	Universally unique identifier. 128-bit binary digit string, normally printed in hyphenated hexadecimal. For example, 8bc50ac0-2d38-11e6-8ed0-3c15c2bcca04.
date	YYYY-MM-DD date only (no time-of-day).
timestamp	YYYY-MM-DD date plus HH:MM:SS.sss time-of-day (up to millisecond precision). For example, 2016-06-08 15:21:04.535.
timestamp with time zone	Like timestamp, but also includes a "+HH:MM" timezone offset.

access_server

Each row describes a Network Access Server (NAS) that Smile knows about.

Column name	Description	Data type
access_server	Primary key.	smallint
company	Reference to company.	smallint
name		text *
rfc_nas_identifier	RFC2865 NAS-Identifier.	text *
rfc_nas_ip_address	Currently only IPv4 is supported.	text *
location		text *
default_realm		text *
access_server_vendor	Reference to access_server_vendor.	text *
access_server_version		text *
comments		text *

access_server_vendor

List of supported RADIUS vendors in Smile.

Column name	Description	Data type
vendor	Primary key.	integer
name		text



account

General account information.

Column name	Description	Data type
account	Primary key.	integer
	The account uid. Internal account identifier, not exposed in Smile's UI or external APIs.	
usn	Uniquely identifies the account. Used by Smile's SOAP API and message bus.	text
company	Company configuration identifier.	smallint
	Reference to company.	
alternate_account_number	A user-defined alternative account number. This number can be used to link legacy account numbers during migration to Smile.	text *
account_type	The type of account.	integer
	Reference to account_type.	
account_terms	The terms applied to this account.	integer
	Reference to account_terms.	
account_disposition	The payment status (settled, etc) for this account.	integer
	Reference to account_disposition.	
discount	The discount category applied to this account.	integer *
	Reference to discount.	
creation_time	The time at which this account was created.	timestamp with time zone
account_cost_centre	The local cost centre for this account.	integer *
	Reference to account_cost_centre.	
description	A user-definable description for the account.	text *
taxable	A boolean flag indicating if sales tax should be applied to transactions against this account.	boolean



Column name	Description	Data type
tax_schedule	The applicable sales tax schedule to apply to this account.	integer
	Reference to tax_schedule.	
currency	The currency that this account operates in.	character varying
	Reference to currency.	(3) *
timezone	The timezone that this account operates in.	integer
	Reference to timezone.	

Note: The account information provided in this table does not include demographic information such as names and addresses - these can be obtained using the custom field functions listed elsewhere in this documentation.

The account table is most useful when joining multiple other tables together; for example, to find the balance and disposition of all accounts you might use:

SELECT usn(account), cf(account, 'contactNameFamily') AS "family name", cf(account, 'contactNameGiven') AS "given name", name AS "status", balance FROM account JOIN account_balance USING (account) LEFT JOIN account_disposition USING (account_disposition);

usn		family name		given name		status		balance
2142420872 2142421037 2142420898 2142420914		Bush Bush Fraser Clinton	 	George George W Malcolm Bill	+ - 	Settled Settled Settled Delinquent	 	900.00 900.00 900.00 825.00



account_address

Billing and/or street address details for an account holder in Smile.

Column name	Description	Data type
account	Primary key.	integer
	Reference to account.	
address_type	 0—for a billing address 1—for a street address 	smallint *
address_name		text *
company_name		text *
address_detail	The house/building street number.	text *
building_name		text *
sub_unit		text *
floor		text *
lot		text *
postal_delivery_type		text *
street_number		text *
street_name		text *
street_type		text *
suburb		text *
state		text *
postcode		text *
country		text *



account_audit_log

Column name	Description	Data type
log_time	Timestamp of log entry.	timestamp without time zone *
account	The account UID.	integer *
	Reference to account.	
account_audit_log	Primary key.	integer
	Unique reference number for this log entry.	
company	Company configuration.	integer *
	Reference to company.	
audit_log_code	Internal audit log code number.	smallint
logging_operator	The operator who performed the operation that resulted in this audit entry.	integer *
	Reference to operator.	
message	The audit message.	text *
modified_object	If the audit was triggered by a user interface action, this field identifies the object that was modified.	text *
property_name	If the audit was triggered by a user interface action, this field identifies the individual field which was modified.	text *
old_value	If the audit was triggered by a user interface action, this is the previous value of the modified field.	text *
new_value	If the audit was triggered by a user interface action, this is the new value of the modified field.	text *
primary_key	If the audit was triggered by a user interface action, this is the primary key of the modified object.	text *

The audit_log table lists modifications which have occurred against an account.



To find all audit entries for a given date, use a query like this:

```
SELECT usn(account), message FROM account_audit_log WHERE log_timestamp
BETWEEN '2013-3-25 00:00:00' AND '2013-3-25 23:59:59.999';
```

usn | message 2142424577| Operator jennifer@example.com viewed account/subscription 2142424577| Operator noel@inomial.com viewed account/subscription 2142424577| Operator andrewy@example.com viewed account/subscription 2142424585| Operator andrewy@example.com viewed account/subscription

account_balance

Current balance (sum of all past invoices, payments, credit/debit notes, bonds, commissions, etc.) for a Smile account.

Column name	Description	Data type
account	Primary key.	integer
	The account uid.	
	Reference to account.	
balance	The amount owing. Negative amounts indicate account is in credit; positive amounts if account has an outstanding debt. Will be NULL if the account has yet to raise any invoices or make any payments.	numeric *

The account_balance table lists all accounts and their balances, even if the balance is zero.

SELECT usn(account), cf(account, 'contactNameFamily') AS "family name", cf(account, 'contactNameGiven') AS "given name", balance FROM account balance;

usn	family name	given name	balance
2142420815	Keating	Paul	1428.00
2142421037	Bush	George W	900.00
2142421607	Ausburn	Royce	1526.50
2142420799	Howard	John	1510.50



account_contact

Contact details for an account in Smile.

Column name	Description	Data type
account	Primary key.	integer
	Reference to account.	
contact_type	Always 0.	integer *
contact_name	Usually " <contact_title> <family_name>, <given_name>".</given_name></family_name></contact_title>	text *
company_name		text *
trading_name		text *
abn		text *
contact_title		text *
family_name		text *
given_name		text *
date_of_birth		text *
gender	 M—Male F—Female U—Unspecified 	character (1) *
position		text *
phone_home		text *
phone_work		text *
phone_mobile		text *
fax		text *



account_cost_centre

List of the cost centres configured against an account. Each account has its own list of cost centres, this view lists them keyed on the account field.

Column name	Description	Data type
account_cost_centre	Primary key.	integer
	Reference to account.	
account	The account uid.	integer
name	The cost centre name. Unique amongst a single account.	text

Smile allows the definition of arbitrary cost centres which can be applied to invoices for a given account. Cost centres are defined against individual accounts and are intended to allow your customers to identify the source of costs within their own organisation.

Cost centres can be applied to any invoice item raised by Smile.

For example, if you have a customer with multiple branch offices, and each branch office has purchased multiple services from you, then you can set up each branch as a cost centre within that customer's account, and allocate each service to that specific cost centre. When you print an invoice for the customer, the individual line items will be sorted by cost centre for your customer's convenience.

To find all cost centres for a given customer:

SELECT * FROM account_cost_centre WHERE account=uid('2142423033');



account_disposition

Configuration list of possible account (and transaction) dispositions or credit control treatment levels.

Column name	Description	Data type
account_disposition	Primary key.	integer
company	The company configuration ID.	integer
	Reference to company.	
name	The account disposition name.	text

Smile monitors invoices to ensure that they are paid. If an invoice becomes overdue, Smile keeps track of this by setting a value against the account to indicate how overdue the invoice (or invoices) has become. This overdue status field is called the account disposition.

Smile may take specific actions when it detects that the account's disposition has changed. For example, if the disposition changes from Settled to Overdue, Smile might send a reminder to the customer.

Account dispositions can be configured by operators.

The following example shows the name, account balance and disposition status for all accounts in Smile:

SELECT usn(account), cf(account, 'contactNameFamily') AS "family name", cf(account, 'contactNameGiven') AS "given name", name AS "status", balance FROM account JOIN account_balance USING (account) LEFT JOIN account_disposition using (account_disposition);

usn	family name	given name	status	balance
2142420872	Bush	George	Settled	900.00
2142421037	Bush	George W	Settled	900.00
2142420898	Fraser	Malcolm	Settled	900.00
2142420914	Clinton	Bill	Delinquent	825.00



account_payment_configuration

Column name	Description	Data type
account	Primary key.	integer
	Reference to account.	
company	Primary key.	smallint
	Reference to company.	
card_number	Due to PCI-DSS requirements, this field will return a string of asterisks.	text *
branch_number		text *
account_name		text *
card_expiy_date		date *
payment_type	Reference to payment_type.	integer *
account_payment_option	If no option is configured, then the default payment option for the account's terms will be returned.	integer
	Reference to account_payment_option.	
auto_payment_enabled		boolean *
account_terms	Reference to account_terms.	integer

Stores the stored (automatic) payment details for accounts

account_payment_option

(j) Configuration of possible automatic payment configurations. For example, cash, credit card provider gateway, direct debit.

Column name	Description	Data type
company	Primary key.	integer
	Reference to company.	
account_payment_option	Primary key.	integer
name	Displayed in the Smile UI under "Payment type".	text



account_purchase_order

Purchase order codes belonging to a Smile account.

Column name	Description	Data type
purchase_order	Primary key.	uuid
account	Reference to account.	integer
number		text
deprecated		boolean
expiry_date		date *
start_date		date *
exclusive_invoice		boolean
comment		text *

account_terms

Descriptions of available account terms that can be configured for accounts in Smile.

Column name	Description	Data type
account_terms	Primary key.	integer
company	Reference to company.	integer
name	Shown in the Smile UI as "Account terms".	text

account_type

Configuration of account types.

Column name	Description	Data type
account_type	Primary key.	integer
company	Reference to company.	integer
	Reference to currency.	
name		text
currency	ISO 4217 3-letter currency code.	character varying
	Reference to currency.	(3)



address_type

() Types of addresses that an account holder can provide. For example, billing address or postal address.

Column name	Description	Data type
address_type	Primary key.	smallint
name		text

calendar

Simulates a date-range generation function.

There is one row in this view for each date in time. This view allows you to perform a SQL CROSS JOIN to it and use aggregate functions to produce day-by-day drill-down detail reporting for something that changes over time. The following example reports the number of payments made on any given day throughout financial year 2015-16.

```
SELECT calendar.date, count(*) FROM smile02.calendar CROSS JOIN
smile02.payment WHERE calendar.date BETWEEN '2015-07-01' AND
'2016-06-30' AND payment.creation_time::DATE = calendar.date GROUP BY
calendar.date;
```

Column name	Description	Data type
date	Primary key	date
year		double precision
month		double precision
day		double precision
dayofweek		double precision
dayofyear		double precision
month_number		double precision
qtr		double precision
half		integer
financial_year		double precision
financial_qtr		integer
financial_half		integer



company

Companies in a multi-tenanted Smile setup.

Column name	Description	Data type
company	Primary key.	smallint
company_uuid		uuid
name		text
accounting_period_close_date	Closure cut-off date for this company's billing processing. No open invoicing periods are permitted before this date.	date *

connection_type

() Descriptions of connection types as reported by current_connections view.

Column name	Description	Data type
connection_type	Primary key.	character (1)
name		text



contract

Available contracts that accounts can enter into when ordering or renewing a subscription.

Column name	Description	Data type
contract	Primary key.	integer
company	Reference to company.	integer
name		text
service	Reference to service.	integer
contract_duration		integer
early_termination_line_item	Reference to line_item.	integer
contract_value		numeric
minimum_termination_charge		numeric
maximum_termination_charge		numeric
comments		text *
grace_days		integer *
compute_termination_charge		boolean



$crm_contact$

Column name	Description	Data type
company	The company id this contract belongs to.	integer
	Reference to company.	
crm_contact	Primary key.	integer
account	The account that this crm_contact pertains to, if known.	integer *
	Reference to account.	
log_time	The timestamp this crm_contact was logged.	time stamp with time zone
operator	Reference to operator.	integer
private	When true this contract entry should not be visible to end users.	boolean
ticket	The ticket this crm_contact pertains to.	integer *
	Reference to ticket.	
subscription	The subscription whose action caused this crm_contact entry.	integer *
	Reference to subscription.	
crm_contact_type	Specifies the kind of event or change that this crm_contact entry records.	integer
	Reference to crm_contact_type.	
message	A textual description of this record.	text *
flagged		boolean
audit	True if this crm_contact entry records a change to another crm_contact entry.	boolean
deleted	When true this record has been marked as deleted.	boolean
old_value	For crm_contact entries recording a change, this field holds the old value.	text *
new_value	For crm_contact entries recording a change, this field holds the new value.	text *

An audit or history of all of the changes and events related to a ticket.



Column name	Description	Data type
ticket_action	Filled when this record refers to a	integer *
	ticket_action.	

crm_contact_type

() An enumeration table listing the different kinds of crm_contact entry defined by Smile.

Column name	Description	Data type
company	Primary key.	integer
	Reference to company.	
crm_contact_type	Primary key.	integer
name		text

currency

Configuration of currencies.

Column name	Description	Data type
currency	ISO 4217 3-letter format. Primary key.	text
company	Primary key.	integer
	Reference to company.	
name		text
symbol		text *



current_connections

Column name	Description	Data type
session_key	Primary key.	text
	A unique string that identifies the connection's session as unique from other sessions.	
session_id	A numeric identifier for the connection's session.	integer
username		text *
subscription	The subscription that this connection will be billed to.	integer *
	Reference to subscription.	
connect_time		timestamp with time zone
last_update		timestamp with time zone
bytes_in		bigint
bytes_out		bigint
seconds		integer
last_xdr	Reference to xdr.	bigint *
access_server	Reference to access_server.	integer *
access_server_session_id	The identifier of the session according to the remote access_server.	text *
access_server_port		integer *
access_server_port_type	If connection is a RADIUS connection this value represents RADIUS NAS-Port-Type value for this connection. See RFC2865 for details.	integer *
access_server_service_type	If connection is a RADIUS connection this value represents RADIUS Service-Type value for this connection. See RFC2865 for details.	integer *
assigned_address	The IP Address assigned to this connection.	text *
calling_party		text *
called_party		text *

Describes current connections. For example, RADIUS connections.



Column name	Description	Data type
policy_rules		text *
subservice	Reference to subservice.	integer *
originating_access_server_id	The ID of the access server, as provided by the access server.	text
originating_subscription	The subscription that is part of the connection.	integer *
connection_type	The type of connection:	text *
	 D—Data V—Voice E—Video N—ISDN Reference to connection_type. 	
service	Reference to service.	integer *

custom_fields

(i) Lists the available custom fields and their codes.

Column name	Description	Data type
code	Primary key.	text
	The code name of the custom field.	
name	The display name of the custom field.	text

destination

Represents the, usually geographical, classification of an endpoint of an XDR for charging purposes. For example, Local, Free, U.K. Mobile.

Column name	Description	Data type
destination	Primary key.	integer
service	Reference to service.	integer
company	Reference to company.	integer
name		text
destination_type	Reference to destination_type.	integer


destination_type

(i) A more general classification of destinations. For example, International, premium services.

Column name	Description	Data type
destination_type	Primary key.	integer
name		text

discount

List of possible discounts that may be applied to accounts and subscriptions.

Column name	Description	Data type
discount	Primary key.	integer
company	Reference to company.	smallint
name		text
currency	Reference to currency.	character varying (3)



line_item

Configuration of line items that can be added to invoices.

Column name	Description	Data type
line_item	Primary key.	integer
item_code		character varying (8)
company	Reference to company.	smallint
name		text
reporting_account	Reference to reporting_account.	integer *
quantity_divisor	The size of a unit.	integer
quantity_format	Format string for the quantity field.	text *
display_rate		text *
display_order	The order these line items should appear on the invoice. Smaller display_orders appear nearer the top.	smallint
taxable		boolen
tax_summary_item	Is this item a summary of tax.	boolean
quantity_type	Reference to quantity_type.	integer
default_rate		numeric
currency	Reference to currency.	character varying (3)



office

Represents a location at which an operator could have done something. For example, sold equipment.

Column name	Description	Data type
officeid	Primary key.	integer
company	Reference to company.	smallint
office_name		text
address		text *
postcode		text *
state		text *
retired		boolean

operator

Information about someone who has access to Smile.

Column name	Description	Data type
operator	Primary key.	integer
subscription	Primary key.	integer
	Reference to subscription.	
screen_name		text
email_from_name		text *
email_from_address		text *



payment

List of all payments, including payments which did not clear. The payments that were accepted will have a txid filled in referring to the corresponding receipt transaction in the tx table.

Column name	Description	Data type
payment	Primary key.	integer
payment_status	What state the payment is in.	smallint
	Reference to payment_status.	
company	Reference to company.	integer
account	Reference to account.	integer
tx	Reference to tx.	integer *
creation_time		timestamp with time zone
attempt_count	How many times this payment has been attempted.	integer *
clearance_time		timestamp with time zone *
clearing_operator	Reference to operator.	integer *
clearance_message	The message related to how the payment status was reached. For example, from the bank.	text *
amount		numeric (10,2)
account_name		text *
card_number_hint		text *
card_expiry_date		text *
creating_operator		integer
payment_type	Reference to payment_type.	integer
payment_number		text
bank_branch_number		text *
back_account_number	Also used for credit card numbers and other types of account numbers.	text *
surcharge_amount		numeric *
surcharge_tax_amount		numeric *
surcharge_tx	Reference to tx.	integer *



Column name	Description	Data type
payment_plan	Reference to payment_plan.	integer *

payment_plan

List of all payment plans. Payment plans are used to track a customer's progress in returning to settled account.

Column name	Description	Data type
payment_plan	Primary key.	integer
company	Reference to company.	integer
account	Reference to account.	integer
creating_operator	Reference to operator.	integer
payment_plan_status	Reference to payment_plan_status.	text
amount	The total amount covered by the payment plan.	numeric
start_time	The date that the first payment should be made.	timestamp without time zone *
installment_amount	How much should be paid each time.	numeric
frequency_units	The number of {payment_plan_frequency_type}s in between payments.	integer
payment_plan_frequency_type	The type of unit for frequency_units.	integer
	Reference to payment_plan_frequency_type.	

payment_plan_frequency_type

(i) List of possible payment plan frequencies.

Column name	Description	Data type
payment_plan_frequency_type		integer *
name		text *



payment_plan_status

(i) List of possible payment plan statuses.

Column name	Description	Data type
payment_plan_status		character (1) *
name		text *

payment_status

(j) List of all possible payment statuses.

Column name	Description	Data type
payment_status		integer *
name		text *



payment_type

Column name	Description	Data type
payment_type	Primary key.	text
company	Reference to company.	text
name		text
attempt_limit	The number of times to attempt these payment before declining them.	text
retry_interval	The number of seconds to wait before re- attempting these payments.	text
name_label		text *
number_label		text *
cvv_label		text *
bank_label		text *
expiry_date_label		text *
surcharge_amount	A fixed surcharge amount.	text *
surcharge_percent	A percentage based surcharge.	text *
minimum_surcharge	If fixed surcharge + percentage based surcharge is less than this amount, then we use this amount instead.	text *
currency	Reference to currency.	text
processing_mode	Reference to payment_type_processing_mode.	text
payment_type_code	A unique code to identify this payment type.	text *

A type of payment that can be selected when entering payment details.



payment_type_processing_mode

(i) The mode of processing supported by a payment type.

Column name	Description	Data type
payment_type_processing_mode		private.payment_ type_processing_ mode *
name		text *

plan

Represents a plan, which is a header record for rating rules, recurring charges and more.

Column name	Description	Data type
plan	Primary key.	character varying (8)
company	Primary key.	smallint
	Reference to company.	
service	Reference to service.	integer *
name		text
user_description		text *
operator_description		text *
is_suspension_plan	If true, then when a Subscription suspends their service they will end up on this plan.	boolean
first_available_date	Subscriptions are unable to switch to this plan before this date.	date *
last_available_date	Subscriptions are unable to switch to this plan after this date.	date *



plan_option

Column name	Description	Data type
plan_option	Primary key.	integer
plan	Reference to plan.	character varying (8)
plan_option_code		character varying (8)
company	Reference to plan.	smallint
	Reference to company.	
name		text
plan_option_display_type	Reference to plan_option_display_type.	integer
plan_option_group	If non-null, this option is a "one of many" belonging to the specified group.	integer *
	Reference to plan_option_group.	

Options that may be chosen for subscriptions on a particular plan.

plan_option_display_type

(j) Defines the values for display type of plan option.

Column name	Description	Data type
plan_option_display_type	Primary key.	integer *
name		text *



plan_option_group

A group of "One of many" plan options.

Column name	Description	Data type
plan_option_group	Primary key.	integer
company	Reference to company.	integer
	Reference to plan.	
plan	Reference to plan.	character varying (8)
name		text *

policy_group

A grouping of policies (features) which are mutually exclusive. Only one policy in the group will ultimately be active for a given subscription at any time. If various components request multiple policies in a policy_group to be active on a subscription, the highest precedence policy is applied.

Column name	Description	Data type
policy_group	Primary key.	integer
company	Reference to company.	integer
name		text *



policy_type

Column name	Description	Data type
company	Reference to company.	integer
policy_type	Primary key.	integer
default_policy	If true, this policy is automatically applied to every login.	boolean
name		text
description		text *
policy_group	If set, this policy belongs to the given policy group, with the given priority. Reference to policy_group.	integer *
policy_group_priority		integer *

A type of policy (feature) that could be applied to a subscription.

prepaid_duration_type

() Defines the values for duration type on prepaid.

Column name	Description	Data type
prepaid_duration_type		integer *
name		text *

prepaid_priority

A header record for grouping prepaid block types.

Note: Called prepaid type in the Smile UI.

Column name	Description	Data type
prepaid_priority	Primary key.	integer
company	Reference to company.	integer
name		text



prepaid_type

A block of prepaid that can be added to a subscription.

Column name	Description	Data type
prepaid_type	Primary key.	charter varying (8)
company	Primary key.	smallint
	Reference to company.	
	Reference to quantity_type.	
	Reference to currency.	
	Reference to plan.	
name		text
quantity	How much usage is contained in the block.	numeric (23,3)
quantity_type	The type of usage contained in the block.	integer
	Reference to quantity_type.	
duration	How many duration_types this block will be valid for.	smallint
prepaid_duration_type	Reference to prepaid_duration_type.	smallint
currency	Reference to currency.	character varying (3)
plan	If true, this prepaid block is available only on certain plans.	boolean *
	Reference to plan.	
prepaid_priority	Reference to prepaid_priority.	integer *



prepaid_voucher

Represents a single prepaid voucher.

Column name	Description	Data type
company	Primary key.	integer
	Reference to company.	
prepaid_voucher		voucher *
prepaid_voucher_batch	Reference to prepaid_voucher_batch.	integer *
secret	A secret to verify that the voucher is authentic.	text
prepaid_voucher_type	Reference to prepaid_voucher_type.	integer
activated_time	If the voucher has been redeemed, this column contains the time at which it was redeemed.	timestamp with time zone *
activating_operator	Who redeemed the voucher.	integer *
	Reference to operator.	
encrypted		boolean
subscription	The subscription that the redeemed voucher has been allocated to.	integer *
	Reference to subscription.	



prepaid_voucher_batch

Column name	Description	Data type
prepaid_voucher_batch	Primary key.	integer
company	Reference to company.	integer
creating_operator	Reference to operator.	integer
creation_time		timestamp with time zone
start_date		date
expiry_date		date
prepaid_voucher_type	Reference to prepaid_voucher_type.	integer
batch_size	How many vouchers are in the batch (in total).	integer
subscription	Reference to subscription.	integer *

A header record for a batch of prepaid vouchers.

prepaid_voucher_type

A type of prepaid voucher that can be instantiated into actual vouchers.

Column name	Description	Data type
prepaid_voucher_type	Primary key.	integer
company	Reference to company.	integer
	Reference to prepaid_type.	
name		text
prepaid_code	Reference to prepaid_type.	text
face_value	The expected retail price.	numeric (10,2)
batch_size		integer

quantity_type

A kind of quantity that Smile can bill or rate.

Column name	Description	Data type
quantity_type	Primary key.	integer
company	Primary key.	smallint
name		text

quanity_type_units

Defines units in a kind of quantity. For example, minutes or hours, or megabytes and bytes.

Column name	Description	Data type
quantity_type	Primary key.	integer
	Reference to quantity_type.	
quantity_multiplier	Primary key.	integer
name		text

rating_cycle

(i) Configuration list of the kinds of rating cycles useable in Smile.

Column name	Description	Data type
rating_cycle		character (1) *
name		text *



rating_period

Header records for rating periods, which represent periods which usage is bound to and rated against. Note that (subscription, period_end) is a candidate key for this view.

Column name	Description	Data type
subscription	Primary key.	integer
	Reference to subscription.	
rating_period		integer
company	Reference to company.	smallint
period_end	Primary key.	date
rating_period_status	Reference to rating_period_status.	charter (1)
rating_period_prerate_status	Reference to	character (1)
amount		numeric (10,2) *
tax_amount		numeric (10,2) *

rating_period_prerate_status

(i) Enumerates the values for pre-rate status of rating periods.

Column name	Description	Data type
rating_period_prerate_status		character (1) *
name		text *

rating_period_status

(i) Enumerates the values for pre-rate status of rating periods.

Column name	Description	Data type
rating_period_status		character (1) *
name		text *



rating_subscription_status

Shows the status of each RTR subscription with respect to rerates.

Column name	Description	Data type
subscription	Reference to subscription.	integer
company	Reference to company.	smallint
current_rerate_start_date	If the subscription is currently rerating, this is the first rating period of the data to be rerated.	date *
next_rerate_start_date	The first rating period of the data to be rerated when this subscription is next rerated.	date *



recurring_charge

A manual recurring charge against a subscription. (Subscription Recurring charge)

Column name	Description	Data type
recurring_charge	Primary key.	integer
subscription	Reference to subscription.	integer
account	Reference to account.	integer
company	Reference to company.	smallint
start_date	The first day that the recurring charge will be raised.	timestamp without time zone *
end_date	The last day that the recurring charge will be raised.	timestamp without time zone *
line_item	Which line item is raised for the charge.	integer *
	Reference to line_item.	
recurring_charge_frequency_type	Reference to recurring_charge_frequency_type.	smallint
frequency_units	How regularly to charge this charge.	smallint
recurring_charge_prorata_behaviour	Reference to recurring_charge_prorata_behaviou	smallint r.
quantity		numeric
comment		text *
periods_in_advance	How many periods in advance to charge. (0 = current period, -1 is 1 period in arrears)	integer
recurring_charge_mode	Reference to recurring_charge_mode.	integer
rate		numeric
display_rate		text *
subscription_contract	Reference to subscription_contract.	integer *
cancellation_time	If the recurring charge was cancelled.	timestamp with time zone *



recurring_charge_frequency_type

(i) Enumerates the frequency types for recurring charges useable in Smile.

Column name	Description	Data type
recurring_charge_frequency_type		integer *
name		text *

recurring charge mode

(i) Configuration list of recurring charge charging modes useable in Smile. For example, in advance and arrears.

Column name	Description	Data type
recurring_charge_mode		integer *
name		text *

recurring_charge_prorata_behaviour

(i) Enumerates the pro-rata behaviours for recurring charges in Smile.

Column name	Description	Data type
recurring_charge_prorata_behaviour		integer *
name		text *

reporting account

List of reporting accounts, otherwise known as sales report categories, used for grouping transactions and line items for financial reporting.

Column name	Description	Data type
reporting_account		integer
company	Primary key.	smallint
	Reference to company.	
name		text
gl_export_code	A code to be used when exporting to a General Ledger system.	text *



service

Contains the basic configuration for the different kinds of services. Subscriptions can be considered instances of services.

Column name	Description	Data type
service	Primary key.	integer
company	Reference to company.	smallint
name		text
realm	Subscriptions on this service will have this realm in their username.	text *
description		text *
username_label	A name for what the username represents. For example, E.164 Phone number.	text

subscription

Header record for subscriptions.

Column name	Description	Data type
subscription	Primary key.	integer
usn	A public, unique identifier for the subscription.	text
username	Primary key.	text
	An identifier for the subscription that is unique within a certain scope.	
company	Reference to company.	smallint
	Reference to currency.	
account	Reference to account.	integer
master_subscription	If set, then this subscription inherits from the referenced subscription and also forwards usage to the referenced subscription. Reference to subscription.	integer *
service	What type of subscription this is.	integer
	Reference to service.	
rating_cycle	Reference to rating_cycle.	character (1)



Column name	Description	Data type
rating_cycle_day		smallint *
discount	Reference to discount.	integer *
created		timestamp with time zone
account_cost_centre	Reference to account_cost_centre.	integer *
description		text *
taxable	If false, this subscription's charges do not attract tax. The account's value may override this one.	boolean
currency	Reference to currency.	charcter varying (3) *
timezone	Reference to timezone.	integer
provisioned		timestamp with time zone *
activated		timestamp with time zone *
ordered		timestamp with time zone *
enabled		timestamp with time zone *
subscription_status	Reference to subscription_status.	text *
purchase_order	Reference to account_purchase_order.	uuid *



subscription_address

Addresses of a subscription.

Column name	Description	Data type
subscription	Reference to subscription.	integer
address_type	Reference to address_type.	smallint *
address_detail		text *
building_name		text *
sub_unit		text *
floor		text *
lot		text *
postal_delivery_type		text *
street_number		text *
street_name		text *
street_type		text *
suburb		text *
state		text *
postcode		text *
country		text *



subscription_audit_log

A record of changes made to a subscription.

Column name	Description	Data type
log_time		timestamp without time zone *
subscription	Reference to subscription.	integer *
subscription_audit_log	Primary key.	integer
company	Reference to company.	integer *
audit_log_code	The type of event that triggered this audit log.	smallint
logging_operator	Reference to operator.	integer *
message		text *
modified_object		text *
property_name		text *
old_value		text *
new_value		text *
primary_key		text *



subscription_contact

A contact for a subscription.

Column name	Description	Data type
subscription	Primary key.	integer
	Reference to subscription.	
contact_type		integer *
contact_name		text *
company_name		text *
trading_name		text *
abn		text *
contact_title		text *
family_name		text *
given_name		text *
date_of_birth		date *
gender		character (1) *
position		text *
phone_home		text *
phone_work		text *
phone_mobile		text *
fax		text *



subscription_contract

Column name	Description	Data type
subscription_contract	Primary key.	integer
company	Reference to company.	integer
contract	Reference to contract.	integer
subscription	Reference to subscription.	integer
early_termination_charge		numeric
start_date		timestamp without time zone *
end_date		timestamp without time zone *
contract_value		numeric
minimum_termination_charge		numeric
maximum_termination_charge		numeric
termination_date		timestamp without time zone *
comments		text *

Records details of a contract that the subscription is, was or will be bound to.

subscription_plan

Maps a subscription to its current plan.

You can also use the functions plan (uid), planattimewithtimezone (uid, timestamp) and psiattime (uid, timestamp) to determine the plan or plan schedule item at a given time.

Column name	Description	Data type
subscription	Reference to subscription.	integer *
plan	Reference to plan.	character varying *
	Reference to company.	



subscription_plan_schedule

A plan schedule for a subscription. These entries serve as the header record of plan schedules. Typically subscriptions will have two schedules: accounting and refunding, with accounting the only active plan schedule. More complicated rating requirements might entail more plan schedules per subscription.

Column name	Description	Data type
plan_schedule	Primary key.	integer
subscription	Reference to subscription.	integer *
plan_schedule_type		integer
active		boolean

subscription_plan_schedule_item

A plan schedule item represents an entry in a subscription's plan schedule. A plan schedule is ordered by start date & start time and specifies the plan (and options) which is active for a subscription at a time. To find the accounting plan schedule item entry active at a given timestamp use the psiattime(integer, timestamp) function. Plan schedule items can be considered instances of plans.

Column name	Description	Data type
plan_schedule_item	Primary key.	integer *
plan_schedule	Reference to subscription_plan_schedule.	integer *
plan_schedule_type		integer
subscription	Reference to subscription.	integer *
plan		character varying (8) *
start_time	The start of this plan. This can be null if the subscription isn't activated yet, so we don't know the start date.	timestamp with time zone *
end_time		timestamp with time zone *



${\tt subscription_plan_schedule_item_option}$

Column name	Description	Data type
plan_schedule_item_option	Primary key.	integer
plan_schedule_item	Reference to subscription_plan_schedule_item.	integer
plan_option	Reference to plan_option.	integer
subscription	Reference to subscription.	integer *
quantity	For boolean plan options, this will be 0 (false) or 1 (true).	integer

A subscription's chosen plan option values for a given plan schedule item.

subscription_policy

Schedule of policies (features) added to the subscription either manually or by an external system.

Column name	Description	Data type
subscription_policy	Primary key.	integer
subscription	Reference to subscription.	integer *
policy_type	Reference to policy_type.	integer *
start_date		date
end_date		date *
active		boolean *



subscription_prepaid

Prepaid blocks added to subscriptions. Lists their current consumption state, up to date to the last billing run.

Column name	Description	Data type
company	Reference to company.	smallint
	Reference to prepaid_type.	
	Reference to prepaid_voucher.	
prepaid	Primary key.	integer
subscription	Reference to subscription.	integer
prepaid_type	Reference to prepaid_type.	character varying (8) *
units_purchased		numeric (23,3)
unit_used		numeric (23,3)
start_time		timestamp with time zone *
end_time		timestamp with time zone *
creation_time		timestamp without time zone *
purchase_price		numeric (10,2) *
payment	Reference to payment.	integer *
prepaid_voucher	Reference to prepaid_voucher.	text *



subscription_rating_error

A CDR that failed to rate.

Column name	Description	Data type
raring_error	Primary key.	integer
subscription	Reference to subscription.	integer *
rating_period	Reference to rating_period.	integer *
xdr	Reference to xdr.	bigint *
error_message		text *
log_time		timestamp with time zone *
plan_schedule_type		integer *

subscription_rating_status

Shows the status of each RTR subscription with respect to rerates.

Column name	Description	Data type
subscription	Reference to subscription.	integer
company	Reference to company.	smallint
current_rerate_start_date	If the subscription is currently rerating, this is the first rating period of the data to be rerated.	date *
next_rerate_start_date	The first rating period of the data to be rerated when this subscription is next rerated.	date *

subscription_status

() Configuration table for the provisioning status values for subscriptions.

Column name	Description	Data type
subscription_status		character (1) *
name		text *



subservice

Extra usernames or identifiers for a subscription.

Column name	Description	Data type
subscription	Reference to subscription.	integer
subservice	Primary key.	integer
active		boolean
username		text

szu

A Standard Zone Unit as defined by ACMA.

Column name	Description	Data type
szu	Primary key.	integer
name		text
extended		boolean



tariff

Description of how matching CDRs will be rated.

Column name	Description	Data type
tariff	Primary key.	integer
xdr_type	Reference to xdr_type.	text
destination	Reference to destination.	integer
plan	Reference to plan.	text *
company	Reference to company.	integer
	Reference to plan.	
tariff_type	Reference to tariff_type.	integer
units		integer
increment		integer
rate		numeric *
flagfall_charge		numeric *
minimum_charge		numeric *
maximum_charge		numeric *

tariff_type

A categorisation of CDRs.

Column name	Description	Data type
tariff_type	Primary key.	integer
service	Reference to service.	integer
company	Reference to company.	integer
name		text



tax_schedule

A header record for a schedule of tax schedule items.

Column name	Description	Data type
tax_schedule	Primary key.	smallint
company	Reference to company.	integer
	Reference to currency.	
name		text
currency	Reference to currency.	character varying (3)

tax_schedule_item

Defines the tax rules for a particular schedule at a particular time.

Column name	Description	Data type
tax_schedule_item	Primary key.	integer
tax_schedule	Reference to tax_schedule.	integer
start_date		text
tax_item_code	Reference to line_item.	character varying (8)
percentage_rate		double precision



ticket

All tickets and workflow instances.

Column name	Description	Data type
company	Reference to company.	integer
ticket	Primary key.	integer
number	Ticket's public unique identity. Used as the key in SOAP requests.	text
ticket_type	Reference to ticket_type.	integer
ticket_priority	Reference to ticket_priority.	integer
ticket_status	Reference to ticket_status.	integer
ticket_group	Reference to ticket_group.	integer
account	The account this ticket pertains or belongs to, if any. Typically tickets from customers will be allocated under their account. Reference to account.	integer *
target_subscription	The subscription the ticket pertains or belongs to, if specified. Reference to subscription.	integer *
target_tx	The transaction affected by the ticket. Reference to tx.	integer *
submitting_subscription	The user that submitted the ticket. Reference to subscription.	integer *
assigned_operator	The operator assigned to dealing with the ticket. Reference to operator.	integer *
creation_time		timestamp with time zone
closed_time	Timestamp the ticket was closed, null if the ticket is open.	timestamp with time zone *
held_until	Timestamp when the ticket is held until. When null the ticket is not held.	timestamp with time zone *
seconds	Time since the ticket was opened in seconds.	integer



Column name	Description	Data type
summary	A subject or short summary of the ticket. Normally filled in by an operator.	text *
status_text	Extra status text, normally filled in by an operator.	text *
unread	If the ticket has been flagged as unread for the assigned_operator.	boolean
description	A textual description of the ticket.	text *

ticket_action

Lists the ticket actions defined by each ticket type. Actions belong to ticket types and represent the business actions within a workflow. Actions often update the ticket, progressing it through the ticket type's workflow.

Column name	Description	Data type
ticket_action	Primary key.	integer
ticket_type	The ticket type this action belongs to.	integer
	Reference to ticket_type.	
name		text *

ticket_group

Tickets belong to ticket assignment groups. These groups represent the teams of people who work on tickets. Smile operators might be organised in to different assignment groups based upon their role in the company. Tickets are then assigned to these groups, and then may be further assigned to individuals within those groups.

Column name	Description	Data type
ticket_group	Primary key.	integer
groupname	The name of the ticket assignment group.	text



ticket_priority

An enumeration table listing the priorities defined in the system.

Column name	Description	Data type
ticket_priority	Primary key.	integer
name		text
rank	The rank of the priority. Lower numbers are less urgent.	integer
urgent	True if the priority represents an urgent priority.	boolean

ticket_status

As tickets progress through their work flows their status changes. Statuses may change due to an operator changing the status or closing the ticket, or they might be changed as a result of a ticket action. Some statuses are locally defined by a ticket_type configuration and others are globally defined and available for use on all tickets.

Column name	Description	Data type
ticket_status	Primary key.	integer
name	The name of the ticket status.	text

ticket_status_log

Records the status changes of tickets over time.

Column name	Description	Data type
ticket	Reference to ticket.	integer *
ticket_status	Reference to ticket_status.	integer *
start_time		timestamp without time zone *
stop_time		timestamp without time zone *



ticket_type

Ticket types represent workflow configurations. All tickets have a ticket type. Ticket types define the behaviour, possible statuses and actions available on a ticket. They also specify the data captured on a ticket.

Column name	Description	Data type
ticket_type	Primary key.	integer
	Each ticket has a type configuration which specifies the actions, statuses and behaviour of the workflow the ticket belongs to.	
name	The name of the ticket type.	text
appointment_ticket_type	Specifies if this ticket type is for appointments.	boolean *

timesheet

A record of time spent by an operator on a particular ticket.

Column name	Description	Data type
company	Reference to company.	integer
timesheet	Primary key.	integer
operator	Reference to operator.	integer
ticket	Reference to ticket.	integer
start_time		timestamp without time zone *
seconds		integer *
comment		text *

timezone

An enumeration of the time zones available to Smile.

Column name	Description	Data type
timezone	Primary key.	integer
code		text
name		text


Represents a financial transaction on an account.

Column name	Description	Data type
tx	Primary key.	integer
company	Reference to company.	smallint
	Reference to currency.	
tx_detail	If the transaction is itemised, this will refer to the header record of the tx items. If it is not itemised this value will be null.	integer *
	Reference to tx_detail.	
account	Reference to account.	integer
tx_type	Reference to tx_type.	smallint
tx_number	A public unique number identifying this transaction.	text
ledger_date		date
ledger_time		timestamp with time zone *
currency	Reference to currency.	character varying (3) *
amount		numeric
tax_amount		numeric
unallocated_amount	The amount of this transaction that has not been balanced by another transaction.	numeric
creating_operator	Reference to operator.	integer
creation_time		timestamp with time zone *
comments		text *
reporting_account	If the transaction is not itemised, this is the reporting account that should be used. Otherwise use the reporting account from tx_item. Reference to reporting_account.	integer *
payment_plan	Reference to payment_plan.	integer *



Column name	Description	Data type
tx_disposition	Reference to tx_disposition.	integer *
referenced_tx	If this transaction refers to another, for example it is a reversal of another, then the other transaction is listed here. Reference to tx.	integer *



tx_aged

A description of the age of a (debit) transaction with respect to being fully balanced by a credit transaction.

Column name	Description	Data type
ledger_date		date
reporting_date	Primary key.	date
due_date		date *
allocated_date		date *
age_in_periods		integer *
tx	Primary key.	integer
	Reference to tx.	
company	Reference to company.	smallint
	Reference to currency.	
tx_detail	Reference to tx_detail.	integer *
account	Reference to account.	integer
tx_type	Reference to tx_type.	smallint
tx_number		text
ledge_time		timestamp with time zone *
currency	Reference to currency.	character varying (3) *
amount		numeric
tax_amount		numeric
unallocated_amount		numeric *
creating_operator	Reference to operator.	integer
creation_time		timestamp with time zone *
comments		text *
reporting_account	Reference to reporting_account.	integer *
payment_plan	Reference to payment_plan.	integer *
tx_disposition	Reference to tx_disposition.	integer *
referenced_tx	Reference to tx.	integer *



tx_allocation

Indicates that a portion of a credit transaction has been allocated to balance a portion of a debit transaction.

Column name	Description	Data type
account	Reference to account.	integer
credit_tx	Primary key.	integer
	Reference to tx .	
debit_tx	Primary key.	integer
	Reference to tx .	
amount		numeric



tx_detail

A header record for itemised transactions such as invoices.

Note: Itemised transactions that are still in the draft state also appear in here, with children line items in the tx item view, but these draft transactions will not appear in the tx view.

Column name	Description	Data type
tx_detail	Primary key.	integer
company	Reference to company.	smallint
number	A public unique number identifying this transaction.	text
account	Reference to account.	integer
ledger_time		timestamp without time zone *
creation_time		timestamp without time zone *
closed_date		timestamp without time zone *
due_date		timestamp without time zone *
amount		numeric
tax_amount		numeric
reporting_account	Reference to reporting_account.	integer *
comments		text *
version	Indicates what set of rules this transaction follows with respect to calculations within the transaction, for example GST.	integer
discount		numeric
late_fee_tx_item	Reference to tx_item.	integer *



tx_disposition

List of possible dispositions or treatment levels of a transaction.

Column name	Description	Data type
tx_disposition	Primary key.	integer
company	Reference to company.	integer
name		text



tx_item

A line item existing on an itemised transaction, for example, an invoice line item or a deferred charge.

Column name	Description	Data type
tx_item	Primary key.	integer
tx_detail	Reference to tx_detail.	integer *
line_number		smallint
company	Reference to company.	smallint
rating_period	Reference to rating_period.	integer *
line_item	Reference to line_item.	integer *
tax_date		date
tax_duration_days		smallint
description		text
quantity		numeric
event_count		integer *
display_rate		text *
generated		boolean
amount		numeric *
subtotal_amount		numeric *
subscription	Reference to subscription.	integer
tax_summary_item		boolean
tax_schedule	Reference to tax_schedule.	integer *
tax		numeric
taxable		boolean
discount	Reference to discount.	integer *
discount_amount		numeric
purchase_order	Reference to account_purchase_order.	uuid *



tx_type

(j) Enumerates the types of financial transactions.

Column name	Description	Data type
tx_type		smallint *
name		text *
credit		boolean *

$\mathbf{x}\mathbf{d}\mathbf{r}$

Represents an item of usage (CDR/XDR) bound to a subscription, but not necessarily rated.

Column name	Description	Data type
xdr	Reference to xdr_rated.	bigint
subscription	Reference to subscription.	integer
rating_period	Reference to rating_period.	integer *
binding	Primary key.	bigint
subservice	Reference to subservice.	integer *
start_time		timestamp with time zone
session	May represent a session from current_connections if it is still active.	integer *
access_server	Reference to access_server.	smallint *
access_server_port		integer *
xdr_type	Reference to xdr_type.	text *
call_id		text *
flagfall		boolean *
count		integer *
bytes_in		bigint *
bytes_out		bigint *
seconds		integer *
pages		integer *
disconnect_reasons	Indicates why the connection was terminated.	smallint *



Column name	Description	Data type
disconnect_reason_type	Indicates how to interpret disconnect reason:	smallint *
	O—Acct-Terminate-Cause from RADIUS RFC2138 Account Discourse from DADIUS	
	RFC2138	
	• 2 —It is not known why the connection was terminated	
	• 3 —The connection is still active	
	4 —The connection timed out	
ip_address		text *
calling_party	Indicates the root source of the call, for example, phone number of the caller.	text *
called_party	Indicates the root destination of the call, for example, phone number of the receiver.	text *
call_source	Indicates where the call is coming from, for example, originating switch.	text *
call_destination	Indicates where the call is going to, for example, terminating switch.	text *
originating_subscription	Indicates which subscription triggered this XDR if it was not the one listed in subscription field.	integer *
	Reference to subscription.	
description		text *
username		text *
tariff_code		text *
wholesale_cost		numeric (14,6) *
role	• 0 —source of XDR	smallint
	I—destination of XDR	
chargeable		boolean



xdr_rated

A summary of the ratings of an XDR.

Column name	Description	Data type
xdr	Reference to xdr.	bigint *
rated	The value (ex tax) of this XDR as per the rating rules.	numeric *
charged	The amount (ex tax) that this XDR is expected to charge after considering included usage.	numeric *

xdr_rating

A rating for an XDR.

Note: There are many ratings for each XDR, each representing a different aspect of the XDR. For example, Flagfall vs Timed.

Column name	Description	Data type
xdr_rating	Primary key.	bigint
xdr	Reference to xdr.	bigint
rating_period	Reference to rating_period.	integer *
binding	Reference to xdr.	bigint
rated	The raw amount that this rating adds to the value of the call (ex tax).	numeric
charged	The amount that the customer is expected to be charged for this call (ex tax).	numeric
tariff	Which tariff was used for this rating.	integer *
	Reference to tariff.	
calling_party_szu	Reference to szu.	integer *
called_party_szu	Reference to szu.	integer *
reversal		boolean



xdr_type

i Enumerates the types of XDRs.

Column name	Description	Data type
xdr_type		character (1) *
name		text *



6

Account group

The account group of tables provides access to database tables relating to individual debtors. Although there are many tables in this group, the most important tables include the account table itself - which lists all debtors - the account_balance table which lists the balance of each debtor, and the tx table which lists all transactions for all debtors.

Table name	Description
account	General account information.
account_address	Billing and/or street address details for an account holder in Smile.
account_audit_log	Audit log data for an account.
account_balance	Current balance (sum of all past invoices, payments, credit/debit notes, bonds, commissions, etc.) for a Smile account.
account_contact	Contact details for an account in Smile.
account_cost_centre	List of the cost centres configured against an account.
account_disposition	Configuration list of possible account (and transaction) dispositions or credit control treatment levels.
account_payment_configuration	Stores the stored (automatic) payment details for accounts.
account_payment_option	i Configuration of possible automatic payment configurations.
account_purchase_order	Purchase order codes belonging to a Smile account.



Table name	Description
account_terms	Descriptions of available account terms that can be configured for accounts in Smile.
account_type	Configuration of account types.
company	Companies in a multi-tenanted Smile setup.
crm_contact	An audit or history of all of the changes and events related to a ticket.
currency	Configuration of currencies.
discount	List of possible discounts that may be applied to accounts and subscriptions.
line_item	Configuration of line items that can be added to invoices.
operator	Information about someone who has access to Smile.
payment	List of all payments, including payments which did not clear.
payment_plan	List of all payment plans.
<pre>payment_plan_frequency_type</pre>	i List of possible payment plan frequencies.
payment_plan_status	i List of possible payment plan statuses.
payment_type	A type of payment that can be selected when entering payment details.
<pre>payment_type_processing_mode</pre>	i The mode of processing supported by a payment.
recurring_charge	A manual recurring charge against a subscription.
subscription	Header record for subscriptions.
tax_schedule	A header record for a schedule of tax schedule items.
tax_schedule_item	Defines the tax rules for a particular schedule at a particular time.
timezone	An enumeration of the time zones available to Smile.
ticket	All tickets and workflow instances.

Table name	Description
tx_item	A line item existing on an itemised transaction, for example, an invoice line item or a deferred charge.



Account group diagram





7

Company group

The company group of tables provide access to database tables relating to company configuration.

Table name	Description
access_server	Each row describes a Network Access Server (NAS) that Smile knows about.
account	General account information.
account_audit_log	Audit log data for an account.
account_disposition	Configuration list of possible account (and transaction) dispositions or credit control treatment levels.
account_payment_configuration	Stores the stored (automatic) payment details for accounts.
account_payment_option	i Configuration of possible automatic payment configurations.
account_terms	Descriptions of available account terms that can be configured for accounts in Smile.
account_type	Configuration of account types.
contract	Available contracts that accounts can enter into when ordering or renewing a subscription.
crm_contact	An audit or history of all of the changes and events related to a ticket.

Table name	Description
crm_contact_type	\textcircled{i} An enumeration table listing the different kinds of $\tt crm_contact$ entry defined by Smile.
currency	Configuration of currencies.
destination	Represents the, usually geographical, classification of an endpoint of an XDR for charging purposes.
discount	List of possible discounts that may be applied to accounts and subscriptions.
line_item	Configuration of line items that can be added to invoices.
office	Represents a location at which an operator could have done something.
payment	List of all payments, including payments which did not clear.
payment_plan	List of all payment plans.
payment_type	A type of payment that can be selected when entering payment details.
plan	Represents a plan, which is a header record for rating rules, recurring charges and more.
plan_option	Options that may be chosen for subscriptions on a particular plan.
plan_option_group	A group of "One of many" plan options.
policy_group	A grouping of policies (features) which are mutually exclusive.
policy_type	A type of policy (feature) that could be applied to a subscription.
prepaid_priority	A header record for grouping prepaid block types.
prepaid_type	A block of prepaid that can be added to a subscription.
prepaid_voucher	Represents a single prepaid voucher.
prepaid_voucher_batch	A header record for a batch of prepaid vouchers.
prepaid_voucher_type	A type of prepaid voucher that can be instantiated into actual vouchers.

Table name	Description
rating_period	Header records for rating periods, which represent periods which usage is bound to and rated against.
recurring_charge	A manual recurring charge against a subscription.
reporting_account	List of reporting accounts, otherwise known as sales report categories, used for grouping transactions and line items for financial reporting.
service	Contains the basic configuration for the different kinds of services. Subscriptions can be considered instances of services.
subscription	Header record for subscriptions.
subscription_audit_log	A record of changes made to a subscription.
subscription_contract	Records details of a contract that the subscription is, was or will be bound to.
subscription_plan	Maps a subscription to its current plan.
subscription_prepaid	Prepaid block added to subscriptions.
subscription_rating_status	Shows the status of each RTR subscription with respect to rerates.
tariff	Description of how matching CDRs will be rated.
tariff_type	A categorisation of CDRs.
tax_schedule	A header record for a schedule of tax schedule items.
ticket	All tickets and workflow instances.
timesheet	A record of time spent by an operator on a particular ticket.
tx	Represents a financial transaction on an account.
tx_aged	A description of the age of a (debit) transaction with respect to being fully balanced by a credit transaction.
tx_detail	A header record for itemised transactions such as invoices.
tx_disposition	List of possible dispositions or treatment levels of a transaction.



Table name	Description
tx_item	A line item existing on an itemised transaction, for example, an invoice line item or a deferred charge.

Company group diagram





8

Subscription group

The subscription group of tables provide access to database tables relating to subscriptions.

Table name	Description
account	General account information.
account_cost_centre	List of the cost centres configured against an account.
account_purchase_order	Purchase order codes belonging to a Smile account
address_type	Types of addresses that an account holder can provide.
contract	Available contracts that accounts can enter into when ordering or renewing a subscription.
company	Companies in a multi-tenanted Smile setup.
currency	Configuration of currencies.
current_connections	Describes current connections. For example, RADIUS connections.
discount	List of possible discounts that may be applied to accounts and subscriptions.
line_item	Configuration of line items that can be added to invoices.
operator	Information about someone who has access to Smile.

Table name	Description
plan	Represents a plan, which is a header record for rating rules, recurring charges and more.
plan_option	Options that may be chosen for subscriptions on a particular plan.
plan_option_display_type	i Defines the values for display type of plan option.
plan_option_group	A group of "One of many" plan options.
policy_group	A grouping of policies (features) which are mutually exclusive.
policy_type	A type of policy (feature) that could be applied to a subscription.
quantity_type	A kind of quantity that Smile can bill or rate.
quantity_type_units	Defines units in a kind of quantity.
rating_cycle	i Configuration list of the kinds of rating cycles useable in Smile.
rating_period	Header records for rating periods, which represent periods which usage is bound to and rated against.
recurring_charge	A manual recurring charge against a subscription.
recurring_charge_frequency_type	i Enumerates the frequency types for recurring charges useable in Smile.
recurring_charge_mode	i Configuration list of recurring charge charging modes useable in Smile. For example, in advance and in arrears.
recurring_charge_prorata_behaviour	i Enumerates the pro-rata behaviours for recurring charges in Smile.
reporting_account	List of reporting accounts, otherwise known as sales report categories, used for grouping transactions and line items for financial reporting.
service	Contains the basic configuration for the different kinds of services. Subscriptions can be considered instances of services.
subscription	Header record for subscriptions.



Table name	Description
subscription_address	Addresses of a subscription.
subscription_audit_log	A record of changes made to a subscription.
subscription_contact	A contact for a subscription.
subscription_contract	Records details of a contract that the subscription is, was or will be bound to.
subscription_plan	Maps a subscription to its current plan.
subscription_plan_schedule	A plan schedule for a subscription. These entries serve as the header record of plan schedules.
subscription_plan_schedule_item	A plan schedule item represents an entry in a subscription's plan schedule.
<pre>subscription_plan_schedule_item_option</pre>	A subscription's chosen plan option values for a given plan schedule item.
subscription_policy	Schedule of policies (features) added to the subscription either manually or by an external system.
subscription_prepaid	Prepaid blocks added to subscriptions. Lists their current consumption state, up to date to the last billing run.
subscription_rating_error	A CDR that failed to rate.
subscription_rating_status	Shows the status of each RTR subscription with respect to rerates.
subscription_status	i Configuration table for the provisioning status values for subscriptions.
subservice	Extra usernames or identifiers for a subscription.
timezone	An enumeration of the time zones available to Smile.
tx_item	A line item existing on an itemised transaction, for example, an invoice line item or a deferred charge.
xdr	Represents an item of usage (CDR/XDR) bound to a subscription, but not necessarily rated.



Subscription group diagram





9

Subscription_prepaid group

The subscription_prepaid group of tables provide access to database tables relating to prepaid subscriptions.

Table name	Description
company	Companies in a multi-tenanted Smile setup.
currency	Configuration of currencies.
operator	Information about someone who has access to Smile.
payment	List of all payments, including payments which did not clear.
plan	Represents a plan, which is a header record for rating rules, recurring charges and more.
prepaid_duration_type	i A type of policy (feature) that could be applied to a subscription.
prepaid_priority	A header record for grouping prepaid block types.
prepaid_type	A block of prepaid that can be added to a subscription.
prepaid_voucher	Represents a single prepaid voucher.
prepaid_voucher_batch	A header record for a batch of prepaid vouchers.
prepaid_voucher_type	A type of prepaid voucher that can be instantiated into actual vouchers.
quantity_type	A kind of quantity that Smile can bill or rate.



Table name	Description
quantity_type_units	Defines units in a kind of quantity.
subscription	Header record for subscriptions.
subscription_prepaid	Prepaid block added to subscriptions.



Subscription Prepaid group diagram





Ticket group

The ticket group of tables provide access to database tables relating to ticketing.

Table name	Description
account	General account information.
crm_contact	An audit or history of all of the changes and events related to a ticket.
crm_contact_type	\textcircled{i} An enumeration table listing the different kinds of $\texttt{crm_contact}$ entry defined by Smile.
operator	Information about someone who has access to Smile.
subscription	Header record for subscriptions.
ticket	All tickets and workflow instances.
ticket_action	Lists the ticket actions defined by each ticket type.
ticket_group	Tickets belong to ticket assignment groups. These groups represent the teams of people who work on tickets.
ticket_priority	An enumeration table listing the priorities defined in the system.
ticket_status	As tickets progress through their work flows their status changes.
ticket_status_log	Records the status changes of tickets over time.



Table name	Description
ticket_type	Ticket types represent workflow configurations.
timesheet	A record of time spent by an operator on a particular ticket.
tx	Represents a financial transaction on an account.



Ticket group diagram





Transactions group

The transactions group of tables provide access to database tables relating to transactions.

Table name	Description
account	General account information.
account_purchase_order	Purchase order codes belonging to a Smile account.
company	Companies in a multi-tenanted Smile setup.
contract	Available contracts that accounts can enter into when ordering or renewing a subscription.
currency	Configuration of currencies.
discount	List of possible discounts that may be applied to accounts and subscriptions.
line_item	Configuration of line items that can be added to invoices.
operator	Information about someone who has access to Smile.
payment	List of all payments, including payments which did not clear.
payment_plan	List of all payment plans.
<pre>payment_plan_frequency_type</pre>	i List of possible payment plan frequencies.



Table name	Description
payment_plan_status	i List of possible payment plan statuses.
payment_status	i List of all possible payment statuses.
payment_type	A type of payment that can be selected when entering payment details.
<pre>payment_type_processing_mode</pre>	i The mode of processing supported by a payment.
quantity_type	A kind of quantity that Smile can bill or rate.
quantity_type_units	Defines units in a kind of quantity.
rating_period	Header records for rating periods, which represent periods which usage is bound to and rated against.
recurring_charge	A manual recurring charge against a subscription.
reporting_account	List of reporting accounts, otherwise known as sales report categories, used for grouping transactions and line items for financial reporting.
service	Contains the basic configuration for the different kinds of services. Subscriptions can be considered instances of services.
subscription	Header record for subscriptions.
tax_schedule	A header record for a schedule of tax schedule items.
tax_schedule_item	Defines the tax rules for a particular schedule at a particular time.
tx	Represents a financial transaction on an account.
tx_allocation	Indicates that a portion of a credit transaction has been allocated to balance a portion of a debit transaction.
tx_detail	A header record for itemised transactions such as invoices.
tx_disposition	List of possible dispositions or treatment levels of a transaction.



Table name	Description
tx_item	A line item existing on an itemised transaction, for example, an invoice line item or a deferred charge.
tx_type	i Enumerates the types of financial transactions.



Transactions group diagram





XDR group

The XDR group of tables provide access to database tables relating to data records for items of usage.

Table name	Description
access_server	Each row describes a Network Access Server (NAS) that Smile knows about.
access_server_vendor	List of supported RADIUS vendors in Smile.
connection_type	i Descriptions of connection types as reported by current_connections view.
current_connections	Describes current connections. For example, RADIUS connections.
destination	Represents the, usually geographical, classification of an endpoint of an XDR for charging purposes.
destination_type	(i) A more general classification of destinations.
plan	Represents a plan, which is a header record for rating rules, recurring charges and more.
rating_period	Header records for rating periods, which represent periods which usage is bound to and rated against.
rating_period_prerate_status	i Configuration list of the kinds of rating cycles useable in Smile.
rating_period_status	i Enumerates the values for pre-rate status of rating periods.

Table name	Description
service	Contains the basic configuration for the different kinds of services. Subscriptions can be considered instances of services.
subscription	Header record for subscriptions.
subservice	Extra usernames or identifiers for a subscription.
szu	A Standard Zone Unit as defined by ACMA.
tariff	Description of how matching CDRs will be rated.
tariff_type	A categorisation of CDRs.
xdr	Represents an item of usage (CDR/XDR) bound to a subscription, but not necessarily rated.
xdr_rated	A summary of the ratings of an XDR.
xdr_rating	A rating for an XDR.
xdr_type	i Enumerates the types of XDRs.


XDR group diagram



