

Data Dictionary BPI Challenge 2016

BPI2016 Clicks Logged In

Field	Type	Description
CustomerID	int	Unique identification of a customer in the dataset
AgeCategory	varchar(5)	18-29, 30-39, 40-49, 50-65
Gender	varchar(1)	V: Female, M: Male
Office_U	int	Benefits Office handling the customer
Office_W	int	Employment Service Office handling the customer
SessionID	int	Unique identification of a internet session in the dataset
IPID	int	Unique identification of an IP address in the dataset
TIMESTAMP	datetime	Timestamp of the visit of the page (click)
VHOST	varchar(50)	Internet domain of the click (www.werk.nl, digid.werk.nl). Preceding the URL.
URL_FILE	varchar(8000)	URL of the click
PAGE_NAME	varchar(8000)	Page name of the click (last element of the URL)
REF_URL_category	varchar(18)	Categorized location of the previous page visited by the customer. Only has a value when the customer is coming from outside the werk.nl domain
page_load_error	tinyint	Indicator showing if the page was loaded correctly
page_action_detail	varchar(8000)	For some pages extra information is available. For example the words on which a customer has searched, or the document the customer has printed.
tip	varchar(500)	On the page "mijn_tips" hints regarding finding employment are shown. This field holds the "tip" (=hint) the customer has viewed.
service_detail	varchar(8000)	This field has extra information for pages regarding the application for benefits. The steps of the application process are registered in this field.
xps_info	varchar(500)	This field has some extra information on pages that a customer visits that show a picture or a document. Which picture or document is registered in this field.
page_action_detail_EN	varchar(8000)	English translation of the field "page_action_detail"
service_detail_EN	varchar(8000)	English translation of the field "service_detail"
tip_EN	varchar(8000)	English translation of the field "tip"

BPI2016 Clicks NOT Logged In

Field	Type	Description
SessionID	int	Unique identification of a internet session in the dataset
IPID	int	Unique identification of an IP address in the dataset
TIMESTAMP	datetime	Timestamp of the visit of the page (click)
VHOST	varchar(50)	Internet domain of the click (www.werk.nl, digid.werk.nl). Preceding the URL.
URL_FILE	varchar(8000)	URL of the click
PAGE_NAME	varchar(8000)	Page name of the click (last element of the URL)
REF_URL_category	varchar(18)	Categorized location of the previous page visited by the customer. Only has a value when the customer is coming from outside the werk.nl domain
page_load_error	tinyint	Indicator showing if the page was loaded correctly
page_action_detail	varchar(8000)	For some pages extra information is available. For example the words on which a customer has searched, or the document the customer has printed.
tip	varchar(500)	On the page "mijn_tips" hints regarding finding employment are shown. This field holds the "tip" (=hint) the customer has viewed.
service_detail	varchar(8000)	This field has extra information for pages regarding the application for benefits. The steps of the application process are registered in this field.
xps_info	varchar(500)	This field has some extra information on pages that a customer visits that show a picture or a document. Which picture or document is registered in this field.
page_action_detail_EN	varchar(8000)	English translation of the field "page_action_detail"
service_detail_EN	varchar(8000)	English translation of the field "service_detail"
tip_EN	varchar(8000)	English translation of the field "tip"

BPI2016 Questions

Field	Type	Description
CustomerID	int	Unique identification of a customer in the dataset
AgeCategory	varchar(5)	18-29, 30-39, 40-49, 50-65
Gender	varchar(1)	V: Female, M: Male
Office_U	int	Benefits Office handling the customer
Office_W	int	Employment Service Office handling the customer
ContactDate	date	Date of the contact with the call center
ContactTimeStart	time	Start time of the registration of the question by the call center
ContactTimeEnd	time	End time of the registration of the question by the call center
QuestionThemeID	int	Unique identification of a model question theme
QuestionSubthemeID	int	Unique identification of a model question subtheme
QuestionTopicID	int	Unique identification of a model question topic
QuestionTheme	varchar(8000)	Description of the model question theme
QuestionSubtheme	varchar(8000)	Description of the model question subtheme
QuestionTopic	varchar(8000)	Description of the model question topic
QuestionTheme_EN	varchar(8000)	English translation of the field "QuestionTheme"
QuestionSubtheme_EN	varchar(8000)	English translation of the field "QuestionSubtheme"
QuestionTopic_EN	varchar(8000)	English translation of the field "QuestionTopic"

BPI2016 Complaints

Field	Type	Description
CustomerID	int	Unique identification of a customer in the dataset
AgeCategory	varchar(5)	18-29, 30-39, 40-49, 50-65
Gender	varchar(1)	V: Female, M: Male
Office_U	int	Benefits Office handling the customer
Office_W	int	Employment Service Office handling the customer
ComplaintDossierID	int	Unique identification of a complaint dossier
ComplaintID	int	Unique identification of a complaint that is part of the complaint dossier
ContactDate	date	Date when the complaint was received
ContactChannelID	int	Channel identification through which the complaint was received
ComplaintThemeID	int	Unique identification of the model complaint theme
ComplaintSubthemeID	int	Unique identification of the model complaint subtheme
ComplaintTopicID	int	Unique identification of the model complaint topic
ComplaintTheme	varchar(100)	Description of the model complaint theme
ComplaintSubtheme	varchar(100)	Description of the model complaint subtheme
ComplaintTopic	varchar(100)	Description of the model complaint topic
ComplaintTheme_EN	varchar(8000)	English translation of the field "ComplaintTheme"
ComplaintSubtheme_EN	varchar(8000)	English translation of the field "ComplaintSubtheme"
ComplaintTopic_EN	varchar(8000)	English translation of the field "ComplaintTopic"

BPI2016 Werkmap Messages

Field	Type	Description
CustomerID	int	Unique identification of a customer in the dataset
AgeCategory	varchar(5)	18-29, 30-39, 40-49, 50-65
Gender	varchar(1)	V: Female, M: Male
Office_U	int	Benefits Office handling the customer
Office_W	int	Employment Service Office handling the customer
EventDateTime	datetime	Datetime of the message send by the customer through the Werkmap channel
EventType	varchar(15)	Type of event that was send through the Werkmap channel. This field only has one value "Werkmap message". Other types of events exist but are not part of the dataset.
HandlingChannelID	tinyint	Identification of the channel through which the message was handled