Interaction Concentrator 7.6

Physical Data Model for a DB2 Database

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Chapter 1: Introduction

Interaction Database (IDB) structure can be divided into six schemas:

- Core Schema, consisting of 76 tables
- Outbound Contact Schema, consisting of 12 tables
- Multimedia Attached Data Schema, consisting of 2 tables
- Virtual Queue Schema, consisting of 1 table
- Custom States Schema, consisting of 3 tables
- Custom Dispatcher Attached Data, consisting of 1 table

This document presents these schemas in separate chapters each containing one or more detailed diagrams of the schema and an examination of its tables presented in alphabetical order. Included in this examination are descriptions of each table and each of the table's fields. Field descriptions include a summarization of the most common database properties, such as code name, data type, and key information. Some of the abbreviations used to characterize fields throughout this document are:

- P, for primary key
- M, for mandatory field
- F, for foreign key

Abbreviations for index characterizations include:

- U, for unique
- C, for cluster

The field names in this document are provided in a free-style format with regard to letter case (for example, TenantID instead of TENANTID), whereas the actual field names are in uppercase in the SQL scripts used to initialize IDB. The Code column in the Column Lists for the tables shows the proper capitalization of each field.

Interaction Concentrator creates other tables that are reserved for internal use only. These tables are not described in this document.

System Fields

Certain fields appear in multiple tables. These fields, whose field names all begin with GSYS_, are reserved for use by internal Genesys system functions. Because these fields appear globally and have identical meanings regardless of where they appear, this document does not repeat the description of each field under each table where it appears. Instead, the fields are described below:

GSYS_DOMAIN	Reserved for internal use
GSYS_PARTITION	A key that is used for partitioning
GSYS_DOMAIN	Reserved for internal use
GSYS_SYS_ID	Reserved for internal use
GSYS_SEQ	The non-unique sequence number of the statements to be inserted into the database.
GSYS_USEQ	The non-unique sequence number of the statements to be updated in the database.
GSYS_TS	Reserved for internal use
GSYS_TC	Reserved for internal use

GSYS_EXT_VCH1	Reserved for internal use
GSYS_EXT_VCH2	Reserved for internal use
GSYS_EXT_INT1	Reserved for internal use
GSYS_EXT_INT2	Reserved for internal use

For certain tables, the following exceptions apply to these field descriptions (listed by table).

GC_* and GCX_* Tables

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

0 – highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications.
1 – CREATED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
2 – DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
3 – both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.

G_AGENT_STATE_HISTORY Table

GSYS_EXT_INT1

Media type. See possible values in the G_DICTIONARY table for DTYPE=6.

GSYS_EXT_INT2

Agent's 'busy level'. Number of the calls with the agent connected with on the time of the history record added. Counted separately for each agent's login session (if more than one exists on the same time on the different switches.).

GSYS_EXT_VCH1

The name of the media type, as reported by Interaction Server for open media interactions. For example, "fax".

GSYS_EXT_VCH2

If the gls-store-event-seq configuration option is set to 1, then this field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is either 0, when events come from Interaction Server 7.5, or null, in case of Interaction Server 7.6 or T-Server 7.5^{+}.

G_AGENT_STATE_RC Table

GSYS_EXT_INT1

Media type. See possible values in the G_DICTIONARY table for DTYPE=6.

GSYS_EXT_VCH1	The name of the media type, as reported by Interaction Server for open media interactions. For example, “fax”.
GSYS_EXT_VCH2	If the gls-store-event-seq configuration option is set to 1, then this field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is null.

GS_AGENT_STAT and GS_AGENT_STAT_WM Tables

GSYS_EXT_INT1	Media type. See possible values in the G_DICTIONARY table for DTYPE=6.
GSYS_EXT_VCH1	The name of the media type, as reported by Interaction Server for open media interactions. For example, “fax”.

G_CALL Table

GSYS_EXT_INT2	A flag indicating stuck calls: 0 – indicates that the interaction should not be marked as stuck. ICON records this value upon start of call termination to prevent marking calls as stuck and to complete the processing of interactions following the recording of related userdata in IDB. 1 – indicates an interaction that has been determined to be stuck. NULL – the value of records before the processing of call termination begins.
GSYS_EXT_VCH1	The name of the media type, as reported by Interaction Server for open media interactions. For example, “fax”.

G_DND_HISTORY

GSYS_EXT_VCH2	If the gls-store-event-seq configuration option is set to 1, then this field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is null.

G_IR Table

GSYS_EXT_INT1	A flag indicating the source of the interaction: 1 – indicates a multimedia interaction originating from a Genesys Interaction Server. NULL – indicates a voice interaction originating from a Genesys T-Server TEvent processing

GSYS_EXT_INT2

Can be set by the GSYSIRMerge procedure during interaction merge execution.

Set to one of the following values:

NULL – interaction has not yet been merged
0 – single-site interaction
1 – inter-site interaction, whose parts reside in several IDBs. ICON also places a corresponding record in the SYS_DNPREMOTE LOCATION table.

GSYS_EXT_VCH1

If the record was created as a result of Multimedia event processing and the information about parent interaction ID was provided by a Multimedia Interaction Server, but no related record in IDB was detected (due to the purge of the old records, for example), this field will contain this ID.

GSYS_EXT_VCH2

A flag indicating stuck interactions:

"0" – indicates that the interaction should not be marked as stuck. ICON records this value upon start of call termination to prevent marking calls as stuck and to complete the processing of interactions following the recording of related userdata in IDB.

"1" – indicates an interaction that has been determined to be stuck.

G_IS_LINK Table

GSYS_EXT_INT2

Can be set by GSYSIRMerge procedure during interaction merge execution.

Set to one of the following values:

- -3 - partially merged (reattached nodes)
- -2 - neither interaction record (IR) has terminated
- -1 only one IR has not terminated
- 0 - all IRs have been terminated (ready for merge)
- 1 - partially merged (not reattached)

G_PARTY Table

GSYS_EXT_INT1

The sequence number of the call (CSEQ) in party creation.

G_ROUTE_RESULT Table

GSYS_EXT_INT1	A flag indicating the reliability of the virtual queue's ID stored in the GSYS_EXT_VCH1 field. One of the following values: 0 – unknown – no information about a virtual queue is reported in the corresponding EventRouteUsed. 1 – reliable – the virtual queue's ID that is stored in the field GSYS_EXT_VCH1 is taken from the corresponding EventRouteUsed. 2 – Valid in the past – the value of the virtual queue's ID stored in the field GSYS_EXT_VCH1 was valid in the past, before a call has been transferred to another Routing Point in a multi-site routing scenario.
GSYS_EXT_VCH1	The virtual queue's ID, if a virtual queue is configured and reported to ICON by URS. If reported, the value is the same as G_VIRTUAL_QUEUE.VQID.

GX_SESSION_ENDPOINT Table

GSYS_EXT_ INT1	Media type. See possible values in the G_DICTIONARY table for DTYPE=6.
GSYS_EXT_VCH1	The name of the media type, as reported by Interaction Server for open media interactions. For example, "fax".

GM_L_USERDATA Table

GSYS_EXT_INT1	A type of the party that issued a request to stop an interaction processing and that is named in the GSYS_EXT_VCH1 field. One of the following values: 0 – unknown – no information is available about the party that requested to stop an interaction processing. 1 – strategy – the interaction processing has stopped because of a routing strategy. 2 – agent – the interaction processing has stopped at an agent request, and the agent's Employee ID was provided with login. 3 – place – the interaction processing has stopped at an agent request, and the agent is identified by the place of login. 4 – media server – an application that handles open media interactions issued a request to stop an interaction processing.

GSYS_EXT_VCH1	The party that issued a request to stop an interaction processing. One of the following values: – NULL – NULL is reported instead of the name when no information is available about the party that requested to stop interaction processing. (GYS_EXT_INT1 field is set to 0.) – Strategy name – the name of the routing strategy that issued a request to stop an interaction processing. (GYS_EXT_INT1 field is set to 1.) – Agent's ID – the employee ID of the agent who issued a request to stop an interaction processing. This value is reported for agents who provide the employee ID at login. (GYS_EXT_INT1 field is set to 2.) – Place name – the name of the place where an agent is logged in, when an agent who issued a request to stop an interaction processing has not provided the employee ID at login. (GYS_EXT_INT1 field is set to 3.) – Media server name – the name of the application that has stopped an interaction processing. (GYS_EXT_INT1 field is set to 4.)
GSYS_EXT_VCH2	The ID of the party that issued a request to stop an interaction processing and that is named in the GSYS_EXT_VCH1 field. One of the following values: – The same as GM_L_USERDATA.PartyID for a strategy, an agent, or a place. – NULL, if the request originator is either a media server or unknown.

Document References

Finally, because much of information that IDB stores originates from T-Server and Configuration Server, you might find the following references useful for better understanding the values and makeup of IDB fields:

- *Reporting Technical Reference Guide for the Genesys 7.2 Release*, contains a detailed description of the Genesys T-Server, Multimedia Interaction, call, and statistical models.
- *Configuration Platform SDK 7.6 .NET* or *Java API Reference*, describes the schema of the Configuration Database.
- *Genesys 7 Events and Models Reference Manual*, contains a description of T-Events.
- *Interaction Concentrator 7.6 Deployment Guide*, contains a description of the configuration options that affect whether ICON writes data to some tables.
- *Interaction Concentrator 7.6 User's Guide*, contains a high-level description of IDB and a description of ICON stored procedures.

Chapter 2: Core Schema

Because of the enormity and complexity of the Core schema, the chapter describing it further subdivides its schema into six groupings:

- Configuration-related tables
- Call- and party-related tables
- Attached data-related tables
- Login- and session-related tables
- Service and dictionary-related tables
- Log tables

The schemas in each subdivision show the tables that comprise them with a clear background and the tables to which they join in other subdivisions with shaded backgrounds. The following descriptions of each subdivision may help you better understand IDB structure.

Configuration-Related Tables

Configuration-related tables comprise the largest grouping of Core Schema tables. These tables store information, mostly derived from the Configuration Server database, that fall into two groups:

- Object tables, whose names are all prefixed by GC_ and
- Object link tables, with table names beginning with GCX_.

GCX_ tables store information about the associations between configuration objects, such as the assignments of skills to agents (GCX_SKILL_LEVEL).

Call- and Party-Related Tables

The group of call- and party-related tables provide detailed information about voice interactions that are registered by T-Server and the participants involved in those interactions. The principle tables in this group include:

- G_CALL, containing information about completed and active call interactions.
- G_PARTY, containing information about the parties involved in call interactions.
- G_IR, containing information about data that is common to all calls in a scenario.
- G_IS_LINK, containing information about the various links in a multi-site configuration.
- G_ROUTE_RESULT, containing information about call routing results.

In addition, each of these tables has an historical counterpart that affixes _HISTORY to the table name (for example, G_CALL_HISTORY, G_PARTY_HISTORY). Statistical tables for this group are stored in the G_CALL_STAT and G_PARTY_STAT tables.

Attached Data-Related Tables

Six tables comprise the Attached Data grouping of the Core Schema. G_SECURE_USERDATA_HISTORY stores information about attached data records that must be protected from unauthorized users whereas the records in G_USERDATA_HISTORY are open. In addition are the following four tables that store user data:

- G_CALL_USERDATA
- G_CALL_USERDATA_CUST

- G_CALL_USERDATA_CUST1
- G_CALL_USERDATA_CUST2

Login- and Session-Related Tables

The group of Login- and Session-related tables of the Core Schema provides detailed information about agent states, login sessions, associations between sessions and endpoints (DNs), reasons, and extensions. The principle tables in this group include:

- G_LOGIN_SESSION, containing information about agents' login sessions.
- GX_SESSION_ENDPOINT, containing information about the association between agent login sessions and endpoints.
- G_AGENT_STATE_RC, containing information about reason codes for agent states.

In addition are two historical tables: G_AGENT_STATE_HISTORY providing an audit trail of agent states within each session and G_DND_HISTORY providing this trail for do not disturb (DND) features occurring at a device.

Service- and Dictionary-Related Tables

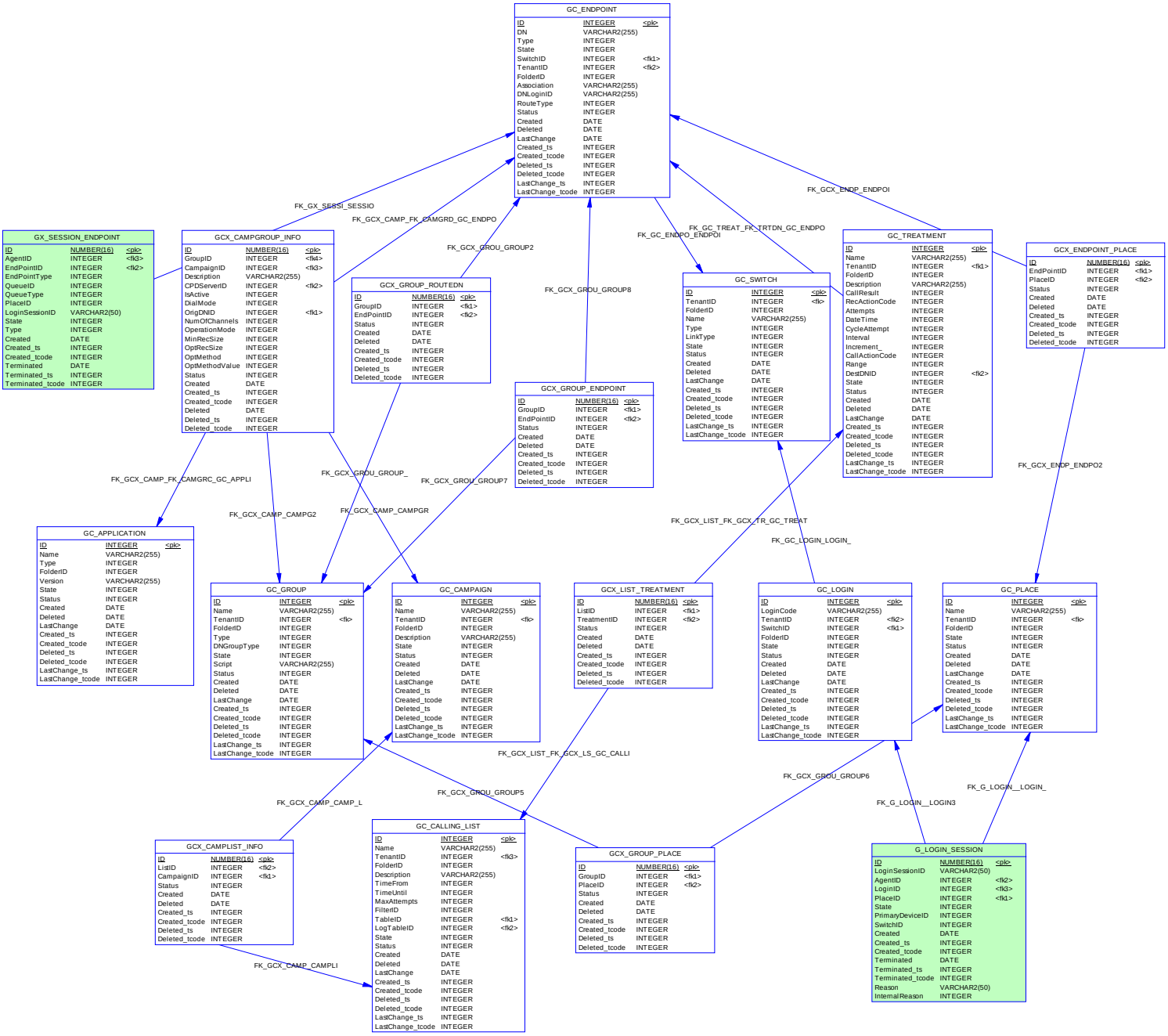
The group of Service- and Dictionary-related tables of the Core Schema are predominantly used to describe field values in other tables:

- G_DICTIONARY and G_DICT_TYPE contain information for enumerator fields, such as the STATE, STATUS, and CAUSE fields found in several tables.
- G_DB_PARAMETERS contains general information about database schema, such as its version. IDB version is important to have when you are upgrading IDB.
- G_HA_CONTROL and G_SYNC_CONTROL are used by the ICON application to maintain synchronization.

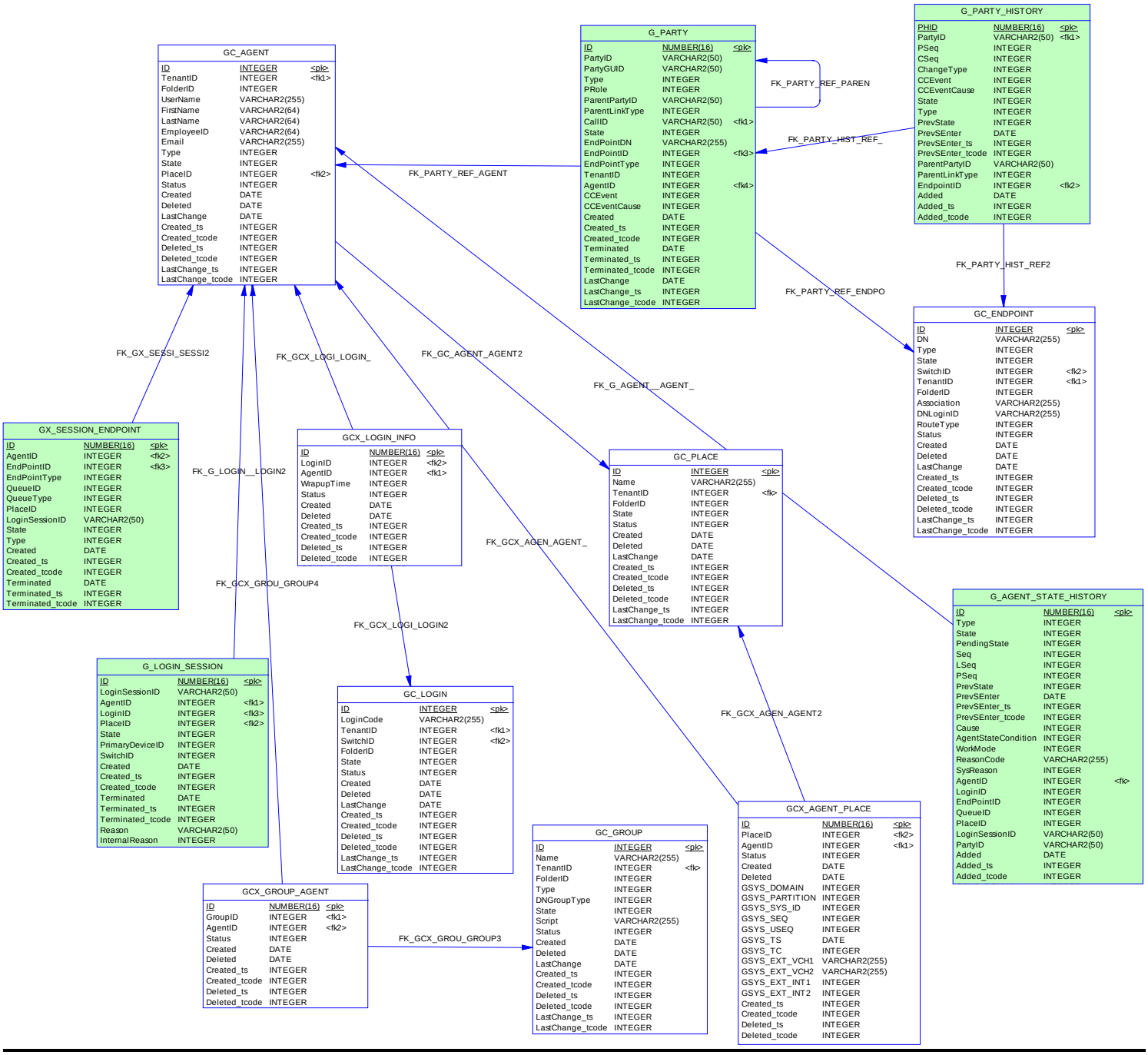
Log-Related Tables

This grouping of tables of the Core Schema stores information about the success or failure of ICON functions and stored procedures.

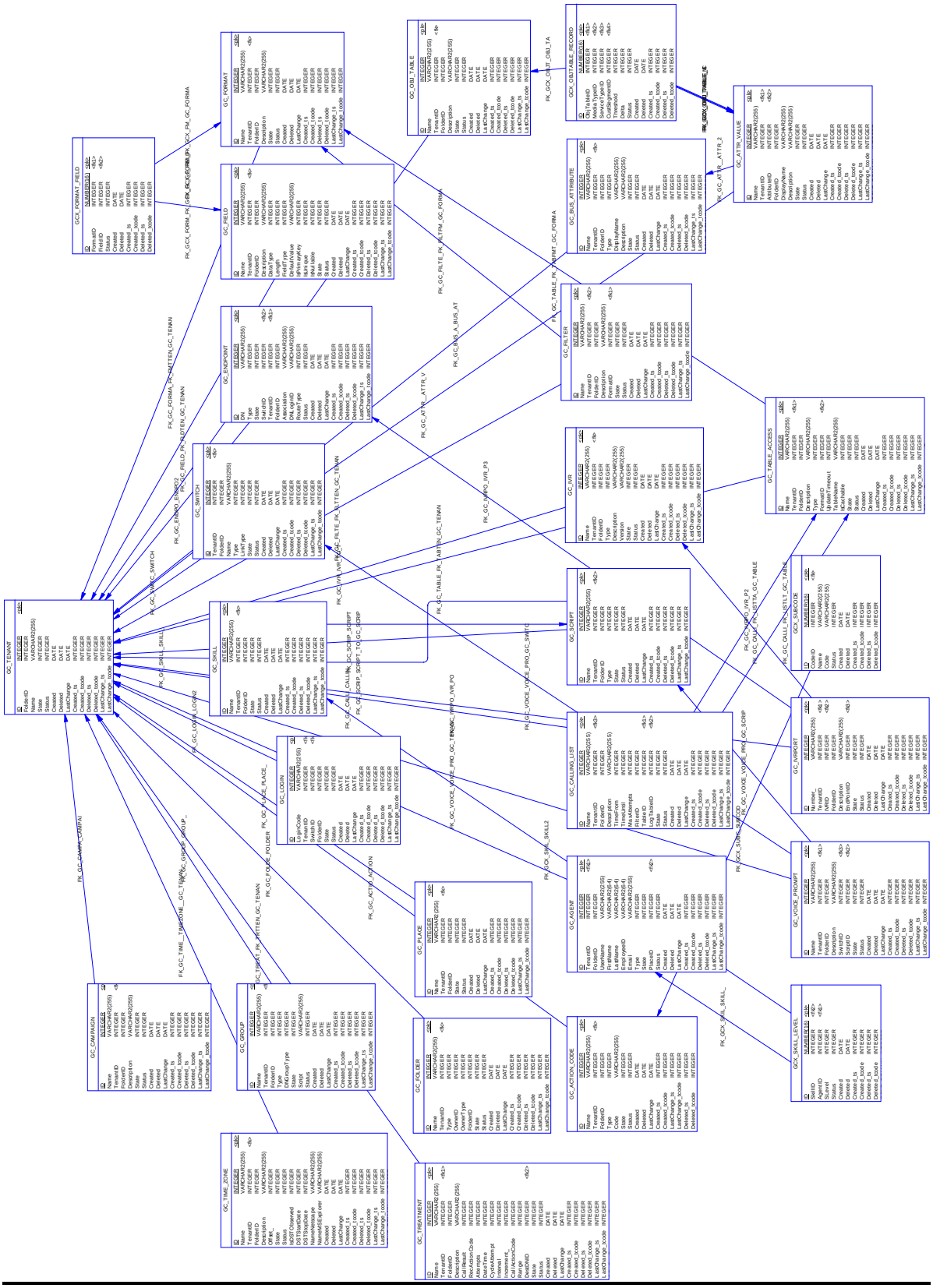
Configuration Tables (1 of 3)



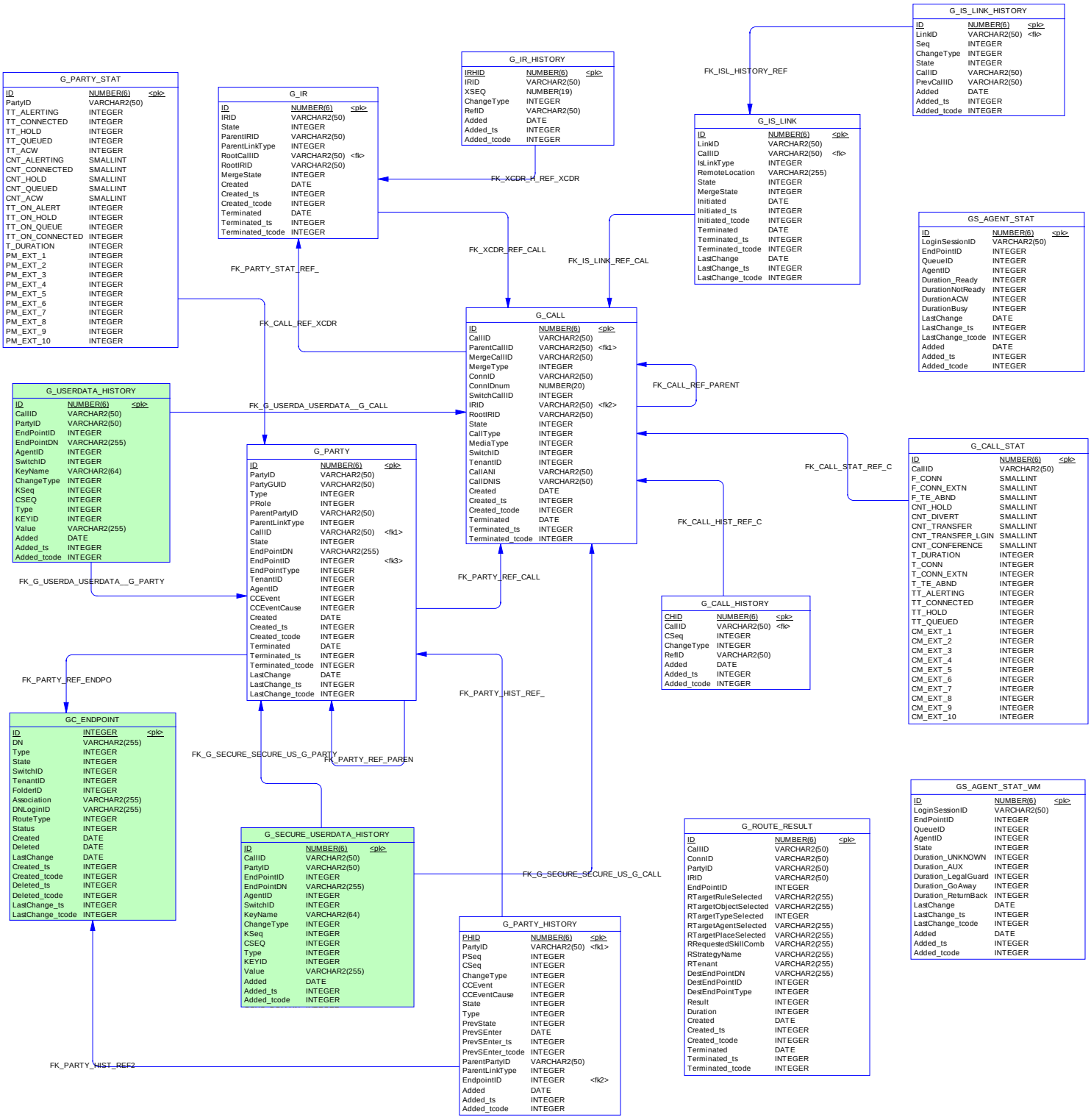
Configuration Tables (2 of 3)



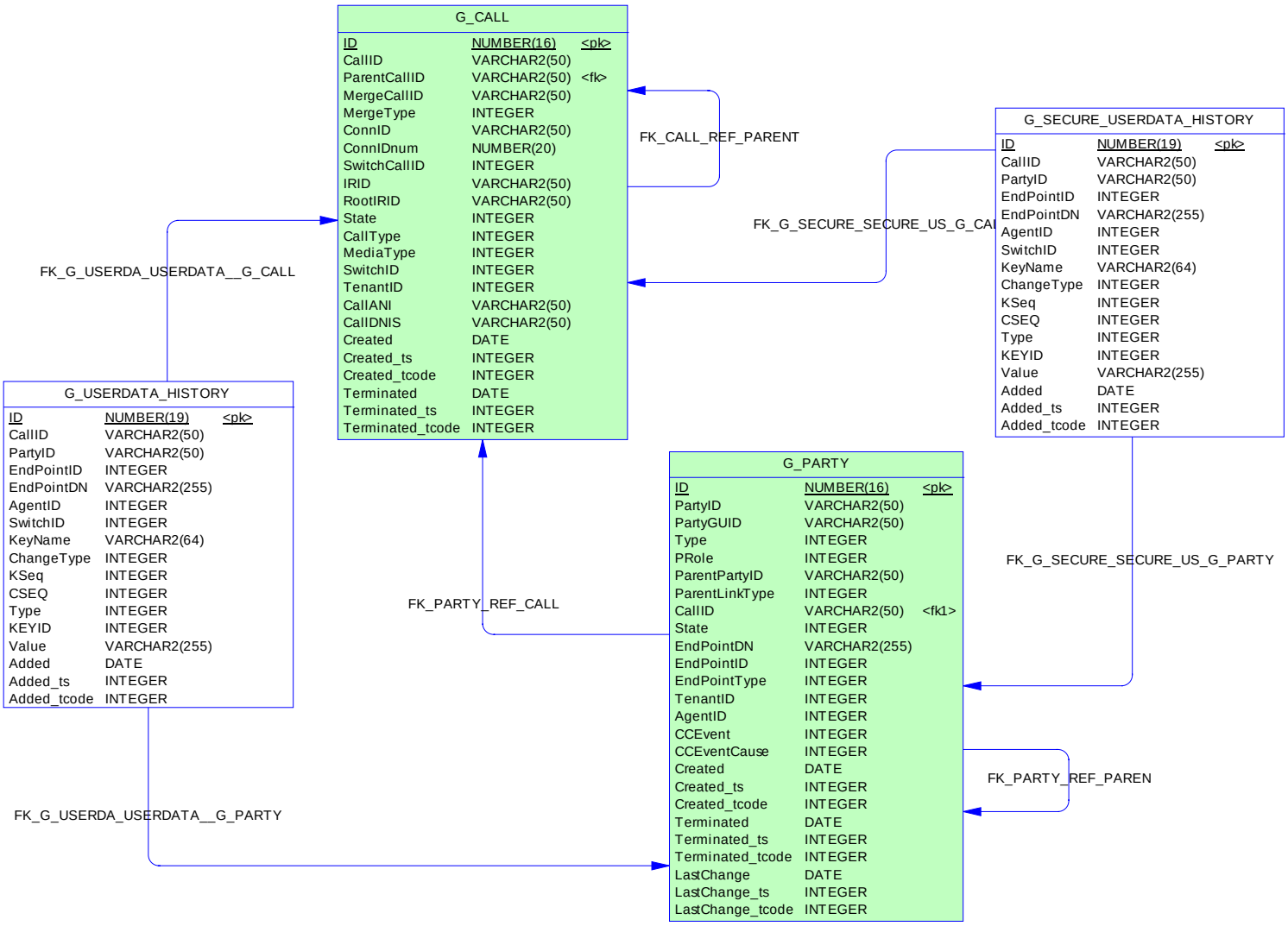
Configuration Tables (3 of 3)



Call- and Party-Related Tables



Attached Data-Related Tables



G_CALL_USERDATA_CUST

ID	NUMBER(16)	<pk>
CALLID	VARCHAR2(50)	
CUST_DATA_1	VARCHAR2(255)	
CUST_DATA_2	VARCHAR2(255)	
CUST_DATA_3	VARCHAR2(255)	
CUST_DATA_4	VARCHAR2(255)	
CUST_DATA_5	VARCHAR2(255)	
CUST_DATA_6	VARCHAR2(255)	
CUST_DATA_7	VARCHAR2(128)	
CUST_DATA_8	VARCHAR2(128)	
CUST_DATA_9	VARCHAR2(128)	
CUST_DATA_10	VARCHAR2(128)	
CUST_DATA_11	VARCHAR2(128)	
CUST_DATA_12	VARCHAR2(128)	
CUST_DATA_13	VARCHAR2(128)	
CUST_DATA_14	VARCHAR2(128)	
CUST_DATA_15	VARCHAR2(128)	
CUST_DATA_16	VARCHAR2(128)	
CUST_DATA_17	VARCHAR2(128)	
CUST_DATA_18	VARCHAR2(128)	
CUST_DATA_19	VARCHAR2(128)	

G_CALL_USERDATA_CUST1

ID	NUMBER(16)	<pk>
CALLID	VARCHAR2(50)	
CUST_DATA_1	VARCHAR2(255)	
CUST_DATA_2	VARCHAR2(255)	
CUST_DATA_3	VARCHAR2(255)	
CUST_DATA_4	VARCHAR2(255)	
CUST_DATA_5	VARCHAR2(255)	
CUST_DATA_6	VARCHAR2(255)	
CUST_DATA_7	VARCHAR2(128)	
CUST_DATA_8	VARCHAR2(128)	
CUST_DATA_9	VARCHAR2(128)	
CUST_DATA_10	VARCHAR2(128)	
CUST_DATA_11	VARCHAR2(128)	
CUST_DATA_12	VARCHAR2(128)	
CUST_DATA_13	VARCHAR2(128)	
CUST_DATA_14	VARCHAR2(128)	
CUST_DATA_15	VARCHAR2(128)	
CUST_DATA_16	VARCHAR2(128)	
CUST_DATA_17	VARCHAR2(128)	
CUST_DATA_18	VARCHAR2(128)	
CUST_DATA_19	VARCHAR2(128)	

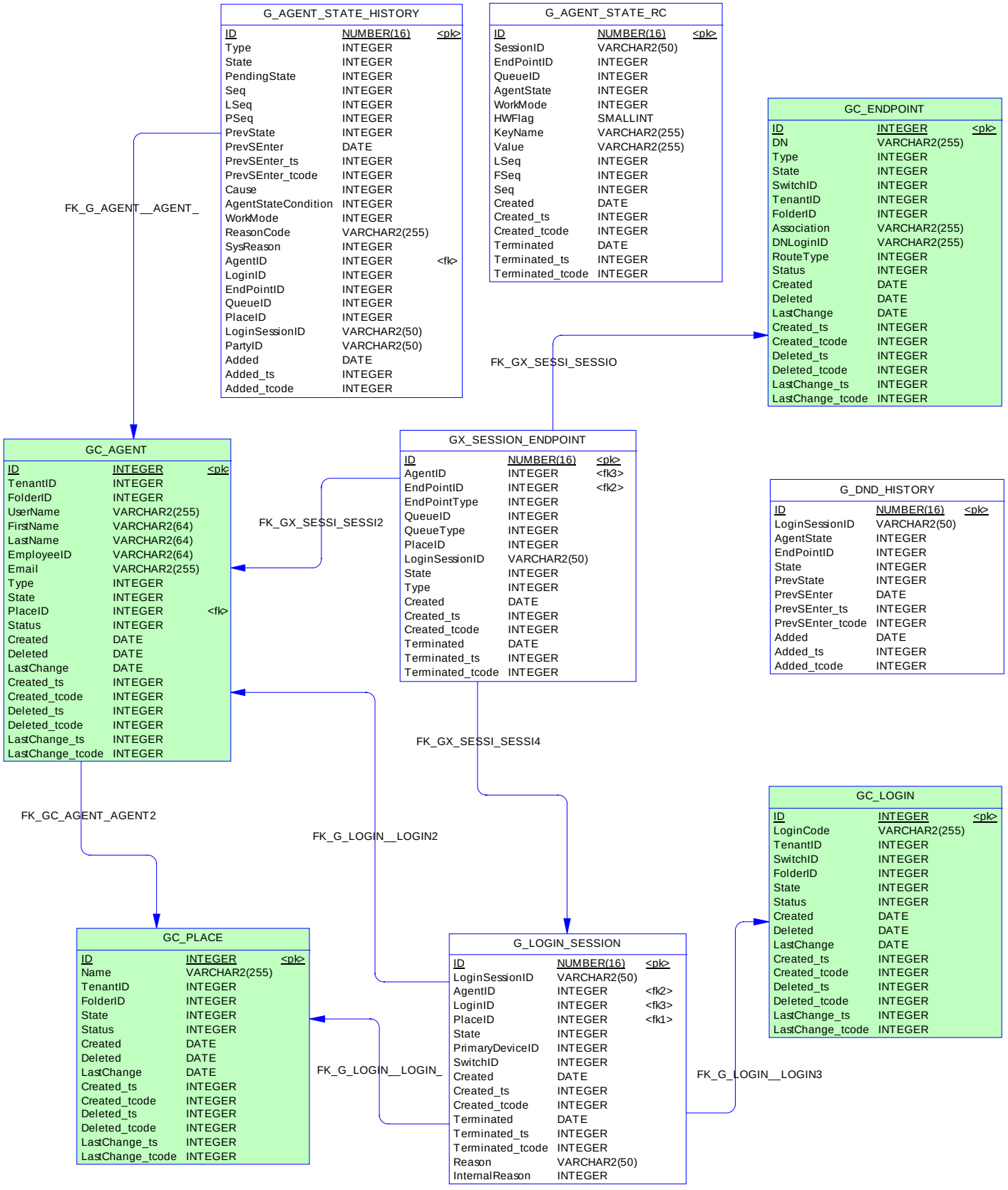
G_CALL_USERDATA_CUST2

ID	NUMBER(16)	<pk>
CALLID	VARCHAR2(50)	
CUST_DATA_1	VARCHAR2(255)	
CUST_DATA_2	VARCHAR2(255)	
CUST_DATA_3	VARCHAR2(255)	
CUST_DATA_4	VARCHAR2(255)	
CUST_DATA_5	VARCHAR2(255)	
CUST_DATA_6	VARCHAR2(255)	
CUST_DATA_7	VARCHAR2(128)	
CUST_DATA_8	VARCHAR2(128)	
CUST_DATA_9	VARCHAR2(128)	
CUST_DATA_10	VARCHAR2(128)	
CUST_DATA_11	VARCHAR2(128)	
CUST_DATA_12	VARCHAR2(128)	
CUST_DATA_13	VARCHAR2(128)	
CUST_DATA_14	VARCHAR2(128)	
CUST_DATA_15	VARCHAR2(128)	
CUST_DATA_16	VARCHAR2(128)	
CUST_DATA_17	VARCHAR2(128)	
CUST_DATA_18	VARCHAR2(128)	
CUST_DATA_19	VARCHAR2(128)	

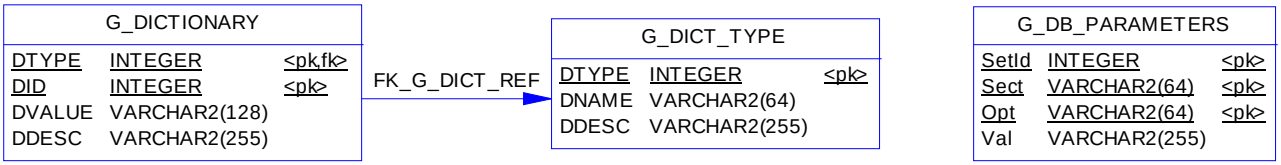
G_CALL_USERDATA

ID	NUMBER(16)	<pk>
CALLID	VARCHAR2(50)	
G_CUSTOMER_SEGMENT	VARCHAR2(255)	
G_SERVICE_TYPE	VARCHAR2(255)	
G_SERVICE_SUBTYPE	VARCHAR2(255)	
G_BUSINESS_RESULT	VARCHAR2(255)	
CUSTOMER_ID	VARCHAR2(255)	
TRANSACTION_ID	VARCHAR2(255)	
CAUSE_ID	VARCHAR2(255)	
ACCOUNT_ID	VARCHAR2(255)	
DESTINATION_ID	VARCHAR2(255)	
TARGET_ID	VARCHAR2(255)	

Login- and Session-Related Tables



Service and Dictionary-Related Tables



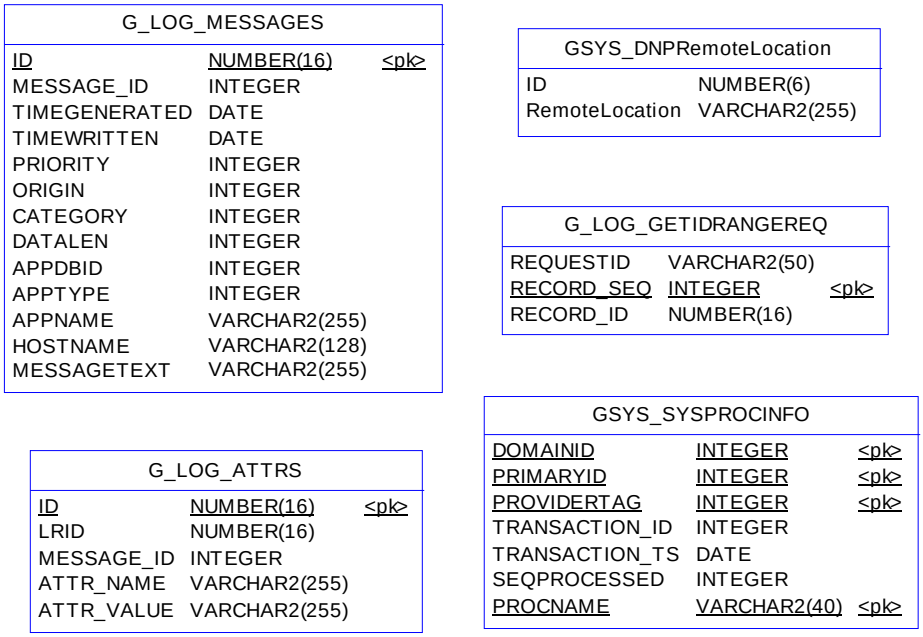
G_HA_CONTROL		
DomainID	INTEGER	<pk>
PrimaryID	INTEGER	<pk>
PrimaryTag	INTEGER	
Status	INTEGER	
HostInfo	VARCHAR2(255)	
StartTime	DATE	
StopTime	DATE	
GSYS_DOMAIN	INTEGER	
GSYS_PARTITION	INTEGER	
GSYS_SYS_ID	INTEGER	
GSYS_SEQ	INTEGER	
GSYS_USEQ	INTEGER	
GSYS_TS	DATE	
GSYS_TC	INTEGER	
GSYS_EXT_VCH1	VARCHAR2(255)	
GSYS_EXT_VCH2	VARCHAR2(255)	
GSYS_EXT_INT1	INTEGER	
GSYS_EXT_INT2	INTEGER	

G_SYNC_CONTROL		
DomainID	INTEGER	<pk>
PrimaryID	INTEGER	<pk>
ProviderTag	INTEGER	<pk>
ClusterID	INTEGER	<pk>
ProviderID	INTEGER	
EventTimeSec	INTEGER	
EventTimeUsec	INTEGER	
SessionID	VARCHAR2(64)	
EventID	VARCHAR2(255)	
GSYS_DOMAIN	INTEGER	
GSYS_PARTITION	INTEGER	
GSYS_SYS_ID	INTEGER	
GSYS_SEQ	INTEGER	
GSYS_USEQ	INTEGER	
GSYS_TS	DATE	
GSYS_TC	INTEGER	
GSYS_EXT_VCH1	VARCHAR2(255)	
GSYS_EXT_VCH2	VARCHAR2(255)	
GSYS_EXT_INT1	INTEGER	
GSYS_EXT_INT2	INTEGER	

G_PROV_CONTROL		
DomainID	INTEGER	<pk>
PrimaryID	INTEGER	<pk>
ProviderTag	INTEGER	<pk>
SeqCounter	INTEGER	
SeqCurrent	INTEGER	
GSYS_DOMAIN	INTEGER	
GSYS_PARTITION	INTEGER	
GSYS_SYS_ID	INTEGER	
GSYS_SEQ	INTEGER	
GSYS_USEQ	INTEGER	
GSYS_TS	DATE	
GSYS_TC	INTEGER	
GSYS_EXT_VCH1	VARCHAR2(255)	
GSYS_EXT_VCH2	VARCHAR2(255)	
GSYS_EXT_INT1	INTEGER	
GSYS_EXT_INT2	INTEGER	

G_TIMECODE	
ID	INTEGER
TC_MIN	INTEGER
TC_HOUR	INTEGER
TC_DAY	INTEGER
TC_WEEKDAY	INTEGER
TC_WEEK	INTEGER
TC_MONTH	INTEGER
TC_YEAR	INTEGER
TC_DAYNAME	VARCHAR2(20)
TC_WEEKNAME	VARCHAR2(30)
TC_MONTHNAME	VARCHAR2(20)
TC_H	INTEGER
TC_Q	INTEGER

Log Tables


G_LOG_MESSAGES
ID NUMBER(16) <pk>
MESSAGE_ID INTEGER
TIMEGENERATED DATE
TIMEWRITTEN DATE
PRIORITY INTEGER
ORIGIN INTEGER
CATEGORY INTEGER
DATALEN INTEGER
APPDBID INTEGER
APPTYPE INTEGER
APPNAME VARCHAR2(255)
HOSTNAME VARCHAR2(128)
MESSAGETEXT VARCHAR2(255)
GSYS_DNPRemoteLocation
ID NUMBER(6)
RemoteLocation VARCHAR2(255)
G_LOG_GETIDRANGEREQ
REQUESTID VARCHAR2(50)
RECORD_SEQ INTEGER <pk>
RECORD_ID NUMBER(16)
G_LOG_ATTRS
ID NUMBER(16) <pk>
LRID NUMBER(16)
MESSAGE_ID INTEGER
ATTR_NAME VARCHAR2(255)
ATTR_VALUE VARCHAR2(255)
GSYS_SYSPROCINFO
DOMAINID INTEGER <pk>
PRIMARYID INTEGER <pk>
PROVIDERTAG INTEGER <pk>
TRANSACTION_ID INTEGER
TRANSACTION_TS DATE
SEQPROCESSED INTEGER
PROCNAME VARCHAR2(40) <pk>

List of Objects

Index List

Table	Code	U
GCX_AGENT_PLACE	IDX_AGENT_PLACE	
GCX_CAMPGROUP_INFO	IDX_CAMPGROUP_INFO	
GCX_CAMPLIST_INFO	IDX_CAMPLIST_INFO	
GCX_ENDPOINT_PLACE	IDX_ENDPOINT_PLACE	
GCX_FORMAT_FIELD	IDX_FORMAT_FIELD	
GCX_GROUP_AGENT	IDX_GROUP_AGENT	
GCX_GROUP_ENDPOINT	IDX_GROUP_ENDPOINT	
GCX_GROUP_PLACE	IDX_GROUP_PLACE	
GCX_GROUP_ROUTEDN	IDX_GROUP_ROUTEDN	
GCX_LIST_TREATMENT	IDX_LIST_TREATMENT	
GCX_LOGIN_INFO	IDX_LOGIN_INFO	
GCX_OBJTABLE_RECORD	IDX_OBJTABLE_RECORD	
GCX_SKILL_LEVEL	IDX_SKILL_LEVEL	
GCX_SUBCODE	IDX_SUBCODE	
GS_AGENT_STAT	IDX_GS_AGENT_STAT_SID	X
GS_AGENT_STAT_WM	IDX_AGENT_STAT_WM_SID	X
GX_SESSION_ENDPOINT	IDX_SN_ENDP_LSEP	
GX_SESSION_ENDPOINT	IDX_SN_ENDP_AGID	
G_CALL	IDX_G_CALL_PCID	
G_CALL	IDX_G_CALL_ROOTIRID_	
G_CALL	IDX_G_CALL_USEQ	
G_CALL	IDX_G_CALL_SEQ	
G_CALL	IDX_G_CALL_CID	X
G_CALL	IDX_G_CALL_MRGCID	
G_CALL_HISTORY	IDX_G_CALL_H_CID	
G_CALL_STAT	IDX_G_CALL_STAT_CID	X
G_CALL_USERDATA	IDX_CUSERDATA_CID	X
G_CALL_USERDATA_CUST	IDX_CUDATA_CUST_CID	X
G_CALL_USERDATA_CUST1	IDX_CUDATA_CUST1_CID	X
G_CALL_USERDATA_CUST2	IDX_CUDATA_CUST2_CID	X
G_IR	IDX_G_IR_RCID	
G_IR	IDX_G_IR_ROOTIRID_	
G_IR	IDX_G_IR_PXID	
G_IR	IDX_G_IR_SEQ	
G_IR	IDX_G_IR_USEQ	
G_IR	IDX_G_IR_IRID	X
G_IR_HISTORY	IDX_G_IR_H_XID	
G_IR_HISTORY	IDX_X_H_HIRID_SEQ	
G_IS_LINK	IDX_G_ISLINK_USEQ	
G_LOGIN_SESSION	IDX_G_LSESS_AGID	
G_LOGIN_SESSION	IDX_G_LSESS_LSID	X
G_PARTY	IDX_G_PARTY_PID	X
G_PARTY	IDX_G_PARTY_PPID	
G_PARTY_HISTORY	IDX_G_PARTY_H_PID	
G_PARTY_STAT	IDX_G_PARTY_STAT_PID	X

Reference List

Child Table	Parent Table	Code	Foreign Key
GCX_AGENT_PLACE	GC_AGENT	AGENT_PLACE_TO_AGENT	AgentID
GCX_AGENT_PLACE	GC_PLACE	AGENT_PLACE_TO_PLACE	PlaceID
GCX_CAMPGROUP_INFO	GC_APPLICATION	FK_CAMGRCPD	CPDServerID
GCX_CAMPGROUP_INFO	GC_CAMPAIGN	CAMPGROUP_TO_CAMPAIGN	CampaignID
GCX_CAMPGROUP_INFO	GC_ENDPOINT	FK_CAMGRDN	OrigDNID
GCX_CAMPGROUP_INFO	GC_GROUP	CAMPGROUP_INFO_TO_GROUP	GroupID
GCX_CAMPLIST_INFO	GC_CALLING_LIST	CAMPLIST_INFO_TO_CALLING_LIST	ListID
GCX_CAMPLIST_INFO	GC_CAMPAIGN	CAMP_LIST_INFO_TO_CAMPAIGN	CampaignID
GCX_ENDPOINT_PLACE	GC_ENDPOINT	ENDPOINT_PLACE_TO_ENDPOINT	EndPointID
GCX_ENDPOINT_PLACE	GC_PLACE	ENDPOINT_PLACE_TO_PLACE	PlaceID
GCX_FORMAT_FIELD	GC_FIELD	FK_GCX_FLDFMT	FieldID
GCX_FORMAT_FIELD	GC_FORMAT	FK_GCX_FMTFLD	FormatID
GCX_GROUP_AGENT	GC_AGENT	GROUP_AGENT_TO_AGENT	AgentID
GCX_GROUP_AGENT	GC_GROUP	GROUP_AGENT_TO_GROUP	GroupID
GCX_GROUP_ENDPOINT	GC_ENDPOINT	GROUP_ENDPOINT_TO_ENDPOINT	EndPointID
GCX_GROUP_ENDPOINT	GC_GROUP	GROUP_ENDPOINT_TO_GROUP	GroupID
GCX_GROUP_PLACE	GC_GROUP	GROUP_PLACE_TO_GROUP	GroupID
GCX_GROUP_PLACE	GC_PLACE	GROUP_PLACE_TO_PLACE	PlaceID
GCX_GROUP_ROUTEDN	GC_ENDPOINT	GROUP_ROUTEDN_TO_ENDPOINT	EndPointID
GCX_GROUP_ROUTEDN	GC_GROUP	GROUP_ROUTEDN_TO_GROUP	GroupID
GCX_LIST_TREATMENT	GC_CALLING_LIST	FK_GCX_LSTTRT	ListID
GCX_LIST_TREATMENT	GC_TREATMENT	FK_GCX_TRTLST	TreatmentID
GCX_LOGIN_INFO	GC_AGENT	LOGIN_INFO_TO_AGENT	AgentID
GCX_LOGIN_INFO	GC_LOGIN	LOGIN_INFO_TO_LOGIN	LoginID
GCX_OBJTABLE_RECORD	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_MEDIATYPEID	MediaTypeID
GCX_OBJTABLE_RECORD	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_CUSTSEGMENTID	CustSegmentID
GCX_OBJTABLE_RECORD	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_SERVICETYPEID	ServiceTypeID
GCX_OBJTABLE_RECORD	GC_OBJ_TABLE	OBJ_TABLE_RECORD_TO_OBJ_TABLE	ObjTableID
GCX_SKILL_LEVEL	GC_AGENT	SKILL_LEVEL_TO_AGENT	AgentID
GCX_SKILL_LEVEL	GC_SKILL	SKILL_LEVEL_TO_SKILL	SkillID
GCX_SUBCODE	GC_ACTION_CODE	SUBCODE_TO_ACTION_CODE	CodeID
GC_ACTION_CODE	GC_TENANT	ACTION_CODE_TO_TENANT	TenantID
GC_AGENT	GC_PLACE	AGENT_TO_PLACE	PlaceID
GC_AGENT	GC_TENANT	AGENT_TO_TENANT	TenantID
GC_ATTR_VALUE	GC_BUS_ATTRIBUTE	ATTR_VALUE_TO_BUS_ATTRIBUTE	AttributeID
GC_ATTR_VALUE	GC_TENANT	ATTR_VALUE_TO_TENANT	TenantID
GC_BUS_ATTRIBUTE	GC_TENANT	BUS_ATTRIBUTE_TO_TENANT	TenantID
GC_CALLING_LIST	GC_TABLE_ACCESS	FK_LISTLTAB	LogTableID
GC_CALLING_LIST	GC_TABLE_ACCESS	FK_LISTTAB	TableID
GC_CALLING_LIST	GC_TENANT	CALLING_LIST_TO_TENANT	TenantID
GC_CAMPAIGN	GC_TENANT	CAMPAIGN_TO_TENANT	TenantID
GC_ENDPOINT	GC_SWITCH	ENDPOINT_TO_SWITCH	SwitchID
GC_ENDPOINT	GC_TENANT	ENDPOINT_TO_TENANT	TenantID
GC_FIELD	GC_TENANT	FK_FLDTENANT	TenantID
GC_FILTER	GC_FORMAT	FK_FILTFMT	FormatID
GC_FILTER	GC_TENANT	FK_FLTTENANT	TenantID
GC_FOLDER	GC_TENANT	FOLDER_TO_TENANT	TenantID
GC_FORMAT	GC_TENANT	FK_FMTTENANT	TenantID
GC_GROUP	GC_TENANT	GROUP_TO_TENANT	TenantID
GC_IVR	GC_TENANT	IVR_TO_TENANT	TenantID
GC_IVRPORT	GC_ENDPOINT	IVR_PORT_TO_ENDPOINT	EndPointID
GC_IVRPORT	GC_IVR	IVR_PORT_TO_IVR	IVRID

Child Table	Parent Table	Code	Foreign Key
GC_IVRPORT	GC_TENANT	IVR_PORT_TO_TENANT	TenantID
GC_LOGIN	GC_SWITCH	LOGIN_TO_SWITCH	SwitchID
GC_LOGIN	GC_TENANT	LOGIN_TO_TENANT	TenantID
GC_OBJ_TABLE	GC_TENANT	OBJ_TABLE_TO_TENANT	TenantID
GC_PLACE	GC_TENANT	PLACE_TO_TENANT	TenantID
GC_SCRIPT	GC_SCRIPT	SCRIPT_TO_SCRIPT	
GC_SCRIPT	GC_TENANT	SCRIPT_TO_TENANT	TenantID
GC_SKILL	GC_TENANT	SKILL_TO_TENANT	TenantID
GC_SWITCH	GC_TENANT	SWITCH_TO_TENANT	TenantID
GC_TABLE_ACCESS	GC_FORMAT	FK_TABFMT	FormatID
GC_TABLE_ACCESS	GC_TENANT	FK_TABTENANT	TenantID
GC_TIME_ZONE	GC_TENANT	TIMEZONE_TO_TENANT	TenantID
GC_TREATMENT	GC_ENDPOINT	FK_TRTDN	DestDNID
GC_TREATMENT	GC_TENANT	FK_TRTTENANT	TenantID
GC_VOICE_PROMPT	GC_SCRIPT	VOICE_PROMPT_TO_SCRIPT	ScriptID
GC_VOICE_PROMPT	GC_SWITCH	VOICE_PROMPT_TO_SWITCH	SwitchID
GC_VOICE_PROMPT	GC_TENANT	VOICE_PROMPT_TO_TENANT	TenantID
GX_SESSION_ENDPOINT	GC_AGENT	SESSION_ENDPOINT_TO_AGENT	AgentID
GX_SESSION_ENDPOINT	GC_ENDPOINT	SESSION_ENDPOINT_TO_ENDPOINT	EndPointID
GX_SESSION_ENDPOINT	G_LOGIN_SESSION	SESSION_ENDPOINT_TO_LOGIN_SESSION	
G_AGENT_STATE_HISTORY	GC_AGENT	AGENT_STATE_HISTORY_TO_AGENT	AgentID
G_CALL	G_CALL	CALL_REFERENCES_PARENT_CALL	ParentCallID
G_CALL	G_IR	CALL_TO_IR	IRID
G_CALL_HISTORY	G_CALL	CALL_HISTORY_REFERENCES_CALL	CallID
G_CALL_STAT	G_CALL	CALL_STAT_TO_CALL	
G_DICTIONARY	G_DICT_TYPE	DICTIONARY_TO_DICT__TYPE	DTYPE
G_IR	G_CALL	IR_TO_CALL	RootCallID
G_IR_HISTORY	G_IR	IR_HISTORY_TO_IR	
G_IS_LINK	G_CALL	IS_LINK_REFERENCES_CALL	CallID
G_IS_LINK_HISTORY	G_IS_LINK	IS_LINK_HISTORY_REFERENCES_IS_LINK	LinkID
G_LOGIN_SESSION	GC_AGENT	LOGIN_SESSION_TO_AGENT	AgentID
G_LOGIN_SESSION	GC_LOGIN	LOGIN_SESSION_TO_LOGIN	LoginID
G_LOGIN_SESSION	GC_PLACE	LOGIN_SESSION_TO_PLACE	PlaceID
G_PARTY	GC_AGENT	PARTY_TO_AGENT	AgentID
G_PARTY	GC_ENDPOINT	PARTY_TO_ENDPOINT	EndPointID
G_PARTY	G_CALL	PARTY_REFERENCES_CALL	CallID
G_PARTY	G_PARTY	PARTY_REFERENCES_PREVIOUS_PARTY	
G_PARTY_HISTORY	GC_ENDPOINT	PARTY_HISTORY_TO_ENDPOINT	EndpointID
G_PARTY_HISTORY	G_PARTY	PARTY_HISTORY_REFERENCES_PARTY	PartyID
G_PARTY_STAT	G_PARTY	PARTY_STAT_TO_PARTY	
G_SECURE_USERDATA_HISTORY	G_CALL	SECURE_USERDATA_TO_CALL	
G_SECURE_USERDATA_HISTORY	G_PARTY	SECURE_USERDATA_TO_PARTY	
G_USERDATA_HISTORY	G_CALL	USERDATA_HISTORY_TO_CALL	
G_USERDATA_HISTORY	G_PARTY	USERDATA_HISTORY_TO_PARTY	

Table GCX_AGENT_PLACE

This table stores information about the associations between agents and places, including terminated associations, such as when an agent's assignment to a place is removed.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X

Name	Code	Data Type	P	M	F	AN
PlaceID	PLACEID	INTEGER		X	X	
AgentID	AGENTID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column PlaceID

The DBID of the Place object that is associated with AgentID (the agent).

Column AgentID

The DBID of the Person object (the agent) that is associated with PlaceID (the place).

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this association was removed.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_AGENT_PLACE			GCX_AGENT_PLACE

Table GCX_CAMPGROUP_INFO

This table stores information about the associations between campaigns and agent or place groups, including terminated associations, such as when an agent group is removed from a campaign.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
GroupID	GROUPID	INTEGER		X	X	
CampaignID	CAMPAIGNID	INTEGER		X	X	
Description	DESCRIPTION	VARCHAR(255)				
CPDServerID	CPDSERVERID	INTEGER			X	
IsActive	ISACTIVE	INTEGER		X		
DialMode	DIALMODE	INTEGER				
OrigDNID	ORIGDNID	INTEGER			X	
NumOfChannels	NUMOFCHANNELS	INTEGER				
OperationMode	OPERATIONMODE	INTEGER				
MinRecSize	MINRECSIZE	INTEGER				
OptRecSize	OPTRECSIZE	INTEGER				
OptMethod	OPTMETHOD	INTEGER				
OptMethodValue	OPTMETHODVALUE	INTEGER				
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				

Name	Code	Data Type	P	M	F	AN
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column GroupID

The DBID of the AgentGroup or PlaceGroup that is associated with CampaignID (the campaign).

Column CampaignID

The DBID of the campaign that is associated with GroupID (the AgentGroup or PlaceGroup).

Column Description

Free-format description

Column CPDServerID

The DBID of the CPD Server Application that is associated with this record.

Column IsActive

This is an indicator of whether the campaign on behalf to this group is active. It corresponds to the CfgFlag enumeration (Configuration Server). One of the following values:

0 - Unknown
1 - False
2 - True

#DICTIONARY TYPE 509

Column DialMode

A dedicated dial mode for this group. It corresponds to the CfgDialMode enumeration (Configuration Server). One of the following values:

0 - Unknown Dialing Mode
1- Predictive
2- Progressive
3- Preview
4- Progressive with seizing
5- Predictive with seizing
6- Power
7- Power with seizing
8- Push Preview
9- Progress GVP
10- Predict GVP
11- Power GVP

#DICTIONARY TYPE 521

Column OrigDNID

A DBID of the DN from where the dialing should be performed.

Column NumOfChannels

The maximum number of outbound channels that can be used by this group at one time.

Column OperationMode

An operation mode. It corresponds to the CfgOperationMode enumeration (Configuration Server). One of the following values:

0 - Unknown Operation Mode
1 - Manual
2 - Scheduled

#DICTIONARY TYPE 522

Column MinRecSize

A record buffering parameter.

Column OptRecSize

A record buffering parameter.

Column OptMethod

An optimization method. It corresponds to the CfgOptimizationMethod enumeration (Configuration Server). One of the following values:

0 - Unknown Optimization Criteria
1 - Agent Busy Factor
2 - Overdial Rate
3 - Average Waiting Time

#DICTIONARY TYPE 523

Column OptMethodValue

The value of the optimization method that is specified by optMethod property.

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when this association was written to IDB. This is not necessarily the actual creation time of the association.

Column Deleted

The GMT-equivalent date and time when the association was removed.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_CAMPGROUP_INFO			GCX_CAMPGROUP_INFO

Table GCX_CAMPLIST_INFO

This table stores information about the associations between calling lists and campaigns, including terminated associations, such as when a calling list is removed from a campaign.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
ListID	LISTID	INTEGER		X	X	
CampaignID	CAMPAIGNID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column ListID

The DBID of the Calling List object that is associated with CampaignID (the campaign).

Column CampaignID

The DBID of the Campaign object that is associated with ListID (the calling list).

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this association was removed.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_CAMPLIST_INFO			GCX_CAMPLIST_INFO

Table GCX_ENDPOINT_PLACE

This table stores information about the associations between endpoints (DNs) and places, including terminated associations, such as when an endpoint is removed from a place.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
EndPointID	ENDPOINTID	INTEGER		X	X	
PlaceID	PLACEID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column EndPointID

The DBID of the Endpoint object (DN) that is associated with PlaceID (the place).

Column PlaceID

The DBID of the Place object that is associated with EndPointID (the DN).

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when the association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_ENDPOINT_PLACE			GCX_ENDPOINT_PLACE

Table GCX_FORMAT_FIELD

This table stores information about the associations between Formats and Fields, including terminated associations.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
FormatID	FORMATID	INTEGER		X	X	
FieldID	FIELDID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				

Name	Code	Data Type	P	M	F	AN
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column FormatID

The DBID of the Format object that is associated with FieldID.

Column FieldID

The DBID of the Field object that is associated with FormatID.

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when the association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_FORMAT_FIELD			GCX_FORMAT_FIELD

Table GCX_GROUP_AGENT

This table stores information about the associations between agents and agent groups, including terminated associations, such as when an agent is removed from an agent group.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
GroupID	GROUPID	INTEGER		X	X	
AgentID	AGENTID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column GroupID

The DBID of the Agent Group object that is associated with AgentID (a Person object).

Column AgentID

The DBID of the Person object (the agent) that is associated with GroupID (the agent group).

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when the association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_GROUP_AGENT			GCX_GROUP_AGENT

Table GCX_GROUP_ENDPOINT

This table stores information about the associations between endpoints (DNs) and DN groups, including terminated associations such as when a DN is removed from a DN group.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
GroupID	GROUPID	INTEGER		X	X	
EndPointID	ENDPOINTID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column GroupID

The DBID of the DN Group object that is associated with EndPointID (the DN).

Column EndPointID

The DBID of the DN object that is associated with GroupID (the DN group).

Column Status

The status of the record. One of the following:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)

10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_GROUP_ENDPOINT			GCX_GROUP_ENDPOINT

Table GCX_GROUP_PLACE

This table stores information about the associations between places and Place Groups, including terminated associations, such as when a Place is removed from a Place Group.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
GroupID	GROUPID	INTEGER		X	X	
PlaceID	PLACEID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				

Name	Code	Data Type	P	M	F	AN
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column GroupID

The DBID of the Place Group object that is associated with PlaceID (the Place).

Column PlaceID

The DBID of the Place object that is associated with GroupID (the Place Group).

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_GROUP_PLACE			GCX_GROUP_PLACE

Table GCX_GROUP_ROUTEDN

This table stores information about the associations of Agent/Place/DN Groups to Route DNs, including terminated associations.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
GroupID	GROUPID	INTEGER		X	X	
EndPointID	ENDPOINTID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is a primary key.

Column GroupID

The DBID of the Group (Agent, Place, DN) object that is associated with EndPointID (the Route DN object).

Column EndPointID

The DBID of the Route DN object that is associated with GroupID (the Agent, Place, or DN group).

Column Status

The status of the record. One of the following values:

0 - unknown - reserved for when ICON is unable to determine record status.
1 - record is active
2 - record is inactive (deleted)

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED value.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED value.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_GROUP_ROUTEDN			GCX_GROUP_ROUTEDN

Table GCX_LIST_TREATMENT

This table stores information about the associations between treatments and calling lists, including terminated associations, such as when the application of a treatment is removed from a calling list.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
ListID	LISTID	INTEGER		X	X	
TreatmentID	TREATMENTID	INTEGER		X	X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column ListID

The DBID of the Calling List object that is associated with TreatmentID (the treatment).

Column TreatmentID

The DBID of the Treatment object that is associated with ListID (the calling list).

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_LIST_TREATMENT			GCX_LIST_TREATMENT

Table GCX_LOGIN_INFO

This table stores information about the associations of agent to agent logins, including terminated associations.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X

Name	Code	Data Type	P	M	F	AN
LoginID	LOGINID	INTEGER		X	X	
AgentID	AGENTID	INTEGER		X	X	
WrapupTime	WRAPUPTIME	INTEGER				
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column LoginID

The DBID of the Agent Login object that is associated with AgentID (the Person object).

Column AgentID

The DBID of the Person object (the agent) that is associated with LoginID.

Column WrapupTime

The wrap-up time, in seconds, that is associated with this login identifier.

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when the association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_LOGIN_INFO			GCX_LOGIN_INFO

Table GCX_OBJTABLE_RECORD

This table stores information about associations between Objective Tables and- Enumerator Values, including terminated associations.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
ObjTableID	OBJTABLEID	INTEGER		X	X	
MediaTypeID	MEDIATYPEID	INTEGER		X	X	
ServiceTypeID	SERVICETYPEID	INTEGER		X	X	
CustSegmentID	CUSTSEGMENTID	INTEGER		X	X	
Threshold	THRESHOLD	INTEGER				
Delta	DELTA	INTEGER				
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				

Name	Code	Data Type	P	M	F	AN
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column ObjTableID

The DBID of the Objective Table object that is associated with this record.

Column MediaTypeID

The DBID of the Media Type (Attribute Value) object that is associated with ObjTableID.

Column ServiceTypeID

The DBID of the Service Type (Attribute Value) object that is associated with ObjTableID.

Column CustSegmentID

The DBID of the Customer Segment (Attribute Value) object that is associated with ObjTableID.

Column Threshold

An objective threshold for this record

Column Delta

An objective delta for this record

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active

2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This does not necessarily reflect the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this association was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_OBJTABLE_RECORD			GCX_OBJTABLE_RECORD

Table GCX_SKILL_LEVEL

This table stores information about the associations between agents and skills, including terminated associations, such as when the assignment of a skill is removed from agent configuration.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
SkillID	SKILLID	INTEGER		X	X	
AgentID	AGENTID	INTEGER		X	X	
SLevel	SLEVEL	INTEGER				
Status	STATUS	INTEGER		X		

Name	Code	Data Type	P	M	F	AN
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column SkillID

The DBID of the Skill object that is associated with AgentID (the agent).

Column AgentID

The DBID of the Person (Agent) object that is associated with SkillID (the skill).

Column SLevel

The skill level of the Agent

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This does not necessarily reflect the

actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this record was marked for deletion.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_SKILL_LEVEL			GCX_SKILL_LEVEL

Table GCX_SUBCODE

This table stores information about associations of Action Codes to Subcodes, including terminated associations.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
CodeID	CODEID	INTEGER		X	X	
Name	NAME	VARCHAR(255)		X		
Code	CODE	VARCHAR(255)		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				

Name	Code	Data Type	P	M	F	AN
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CodeID

The DBID of the Action Code object that is associated with the subcode.

Column Name

Subcode name

Column Code

Subcode ID

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this record was deleted.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_SUBCODE			GCX_SUBCODE

Table GC_ACTION_CODE

This table stores information about the configuration of Action Code objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Type	TYPE	INTEGER		X		
Code	CODE	VARCHAR(255)		X		
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				

Name	Code	Data Type	P	M	F	AN
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, auto-generated ID of this record. This is the primary key.

Column Name

The name of the Action Code object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Type

The type of the Action Code. This corresponds to the CfgActionCodeType enumeration (Configuration Server). One of the following values:

0 - Unknown - reserved for when ICON is unable to determine action code type
1 - Inbound Call
2 - Outbound Call
3 - Internal Call
4 - Transfer
5 - Conference
6 - Login
7 - Logout
8 - Ready
9 - Not Ready
10 - Busy On
11 - Busy Off
12 - Forward On
13 - Forward Off

#DICTIONARY TYPE 514

Column Code

Index or abbreviation of the Action Code

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Table GC_AGENT

This table describes information about the configuration of Person (Agent) objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
UserName	USERNAME	VARCHAR(255)		X		
FirstName	FIRSTNAME	VARCHAR(64)				
LastName	LASTNAME	VARCHAR(64)				
EmployeeID	EMPLOYEEID	VARCHAR(64)		X		
Email	EMAIL	VARCHAR(255)				
Type	TYPE	INTEGER		X		
State	STATE	INTEGER		X		
PlaceID	PLACEID	INTEGER			X	
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				

Name	Code	Data Type	P	M	F	AN
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column UserName

Person's user name (logon name)

Column FirstName

Person's first name

Column LastName

Person's last name

Column EmployeeID

Code identifying this person within the Tenant's staff

Column Email

Person's e-mail address

Column Type

The flag showing whether this Person object is configured as an Agent or a Supervisor (non-Agent). This corresponds to the CfgFlag enumeration (Configuration Server). One of the following values:

0 - Unknown - Reserved for when ICON is unable to determine agency.
1 - False - The Person object does not have the Is Agent flag; it is a Supervisor.
2 - True - The Person object has the Is Agent flag; it is an Agent.

#DICTIONARY TYPE 509

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column PlaceID

The DBID of the Place that is assigned to this agent.

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the record.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time of the last change to the object (including creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_APPLICATION

This table stores information about the configuration of Application objects.

Note: At present, only CPD Servers are stored.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
Type	TYPE	INTEGER		X		
FolderID	FOLDERID	INTEGER				
Version	VERSION	VARCHAR(255)				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				

Name	Code	Data Type	P	M	F	AN
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the object.

Column Type

The type of Application. This corresponds to the CfgAppType enumeration (Configuration Server). Refer to the Appendix for a listing of permissible values.

#DICTIONARY TYPE 506

Column FolderID

The DBID of the folder for the object.

Column Version

Application version

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server).

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_ATTR_VALUE

This table stores information about the configuration of Enumerator Value (Attribute Value) objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	

Name	Code	Data Type	P	M	F	AN
AttributeID	ATTRIBUTEID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
DisplayName	DISPLAYNAME	VARCHAR(255)				
Description	DESCRIPTION	VARCHAR(255)				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the object. This is a non-changeable system name.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column AttributeID

The DBID of the Business Attribute (Enumerator) to which this Attribute Value belongs.

Column FolderID

The DBID of the Folder for the object.

Column DisplayName

The display name of the object. This value is changeable.

Column Description

Free format description

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_BUS_ATTRIBUTE

This tables stores information about configuration of Enumerator (Business Attribute) objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Type	TYPE	INTEGER		X		
DisplayName	DISPLAYNAME	VARCHAR(255)				
Description	DESCRIPTION	VARCHAR(255)				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				

Name	Code	Data Type	P	M	F	AN
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the object. This is a non-changeable system name.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Type

The Business Attribute type. This corresponds to the CfgEnumeratorType (Configuration Server). One of the following values:

0 - Unknown
1 - Interaction Operational Attribute
2 - Role
3 - Contact Attribute
4 - Custom
5 - GVP Master List
6 - GVP Custom List
7 - GVP Master Default
8 - GVP Custom Default
9 - GVP Alias

#DICTIONARY TYPE 556

Column DisplayName

The display name of the object. This value is changeable.

Column Description

Free format description

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_CALLING_LIST

This table stores information about the configuration of Calling List objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
TimeFrom	TIMEFROM	INTEGER				
TimeUntil	TIMEUNTIL	INTEGER				
MaxAttempts	MAXATTEMPTS	INTEGER				
FilterID	FILTERID	INTEGER				
TableID	TABLEID	INTEGER			X	
LogTableID	LOGTABLEID	INTEGER			X	
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				

Name	Code	Data Type	P	M	F	AN
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the calling list object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column TimeFrom

The earliest time when a dial can be performed

Column TimeUntil

The latest time when a dial can be performed.

Column MaxAttempts

The maximum number of attempts that a single record can be dialed for one campaign.

Column FilterID

The DBID of the Filter for this Calling List.

Column TableID

The DBID of the Table Access to which the Calling List refers.

Column LogTableID

The DBID of the Table Access (LogTable type) to which the Calling List refers.

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the valud of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the valud of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the valud of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_CAMPAIGN

This table stores information about the configuration of Campaign objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column State

The object's state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time of the actual removal of the object.

Column LastChange

The GMT-equivalent date and time of last change in the object (including creation and removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_ENDPOINT

This table stores configuration information about endpoints, including DNs, scripts, and agent places.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
DN	DN	VARCHAR(255)		X		
Type	TYPE	INTEGER		X		
State	STATE	INTEGER		X		
SwitchID	SWITCHID	INTEGER		X	X	
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Association	ASSOCIATION	VARCHAR(255)				
DNLoginID	DNLOGINID	VARCHAR(255)				
RouteType	ROUTETYPE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				

Name	Code	Data Type	P	M	F	AN
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered record ID. This is the primary key.

Column DN

The directory number.

Column Type

The type of the DN. This corresponds to the CfgDNType enumeration IN Configuration Server. Refer to the Appendix for a listing of permissible values.

#DICTIONARY TYPE 504

Column State

The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column SwitchID

The DBID of the Switch to which this DN belongs.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Association

The entity that is permanently associated with this DN. For example: an IVR port number, a channel name, or an access number.

Column DNLoginID

Login identifier used to activate this DN.

Column RouteType

The route type of the Action Code. This corresponds to the CfgRouteType enumeration in Configuration Server.

#DICTIONARY TYPE 504

Column Status

The status of the object described by the record. One of the following:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to the G_TIMECODE table.

Table GC_FIELD

This table stores information about the configuration of Field objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
DataType	DATATYPE	INTEGER		X		
Length	LENGTH	INTEGER				
FieldType	FIELDTYPE	INTEGER				
DefaultValue	DEFAULTVALUE	VARCHAR(255)				
IsPrimaryKey	ISPRIMARYKEY	INTEGER				
IsUnique	ISUNIQUE	INTEGER				
IsNullable	ISNULLABLE	INTEGER				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				

Name	Code	Data Type	P	M	F	AN
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column DataType

The data type of field in the database. This corresponds to CfgDataType enumeration in Configuration Server. One of the following values:

0 - Unknown Data Type
1 - int
2 - float
3 - char
4 - varchar
5 - datetime

#DICTIONARY TYPE 516

Column Length

Length of field in the database

Column FieldType

The type of the Field corresponding to the CfgFieldType enumeration in Configuration Server. Refer to the Appendix for a complete listing of permissible values.

#DICTIONARY TYPE 517

Column DefaultValue

The default value of the Field.

Column IsPrimaryKey

A flag which indicates whether a field is used as primary key. This corresponds to the CfgFlag enumeration in Configuration Server.

0 - unknown
1 - false - field is not used as a primary key
2 - true - field is used as a primary key

#DICTIONARY TYPE 509

Column IsUnique

A flag which indicates whether a field is unique. This corresponds to the CfgFlag enumeration in Configuration Server. One of the following values:

0 - unknown
1 - false - field is not unique
2 - true - field is unique

#DICTIONARY TYPE 509

Column IsNullable

A flag which indicates whether a field allows null values. This corresponds to the CfgFlag enumeration in Configuration Server. One of the following values

0 - unknown
1 - false - field does not allow null values

2 - true - field does allow null values

#DICTIONARY TYPE 509

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server).

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_FILTER

This table stores information about the configuration of Filter objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
FormatID	FORMATID	INTEGER			X	
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				

Name	Code	Data Type	P	M	F	AN
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the Filter object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column FormatID

The DBID of the Format to which this Filter is dedicated.

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_FOLDER

This table stores information about the configuration of Folder objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
Type	TYPE	INTEGER		X		
OwnerID	OWNERID	INTEGER				

Name	Code	Data Type	P	M	F	AN
OwnerType	OWNERTYPE	INTEGER				
FolderID	FOLDERID	INTEGER				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column Type

The type of the Folder. This corresponds to the CfgObjectType enumeration (Configuration Server). Refer to the Appendix for a complete listing of permissible values.

#DICTIONARY TYPE 528

Column OwnerID

The DBID of the owner object (Tenant, Switch, IVR, Business Attribute) of the folder.

Column OwnerType

Type of the owner of the Folder. This corresponds to the CfgObjectType enumeration in Configuration Server. Refer to the Appendix for a complete listing of permissible values.

DICTIONARY TYPE 528

Column FolderID

The DBID of the folder for the object.

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LAST_CHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_FORMAT

This table stores configuration information about Format objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				

Name	Code	Data Type	P	M	F	AN
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The auto-generated record ID.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column State

The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)

10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time of the actual removal of the object.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a recored in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a recored in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a recored in the G_TIMECODE table.

Table GC_GROUP

This table stores information about agent group, place group, and DN group configuration objects.

Column List

Name	Code	Data Type	P	M	F	AN

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Type	TYPE	INTEGER		X		
DNGroupType	DNGROUPTYPE	INTEGER				
State	STATE	INTEGER		X		
Script	SCRIPT	VARCHAR(255)				
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The auto-generated record ID.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Type

The type of the Group corresponding to the CfgGroupType enumeration in Configuration Server. One of the

following values:

0 - Unknown Group Type
1 - Agent Group
2 - Place Group
3 - DN Group
4 - Access Group

#DICTIONARY TYPE 540

Column DNGroupType

The type of DN Group corresponding to the CfgDNGroupType enumeration in Configuration Server. This is applicable only to DN group records. One of the following values:

0 - Unknown Group Type
1 - Single Ports
2 - ACD Queues
3 - Routing Points
4 - Network Ports
5 - Service Numbers

#DICTIONARY TYPE 508

Column State

The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Script

The Virtual Agent Group script expression. This is applicable only to Agent Group objects.

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)

10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_IVR

This table stores information about the configuration of the IVR objects.

Column List

Name	Code	Data Type	P	M	F	AN

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Type	TYPE	INTEGER		X		
Description	DESCRIPTION	VARCHAR(255)				
Version	VERSION	VARCHAR(255)				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered record ID. This is the primary key.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Type

The type of the IVR. This corresponds to the CfgIVRType enumeration (Configuration Server). One of the

following values:

0 - Unknown IVR Type
1 - Conversant
2 - WVR for AIX
3 - Syntellect Vocal Point
4 - Syntellect Premier
5 - Syntellect Vista
6 - Voicetek
7 - Agility
8 - Meridian Integrated
9 - Symposium Open
10 - Edify
11 - Brite
12 - ShowNTel
13 - Intervoice BritePeriphonics VPS/is
15 - Amerex
16 - WVR for Windows
17 - Genesys Voice Platform
18 - MPS
19 - Aspect CSS
20 - Microsoft Speech Server
21 - Other IVR Type
22 - Envox

#DICTIONARY TYPE 524

Column Description

Free-format description

Column Version

IVR version

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_IVRPORT

This table stores configuration information about IVR Port objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Number_	NUMBER_	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
IVRID	IVRID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
EndPointID	ENDPOINTID	INTEGER			X	
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column Number_

IVR port number

Column TenantID

The DBID of the Tenant to which this object belongs.

Column IVRID

The DBID of the IVR to which this IVR Port belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free-format description

Column EndPointID

The DBID of the DN associated with this IVR Port.

Column State

The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_LOGIN

This table contains information about configuration of Agent Login objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
LoginCode	LOGINCODE	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
SwitchID	SWITCHID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				

Name	Code	Data Type	P	M	F	AN
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column LoginCode

The Agent Login code

Column TenantID

The DBID of the Tenant to which this object belongs.

Column SwitchID

The DBID of the Switch to which this agent login belongs.

Column FolderID

The DBID of the Folder for the object.

Column State

The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value for the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value for the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value for the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_OBJ_TABLE

This table stores configuration information about Objective Table objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, auto-generated ID of this record. This is the primary key.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column State

The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time of the actual removal of the object.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_PLACE

This table stores information about the configuration of Place objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_SCRIPT

This table stores configuration information about Script objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Type	TYPE	INTEGER		X		
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				

Name	Code	Data Type	P	M	F	AN
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, auto-generated ID of this record. This is the primary key.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Type

The type of Script corresponding to the CfgScriptType enumeration in Configuration Server.

#DICTIONARY TYPE 513

Column State

The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status

1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_SKILL

This table stores information about the configuration of Skill objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, auto-generated ID of this record. This is the primary key.

Column Name

The name of the Skill object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_SWITCH

This table contains information about the configuration of Switch objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Name	NAME	VARCHAR(255)		X		
Type	TYPE	INTEGER		X		
LinkType	LINKTYPE	INTEGER				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Name

The name of the configuration object.

Column Type

The type of the Switch. This corresponds to the CfgSwitchType enumeration in Configuration Server. Refer to the Appendix for a complete listing of permissible values.

#DICTIONARY TYPE 501

Column LinkType

The link type of the Switch. This corresponds to the CfgLinkType enumeration in Configuration Server. Refer to the Appendix for a complete listing of permissible values.

#DICTIONARY TYPE 502

Column State

The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_TABLE_ACCESS

This table stores information about the configuration of Table Access objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				

Name	Code	Data Type	P	M	F	AN
Type	TYPE	INTEGER		X		
FormatID	FORMATID	INTEGER			X	
UpdateTimeout	UPDATETIMEOUT	INTEGER				
TableName	TABLENAME	VARCHAR(255)				
IsCachable	ISCACHABLE	INTEGER				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, auto-generated ID of this record. This is the primary key.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column Type

The type of the Switch. This corresponds to the CfgSwitchType enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values.

#DICTIONARY TYPE 501

Column FormatID

The DBID of the Format for this Table Access.

Column UpdateTimeout

A timeout, in seconds, between updates of table data in the application memory partition.

Column TableName

The name of the table in the database.

Column IsCachable

An indicator of whether or not the table data is mirrored in the application memory partition. Corresponds to the CfgFlag enumeration in Configuration Server. One of the following values:

0 - Unknown
1 - True
2 - False

#DICTIONARY TYPE 509

Column State

The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status

1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_TENANT

The table stores information about Tenant configuration objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
FolderID	FOLDERID	INTEGER				
Name	NAME	VARCHAR(255)		X		
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column FolderID

The DBID of the folder for the object.

Column Name

The name of the object.

Column State

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the tenant. One of the following:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_TIME_ZONE

This table stores information about the configuration of Time Zone objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
Offset_	OFFSET_	INTEGER				
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
IsDSTObserved	ISDSTOBSERVED	INTEGER				
DSTStartDate	DSTSTARTDATE	INTEGER				
DSTStopDate	DSTSTOPDATE	INTEGER				
NameNetscape	NAMENETSCAPE	VARCHAR(255)				
NameMSExplorer	NAMEMSEXPLORER	VARCHAR(255)				
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The auto-generated record ID.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column Offset_

The offset value from Greenwich Mean Time (GMT) for your Time Zone.

Column State

The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column IsDSTObserved

A flag indicating whether Daylight Savings Time (DST) is observed for your Time Zone. This corresponds to the CfgFlag enumeration type in Configuration Server. One of the following values:

0 - Unknown
1 - True
2 - False

#DICTIONARY TYPE 509

Column DSTStartDate

The start date and time for DST.

Column DSTStopDate

The stop date and time for DST.

Column NameNetscape

The Netscape Internet Browser name for the Time Zone.

Column NameMSExplorer

The Microsoft Internet Explorer name for the time zone.

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_TREATMENT

This table stores information about Configuration Treatment objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
CallResult	CALLRESULT	INTEGER		X		
RecActionCode	RECACTIONCODE	INTEGER				
Attempts	ATTEMPTS	INTEGER				
DateTime	DATE_TIME	INTEGER				
CycleAttempt	CYCLEATTEMPT	INTEGER				
Interval	INTERVAL_	INTEGER				
Increment_	INCREMENT_	INTEGER				
CallActionCode	CALLACTIONCODE	INTEGER				
Range	RANGE_	INTEGER				
DestDNID	DESTDNID	INTEGER			X	
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				

Name	Code	Data Type	P	M	F	AN
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The auto-generated record ID.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column CallResult

The call result related to this treatment. This corresponds to the GctiCallState enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values.

#DICTIONARY TYPE 518

Column RecActionCode

The record action code. Corresponds to the CfgRecActionCode enumeration in Configuration Server. One of the following values:

0 - Unknown Action
1 - No Treatment
2 - Update all records in chain
3 - Redial
4 - Retry in
5 - Retry at specified date
6 - Next in chain

7 - Next in chain after
8 - Next in chain at specified date
9 - Assign to Group
10 - Mark as Agent Error
11 - Reschedule

#DICTIONARY TYPE 519

Column Attempts

The attempt number to which the action should be performed.

Column DateTime

The GMT-equivalent date and time when another attempt must be applied to a DN.

Column CycleAttempt

The maximum number of sequential attempts for which the treatment can be applied to a DN.

Column Interval

The time interval, in minutes, between attempts.

Column Increment_

The time in interval, in minutes, before the next treatment attempt.

Column CallActionCode

The call action code. This corresponds to the CfgCallActionCode enumeration in Configuration Server. One of the following values:

0 - Unknown Action Code
1 - Connect
2 - Drop
3 - Mute Transfer
4 - Transfer
5 - Route
6 - Play a message
7 - Send a fax
8 - Send a page
9 - Send an e-mail

#DICTIONARY TYPE 520

Column Range

The parameter that defines a time range.

Column DestDNID

The DBID of the DN to which the call with this call result will be forwarded or routed.

Column State

The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when this object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GC_VOICE_PROMPT

This table stores information about the configuration of Configuration Voice Prompt objects.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER	X	X		
Name	NAME	VARCHAR(255)		X		
TenantID	TENANTID	INTEGER		X	X	
FolderID	FOLDERID	INTEGER				
Description	DESCRIPTION	VARCHAR(255)				
SwitchID	SWITCHID	INTEGER			X	
ScriptID	SCRIPTID	INTEGER			X	
State	STATE	INTEGER		X		
Status	STATUS	INTEGER		X		
Created	CREATED	DATE				
Deleted	DELETED	DATE				
LastChange	LASTCHANGE	DATE				
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Deleted_ts	DELETED_TS	INTEGER				
Deleted_tcode	DELETED_TCODE	INTEGER				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				

Name	Code	Data Type	P	M	F	AN
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The auto-generated record ID.

Column Name

The name of the object.

Column TenantID

The DBID of the Tenant to which this object belongs.

Column FolderID

The DBID of the Folder for the object.

Column Description

Free format description

Column SwitchID

The DBID of the Switch to which this VoicePrompt is dedicated.

Column ScriptID

The DBID of the Script that is assigned to this Voice Prompt.

Column State

The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values:

0 - unknown - Reserved for when ICON is unable to determine object state.
1 - enabled
2 - disabled

#DICTIONARY TYPE 500

Column Status

The status of the object described by the record. One of the following values:

0 - the status is unknown - Reserved for when ICON is unable to determine record status
1 - record is active
2 - record is inactive (object is deleted)
10 - synchronization is in the progress for an active record

#DICTIONARY TYPE 24

Column Created

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

Column Deleted

The GMT-equivalent date and time when the object was removed.

Column LastChange

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Deleted_ts

The UTC-equivalent value of the DELETED field.

Column Deleted_tcode

A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Table GSYS_DNPRemoteLocation

This table contains information about the remote locations involved in an interaction. The presence of a record in this table indicates that the G_IS_LINK table in this database will not contain information about the linked part of the association (no pair). The merge stored procedure uses this information to determine whether or not to expect to receive additional information about the interaction on the other end of the IS-LINK.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(6)		X		
RemoteLocation	REMOTELOCATION	VARCHAR(255)				

Column ID

The unique ID of this record. For DB2 and Microsoft SQL Server, this field is auto-generated by the DBMS. For Oracle, you must provide a unique ID.

Column RemoteLocation

The name of the remote switch whose interaction handling is not recorded in this IDB.

Table GSYS_SYSPROCINFO

This is an internal table exclusively for ICON use. Please do not modify records in this table or this table's structure.

Column List

Name	Code	Data Type	P	M	F	AN
DOMAINID	DOMAINID	INTEGER	X	X		
PRIMARYID	PRIMARYID	INTEGER	X	X		
PROVIDERTAG	PROVIDERTAG	INTEGER	X	X		
TRANSACTION_ID	TRANSACTION_ID	BIGINT				
TRANSACTION_TS	TRANSACTION_TS	DATE				
SEQPROCESSED	SEQPROCESSED	BIGINT		X		
PROCNAME	PROCNAME	VARCHAR(40)	X	X		

Column DOMAINID

Reserved for internal use.

Column PRIMARYID

Reserved for internal use.

Column PROVIDERTAG

The ID of the provider class. One of the following values:

0 - unknown - Reserved
1 - gcc - Call control information provider
2 - gls - Login session information provider
3 - gud - User data information provider
4 - gos - Outbound extensions information provider
5 - cfg - Configuration information provider
6 - vq - Virtual queue information provider

#DICTIONARY TYPE 26

Column TRANSACTION_ID

Reserved for internal use.

Column TRANSACTION_TS

Reserved for internal use.

Column SEQPROCESSED

Reserved for internal use.

Column PROCNAME

Reserved for internal use.

Table GS_AGENT_STAT

This table contains the duration of agent state metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
LoginSessionID	LOGINSESSIONID	VARCHAR(50)		X		
EndPointID	ENDPOINTID	INTEGER		X		
QueueID	QUEUEID	INTEGER				
AgentID	AGENTID	INTEGER				
Duration_Ready	DURATION_READY	INTEGER		X		
DurationNotReady	DURATIONNOTREADY	INTEGER				
DurationACW	DURATIONACW	INTEGER				
DurationBusy	DURATIONBUSY	INTEGER		X		
LastChange	LASTCHANGE	DATE				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				

Name	Code	Data Type	P	M	F	AN
Added	ADDED	DATE		X		
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column LoginSessionID

The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESSIONID.

Column EndPointID

The DBID of the agent's endpoint (DN) configuration object. This value is 0 for interactions originating from Interaction Server.

Column QueueID

The DBID of the queue (ACDQ) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server.

Column AgentID

The DBID of the agent (Person) configuration object in Configuration Server. This value is 0 if a Person object is not configured.

Column Duration_Ready

The duration of the agent's ready state, in seconds, during the agent's login session.

Column DurationNotReady

The duration of the agent's notready state, in seconds, during the agent's login session.

Column DurationACW

The duration of the agent's ACW state, in seconds, during the agent's login session.

Column DurationBusy

The duration of the agent's busy state, in seconds, during the agent's login session.

Column LastChange

The GMT-equivalent date and time when the record was created or updated. This is taken from the T-Server event that generates the update for this metric. If the update of the agent's metrics during login session is disabled, this value will always hold the same value as that in the ADDED field.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Column Added

The GMT-equivalent date and time when the record was inserted. This is taken from the last event related to the agent's login session.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_GS_AGENT_STAT_SID	X		GS_AGENT_STAT

Table GS_AGENT_STAT_WM

This table contains the duration of agent workmode metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
LoginSessionID	LOGINSESSIONID	VARCHAR(50)		X		
EndPointID	ENDPOINTID	INTEGER		X		
QueueID	QUEUEID	INTEGER				

Name	Code	Data Type	P	M	F	AN
AgentID	AGENTID	INTEGER				
State	STATE	INTEGER				
Duration_UNKNOWN	DURATION_UNKNOWN	INTEGER				
Duration_AUX	DURATION_AUX	INTEGER				
Duration_LegalGuard	DURATION_LEGALGUARD	INTEGER				
Duration_GoAway	DURATION_GOAWAY	INTEGER				
Duration_ReturnBack	DURATION_RETURNBACK	INTEGER				
LastChange	LASTCHANGE	DATE				
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
Added	ADDED	DATE				
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record.

Column LoginSessionID

The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESSIONID.

Column EndPointID

The DBID of the agent's endpoint (DN) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server.

Column QueueID

The DBID of the queue (ACDQ) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server.

Column AgentID

The DBID of the agent (person) configuration object in Configuration Server. This value is 0 if a Person object is not configured.

Column State

The Agent's state: Login, ready, notready, ACW, or busy.

Column Duration_UNKNOWN

The duration of the agent's state during the agent's login session with a workmode of UNKNOWN.

Column Duration_AUX

The duration of the agent's state during the agent's login session with a workmode of AuxWork.

Column Duration_LegalGuard

The duration of the agent's state during the agent's login session with a workmode of LegalGuard.

Column Duration_GoAway

The duration of the agent's state during the agent's login session with a workmode of Goaway.

Column Duration_ReturnBack

The duration of the agent's state during the agent's login session with a workmode of returnback.

Column LastChange

The GMT-equivalent date and time when the record was created or updated. This value is taken from the T-Server event that produces the update of this metric. If the update of the agent's metrics during login session is disabled, then this value will be the same as that in the ADDED field.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Column Added

The GMT-equivalent date and time when the record was inserted. This value is taken from the last T-Server event related to the agent's login session.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_AGENT_STAT_WM_SID	X		GS_AGENT_STAT_WM

Table GX_SESSION_ENDPOINT

This table contains records that reflect the associations between endpoints and the login session. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
AgentID	AGENTID	INTEGER			X	
EndPointID	ENDPOINTID	INTEGER			X	
EndPointType	ENDPOINTTYPE	INTEGER				
QueueID	QUEUEID	INTEGER				
QueueType	QUEUETYPE	INTEGER				
PlaceID	PLACEID	INTEGER				
LoginSessionID	LOGINSESSIONID	VARCHAR(50)		X		
State	STATE	INTEGER		X		
Type	TYPE	INTEGER		X		
Created	CREATED	DATE		X		
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Terminated	TERMINATED	DATE				
Terminated_ts	TERMINATED_TS	INTEGER				
Terminated_tcode	TERMINATED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column AgentID

The DBID of the agent (Person) configuration object. This always has the same value as in the related record in the G_LOGIN_SESSION table.

Column EndPointID

The DBID of the agent's endpoint (DN) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server.

Column EndPointType

The type of the endpoint (DN), as specified in Configuration Server. This value is 0 for interactions originating from Interaction Server.

Column QueueID

If the association between the agent's DN and a particular queue (ACDQ) is detected, then this field contains the DBID of the Queue (DN with type ACDQ) configuration object. This value is 0 for interactions originating from Interaction Server.

Column QueueType

The type of the Queue (DN), as specified in Configuration Server. This field is not applicable 0 for interactions originating from Interaction Server.

Column PlaceID

The DBID of the Place configuration object in Configuration Server, if a Place object is configured.

Column LoginSessionID

The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESSIONID.

Column State

The state of the association between the Endpoint and the Queue, in the agent's login session. May be active or terminated. If the agent logs out from a queue, with the login session not yet finished, then just the record related to the queue will be marked as terminated. One of the following values:

0 - terminated
1 - active

#DICTIONARY TYPE 82

Column Type

The type of the record. One of the following values:

1 - agent_dn - the record was added without information about queue
2 - queue - the record was added with queue specified
3 - media - the record was added with specified media

#DICTIONARY TYPE 12

Column Created

The GMT-equivalent date and time when the association between endpoint (or endpoint and queue) and the agent's login session is detected.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the record was terminated; that is, the date and time when the association no longer exists.

Column Terminated_ts

The UTC-equivalent value of the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_SN_ENDP_AGID			GX_SESSION_ENDPOINT
IDX_SN_ENDP_LSEP			GX_SESSION_ENDPOINT

Table G_AGENT_STATE_HISTORY

This table contains detailed information about state changes during the agent's login session. The records inserted into this table include:

- changes to the agent's state.
- changes to the agent's pending state.
- changes to the agent's workmode.
- changes to the agent's hardware reason code.
- indication that the agent connected to a call.
- indication the agent disconnected from a call.

The setting of the gls-enable-acw-busy and gls-acw-first configuration options may affect the values of certain fields in this table. The setting of configuration options in the [filter-data] section may also impact records in this table. Refer to the *Interaction Concentrator 7.6 User's Guide* for a description of the gls-enable options and those options available in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
Type	TYPE	INTEGER		X		
State	STATE	INTEGER		X		
PendingState	PENDINGSTATE	INTEGER				
Seq	SEQ	INTEGER		X		
LSeq	LSEQ	INTEGER				
PSeq	PSEQ	INTEGER				
PrevState	PREVSTATE	INTEGER				
PrevSEnter	PREVSENTER	DATE				
PrevSEnter_ts	PREVSENTER_TS	INTEGER				
PrevSEnter_tcode	PREVSENTER_TCODE	INTEGER				
Cause	CAUSE	INTEGER				
AgentStateCondition	AGENTSTATECONDITION	INTEGER				
WorkMode	WORKMODE	INTEGER				
ReasonCode	REASONCODE	VARCHAR(255)				
SysReason	SYSREASON	INTEGER				
AgentID	AGENTID	INTEGER			X	
LoginID	LOGINID	INTEGER				
EndPointID	ENDPOINTID	INTEGER				
QueueID	QUEUEID	INTEGER				
PlaceID	PLACEID	INTEGER				
LoginSessionID	LOGINSESSIONID	VARCHAR(50)				
PartyID	PARTYID	VARCHAR(50)				
Added	ADDED	DATE		X		
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column Type

The type of the record. One of the following values:

-1 - unknown
0 - normal - Reserved
5 - state - records of this type track changes of agent's state
6 - pending_state - records of this type track changes of agent's pending state(when agent's state remains the same)
7 - add_party - records of this type track addition(one by one) of parties connected with the agent (at least one party is already connected)
8 - rem_party - records of this type track removal(one by one) of parties connected with the agent (at least one party is still connected)
9 - state_forced - records of this type track changes of agent's state that were forced by information received for another device
10 - pending_forced - records of this type track changes of agent's pending state that were forced by information received for another device
11 - reason - records of this type track changes of agent's workmode (when agent's state remains the same)
12 - reason_code - records of this type track changes of reason codes of agent's state(when agent's state and workmode remain the same)

#DICTIONARY TYPE 13

Column State

The state of the agent on the device (endpointid) against a queue (queueid), or the previous state in G_AGENT_STATE_HISTORY table. One of the following values:

0 - null - agent is logged off
1 - login - agent is logged in, but no information whether the agent is ready to receive calls
2 - notready - agent is not ready to receive calls
3 - ready - agent is ready to receive calls
4 - acw - agent is in after call work state
5 - busy - agent is on the call
6 - unknown - agent's login session is present, but ICON has no information about agent's state (due to disconnect from t-server, etc)

#DICTIONARY TYPE 16

Column PendingState

The pending state of the agent (if known). The agent's state will be changed to this state after the current state finishes. One of the following values:

0 - null - No pending state at the time
2 - notready - Not ready
3 - ready - Ready
4 - acw - After call work

#DICTIONARY TYPE 17

Column Seq

The sequence number of the state changes record. Each time that an agent's state on a device changed (against queue, if specified), this field has the next value.

Column LSeq

The sequence number of the record within the a given login session.

Column PSeq

The sequence number of the record within the same state. If a pending state changed, this field has the next value. Records that reflect state changes have 0 in this field. Records that reflect pending state changes have a non-zero value in this field.

Column PrevState

State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values:

0 - null - agent is logged off
1 - login - agent is logged in, but no information whether the agent is ready to receive calls
2 - notready - agent is not ready to receive calls
3 - ready - agent is ready to receive calls
4 - acw - agent is in after call work state
5 - busy - agent is on the call
6 - unknown - agent's login session is present, but ICON has no information about agent's state (due to disconnect from t-server, etc)

#DICTIONARY TYPE 16

Column PrevSEnter

The GMT-equivalent date and time when the previous agent state was detected.

Column PrevSEnter_ts

The UTC-equivalent value of the PREVSENTER field.

Column PrevSEnter_tcode

A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.

Column Cause

The cause of creation of the record

0 - nocause - No cause - reserved for future use
1 - normal - the record was added as result of a t-event that was received for the endpoint specified in the record
2 - forced_pause - Reserved
3 - forced_transition - the record was added to reflect changes in the agent's state (for example: pending state or workmode) that were forced by information received for another endpoint, or that resulted from information taken from the pending state
4 - autowork - after call work has started

#DICTIONARY TYPE 14

Column AgentStateCondition

Additional, detailed information regarding the forced state change. One of the following values:

0 - nocondition - Reserved
1 - normal - the state change was not forced
2 - forced_by_another_device - the state change was forced by another device
3 - forced_by_pending_state - the state change was forced by pending state
4 - forced_by_connection_info - the state change was forced by information in EventRegistered or was a result of disconnection from T-Server

#DICTIONARY TYPE 15

Column WorkMode

The workmode of the agent state as reported by T-Server. One of the following values:

0 - unknown - Reserved for cases when ICON and/or T-Server is unable to determine WORKMODE
1 - manualin - (AgentManualIn) the agent has to perform a manual operation to become available
2 - autoin - (AgentAutoIn) the switch’s control system decides agent availability
3 - aftercallwork - (AfterCallWork) the state where a device, on behalf of an agent, is no longer involved with an ACD call. While in this state, the agent is performing administrative duties for a previous call and cannot receive further calls from the ACD
4 - auxwork - (AgentAuxWork) auxiliary work, the agent is not ready to receive calls (specific to the G3 switch only)
6 - walkaway - (Walk Away) the state where an agent is logged in to an ACD group, but is understood not to be at his station, and thus not prepared to handle calls that the ACD distributes

7 - returnback - (AgentReturnBack) the agent has indicated his return to the agent workstation (only used for transition from Walk Away state)

#DICTIONARY TYPE 18

Column ReasonCode

The hardware reason code value (switch reason code) by the value of the key ReasonCode in the Extensions section.

Column SysReason

The system reason. An internal ICON reason to create a record.

Column AgentID

The DBID of the agent (person) configuration object.

Column LoginID

The DBID of the Login (the AgentID in the configuration database) on the switch.

Column EndPointID

The DBID of the agent's endpoint (DN) configuration object in Configuration Server.

Column QueueID

The DBID of the queue (ACDQ) configuration object in CME, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.

Column PlaceID

The DBID of the place configuration object (if configured). This is the place where the agent logged in.

Column LoginSessionID

The ID (GUID) of the agent's login session. Refer to the record in G_LOGIN_SESSION.

Column PartyID

The PartyID (GUID) of the party that is related to the record. Refer to G_PARTY. The PartyID can be either the party that connected with the agent or the party for the detected ACW state.

Column Added

The GMT-equivalent date and time when information about an agent’s change of agent's state was detected.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table G_AGENT_STATE_RC

The agent states reason codes. Records are inserted when either a hardware or software reason code finishes on an agent's state. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
SessionID	SESSIONID	VARCHAR(50)		X		
EndPointID	ENDPOINTID	INTEGER		X		
QueueID	QUEUEID	INTEGER				
AgentState	AGENTSTATE	INTEGER		X		
WorkMode	WORKMODE	INTEGER		X		
HWFlag	HWFLAG	SMALLINT		X		
KeyName	KEYNAME	VARCHAR(255)		X		
Value	VALUE	VARCHAR(255)				
LSeq	LSEQ	INTEGER		X		
FSeq	FSEQ	INTEGER		X		
Seq	SEQ	INTEGER		X		
Created	CREATED	DATE		X		
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Terminated	TERMINATED	DATE		X		
Terminated_ts	TERMINATED_TS	INTEGER				
Terminated_tcode	TERMINATED_TCODE	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_TS	GSYS_TS	DATE				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column SessionID

The ID (GUID) of the agent's login session. Refer to the corresponding record in G_LOGIN_SESSION.

Column EndPointID

The DBID of the Endpoint. This value is 0 for interactions originating from Interaction Server.

Column QueueID

The DBID of the Queue configuration object where the agent logged in. This value is 0 for interactions originating from Interaction Server.

Column AgentState

The agent state provided by the reason code. Refer to the G_AGENT_STATE_HISTORY table.

Column WorkMode

The workmode of the Agent state provided by the reason code.

Column HWFlag

This flag indicates whether the reason code is hardware or software. One of the following values:

0 - false - it is a software reason
1 - true - it is a hardware reason

#DICTIONARY TYPE 83

Column KeyName

The key of the reason code. This always has a value of ReasonCode for a hardware reason code. It contains the full path to the key for a software reason code.

Column Value

Value of the reason code.

Column LSeq

The sequence number of the Agent state change within an Agent Login Session. It has the same value as the related record in the G_AGENT_STATE_HISTORY table.

Column FSeq

Reserved for future use.

Column Seq

The sequence number of the reason code record within a login session.

Column Created

The GMT-equivalent date and time when the reason code was detected.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the finish of the reason code was detected.

Column Terminated_ts

The UTC-equivalent value of the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.

Table G_CALL

This table contains information regarding the latest state of the interaction, according to information received from either the T-Server or Interaction Server applications.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
CallID	CALLID	VARCHAR(50)		X		
ParentCallID	PARENTCALLID	VARCHAR(50)			X	
MergeCallID	MERGECALLID	VARCHAR(50)				
MergeType	MERGETYPE	INTEGER				
ConnID	CONNID	VARCHAR(50)				
ConnIDnum	CONNIDNUM	NUMERIC(20)				
SwitchCallID	SWITCHCALLID	INTEGER				
IRID	IRID	VARCHAR(50)			X	
RootIRID	ROOTIRID	VARCHAR(50)				
State	STATE	INTEGER				
CallType	CALLTYPE	INTEGER				
MediaType	MEDIATYPE	INTEGER				

Name	Code	Data Type	P	M	F	AN
SwitchID	SWITCHID	INTEGER				
TenantID	TENANTID	INTEGER				
CallANI	CALLANI	VARCHAR(50)				
CallDNIS	CALLDNIS	VARCHAR(50)				
Created	CREATED	DATE		X		
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Terminated	TERMINATED	DATE				
Terminated_ts	TERMINATED_TS	INTEGER				
Terminated_tcode	TERMINATED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CallID

The unique ID of the interaction. The lxnGUID.

Column ParentCallID

The ID of the parent interaction. This is primary call UUID for consultation call interactions.

Column MergeCallID

The actual call UUID of a target call, in a conference or a transfer interaction. This value may differ from that in the ParentCallID field. This value will be unspecified for multimedia interactions.

Column MergeType

The type of the link between this interaction and the parent interaction. This value will be unspecified for multimedia interactions. One of the following values:

-1 - unknown
0 - bridged
1 - connection_cleared
2 - delivered

3 - established
4 - failed
5 - held
6 - offered
7 - originated
8 - queued
9 - retrieved
10 - service_initiated
11 - transferred
12 - conferenced
13 - diverted

#DICTIONARY TYPE 30

Column ConnID

The current connection ID. This value will be unspecified for multimedia interactions.

Column ConnIDnum

The numeric representation of the connection ID. This value will be unspecified for multimedia interactions.

Column SwitchCallID

The switch-specific call ID. This value will be unspecified for multimedia interactions.

Column IRID

The reference to the entry in the interaction segments hierarchy (G_IR table).

Column RootIRID

A reference to the first interaction segment in the interaction hierarchy (G_IR table).

Column State

The call state. One of the following values:

0 - unknown - Reserved
1 - active - The interaction is active
2 - terminated - The interaction has been terminated

#DICTIONARY TYPE 4

Column CallType

The interaction's type. One of the following values:

0 - unknown - Reserved for cases when ICON is unable to determine the interaction's type
1 - internal
2 - inbound
3 - outbound
4 - consult

#DICTIONARY TYPE 5

Column MediaType

The media type of this interaction. One of the following values:

0 - unknown - Reserved for cases when ICON is unable to determine media type
1 - voice
2 - email
3 - chat
1000 - open media

#DICTIONARY TYPE 6

Column SwitchID

The DBID of the Switch. This value will be unspecified for interactions originating from Interaction Server.

Column TenantID

The DBID of the Tenant.

Column CallANI

The Automatic Number Identification, as reported by the T-Server.

Column CallDNIS

The directory number to which the call was made, the DNIS, as reported by the T-Server. This value will be empty for multimedia interactions.

Column Created

The GMT-equivalent date and time when the interaction was initiated, as reported by T-Server or Interaction Server.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the interaction was terminated.

Column Terminated_ts

The UTC-equivalent value of the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_G_CALL_PCID			G_CALL
IDX_G_CALL_MRGCID			G_CALL
IDX_G_CALL_ROOTIRID_			G_CALL
IDX_G_CALL_CID	X		G_CALL
IDX_G_CALL_USEQ			G_CALL
IDX_G_CALL_SEQ			G_CALL

Table G_CALL_HISTORY

This table contains chronological information on all of the states of voice interactions, according to data received from T-Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
CHID	CHID	NUMERIC(16)	X	X		X
CallID	CALLID	VARCHAR(50)		X	X	
CSeq	CSEQ	INTEGER		X		
ChangeType	CHANGETYPE	INTEGER				
RefID	REFID	VARCHAR(50)				
Added	ADDED	DATE		X		
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				

Name	Code	Data Type	P	M	F	AN
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column CHID

The call history record ID. This is the primary key.

Column CallID

The call UUID, as provided by the server.

Column CSeq

The call history record sequence number, from the call creation time.

Column ChangeType

The type of change of call state

1 - call_created
2 - call_terminated
3 - call_merged - Call merge (to another)
4 - call_trfailed - Call scenario error

#DICTIONARY TYPE 1

Column RefID

The reference to the call that is left after the merge operation (transfer or conference) for the call terminated record. This field is null otherwise.

Column Added

The GMT-equivalent date and time when the record was added. The time is taken from the T-Server event, which triggers the creation of the call history record.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_G_CALL_H_CID			G_CALL_HISTORY

Table G_CALL_STAT

This table contains information regarding voice call statistics, which are summarized upon completion of the call. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
CallID	CALLID	VARCHAR(50)		X		
F_CONN	F_CONN	SMALLINT				
F_CONN_EXTN	F_CONN_EXTN	SMALLINT				
F_TE_ABND	F_TE_ABND	SMALLINT				
CNT_HOLD	CNT_HOLD	SMALLINT				
CNT_DIVERT	CNT_DIVERT	SMALLINT				
CNT_TRANSFER	CNT_TRANSFER	SMALLINT				
CNT_TRANSFER_LGIN	CNT_TRANSFER_LGIN	SMALLINT				
CNT_CONFERENCE	CNT_CONFERENCE	SMALLINT				
T_DURATION	T_DURATION	INTEGER				
T_CONN	T_CONN	INTEGER				
T_CONN_EXTN	T_CONN_EXTN	INTEGER				
T_TE_ABND	T_TE_ABND	INTEGER				
TT_ALERTING	TT_ALERTING	INTEGER				
TT_CONNECTED	TT_CONNECTED	INTEGER				
TT_HOLD	TT_HOLD	INTEGER				
TT_QUEUED	TT_QUEUED	INTEGER				
CM_EXT_1	CM_EXT_1	INTEGER				
CM_EXT_2	CM_EXT_2	INTEGER				
CM_EXT_3	CM_EXT_3	INTEGER				
CM_EXT_4	CM_EXT_4	INTEGER				
CM_EXT_5	CM_EXT_5	INTEGER				
CM_EXT_6	CM_EXT_6	INTEGER				
CM_EXT_7	CM_EXT_7	INTEGER				
CM_EXT_8	CM_EXT_8	INTEGER				
CM_EXT_9	CM_EXT_9	INTEGER				
CM_EXT_10	CM_EXT_10	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				

Name	Code	Data Type	P	M	F	AN
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CallID

The unique ID of the call. The lxnGUID.

Column F_CONN

This flag is set to TRUE if at least one INTERNAL or EXTERNAL party in a call changed state to CONNECTED with call control event CallControlEvent_Established.

Column F_CONN_EXTN

This flag is set to TRUE if at least one INTERNAL party in a call changed state to LocalConnectionState_connected with call control event CallControlEvent_Established, and this party was on the device of type "Extension" or "ACD Position".

Column F_TE_ABND

This flag is set to TRUE if EventAbandoned was reported by T-Server on the call.

Column CNT_HOLD

This is the number of times an internal party in a call changed state to hold, with a call control event Held.

Column CNT_DIVERT

This is the number of times an internal party in a call changed state to null, with a call control event Diverted.

Column CNT_TRANSFER

This is the number of times a SingleStepTransfer or a TwoStepTransfer was reported in a call.

Column CNT_TRANSFER_LGIN

This is the number of times a call was transferred by the party which was on the device that has the agent logged in.

Column CNT_CONFERENCE

This is the number of times that a two-step conference was reported in a call.

Column T_DURATION

This is the duration of the time interval from initiation to termination of the call.

Column T_CONN

This is the duration of the time interval from initiation of the call to the moment when the F_CONN flag is set to TRUE. If the F_CONN flag is not set to true, then the value of T_CONN is 0.

Column T_CONN_EXTN

This is the duration of the time interval from the initiation of the call to the moment when F_CONN_EXTN flag is set to TRUE. If the F_CONN_EXTN flag is not set to true, the value of T_CONN_EXTN is 0.

Column T_TE_ABND

This is the duration of the time interval from the initiation of the call to the moment when the F_TE_ABND flag is set to TRUE. If the F_TE_ABND flag is not set to true, then the value of T_TE_ABND is 0.

Column TT_ALERTING

This is the sum of all the time interval durations if there was at least one internal party in a call in the ALERTING state.

Column TT_CONNECTED

This is the sum of all the time intersections when all parties in a call were simultaneously in a CONNECTED state.

Column TT_HOLD

This is the sum of all the time interval durations when there was at least one internal party in a call in the HOLD state.

Column TT_QUEUED

This is the sum of all the time interval durations when there was at least one internal party in a call in the QUEUED state.

Column CM_EXT_1 through CM_EXT_10

Reserved

Index List

Code	U	C	Table

Code	U	C	Table
IDX_G_CALL_STAT_CID	X		G_CALL_STAT

Table G_CALL_USERDATA

This table stores the principal information regarding user data that is attached to voice call interactions.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
CALLID	CALLID	VARCHAR(50)		X		
G_CUSTOMER_SEGMENT	G_CUSTOMER_SEGMENT	VARCHAR(255)				
G_SERVICE_TYPE	G_SERVICE_TYPE	VARCHAR(255)				
G_SERVICE_SUBTYPE	G_SERVICE_SUBTYPE	VARCHAR(255)				
G_BUSINESS_RESULT	G_BUSINESS_RESULT	VARCHAR(255)				
CUSTOMER_ID	CUSTOMER_ID	VARCHAR(255)				
TRANSACTION_ID	TRANSACTION_ID	VARCHAR(255)				
CAUSE_ID	CAUSE_ID	VARCHAR(255)				
ACCOUNT_ID	ACCOUNT_ID	VARCHAR(255)				
DESTINATION_ID	DESTINATION_ID	VARCHAR(255)				
TARGET_ID	TARGET_ID	VARCHAR(255)				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CALLID

The unique ID of the call interaction.

Column G_CUSTOMER_SEGMENT

The value of the customer-segment attribute of userdata.

Column G_SERVICE_TYPE

The value of the service-type attribute of userdata.

Column G_SERVICE_SUBTYPE

The value of the service-subtype attribute of userdata.

Column G_BUSINESS_RESULT

The value of the business-result attribute of userdata.

Column CUSTOMER_ID

The value of the customer-id attribute of userdata.

Column TRANSACTION_ID

The value of the transaction-id attribute of userdata.

Column CAUSE_ID

The value of the cause-id attribute of userdata.

Column ACCOUNT_ID

The value of the account-id attribute of userdata.

Column DESTINATION_ID

The value of the destination-id attribute of userdata.

Column TARGET_ID

The value of the target-id attribute of userdata.

Index List

Code	U	C	Table
IDX_CUSERDATA_CID	X		G_CALL_USERDATA

Table G_CALL_USERDATA_CUST

The table contains custom-attribute information about user data attached to call interactions.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
CALLID	CALLID	VARCHAR(50)		X		
CUST_DATA_1	CUST_DATA_1	VARCHAR(255)				
CUST_DATA_2	CUST_DATA_2	VARCHAR(255)				
CUST_DATA_3	CUST_DATA_3	VARCHAR(255)				

Name	Code	Data Type	P	M	F	AN
CUST_DATA_4	CUST_DATA_4	VARCHAR(255)				
CUST_DATA_5	CUST_DATA_5	VARCHAR(255)				
CUST_DATA_6	CUST_DATA_6	VARCHAR(255)				
CUST_DATA_7	CUST_DATA_7	VARCHAR(128)				
CUST_DATA_8	CUST_DATA_8	VARCHAR(128)				
CUST_DATA_9	CUST_DATA_9	VARCHAR(128)				
CUST_DATA_10	CUST_DATA_10	VARCHAR(128)				
CUST_DATA_11	CUST_DATA_11	VARCHAR(128)				
CUST_DATA_12	CUST_DATA_12	VARCHAR(128)				
CUST_DATA_13	CUST_DATA_13	VARCHAR(128)				
CUST_DATA_14	CUST_DATA_14	VARCHAR(128)				
CUST_DATA_15	CUST_DATA_15	VARCHAR(128)				
CUST_DATA_16	CUST_DATA_16	VARCHAR(128)				
CUST_DATA_17	CUST_DATA_17	VARCHAR(128)				
CUST_DATA_18	CUST_DATA_18	VARCHAR(128)				
CUST_DATA_19	CUST_DATA_19	VARCHAR(128)				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CALLID

The unique ID of the interaction.

Column CUST_DATA_1

The value of the cust-data-1 attribute of userdata.

Column CUST_DATA_2

The value of the cust-data-2 attribute of userdata.

Column CUST_DATA_3

The value of the cust-data-3 attribute of userdata.

Column CUST_DATA_4

The value of the cust-data-4 attribute of userdata.

Column CUST_DATA_5

The value of the cust-data-5 attribute of userdata.

Column CUST_DATA_6

The value of the cust-data-6 attribute of userdata.

Column CUST_DATA_7

The value of the cust-data-7 attribute of userdata.

Column CUST_DATA_8

The value of the cust-data-8 attribute of userdata.

Column CUST_DATA_9

The value of the cust-data-9 attribute of userdata.

Column CUST_DATA_10

The value of the cust-data-10 attribute of userdata.

Column CUST_DATA_11

The value of the cust-data-11 attribute of userdata.

Column CUST_DATA_12

The value of the cust-data-12 attribute of userdata.

Column CUST_DATA_13

The value of the cust-data-13 attribute of userdata.

Column CUST_DATA_14

The value of the cust-data-14 attribute of userdata.

Column CUST_DATA_15

The value of the cust-data-15 attribute of userdata.

Column CUST_DATA_16

The value of the cust-data-16 attribute of userdata.

Column CUST_DATA_17

The value of the cust-data-17 attribute of userdata.

Column CUST_DATA_18

The value of the cust-data-18 attribute of userdata.

Column CUST_DATA_19

The value of the cust-data-19 attribute of userdata.

Index List

Code	U	C	Table
IDX_CUDATA_CUST_CID	X		G_CALL_USERDATA_CUST

Table G_CALL_USERDATA_CUST1

This table stores additional custom-attribute information regarding the user data that is attached to call interactions.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
CALLID	CALLID	VARCHAR(50)		X		
CUST_DATA_1	CUST_DATA_1	VARCHAR(255)				
CUST_DATA_2	CUST_DATA_2	VARCHAR(255)				
CUST_DATA_3	CUST_DATA_3	VARCHAR(255)				
CUST_DATA_4	CUST_DATA_4	VARCHAR(255)				
CUST_DATA_5	CUST_DATA_5	VARCHAR(255)				
CUST_DATA_6	CUST_DATA_6	VARCHAR(255)				
CUST_DATA_7	CUST_DATA_7	VARCHAR(128)				
CUST_DATA_8	CUST_DATA_8	VARCHAR(128)				
CUST_DATA_9	CUST_DATA_9	VARCHAR(128)				
CUST_DATA_10	CUST_DATA_10	VARCHAR(128)				
CUST_DATA_11	CUST_DATA_11	VARCHAR(128)				
CUST_DATA_12	CUST_DATA_12	VARCHAR(128)				
CUST_DATA_13	CUST_DATA_13	VARCHAR(128)				
CUST_DATA_14	CUST_DATA_14	VARCHAR(128)				
CUST_DATA_15	CUST_DATA_15	VARCHAR(128)				
CUST_DATA_16	CUST_DATA_16	VARCHAR(128)				
CUST_DATA_17	CUST_DATA_17	VARCHAR(128)				
CUST_DATA_18	CUST_DATA_18	VARCHAR(128)				
CUST_DATA_19	CUST_DATA_19	VARCHAR(128)				

Name	Code	Data Type	P	M	F	AN
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record.

Column CALLID

The unique ID of this interaction.

Column CUST_DATA_1

The value of the cust-data-1 attribute of userdata.

Column CUST_DATA_2

The value of the cust-data-2 attribute of userdata.

Column CUST_DATA_3

The value of the cust-data-3 attribute of userdata.

Column CUST_DATA_4

The value of the cust-data-4 attribute of userdata.

Column CUST_DATA_5

The value of the cust-data-5 attribute of userdata.

Column CUST_DATA_6

The value of the cust-data-6 attribute of userdata.

Column CUST_DATA_7

The value of the cust-data-7 attribute of userdata.

Column CUST_DATA_8

The value of the cust-data-8 attribute of userdata.

Column CUST_DATA_9

The value of the cust-data-9 attribute of userdata.

Column CUST_DATA_10

The value of the cust-data-10 attribute of userdata.

Column CUST_DATA_11

The value of the cust-data-11 attribute of userdata.

Column CUST_DATA_12

The value of the cust-data-12 attribute of userdata.

Column CUST_DATA_13

The value of the cust-data-13 attribute of userdata.

Column CUST_DATA_14

The value of the cust-data-14 attribute of userdata.

Column CUST_DATA_15

The value of the cust-data-15 attribute of userdata.

Column CUST_DATA_16

The value of the cust-data-16 attribute of userdata.

Column CUST_DATA_17

The value of the cust-data-17 attribute of userdata.

Column CUST_DATA_18

The value of the cust-data-18 attribute of userdata.

Column CUST_DATA_19

The value of the cust-data-19 attribute of userdata.

Index List

Code	U	C	Table
IDX_CUDATA_CUST1_CID	X		G_CALL_USERDATA_CUST1

Table G_CALL_USERDATA_CUST2

This table contains additional custom-attribute information regarding the user data that is attached to the call interactions.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
CALLID	CALLID	VARCHAR(50)		X		
CUST_DATA_1	CUST_DATA_1	VARCHAR(255)				
CUST_DATA_2	CUST_DATA_2	VARCHAR(255)				
CUST_DATA_3	CUST_DATA_3	VARCHAR(255)				
CUST_DATA_4	CUST_DATA_4	VARCHAR(255)				
CUST_DATA_5	CUST_DATA_5	VARCHAR(255)				
CUST_DATA_6	CUST_DATA_6	VARCHAR(255)				
CUST_DATA_7	CUST_DATA_7	VARCHAR(128)				
CUST_DATA_8	CUST_DATA_8	VARCHAR(128)				
CUST_DATA_9	CUST_DATA_9	VARCHAR(128)				
CUST_DATA_10	CUST_DATA_10	VARCHAR(128)				
CUST_DATA_11	CUST_DATA_11	VARCHAR(128)				
CUST_DATA_12	CUST_DATA_12	VARCHAR(128)				
CUST_DATA_13	CUST_DATA_13	VARCHAR(128)				
CUST_DATA_14	CUST_DATA_14	VARCHAR(128)				
CUST_DATA_15	CUST_DATA_15	VARCHAR(128)				
CUST_DATA_16	CUST_DATA_16	VARCHAR(128)				
CUST_DATA_17	CUST_DATA_17	VARCHAR(128)				
CUST_DATA_18	CUST_DATA_18	VARCHAR(128)				
CUST_DATA_19	CUST_DATA_19	VARCHAR(128)				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CALLID

The unique ID of the interaction.

Column CUST_DATA_1

The value of the cust-data-1 attribute of userdata.

Column CUST_DATA_2

The value of the cust-data-2 attribute of userdata.

Column CUST_DATA_3

The value of the cust-data-3 attribute of userdata.

Column CUST_DATA_4

The value of the cust-data-4 attribute of userdata.

Column CUST_DATA_5

The value of the cust-data-5 attribute of userdata.

Column CUST_DATA_6

The value of the cust-data-6 attribute of userdata.

Column CUST_DATA_7

The value of the cust-data-7 attribute of userdata.

Column CUST_DATA_8

The value of the cust-data-8 attribute of userdata.

Column CUST_DATA_9

The value of the cust-data-9 attribute of userdata.

Column CUST_DATA_10

The value of the cust-data-10 attribute of userdata.

Column CUST_DATA_11

The value of the cust-data-11 attribute of userdata.

Column CUST_DATA_12

The value of the cust-data-12 attribute of userdata.

Column CUST_DATA_13

The value of the cust-data-13 attribute of userdata.

Column CUST_DATA_14

The value of the cust-data-14 attribute of userdata.

Column CUST_DATA_15

The value of the cust-data-15 attribute of userdata.

Column CUST_DATA_16

The value of the cust-data-16 attribute of userdata.

Column CUST_DATA_17

The value of the cust-data-17 attribute of userdata.

Column CUST_DATA_18

The value of the cust-data-18 attribute of userdata.

Column CUST_DATA_19

The value of the cust-data-19 attribute of userdata.

Index List

Code	U	C	Table
IDX_CUDATA_CUST2_CID	X		G_CALL_USERDATA_CUST2

Table G_DB_PARAMETERS

This table contains information regarding some of the configuration parameters (such as the database schema version) that are used by ICON.

Column List

Name	Code	Data Type	P	M	F	AN
SetId	SETID	INTEGER	X	X		
Sect	SECT	VARCHAR(64)	X	X		
Opt	OPT	VARCHAR(64)	X	X		
Val	VAL	VARCHAR(255)				

Column SetId

The ID of the parameter set. The default parameter set is 0.

Column Sect

The name of the parameter section.

Column Opt

The name of the parameter option.

Column Val

The value of the parameter option.

Table G_DICTIONARY

This table contains a set of values for every enumeration class that is defined in the G_DICT_TYPE table. This table is populated by ICON initialization scripts. Refer to the Appendix for a complete listing of values for each dictionary type.

Column List

Name	Code	Data Type	P	M	F	AN
DTYPE	DTYPE	INTEGER	X	X	X	
DID	DID	INTEGER	X	X		
DVALUE	DVALUE	VARCHAR(128)		X		
DDESC	DDESC	VARCHAR(255)				

Column DTYPE

The identifier of the enumeration class as defined in the G_DICT_TYPE table.

Column DID

The identifier of the specific value within the enumeration class.

Column DVALUE

The name of the specific value that corresponds to the identifier.

Column DDESC

The description of the enumeration value.

Table G_DICT_TYPE

This table contains information regarding the classes of the enumeration types referenced in IDB tables. In running the ICON initialization scripts, this table gets populated with the following enumeration types:

1-Call History Change Type
2-Party History Change Type
3-IR History Change Type
4-Call States
5-Call types
6-Call media types
7-IR States
8-Local connection state
9-Party type
10-Party role
11-Party parent link type
12-Session Endpoint Type
13-Agent State History Type
14-Agent State History Cause
15-Agent State History Condition
16-Agent State History State
17-Agent State History Pending State
18-Agent State History WORKMODE
19-Attached Data Change Type
20-Attached Data Source
21-IS-Link current state
22-IS-Link history change type
23-IS-Link merge state
24-Configuration history tables status
25-HA_CONTROL status
26-PROV_CONTROL provider tag IDs
27-IS-Link type
28-Route result
29-Route target type
30-Call Control Event
31-Call Control Event Cause
32-Log message priority
33-Log message category
34-Log message origin
71-Campaign State
73-System Reasons to Campaign termination
75-OCS Event cause

76-OCS Chain states
77-OCS Metric types
80-DND feature state
81-Login Session state
82-Association between Login Session and endpoint state
83-Flag of HW reason code
84-Possible system reasons in Login sessions
85-Virtual Queue state cause
86-Call Merge Types
87-Reliability of Route Result
88-Type of Stop Processing Actor
500-Object State
501-Switch type
502-Switch link type
504-DN Route type
505-DN type
506-Application type
508-DN Group type
509-Object flag
513-Script type
514-Action Code type
515-Table Access type
516-Field data type
517-Field type
518-GCTI Call State
519-Treatment Action Code
520-Treatment Call Action Code
521-Campaign Group Dialing Mode
522-Campaign Group Operation Mode
523-Campaign Group Optimization Method
524-IVR Type
528-Object Type
540-Group Type
543-GCTI Record Type
544-GCTI Record Status
545-GCTI Contact Type
555-DN Register Flag
556-Enumerator Type

Column List

Name	Code	Data Type	P	M	F	AN
DTYPE	DTYPE	INTEGER	X	X		
DNAME	DNAME	VARCHAR(64)				
DDESC	DDESC	VARCHAR(255)				

Column DTYPE

The identifier of the enumeration class. The set of the enumeration class values is expanded in the G_DICTIONARY tables.

Column DNAME

The name of the enumerator class.

Column DDESC

The description of the enumerator class.

Table G_DND_HISTORY

This table stores information about the activation of the Do Not Disturb (DND) feature within an agent's session. The T-Server model registers DND events against individual DNs. For the Multimedia model, the DND feature can be activated or deactivated only for the agent's overall place, which may consist of more than one DN. As such, the ENDPOINTID field will always hold a value of 0 for interactions originating from Interaction Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
LoginSessionID	LOGINSESSIONID	VARCHAR(50)		X		
AgentState	AGENTSTATE	INTEGER				
EndPointID	ENDPOINTID	INTEGER		X		
State	STATE	INTEGER		X		
PrevState	PREVSTATE	INTEGER				
PrevSEnter	PREVSENTER	DATE				
PrevSEnter_ts	PREVSENTER_TS	INTEGER				
PrevSEnter_tcode	PREVSENTER_TCODE	INTEGER				
Added	ADDED	DATE		X		
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column LoginSessionID

The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESSIONID.

Column AgentState

The state of the agent on the device (endpointid) against a queue (queueid), or the previous state in G_AGENT_STATE_HISTORY table. One of the following values:

0 - null - agent is logged off
1 - login - agent is logged in, but no information whether the agent is ready to receive calls
2 - notready - agent is not ready to receive calls
3 - ready - agent is ready to receive calls
4 - acw - agent is in after call work state
5 - busy - agent is on the call
6 - unknown - agent's login session is present, but ICON has no information about agent's state (due to disconnect from t-server, etc.)

#DICTIONARY TYPE 16

Column EndPointID

The DBID of the DN object that is associated with this record. This value is 0 for interactions originating from an Interaction Server.

Column State

Do-not-disturb feature state. One of the following values:

0 - clear - Do not disturb flag is not set
1 - set - Do not disturb flag is set

#DICTIONARY TYPE 80

Column PrevState

State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values:

0 - null - agent is logged off
1 - login - agent is logged in, but no information whether the agent is ready to receive calls
2 - notready - agent is not ready to receive calls

3 - ready - agent is ready to receive calls
4 - acw - agent is in after call work state
5 - busy - agent is on the call
6 - unknown - agent's login session is present, but ICON has no information about agent's state (due to disconnect from T-Server, etc)

#DICTIONARY TYPE 16

Column PrevSEnter

The GMT-equivalent date and time when the previous agent state was detected.

Column PrevSEnter_ts

The UTC-equivalent value of the PREVSENTER field.

Column PrevSEnter_tcode

A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.

Column Added

The GMT-equivalent date and time when information about an agent’s change of agent's state was detected.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table G_HA_CONTROL

This table contains information regarding the running of instances of ICON. It is used during HA consistency verification to ensure that no more than one instance of ICON in every HA pair is running in primary mode.

Column List

Name	Code	Data Type	P	M	F	AN
DomainID	DOMAINID	INTEGER	X	X		
PrimaryID	PRIMARYID	INTEGER	X	X		
PrimaryTag	PRIMARYTAG	INTEGER				
Status	STATUS	INTEGER				
HostInfo	HOSTINFO	VARCHAR(255)				
StartTime	STARTTIME	DATE				
StopTime	STOPTIME	DATE				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				

Name	Code	Data Type	P	M	F	AN
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column DomainID

Reserved

Column PrimaryID

The DBID of the primary ICON in an HA pair. The primary ICON application writes this information.

Column PrimaryTag

The tag that the primary ICON application uses to verify that no other ICON instance is running in primary mode.

Column Status

The running status of this instance of ICON. One of the following values:

0 - unknown - Reserved
1 - running - Reserved
2 - stopped - Reserved

#DICTIONARY TYPE 25

Column HostInfo

The name of the host where this instance of ICON is running.

Column StartTime

The GMT-equivalent date and time when this instance of ICON was started.

Column StopTime

The GMT-equivalent date and time when this instance of ICON was stopped.

Table G_IR

This table contains information regarding the latest state of the interaction, according to the information supplied by a specific provider such as T-Server, Interaction Server, or Outbound Contact Server.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
IRID	IRID	VARCHAR(50)		X		
State	STATE	INTEGER		X		
ParentIRID	PARENTIRID	VARCHAR(50)				
ParentLinkType	PARENTLINKTYPE	INTEGER				
RootCallID	ROOTCALLID	VARCHAR(50)		X	X	
RootIRID	ROOTIRID	VARCHAR(50)				
MergeState	MERGESTATE	INTEGER				
Created	CREATED	DATE		X		
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Terminated	TERMINATED	DATE				
Terminated_ts	TERMINATED_TS	INTEGER				
Terminated_tcode	TERMINATED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				
GSYS_MSEQ	GSYS_MSEQ	BIGINT				
GSYS_MSEQ_TS	GSYS_MSEQ_TS	DATE				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column IRID

The Interaction Record ID. This is a unique ID assigned either by ICON for the interaction segment or interaction hierarchy for a single site call, or by a merge procedure for the interaction hierarchy for a multi-site call.

Column State

The interaction record state. One of the following values:

0 - unknown - Reserved

1 - active - the interaction segment corresponds to an active call

2 - terminated - the interaction segment corresponds to a terminated call or an updated interaction hierarchy after a merge

#DICTIONARY TYPE 7

Column ParentIRID

A reference to the parent IRID. This is assigned as the result of a call merge operation (for example, a transfer or a conference).

Column ParentLinkType

Reserved. This field holds a 0 value in the current interaction hierarchy model.

#DICTIONARY TYPE 11

Column RootCallID

This is used for local calls. It is a reference to the call for which this record was initiated. If this is the result of a merge procedure, an interaction record is created where this value refers to the first call in an interaction hierarchy.

Column RootIRID

A reference to the first record in an interaction hierarchy. The value is updated by a merge procedure.

Column MergeState

This is the result of a merge procedure execution. One of the following values:

1- Not_processed - the record was not processed by a merge procedure.

2- Incomplete - the merge is in a pending state; not all of the data is available for the merge.

3 - Complete - the merge is complete; the interaction details hierarchy can be used for analysis.

#DICTIONARY TYPE 23

Column Created

The GMT-equivalent date and time when the record was initiated.

Column Created_ts

The UTC-equivalent of the value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.

Column Terminated

The GMT-equivalent time when the record was terminated.

Column Terminated_ts

The UTC-equivalent of the value of the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.

Column GSYS_MSEQ

The sequence number that is assigned by the merge procedure.

Column GSYS_MSEQ_TS

The timestamp that is assigned by the merge procedure.

Index List

Code	U	C	Table
IDX_G_IR_PXID			G_IR
IDX_G_IR_RCID			G_IR
IDX_G_IR_ROOTIRID_			G_IR
IDX_G_IR_IRID	X		G_IR
IDX_G_IR_USEQ			G_IR
IDX_G_IR_SEQ			G_IR

Table G_IR_HISTORY

This table contains information regarding all states, in chronological order, of the interaction, according to the information supplied by the specific provider, such as T-Server, Interaction Server, or the Outbound Contact Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
IRHID	IRHID	NUMERIC(16)	X	X		X
IRID	IRID	VARCHAR(50)		X		
XSEQ	XSEQ	NUMERIC(19)				
ChangeType	CHANGETYPE	INTEGER				
RefID	REFID	VARCHAR(50)				

Name	Code	Data Type	P	M	F	AN
Added	ADDED	DATE		X		
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column IRHID

The unique ID of the interaction history record. This is the primary key.

Column IRID

The ID of the Interaction record.

Column XSEQ

Reserved

Column ChangeType

The type of change of interaction state. One of the following values:

1 - ir_created - Interaction creation
2 - ir_terminated - Interaction termination
3 - ir_merged - Interaction merge (result of a two-step transfer or a two-step conference)

#DICTIONARY TYPE 3

Column RefID

Reserved

Column Added

The GMT-equivalent data and time when the record was added as inherited from the T-Server TEvent.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_G_IR_H_XID			G_IR_HISTORY
IDX_X_H_HIRID_SEQ			G_IR_HISTORY

Table G_IS_LINK

This table contains information regarding the latest state of the intersite link. An intersite link allows you to connect the information regarding two calls that originated on two different sites. The state is derived from the information supplied by the T-Server application.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
LinkID	LINKID	VARCHAR(50)		X		
CallID	CALLID	VARCHAR(50)		X	X	
IsLinkType	ISLINKTYPE	INTEGER		X		
RemoteLocation	REMOTELOCATION	VARCHAR(255)				
State	STATE	INTEGER		X		
MergeState	MERGESTATE	INTEGER				
Initiated	INITIATED	DATE		X		
Initiated_ts	INITIATED_TS	INTEGER				
Initiated_tcode	INITIATED_TCODE	INTEGER				
Terminated	TERMINATED	DATE				
Terminated_ts	TERMINATED_TS	INTEGER				
Terminated_tcode	TERMINATED_TCODE	INTEGER				
LastChange	LASTCHANGE	DATE		X		
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

This is the unique identifier. This is the primary key.

Column LinkID

This is the intersite link ID, which identifies the association between two calls.

Column CallID

The current call UUID.

Column IsLinkType

The type of IS-Link. One of the following values:

0 - bidirectional - Bidirectional IS-Link
1 - unidirectional - Unidirectional IS-Link
2 - source - Unidirectional IS-Link
3 - target - Unidirectional IS-Link

#DICTIONARY TYPE 27

Column RemoteLocation

The name of remote switch where the instance of the second call in the association is located.

Column State

The current link state. One of the following values:

0 - unknown - Reserved.
1 - active - IS-Link is active.
2 - terminated - IS-Link is terminated.
3 - failed - IS-Link is failed; no pair is expected on the other site.

#DICTIONARY TYPE 21

Column MergeState

The result of execution of merge procedure. One of the following values:

1 - not_processed - merge procedure has not processed this record yet
2 - incomplete - IS-Link has no pair
3 - complete - merge procedure completed

#DICTIONARY TYPE 23

Column Initiated

The GMT-equivalent date and time when the link was initiated.

Column Initiated_ts

The UTC-equivalent value of the INITIATED field.

Column Initiated_tcode

A reference, derived from the value of the INITIATED_TS field, to a record in the G_TIMECODE table.

Column Terminated

The date and time when the link was terminated.

Column Terminated_ts

The UTC-equivalent value of the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.

Column LastChange

The date and time of the last update to the link history.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGE field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_G_ISLINK_USEQ			G_IS_LINK

Table G_IS_LINK_HISTORY

This table contains information regarding all of the states of the intersite link, in chronological order as derived from data supplied by T-Server.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
LinkID	LINKID	VARCHAR(50)		X	X	
Seq	SEQ	INTEGER		X		
ChangeType	CHANGETYPE	INTEGER		X		
State	STATE	INTEGER				
CallID	CALLID	VARCHAR(50)				
PrevCallID	PREVCALLID	VARCHAR(50)				
Added	ADDED	DATE		X		
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

This unique, autonumbered ID of this record. This is the primary key.

Column LinkID

This is the intersite link ID, which identifies the association between two calls.

Column Seq

The sequence number of the changes in this link history.

Column ChangeType

IS-Link history record type: added, moved, or deleted. One of the following:

0 - unknown - Reserved
1 - added - IS-Link addition
2 - moved - IS-Link move
3 - deleted - IS-Link deletion

#DICTIONARY TYPE 22

Column State

The link state of the history record. One of the following values:

0 - unknown - Reserved
1 - active - IS-Link is active
2 - terminated - IS-Link is terminated
3 - failed - IS-Link is failed; no pair is expected on the other site.

#DICTIONARY TYPE 21

Column CallID

A reference to the call that is currently associated with this history.

Column PrevCallID

A reference to the call that was previously associated with this history.

Column Added

The GMT-equivalent date and time when the history record was added.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table G_LOGIN_SESSION

This table contains information about agent login sessions. ICON inserts a record upon the creation of an agent login session. ICON updates records, by marking them as deleted, at the time that the agent's login session finishes. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
LoginSessionID	LOGINSESSIONID	VARCHAR(50)		X		
AgentID	AGENTID	INTEGER			X	
LoginID	LOGINID	INTEGER			X	
PlaceID	PLACEID	INTEGER			X	
State	STATE	INTEGER		X		
PrimaryDeviceID	PRIMARYDEVICEID	INTEGER				

Name	Code	Data Type	P	M	F	AN
SwitchID	SWITCHID	INTEGER				
Created	CREATED	DATE		X		
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Terminated	TERMINATED	DATE				
Terminated_ts	TERMINATED_TS	INTEGER				
Terminated_tcode	TERMINATED_TCODE	INTEGER				
Reason	REASON	VARCHAR(50)				
InternalReason	INTERNALREASON	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column LoginSessionID

The agent's login session ID (GUID).

Column AgentID

The DBID of the agent (person) configuration object in Configuration Server that logged in during this login session. This value is 0 for situations where a person is not configured.

Column LoginID

The DBID of the login configuration object in Configuration Server (under switch) that the agent used to log in. This value is 0 for interactions originating from Interaction Server.

Column PlaceID

The DBID of the Place configuration object in Configuration Server. This is used if the configuration contains information regarding the place(s) where the agent is working.

Column State

State of the agent's login session. One of the following values:

0 - terminated - Login sessions is terminated

1 - active - Login session is active

#DICTIONARY TYPE 81

Column PrimaryDeviceID

The DBID of the endpoint (DN) configuration object that the agent uses to first login within this login session. This value is 0 for interactions originating from Interaction Server.

Column SwitchID

The DBID of the Switch configuration object in Configuration Server where the agent's login session was detected.

Column Created

The GMT-equivalent date and time when the agent's login session started.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the agent's login session finished (terminated). This value is 0 for interactions originating from Interaction Server.

Column Terminated_ts

The UTC-equivalent value of the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.

Column Reason

This is the reason that the login session terminated.

Column InternalReason

This is the internal (system) reason of termination of the login session. One of the following values:

-1 - unknown - no special system reason specified (Reserved)

0 (or null) - normal - no special system reason specified. Login session terminated normally.
1 - stuck - stuck login session detected
2 - device - device storage conflict in gcti login session manager
3 - agent - agent storage conflict in gcti login session manager
4 - cleanup - cleanup command received by gcti login session manager
5 - register - session terminated as result of information from event registered
6 - disconnect - session terminated as result of disconnect from server

#DICTIONARY TYPE 84

Index List

Code	U	C	Table
IDX_G_LSESS_AGID			G_LOGIN_SESSION
IDX_G_LSESS_LSID	X		G_LOGIN_SESSION

Table G_LOG_ATTRS

This table stores attributes about the messages stored in the G_LOG_MESSAGES table.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
LRID	LRID	NUMERIC(16)		X		
MESSAGE_ID	MESSAGE_ID	INTEGER		X		
ATTR_NAME	ATTR_NAME	VARCHAR(255)		X		
ATTR_VALUE	ATTR_VALUE	VARCHAR(255)				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column LRID

Same as G_LOG_MESSAGES.ID.

Column MESSAGE_ID

Same as G_LOG_MESSAGES.MESSAGE_ID.

Column ATTR_NAME

The name of the message attribute. For example, "PartitionID" or "Record_Count" for a corresponding G_LOG_MESSAGES record that indicates purging of a partition has begun ("GSYS_PURGE_PARTITION purge started ...")

Column ATTR_VALUE

The value of the message attribute. For example:

"20080930" for an ATTR_NAME of "PartitionID" and
"2673" for an ATTR_NAME of "Record_Count"

Table G_LOG_GETIDRANGEREQ

An internal table that Solution Control Interface (SCI) uses for selecting log records. Refer to Framework documentation for information about SCI and Message Server.

Column List

Name	Code	Data Type	P	M	F	AN
REQUESTID	REQUESTID	VARCHAR(50)				
RECORD_SEQ	RECORD_SEQ	INTEGER	X	X		
RECORD_ID	RECORD_ID	NUMERIC(16)				

Table G_LOG_MESSAGES

This table stores messages from the stored procedures about merge operations, purge operations, and stuck calls.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
MESSAGE_ID	MESSAGE_ID	INTEGER				
TIMEGENERATED	TIMEGENERATED	DATE				
TIMEWRITTEN	TIMEWRITTEN	DATE				
PRIORITY	PRIORITY	INTEGER				
ORIGIN	ORIGIN	INTEGER				
CATEGORY	CATEGORY	INTEGER				
DATALEN	DATALEN	INTEGER				
APPDBID	APPDBID	INTEGER				
APPTYPE	APPTYPE	INTEGER				
APPNAME	APPNAME	VARCHAR(255)				
HOSTNAME	HOSTNAME	VARCHAR(128)				
MESSAGETEXT	MESSAGETEXT	VARCHAR(255)				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column MESSAGE_ID

ID of log event. This is the same ID that is documented in *Genesys 7.6 Combined Log Events*. This is ID recognized by Message Server.

Column TIMEGENERATED

The GMT-equivalent date and time when the message was generated.

Column TIMEWRITTEN

The date and time when the message was written.

Column PRIORITY

Specifies priority of the log message. One of the following values:

0 - unknown
1 - debug
2 - information - Trace
3 - interaction
4 - error - Standard
5 - alarm

#DICTIONARY TYPE 32

Column ORIGIN

Specifies origin of the log message. One of the following values:

0 - connection
1 - communication
2 - application
3 - external
4 - management
5 - logcontrol

#DICTIONARY TYPE 34

Column CATEGORY

Specifies category of the log message. One of the following values:

0 - default
1 - alarm
2 - audit

#DICTIONARY TYPE 33

Column DATALEN

Size of the buffer required to get packed attributes associated with this log event.

Column APPDBID

The DBID of application that is related to this log event.

Column APPTYPE

The type of application that is related to this log event.

Column APPNAME

Name of the application having APPDBID that is related to this log event. If the application is ICON itself, then this field provides the name of the stored procedure which created this record in the following format:

ICON DB: <stored procedure name>

For example:

ICON DB: GSYSPurge76

Column HOSTNAME

Name of the host where the application related to this log event runs.

Column MESSAGETEXT

The text of the message. For ICON purge operations, this field stores information about either the name of the table being purged and its purge status or the status of a purge partition; for example:

GSYS_PURGE_PARTITION purge started...
IDB:Purge-table:G_CALL_STAT initiated...
IDB:Purge-table:G_CALL_STAT completed...
...
GSYS_PURGE_PARTITION purge completed

If the purge procedure cannot start, for some reason, ICON logs "ERROR:wrong parameters" to this field.

Table G_PARTY

This table contains information regarding the latest state of the party involved in an interaction according to information received from T-Server or Interaction Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
PartyID	PARTYID	VARCHAR(50)		X		
PartyGUID	PARTYGUID	VARCHAR(50)		X		
Type	TYPE	INTEGER		X		
PRole	PROLE	INTEGER		X		
ParentPartyID	PARENTPARTYID	VARCHAR(50)				
ParentLinkType	PARENTLINKTYPE	INTEGER				
CallID	CALLID	VARCHAR(50)		X	X	
State	STATE	INTEGER		X		
EndPointDN	ENDPOINTDN	VARCHAR(255)		X		
EndPointID	ENDPOINTID	INTEGER		X	X	
EndPointType	ENDPOINTTYPE	INTEGER		X		
TenantID	TENANTID	INTEGER				
AgentID	AGENTID	INTEGER			X	
CCEvent	CCEVENT	INTEGER				
CCEventCause	CCEVENTCAUSE	INTEGER				
Created	CREATED	DATE		X		
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Terminated	TERMINATED	DATE				
Terminated_ts	TERMINATED_TS	INTEGER				
Terminated_tcode	TERMINATED_TCODE	INTEGER				
LastChange	LASTCHANGE	DATE		X		
LastChange_ts	LASTCHANGE_TS	INTEGER				
LastChange_tcode	LASTCHANGE_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of the party record. This is the primary key.

Column PartyID

The unique ID of the association between the party and the call, generated by ICON. This is changed when the party moves from one call to a different call.

Column PartyGUID

The unique ID of the party instance, generated by ICON. This ID remains unchanged during the lifetime of the party.

Column Type

The party type. One of the following values:

0 - unknown - Reserved
1 - internal - party is associated with a device defined in the switch configuration
2 - external - party is associated with a device not defined in the switch configuration
3 - MULTIMEDIA Place - Place associated with the party
4 - MULTIMEDIA Interaction Queue - party is associated with a script of type "Interaction Queue"
5 - MULTIMEDIA Interaction Workbin - party is associated with a script of type "Interaction Workbin"
6 - MULTIMEDIA Routing Strategy - party is associated with a script of type "Simple Strategy"

#DICTIONARY TYPE 9

Column PRole

Party role. One of the following values:

0 - unknown - Reserved for future use
1 - observer - indicates that the supervisor was observing service

#DICTIONARY TYPE 10

Column ParentPartyID

The association with the other party, which is established as result of different call scenarios (ParentLinkType). One of the following values:

0 - unknown - Reserved
1 - consultation - the ParentPartyID refers to the held party from the primary call
2 - transfer - the PartyPartyID refers to the party record of the call from which the party was transferred
3 - conference - the PartyPartyID refers to the party record of the call from which the party was conferenced
4 - divert - the PartyPartyID refers to the party record of the call that was diverted to this party
5 - route - the ParentPartyID refers to the party record of the call that was routed to this party

#DICTIONARY TYPE 11

Column ParentLinkType

The type of association with the other party (identified by ParentPartyID) established as result of different call

scenarios. One of the following values:

0 - unknown - Reserved
1 - consultation - the ParentPartyID refers to the held party from the primary call
2 - transfer - the PartyPartyID refers to the party record of the call from which the party was transferred
3 - conference - the PartyPartyID refers to the party record of the call from which the party was conferenced
4 - divert - the PartyPartyID refers to the party record of the call that was diverted to this party
5 - route - the ParentPartyID refers to the party record of the call that was routed to this party

#DICTIONARY TYPE 11

Column CallID

The current ID as inherited from T-Server or Interaction Server.

Column State

The current state of party. In PREVSTATE column - previous party state. One of the following values:

0 - unknown - state in which there is no relationship between the call and the device
1 - initiated - Reserved
2 - alerting - state in which an attempt is being made to connect an interaction to a device. Typically, the call is being presented for the purpose of having the device connect to the interaction and the user is made aware that the interaction is being delivered at the device
3 - connected - state in which the device is actively participating in the interaction
4 - hold - state in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended
5 - queued - state in which interaction progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to become available, etc
6 - fail - state in which call progression has been aborted

#DICTIONARY TYPE 8

Column EndPointDN

The name of the endpoint.

Column EndPointID

The DBID of the endpoint. For DNs, this DBID is equivalent to GC_ENDPOINT.ID. For script objects of type Interaction Queues, Interaction Workbins, and Routing Strategies, this is equivalent to GC_SCRIPT.ID. For Place objects, this is equivalent to GC_PLACE.ID.

Column EndPointType

The type of the endpoint. One of the following values:

0-Unknown DN type
1-Extension
2-ACD Position
3-ACD Queue
4-Routing Point
5-Virtual Queue
6-Virtual Routing Point
7-Voice Treatment Port
8-Voice Mail
9-Mobile Station
10-Call Processing Port
11-Fax
12-Modem
13-Music Port
14-Trunk
15-Trunk Group
16-Tie Line
17-Tie Line Group
18-Mixed
19-External Routing Point
20-Network Destination
21-Service Number
22-Routing Queue
23-Communication DN
24-E-mail Address
25-Voice over IP Port
26-Video over IP Port
27-Chat
28-CoBrowse
29-Voice over IP Service
30-Workflow
31-Access Resource
32-GVP DID

This value is the same that is stored in GC_ENDPOINT.TYPE, if the endpoint is a voice DN. If the endpoint is one of the following, the value of this field is the same as that stored in GC_SCRIPT.TYPE:

Interaction Queue

Interaction Workbin
Routing Strategy

If the endpoint is Agent Place, the value of this field is 0 (zero).

DICTIONARY TYPE 505

Column TenantID

The DBID of the Tenant configuration object that is associated with either the T-Server Switch or the Interaction Server Switch.

Column AgentID

The DBID of the agent that is associated with the party.

Column CCEvent

A call control event that is associated with the party state change. In G_PARTY - the party termination event. One of the following values:

-1 - unknown
0 - bridged
1 - connection_cleared
2 - delivered
3 - established
4 - failed
5 - held
6 - offered
7 - originated
8 - queued
9 - retrieved
10 - service_initiated
11 - transferred
12 - conferenced
13 - diverted

#DICTIONARY TYPE 30

Column CCEventCause

The cause that is associated with the party state change and the call control event. In G_PARTY, the cause of the Party termination event. One of the following values:

0 - unknown - Reserved
1 - busy
2 - conference
3 - distributed
4 - distribution_delay
5 - entering_distribution
6 - normal
7 - redirected
8 - single_step_conference
9 - single_step_transfer
10 - transfer

#DICTIONARY TYPE 31

Column Created

The GMT-equivalent date and time when the party was associated with the call.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the party was released from the call.

Column Terminated_ts

The UTC-equivalent value of the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.

Column LastChange

The GMT-equivalent date and time of the last state change of the party.

Column LastChange_ts

The UTC-equivalent value of the LASTCHANGED field.

Column LastChange_tcode

A reference, derived from the value of the LASTCHANGED_TS field, to the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_G_PARTY_PPID			G_PARTY
IDX_G_PARTY_PID	X		G_PARTY

Table G_PARTY_HISTORY

This table contains information regarding all the states, in chronological order, of the voice call party, according to information received from the T-Server or Interaction Server application. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
PHID	PHID	NUMERIC(16)	X	X		X
PartyID	PARTYID	VARCHAR(50)		X	X	
PSeq	PSEQ	INTEGER		X		
CSeq	CSEQ	INTEGER		X		
ChangeType	CHANGETYPE	INTEGER				
CCEvent	CCEVENT	INTEGER				
CCEventCause	CCEVENTCAUSE	INTEGER				
State	STATE	INTEGER		X		
Type	TYPE	INTEGER				
PrevState	PREVSTATE	INTEGER				
PrevSEnter	PREVSENTER	DATE				
PrevSEnter_ts	PREVSENTER_TS	INTEGER				
PrevSEnter_tcode	PREVSENTER_TCODE	INTEGER				
ParentPartyID	PARENTPARTYID	VARCHAR(50)				
ParentLinkType	PARENTLINKTYPE	INTEGER				
EndpointID	ENDPOINTID	INTEGER			X	
Added	ADDED	DATE		X		
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column PHID

The party history record ID. This is the primary key.

Column PartyID

The unique ID of the association between the party and the call. This is changed when the party is moved from one call to a different call.

Column PSeq

The sequence number of the party state change in scope for this party.

Column CSeq

The sequence number of the party state change in the scope of call.

Column ChangeType

The type of change of party state. One of the following values:

1 - party_created
2 - party_terminated
3 - party_statechanged
4 - party_fsmerror (Low level party state transition failure)
5 - party_fsm2error)CSTA party state error)

#DICTIONARY TYPE 2

Column CCEvent

The call control event that is associated with the party state change. (In G_PARTY, this is the party termination event.) One of the following values:

-1 - unknown
0 - bridged
1 - connection_cleared
2 - delivered
3 - established
4 - failed
5 - held
6 - offered
7 - originated
8 - queued
9 - retrieved
10 - service_initiated

11 - transferred
12 - conferenced
13 - diverted

#DICTIONARY TYPE 30

Column CCEventCause

The cause associated with the party state change and the call control event. (In G_PARTY, the cause of the Party termination event.) One of the following values:

0 - unknown (Reserved)
1 - busy
2 - conference
3 - distributed
4 - distribution_delay
5 - entering_distribution
6 - normal
7 - redirected
8 - single_step_conference
9 - single_step_transfer
10 - transfer

#DICTIONARY TYPE 31

Column State

The current state of party. One of the following values:

0 - unknown - state in which there is no relationship between the call and the device
1 - initiated - Reserved
2 - alerting - state in which an attempt is being made to connect a call to a device. Typically, the call is being presented for the purpose of having the device connect to the call and the user is made aware that the call is being delivered at the device
3 - connected - state in which the device is actively participating in the call
4 - hold - state in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended
5 - queued - state in which call progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to become available, etc
6 - fail - state in which call progression has been aborted

#DICTIONARY TYPE 8

Column Type

The party type. One of the following values:

0 - unknown - Reserved
1 - internal - party is associated with a device defined in the switch configuration
2 - external - party is associated with a device not defined in the switch configuration
3 - MULTIMEDIA Place - Place associated with the party
4 - MULTIMEDIA Interaction Queue - party is associated with a script of type "Interaction Queue"
5 - MULTIMEDIA Interaction Workbin - party is associated with a script of type "Interaction Workbin"
6 - MULTIMEDIA Routing Strategy - party is associated with a script of type "Simple Strategy"

#DICTIONARY TYPE 9

Column PrevState

The previous state of party. One of the following values:

0 - unknown - state in which there is no relationship between the call and the device
1 - initiated - Reserved
2 - alerting - state in which an attempt is being made to connect a call to a device. Typically, the call is being presented for the purpose of having the device connect to the call and the user is made aware that the call is being delivered at the device
3 - connected - state in which the device is actively participating in the call
4 - hold - state in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended
5 - queued - state in which call progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to become available, etc
6 - fail - state in which call progression has been aborted

#DICTIONARY TYPE 8

Column PrevSEnter

The GMT-equivalent date and time of the previous party state change.

Column PrevSEnter_ts

The UTC-equivalent value of the PREVSENTER field.

Column PrevSEnter_tcode

A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.

Column ParentPartyID

The ID of the associated party.

Column ParentLinkType

The type of the association between the two parties. One of the following values:

0 - unknown
1 - consultation
2 - transfer
3 - conference
4 - divert
5 - route

#DICTIONARY TYPE 11

Column EndpointID

Depending on the scenario, this field holds one of the following values:

-NULL, for an external party (such as one originating from an unmonitored device)
-The DBID of the local (monitored) device to which the interaction was diverted or transferred (for single-step transfer scenarios only).
-The DBID of the local device, for the first record in the party's history (at party creation).
-NULL, for a local device, where the record represents neither the first nor last record in the party's history
-0, for the last record in the party's history (reflecting normal party termination)

Column Added

The GMT-equivalent date and time of the record.

Column Added_ts

The UTC-equivalent of the value of the ADDED field.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_G_PARTY_H_PID			G_PARTY_HISTORY

Table G_PARTY_STAT

This table contains information regarding party statistics which are summarized upon termination of the party. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
PartyID	PARTYID	VARCHAR(50)		X		
TT_ALERTING	TT_ALERTING	INTEGER				
TT_CONNECTED	TT_CONNECTED	INTEGER				
TT_HOLD	TT_HOLD	INTEGER				
TT_QUEUED	TT_QUEUED	INTEGER				
TT_ACW	TT_ACW	INTEGER				
CNT_ALERTING	CNT_ALERTING	SMALLINT				
CNT_CONNECTED	CNT_CONNECTED	SMALLINT				
CNT_HOLD	CNT_HOLD	SMALLINT				
CNT_QUEUED	CNT_QUEUED	SMALLINT				
CNT_ACW	CNT_ACW	SMALLINT				
TT_ON_ALERT	TT_ON_ALERT	INTEGER				
TT_ON_HOLD	TT_ON_HOLD	INTEGER				
TT_ON_QUEUE	TT_ON_QUEUE	INTEGER				
TT_ON_CONNECTED	TT_ON_CONNECTED	INTEGER				
T_DURATION	T_DURATION	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				
PM_EXT_1	PM_EXT_1	INTEGER				
PM_EXT_2	PM_EXT_2	INTEGER				
PM_EXT_3	PM_EXT_3	INTEGER				
PM_EXT_4	PM_EXT_4	INTEGER				
PM_EXT_5	PM_EXT_5	INTEGER				
PM_EXT_6	PM_EXT_6	INTEGER				
PM_EXT_7	PM_EXT_7	INTEGER				
PM_EXT_8	PM_EXT_8	INTEGER				
PM_EXT_9	PM_EXT_9	INTEGER				
PM_EXT_10	PM_EXT_10	INTEGER				

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column PartyID

The ID of party for which metrics were calculated.

Column TT_ALERTING

The total time, in seconds, that the party spent in the ALERTING state. This represents the sum of all the durations of the time intervals of when the party was in the ALERTING state.

Column TT_CONNECTED

The total time, in seconds, that the party spent in the CONNECTED state. This represents the sum of all the durations of the time intervals when the party was in the CONNECTED state. The states of other parties in the call do not affect this metric.

Column TT_HOLD

The total time, in seconds, that the party spent in the HOLD state. This represents the sum of all the durations of the time intervals when the party was in the HOLD state.

Column TT_QUEUED

The total time, in seconds, that the party spent in the QUEUED state. This represents the sum of all the durations of the time intervals when the party was in the QUEUED state.

Column TT_ACW

The total time, in seconds, that the party spent in the After Call Work (ACW) state. This is the sum of all the durations of the time intervals when the party was in the ACW state.

Column CNT_ALERTING

The number of times that the party changed state to ALERTING.

Column CNT_CONNECTED

The number of times that the party changed state to CONNECTED.

Column CNT_HOLD

The number of times that the party changed state to HOLD.

Column CNT_QUEUED

The number of times that the party changed state to QUEUED.

Column CNT_ACW

A flag indicating whether the ACW state is the present for this party. One of the following values:

0 - indicates that the ACW state was not present for this party.
1 - indicates that the ACW state was present for this party.

Column TT_ON_ALERT

The total time, in seconds, that there was another party in a call in the ALERTING state. This represents the sum of all the durations of the time intervals when there was at least one other party in a call which was in the ALERTING state.

Column TT_ON_HOLD

The total time, in seconds, that there was another party in a call in the HOLD state. This represents the sum of all the durations of the time intervals when there was at least one other party in a call which was in the HOLD state.

Column TT_ON_QUEUE

The total time, in seconds, that there was another party in a call in the QUEUED state. This is the sum of all the durations of the time intervals when there was at least one other party in a call which was in the QUEUED state.

Column TT_ON_CONNECTED

The total time, in seconds, that all parties in a call in the CONNECTED state during the lifetime of the party. This represents the sum of all the durations of the time intervals when all parties were in the CONNECTED state during the lifetime of this party.

Column T_DURATION

The life time of the party.

Column PM_EXT_1 through PM_EXT_10

Reserved

Index List

Code	U	C	Table
IDX_G_PARTY_STAT_PID	X		G_PARTY_STAT

Table G_PROV_CONTROL

This table contains information about the counters that ICON uses to populate the GSYS_SEQ and the GSYS_USEQ fields in all IDB tables. The counters are updated with configured reservation.

Column List

Name	Code	Data Type	P	M	F	AN
DomainID	DOMAINID	INTEGER	X	X		
PrimaryID	PRIMARYID	INTEGER	X	X		

Name	Code	Data Type	P	M	F	AN
ProviderTag	PROVIDERTAG	INTEGER	X	X		
SeqCounter	SEQCOUNTER	BIGINT				
SeqCurrent	SEQCURRENT	BIGINT				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column DomainID

Reserved

Column PrimaryID

The DBID of the primary ICON in an HA pair. The primary ICON application writes this information.

Column ProviderTag

The ID of the provider class. One of the following values:

0 - unknown - Reserved
1 - gcc - Call control information provider
2 - gls - Login session information provider
3 - gud - User data information provider
4 - gos - Outbound extensions information provider
5 - cfg - Configuration information provider
6 - vq - Virtual queue information provider

#DICTIONARY TYPE 26

Column SeqCounter

The value of the counter. This field is incremented by ICON.

Column SeqCurrent

This field contains information regarding the most recent value that was written to the GSYS_SEQ(USEQ) fields. It is populated with a configured delay (default: 60 seconds).

Table G_ROUTE_RESULT

This table contains information regarding the results of the routing of a specific voice call, according to the information passed from the Universal Routing Server through either the T-Server or Interaction Server application.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(16)	X	X		X
CallID	CALLID	VARCHAR(50)		X		
ConnID	CONNID	VARCHAR(50)		X		
PartyID	PARTYID	VARCHAR(50)		X		
IRID	IRID	VARCHAR(50)				
EndPointID	ENDPOINTID	INTEGER				
RTargetRuleSelected	RTARGETRULESELECTED	VARCHAR(255)				
RTargetObjectSelected	RTARGETOBJECTSELECTED	VARCHAR(255)				
RTargetTypeSelected	RTARGETTYPESELECTED	INTEGER				
RTargetAgentSelected	RTARGETAGENTSELECTED	VARCHAR(255)				
RTargetPlaceSelected	RTARGETPLACESELECTED	VARCHAR(255)				
RRequestedSkillComb	RREQUESTEDSKILLCOMB	VARCHAR(255)				
RStrategyName	RSTRATEGYNAME	VARCHAR(255)				
RTenant	RTENANT	VARCHAR(255)				
DestEndPointDN	DESTENDPOINTDN	VARCHAR(255)				
DestEndPointID	DESTENDPOINTID	INTEGER				
DestEndPointType	DESTENDPOINTTYPE	INTEGER				
Result	RESULT	INTEGER		X		
Duration	DURATION	INTEGER				
Created	CREATED	DATE		X		
Created_ts	CREATED_TS	INTEGER				
Created_tcode	CREATED_TCODE	INTEGER				
Terminated	TERMINATED	DATE				
Terminated_ts	TERMINATED_TS	INTEGER				
Terminated_tcode	TERMINATED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CallID

The unique ID of the interaction.

Column ConnID

The T-Server event connection ID. This is preserved for backward compatibility.

Column PartyID

The ID of the party record for the party that is associated with the routing point.

Column IRID

Reference to record in interaction hierarchy table (G_IR).

Column EndPointID

The DBID of the routing point device.

Column RTargetRuleSelected

A copy of the data that was attached by the URS with the RTargetRuleSelected key.

Column RTargetObjectSelected

A copy of the data that was attached by the URS with the RTargetObjectSelected key.

Column RTargetTypeSelected

Route target type - copy of the data that was attached by the URS with the RTargetTypeSelected key. One of the following values:

0 - agent - Agent
1 - agent_place - Place
2 - agent_group - Agent group
3 - place_group - Place group
4 - route_point - Routing point
5 - queue - Queue
6 - queue_group - Queue group
7 - switch - Switch
8 - reg_dn - Regular DN
9 - campaign - Campaign
10 - campaign_group - Campaign group
11 - calling_list - Calling list
12 - campaign_calling_list - Campaign Calling list
13 - tenant - Tenant

14 - staging_area - Staging area
15 - routing_strategy - Routing strategy
100 - default - Default target
101 - destination_label - Destination label
102 - persistent_queue - Persistent queue
103 - workbin - Workbin

#DICTIONARY TYPE 29

Column RTargetAgentSelected

A copy of the data that was attached by the URS with the RTargetAgentSelected key

Column RTargetPlaceSelected

A copy of the data that was attached by URS with the RTargetPlaceSelected key.

Column RRequestedSkillComb

A copy of the data that was attached by URS with the RRequestedSkillCombination key.

Column RStrategyName

A copy of the data that was attached by the URS with the RStrategyName key, only if URS routed the interaction. This strategy name must be less than 256 characters; otherwise, ICON may stop writing interaction records to IDB. If URS did not route the interaction, then the value of this field will be null.

Column RTenant

A copy of the data that was attached by the URS with the RTenant key.

Column DestEndPointDN

The DN name to which a call is successfully routed.

Column DestEndPointID

The DBID of the configured DN to which the interaction is routed.

Column DestEndPointType

The routing type of the configured DN to which voice call or Multimedia interaction is successfully routed. Refer to the Appendix for a listing of permissible values.

#DICTIONARY TYPE 505

Column Result

The result of the routing operation. One of the following values:

0 - unknown - Reserved
1 - success - the routing was successful
2 - failure - the routing attempt failed (if a voice call or chat was abandoned, etc)
102 - distributed_to_default - call was routed to the default destination after the URS timeout expired
103 - routed_by_switch - call was routed by the switch
105 - other_reasons - the routing was unsuccessful due to some other reasons (unclassified)
133 - ixn_server_timeout - routing timeout expired on Interaction Server (open media interactions only)
134 - ixn_taken_out - an interaction is taken (pulled out) from strategy by Interaction Server (open media interactions only)

#DICTIONARY TYPE 28

Column Duration

The duration of the routing dialog. For successful routing, this is the time between the EventRouteRequest and the EventRouteUsed.

Column Created

The GMT-equivalent date and time when the record was created as inherited from T-Server or Interaction Server.

Column Created_ts

The UTC-equivalent time of the value in the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the record was terminated, as inherited from T-Server (EventRouteUsed or EventAbandoned TEvents) or Interaction Server.

Column Terminated_ts

The UTC-equivalent time of the value in the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to a record in G_TIMECODE table.

Table G_SECURE_USERDATA_HISTORY

This table records the changes in the UserData attribute of TEvents associated with voice calls and changes in the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of voice interactions as well as any other attributes of a call that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY_TABLE, if configured to gather data from Interaction Concentrator.

One prerequisite is that ICON must be able to determine that such data is associated with a specific interaction and that this association is known at run time. ICON's writing to this table is also determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(19)	X	X		X
CallID	CALLID	VARCHAR(50)		X		
PartyID	PARTYID	VARCHAR(50)				
EndPointID	ENDPOINTID	INTEGER				
EndPointDN	ENDPOINTDN	VARCHAR(255)				
AgentID	AGENTID	INTEGER				
SwitchID	SWITCHID	INTEGER				
KeyName	KEYNAME	VARCHAR(64)		X		
ChangeType	CHANGETYPE	INTEGER		X		
KSeq	KSEQ	INTEGER		X		
CSEQ	CSEQ	INTEGER		X		
Type	TYPE	INTEGER		X		
KEYID	KEYID	INTEGER		X		
Value	VALUE	VARCHAR(255)				
Added	ADDED	DATE				
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CallID

This field points to the record in the G_CALL table that represents the call to which the data is attached. This field may be NULL, if the user data came with the EventUserEvent.

Column PartyID

This field points to the record in the G_PARTY table that represents the party who added, changed, or deleted the data. Any one of the following attributes can be the source of attached data:

o AttributeUserData
o AttributeExtensions
o AttributeReason

With a change in the data in AttributeUserData and upon receipt of AttachedDataChangedEvent, then PartyID is defined by the ThirdPartyDN attribute, if any exists.

Column EndPointID

This field contains the DBID of the endpoint where data was added, changed, or deleted. If the data was taken from the event that caused the creation of the respective call, then this is the first party that created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For the rest of changes, the party is defined by the ThisDN attribute.

Column EndPointDN

The device number that is associated with the data.

Column AgentID

This field contains the DBID of the agent who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available in the run time).

Column SwitchID

This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and *vice versa*.

Column KeyName

This is the KeyName field. It records the name of the user data key that changed its value. The user determines which keys should be recorded by specifying them in ICON's configuration of user data.

Column ChangeType

This field specifies the type of change that caused the record to appear in the table. One of the following values:

1 - created - the value of the key has been attached to the call at the moment the call was created. If this is true, then both the OldCharValue and the OldIntValue fields have the value: NULL

2 - added - the value of the key that has just been added. If this is true, then both the OldCharValue and the OldIntValue fields have the value: NULL

3 - updated - the value of the key has changed. If this is true, then either the OldCharValue or the OldIntValue field (depending of the data type) contains the previous value of the key

4 - deleted - the key has been deleted from the user data. If this is true, then both the CharValue and the IntValue fields are equal to NULL, and the OldCharValue or the OldIntValue field (depending of data type) contains the last value of the key

5 - terminated - the value of the key at the call termination

#DICTIONARY TYPE 19

Column KSeq

The sequential number of the change of the value of the specific key associated with the call. The changes of a key are numbered separately for every call that the key is associated with. Numbering starts with 1.

Column CSEQ

The sequence number that corresponds to the party history.

Column Type

The type of the data source: extensions, reasons, or attached (user) data. One of the following values:

1 - userdata
2 - reasons
3 - extensions
4 - attributes (reserved for future use)
5 - mcr_workbin

#DICTIONARY TYPE 20

Column KEYID

The ID of the key name.

Column Value

This field contains the character value of the key. The value is non-NULL unless one of the following conditions is met:

DataType != STRING
or
ChangeType = DELETED;
otherwise the value is NULL.

Column Added

The GMT-equivalent date and time when the key was changed as inherited from T-Server (or other data provider).

Column Added_ts

This UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the ADDED_TS field, to a record in the G_TIMECODE table.

Table G_SYNC_CONTROL

This table contains information about the last events stored by different ICON instances. This information is used during the HA synchronization.

Column List

Name	Code	Data Type	P	M	F	AN
DomainID	DOMAINID	INTEGER	X	X		
PrimaryID	PRIMARYID	INTEGER	X	X		
ProviderTag	PROVIDERTAG	INTEGER	X	X		
ClusterID	CLUSTERID	INTEGER	X	X		
ProviderID	PROVIDERID	INTEGER		X		
EventTimeSec	EVENTTIMESEC	INTEGER				
EventTimeUsec	EVENTTIMEUSEC	INTEGER				
SessionID	SESSIONID	VARCHAR(64)				
EventID	EVENTID	VARCHAR(255)				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column DomainID

Reserved

Column PrimaryID

The DBID of the primary ICON in an HA pair. The primary ICON application writes this information.

Column ProviderTag

The ID of the provider class. One of the following values:

0 - unknown - Reserved
1 - gcc - Call control information provider
2 - gls - Login session information provider
3 - gud - User data information provider
4 - gos - Outbound extensions information provider
5 - cfg - Configuration information provider
6 - vq - Virtual queue information provider

#DICTIONARY TYPE 26

Column ClusterID

The DBID of the primary server in the HA pair of the provider (such as the primary T-Server or primary Outbound Contact Server).

Column ProviderID

The DBID of the specific provider instance that supplied this event.

Column EventTimeSec

The time, in seconds, when this event was generated at the provider.

Column EventTimeUsec

The time, in milliseconds, when this event was generated at the provider.

Column SessionID

The session identifier (if supplied) that corresponds to the event.

Column EventID

The event identifier as reported by the provider.

Table G_TIMECODE

This table expands the timecode values, referenced in other tables as *_TCODE, into specific time value entities, such as month name, day of the week, day of the month, and so on. The table should be pre-populated before using it.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	INTEGER		X		
TC_MIN	TC_MIN	INTEGER		X		
TC_HOUR	TC_HOUR	INTEGER		X		
TC_DAY	TC_DAY	INTEGER		X		
TC_WEEKDAY	TC_WEEKDAY	INTEGER		X		
TC_WEEK	TC_WEEK	INTEGER		X		
TC_MONTH	TC_MONTH	INTEGER		X		
TC_YEAR	TC_YEAR	INTEGER		X		
TC_DAYNAME	TC_DAYNAME	VARCHAR(20)				
TC_WEEKNAME	TC_WEEKNAME	VARCHAR(30)				
TC_MONTHNAME	TC_MONTHNAME	VARCHAR(20)				
TC_H	TC_H	INTEGER				
TC_Q	TC_Q	INTEGER				

Column ID

The timecode value. This corresponds to *_TCODE fields, such as CREATED_TCODE, ADDED_TCODE, DELETED_TCODE, and LASTCHANGE_TCODE in other tables.

Column TC_MIN

The number of minutes corresponding to this timecode.

Column TC_HOUR

The number of hours corresponding to this timecode.

Column TC_DAY

The day of the month corresponding to this timecode.

Column TC_WEEKDAY

The day of the week corresponding to this timecode.

Column TC_WEEK

The number of the week in which this timecode falls.

Column TC_MONTH

The month number corresponding to this timecode.

Column TC_YEAR

The year value corresponding to this timecode.

Column TC_DAYNAME

The name of the weekday corresponding to this timecode.

Column TC_WEEKNAME

The name of the week in which this timecode falls.

Column TC_MONTHNAME

The month name corresponding to this timecode.

Column TC_H

The hour corresponding to this timecode.

Column TC_Q

The quarter in which this timecode falls.

Table G_USERDATA_HISTORY

This table records the changes in the UserData attribute of TEvents associated with voice calls and changes in the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of voice interactions as well as any other attributes of a call that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY_TABLE, if configured to gather data from Interaction Concentrator.

One prerequisite is that ICON must be able to determine that such data is associated with a specific interaction and that this association is known at run time. ICON's writing to this table is also determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Code	Data Type	P	M	F	AN
ID	ID	NUMERIC(19)	X	X		X
CallID	CALLID	VARCHAR(50)		X		
PartyID	PARTYID	VARCHAR(50)				
EndPointID	ENDPOINTID	INTEGER				
EndPointDN	ENDPOINTDN	VARCHAR(255)				
AgentID	AGENTID	INTEGER				
SwitchID	SWITCHID	INTEGER				
KeyName	KEYNAME	VARCHAR(64)		X		
ChangeType	CHANGETYPE	INTEGER		X		
KSeq	KSEQ	INTEGER		X		
CSEQ	CSEQ	INTEGER		X		
Type	TYPE	INTEGER		X		
KEYID	KEYID	INTEGER		X		
Value	VALUE	VARCHAR(255)				

Name	Code	Data Type	P	M	F	AN
Added	ADDED	DATE		X		
Added_ts	ADDED_TS	INTEGER				
Added_tcode	ADDED_TCODE	INTEGER				
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER				
GSYS_PARTITION	GSYS_PARTITION	INTEGER				
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER				
GSYS_SEQ	GSYS_SEQ	BIGINT				
GSYS_USEQ	GSYS_USEQ	BIGINT				
GSYS_TS	GSYS_TS	DATE				
GSYS_TC	GSYS_TC	INTEGER				
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR(255)				
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR(255)				
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER				

Column ID

The unique, autonumbered ID of this record. This is the primary key .

Column CallID

This field points to the record in the G_CALL table that represents the call to which the data is attached. This field may be NULL, if the user data came with the EventUserEvent.

Column PartyID

This field points to the record in the G_PARTY table that represents the party who added, changed, or deleted the data. Any one of the following attributes can be the source of attached data:

- AttributeUserData
- AttributeExtensions
- AttributeReason

With a change in the data in AttributeUserData and upon receipt of AttachedDataChangedEvent, then PartyID is defined by the ThirdPartyDN attribute, if any exists. Otherwise, this filed is empty.

Column EndPointID

This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For the rest of changes, the party is defined by the ThisDN attribute.

Column EndPointDN

The device number that is associated with the data.

Column AgentID

This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available in the run time).

Column SwitchID

This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and *vice versa*.

Column KeyName

For voice interactions, this field records the name of the UserData key whose value was changed. The user determines which keys should be recorded by specifying them in the ICON configuration user data specification.

For chat interactions, this field's value is _attr_is_online.

Column ChangeType

This field specifies the type of change for this record. One of the following values:

1 - created

For voice interactions, '1' indicates that the value of the key was attached to the call at the moment the call was created.

For chat interactions, ICON assigns a change type of '1' upon receipt of an eventInteractionSubmitted event with an isOnline attribute setting of true.

2 - added

For voice interactions, '2' indicates that the value of the key has just been added.

3 - updated

For voice interactions, '3' indicates that the value of the key has changed.

For chat interactions, ICON assigns a change type of '3' upon receipt of an eventPropertiesChanged event with an isOnline attribute setting of either true or false.

4 - deleted

For voice interactions, '4' indicates that the key has been deleted from UserData.

5 - terminated

For voice interactions, '5' indicates that ICON records the value of the key upon call termination.

For chat interactions, ICON assigns a change type of '5' upon receipt of an eventProcessingStopped event with an

isOnline attribute setting of either true or false.

#DICTIONARY TYPE 19

Column KSeq

The sequential number of the change of the value of the specific key associated with the call. The changes of a key are numbered separately for every call that the key is associated with. Numbering starts with 1.

Column CSEQ

The sequence that corresponds to the G_PARTY_HISTORY.

Column Type

The type of the data source: extensions, reasons, or attached data (userdata), or properties of a multimedia (MCR) workbin instance. One of the following values:

1 - userdata
2 - reasons
3 - extensions
4 - attributes (reserved for future use)
5 - mcr_workbin

#DICTIONARY TYPE 20

Column KEYID

The ID of the key name. ICON hardcodes the value of 9995 for chat interactions.

Column Value

For voice interactions, this field contains the character value of the key. The value is non-NULL unless one of the following conditions is met:

o The DataType != STRING or
o The ChangeType = DELETED

Otherwise, the value is NULL.

For chat interactions, ICON writes the value of the isOnline attribute of the triggering event from Interaction Server. One of the following:

0 - chat session has been stopped
1 - chat session is alive

Column Added

This GMT-equivalent date and time when the key was changed as provided by T-Server (or other data provider).

Column Added_ts

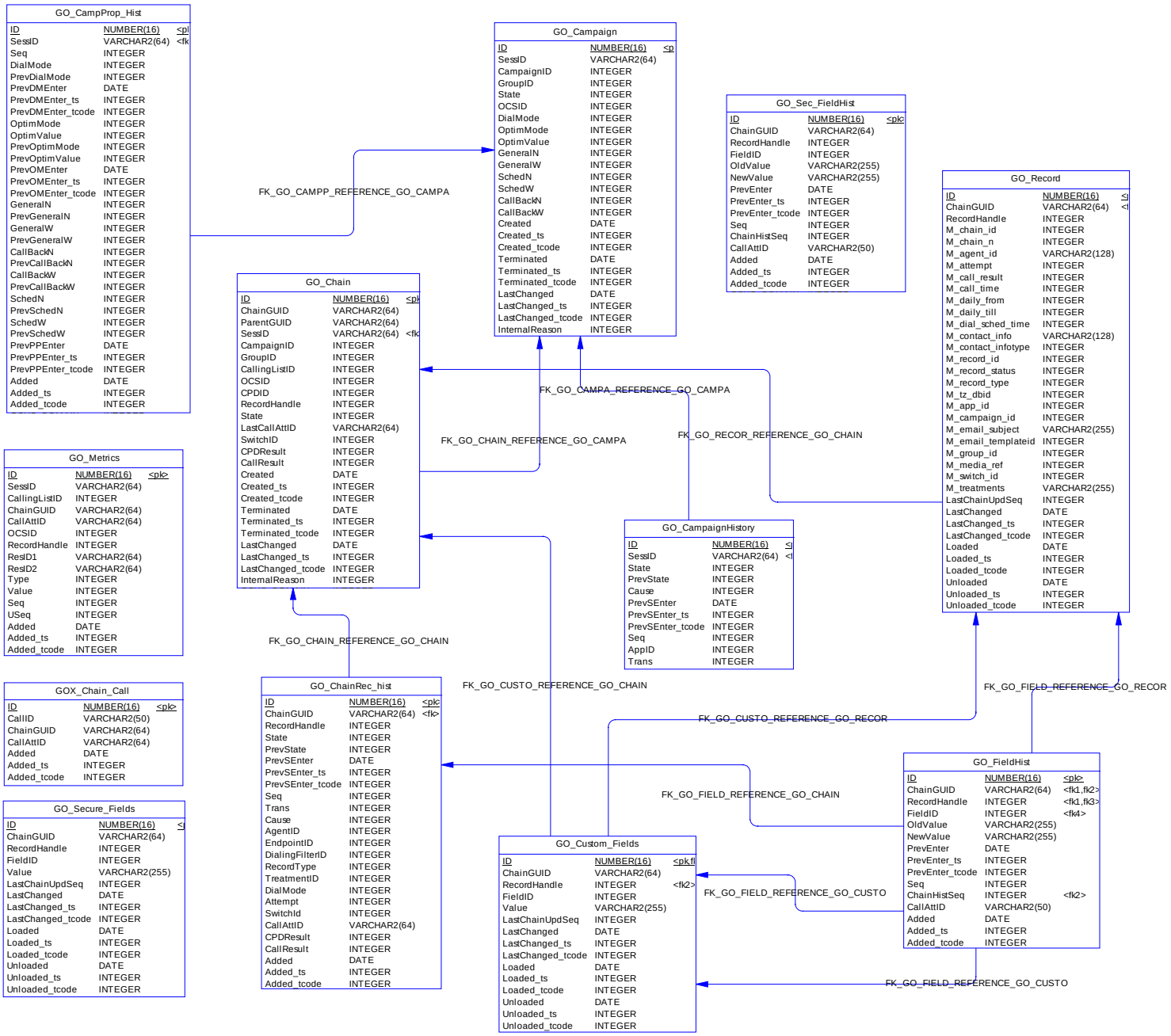
The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Chapter 3: Outbound Contact Schema

Diagram Data Model



Index List

Table	Code	U
GO_Campaign	IDX_GO_CAMPAIGN_CID	X
GO_Chain	IDX_GO_CHAIN_CHID	X
GO_Custom_Fields	IDX_CUSTOMF_CHID	
GO_Custom_Fields	IDX_CUSTOMF_FID	X
GO_Record	IDX_GO_REC_PHID	X
GO_Record	IDX_GO_REC_CHID	
GO_Secure_Fields	IDX_SECUREF_PHID	X
GO_Secure_Fields	IDX_SECUREF_CHID	

Reference List

Child Table	Parent Table	Code	Foreign Key
GO_CampProp_Hist	GO_Campaign	REFERENCE_8	SessID
GO_CampaignHistory	GO_Campaign	REFERENCE_1	SessID
GO_Chain	GO_Campaign	REFERENCE_3	SessID
GO_ChainRec_hist	GO_Chain	REFERENCE_4	ChainGUID
GO_Custom_Fields	GO_Chain	REFERENCE_10	ID
GO_Custom_Fields	GO_Record	REFERENCE_11	RecordHandle
GO_FieldHist	GO_ChainRec_hist	REFERENCE_7	ChainGUID; ChainHistSeq
GO_FieldHist	GO_Custom_Fields	REFERENCE_9	FieldID
GO_FieldHist	GO_Custom_Fields	REFERENCE_8	RecordHandle
GO_FieldHist	GO_Record	REFERENCE_6	ChainGUID; RecordHandle
GO_Record	GO_Chain	REFERENCE_5	ChainGUID

Table GOX_Chain_Call

The records in this table reflect the relationship between voice calls (refer to table G_CALL in the Core Schema of IDB) and Chain processing records (refer to table GO_Chain in this schema). Records are inserted into this table at the time when the association between voice call and processing attempt of the chain is detected by ICON.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
CallID	CALLID	VARCHAR2(50)			
ChainGUID	CHAINGUID	VARCHAR2(64)		X	
CallAttID	CALLATTID	VARCHAR2(64)		X	
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			

Name	Code	Data Type	P	M	F
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CallID

The CallGUID as reported by OCS.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column CallAttID

The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound call producing attempt. Same as GO_CHAINREC_HIST.CALLATTID.

Column Added

The GMT-equivalent date and time when information about the relationship was reported by OCS.

Column Added_ts

The UTC-equivalent value of the ADDED field. Milliseconds are truncated.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table GO_CampProp_Hist

This table contains the history of Campaign property changes during the campaign processing attempt. Records are inserted into this table when ICON receives information about campaign property changes from OCS. Records in this table are never updated or deleted.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
SessID	SESSID	VARCHAR2(64)		X	X
Seq	SEQ	INTEGER		X	
DialMode	DIALMODE	INTEGER			
PrevDialMode	PREVDIALMODE	INTEGER			
PrevDMEnter	PREVDMENTER	DATE			
PrevDMEnter_ts	PREVDMENTER_TS	INTEGER			

Name	Code	Data Type	P	M	F
PrevDMEnter_tcode	PREVDMENTER_TCODE	INTEGER			
OptimMode	OPTIMMODE	INTEGER			
OptimValue	OPTIMVALUE	INTEGER			
PrevOptimMode	PREVOPTIMMODE	INTEGER			
PrevOptimValue	PREVOPTIMVALUE	INTEGER			
PrevOMEnter	PREVOMENTER	DATE			
PrevOMEnter_ts	PREVOMENTER_TS	INTEGER			
PrevOMEnter_tcode	PREVOMENTER_TCODE	INTEGER			
GeneralN	GENERALN	INTEGER			
PrevGeneralN	PREVGENERALN	INTEGER			
GeneralW	GENERALW	INTEGER			
PrevGeneralW	PREVGENERALW	INTEGER			
CallBackN	CALLBACKN	INTEGER			
PrevCallBackN	PREVCALLBACKN	INTEGER			
CallBackW	CALLBACKW	INTEGER			
PrevCallBackW	PREVCALLBACKW	INTEGER			
SchedN	SCHEDN	INTEGER			
PrevSchedN	PREVSCHEDN	INTEGER			
SchedW	SCHEDW	INTEGER			
PrevSchedW	PREVSCHEDW	INTEGER			
PrevPPEnter	PREVPPENTER	DATE			
PrevPPEnter_ts	PREVPPENTER_TS	INTEGER			
PrevPPEnter_tcode	PREVPPENTER_TCODE	INTEGER			
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column SessID

The campaign processing session ID (GUID).

Column Seq

The sequence number of state and property changes in a campaign’s history.

Column DialMode

The dial mode specified for campaign processing.

Column PrevDialMode

The previous dialing mode, if the dialing mode was changed.

Column PrevDMEnter

The GMT-equivalent date and time when previous dialing mode was detected by OCS (according to timestamp provided by OCS).

Column PrevDMEnter_ts

The UTC-equivalent value of the PREVDMENTER field. Milliseconds are truncated.

Column PrevDMEnter_tcode

A reference, derived from the value of the PREVDMENTER_TS field, to a record in the G_TIMECODE table.

Column OptimMode

Code of optimization mode (overdialrate, waiting time, busy factor).

Column OptimValue

The current value of the optimization parameter that OCS uses for this campaign.

Column PrevOptimMode

The previous optimization mode that OCS ran with this campaign.

Column PrevOptimValue

The previous optimization parameter value that OCS used for this campaign.

Column PrevOMEnter

The GMT-equivalent date and time when the previous optimization mode was reported by OCS.

Column PrevOMEnter_ts

The UTC-equivalent value of the PREVOMENTER field. Milliseconds are truncated.

Column PrevOMEnter_tcode

A reference, derived from the value of the PREVOMENTER_TS field, to a record in the G_TIMECODE table.

Column GeneralN

The numerical value of the priority parameter that OCS used for general records in this campaign.

Column PrevGeneralN

The previous value of the priority parameter that OCS used for General records in this campaign.

Column GeneralW

The current weight of the priority parameter value for general records that OCS used for this campaign.

Column PrevGeneralW

The previous weight of the priority parameter value for general records that OCS used in this campaign.

Column CallBackN

The numerical value of the priority parameter that OCS used for callback records in this campaign.

Column PrevCallBackN

The previous value of the priority parameter that OCS used for callback records in this campaign.

Column CallBackW

The current weight of the priority parameter value for callback records that OCS used within this campaign.

Column PrevCallBackW

The previous weight of the priority parameter value for callback records that OCS used in this campaign.

Column SchedN

The current numerical value of the priority parameter that OCS used for scheduled records in this campaign.

Column PrevSchedN

The previous value of the priority parameter that OCS used for scheduled records in this campaign.

Column SchedW

The current weight of the priority parameter value for scheduled records that OCS used in this campaign.

Column PrevSchedW

The previous weight of the priority parameter value for scheduled records that OCS used within this campaign.

Column PrevPPEnter

The GMT-equivalent date and time when the previous priority parameters were reported by OCS.

Column PrevPPEnter_ts

The UTC-equivalent value of the PREVPPENTER field. Milliseconds are truncated.

Column PrevPPEnter_tcode

A reference, derived from the value of the PREVPPENTER_TS field, to a record in the G_TIMECODE table.

Column Added

The GMT-equivalent date and time when any change of a parameter is reported by OCS.

Column Added_ts

The UTC-equivalent value of the ADDED field. Milliseconds are truncated.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table GO_Campaign

This table contains current information about a Campaign, as reported by OCS. Records are inserted into this table when the first OCSD event that is related to campaign processing attempts is received from OCS. The record is updated each time that information about changes to Campaign state or Campaign properties are received from OCS.

Refer to “Campaign Model” of the *Interaction Concentrator User’s Guide* for an illustrative graphic of the Genesys Campaign Finite State Machine.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
SessID	SESSID	VARCHAR2(64)		X	
CampaignID	CAMPAIGNID	INTEGER		X	
GroupID	GROUPID	INTEGER		X	
State	STATE	INTEGER		X	
OCSID	OCSID	INTEGER		X	
DialMode	DIALMODE	INTEGER			
OptimMode	OPTIMMODE	INTEGER			
OptimValue	OPTIMVALUE	INTEGER			
GeneralN	GENERALN	INTEGER			
GeneralW	GENERALW	INTEGER			
SchedN	SCHEDN	INTEGER			
SchedW	SCHEDW	INTEGER			
CallBackN	CALLBACKN	INTEGER			
CallBackW	CALLBACKW	INTEGER			
Created	CREATED	DATE		X	
Created_ts	CREATED_TS	INTEGER			
Created_tcode	CREATED_TCODE	INTEGER			
Terminated	TERMINATED	DATE			

Name	Code	Data Type	P	M	F
Terminated_ts	TERMINATED_TS	INTEGER			
Terminated_tcode	TERMINATED_TCODE	INTEGER			
LastChanged	LASTCHANGED	DATE		X	
LastChanged_ts	LASTCHANGED_TS	INTEGER			
LastChanged_tcode	LASTCHANGED_TCODE	INTEGER			
InternalReason	INTERNALREASON	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column SessID

The unique identifier of the Campaign processing attempt. If a campaign has been unloaded and then reloaded, OCS assigns a new SessionGUID.

Column CampaignID

The DBID of the Campaign configuration object that OCS uses for the Campaign processing attempt.

Column GroupID

The DBID of the Campaign Group configuration object.

Column State

The current state of the campaign according to the Campaign FSM (finite state machine). One of the following values:

0 - null (Terminated)
1 - loaded
2 - started
3 - unloading

#DICTIONARY TYPE 71

Column OCSID

The DBID of the OCS Server application in the Configuration Database. The Campaign running on this instance of OCS.

Column DialMode

The running mode of the campaign as reported by OCS.

Column OptimMode

The optimization mode of the campaign with OCS running.

Column OptimValue

The value of the optimization parameter used by OCS in this campaign.

Column GeneralN

The numerical value of the priority parameter that OCS uses for general records in this campaign.

Column GeneralW

The weight of the priority parameter value for general records that OCS uses in this campaign.

Column SchedN

The numerical value of the priority parameter that OCS uses for scheduled records within this campaign.

Column SchedW

The weight of the priority parameter value that OCS uses for scheduled records within this campaign.

Column CallBackN

The numerical value of the priority parameter that OCS uses for the callback records in this campaign.

Column CallBackW

The weight of the priority parameter value for callback records that OCS uses for this campaign.

Column Created

The GMT-equivalent date and time that the campaign was loaded, as reported by OCS.

Column Created_ts

The UTC-equivalent value of the CREATED field. Milliseconds are truncated.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the campaign was unloaded, as reported by OCS.

Column Terminated_ts

The timestamp of when the campaign was terminated. In seconds (milliseconds truncated).

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.

Column LastChanged

The GMT-equivalent date and time of the last event from OCS, with information about change of campaign state or campaign properties.

Column LastChanged_ts

The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.

Column LastChanged_tcode

A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.

Column InternalReason

The reason the campaign was stopped, if it was stopped at all. This may be due to a failure or ICON may have detected the unavailability of reporting data for this campaign. One of the following values:

0 - normal - normal termination
1 - disconnect - termination due to disconnect
2 - internal_error - reserved for cases of termination due to internal errors
3 - register - termination due to information in the message after registration in the OCS

#DICTIONARY TYPE 73

Index List

Code	U	C	Table
IDX_GO_CAMPAIGN_CID	X		GO_Campaign

Table GO_CampaignHistory

This table contains the history of Campaign state changes and campaign property changes that occurred during a campaign processing attempt. Records are inserted into this table when the campaign state changes or when ICON receives information about campaign property changes from OCS. Records in this table are never updated or deleted.

Refer to "Campaign Model" of the *Interaction Concentrator User's Guide* for an illustrative graphic of the Genesys Campaign Finite State Machine.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
SessID	SESSID	VARCHAR2(64)		X	X
State	STATE	INTEGER		X	
PrevState	PREVSTATE	INTEGER			
Cause	CAUSE	INTEGER		X	
PrevSEnter	PREVSENTER	DATE			
PrevSEnter_ts	PREVSENTER_TS	INTEGER			
PrevSEnter_tcode	PREVSENTER_TCODE	INTEGER			
Seq	SEQ	INTEGER		X	
AppID	APPID	INTEGER			
Trans	TRANS	INTEGER			
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column SessID

The unique identifier of the Campaign processing attempt. If the campaign was unloaded and reloaded, OCS assigns a new SessionGUID.

Column State

The current state of the campaign according to the Campaign FSM (finite state machine). One of the following values:

0 - null - terminated
1 - loaded
2 - started
3 - unloading

#DICTIONARY TYPE 71

Column PrevState

The previous state of the campaign according to the Campaign FSM (finite state machine). One of the following values:

0 - null - terminated
1 - loaded
2 - started
3 - unloading

#DICTIONARY TYPE 71

Column Cause

The cause of campaign state change, as provided by OCS. One of the following values:

0 - CampGrNormal
1 - CampGrConfigurationChanged
2 - CampGrLCASignal
3 - CampGrUnloadForcedCfgChanged
4 - CampGrUnloadForcedLCASignal
5 - CampGrUnloadForcedCliReq
6 - CampGrLoadsAsSequenceItem
7 - CampGrItemStartTimeElapsed
8 - CampGrItemContactsReached
9 - CampGrItemDialsReached
10 - CampGrItemEndTimeReached
11 - CampGrAgentsAvailable
12 - CampGrNoAgentsAvailable
13 - CampGrPortsAvailable
14 - CampGrNoPortsAvailable
15 - CampGrRecordsAvailable
16 - CampGrNoRecordsAvailable
17 - CampGrCPDAvailable
18 - CampGrNoCPDAvailable

19 - ChainNormal
20 - ChainRetrievedFromDB - Record selected from database (calling list)
21 - ChainCampaignUnloaded - Record unloaded due to whole campaign unloaded
22 - ChainDoNotCall
23 - ChainCancelled
24 - ChainRejected - Preview mode only
25 - ChainIsEmpty - All records in chain cancelled or chain cancelled
26 - ChainFilterModified - Customer has changed dialing filter for the calling list. All scheduled chains are affected.
27 - ChainNoMoreTreatments
28 - ChainInternalError
29 - ChainOutOfBoundaries
30 - ChainPriorityZero
31 - ChainGoalReached
32 - ChainMaxAttemptsReached
33 - ChainUnloadedByTreatment
34 - ChainConfigurationChanged
35 - ChainUnknownDNTransfer
36 - ChainWrongTransfer
37 - ChainCallbackToContinue
38 - ChainReschedToContinue
39 - ChainRecordAdded - add record request from the desktop, adds record to the chain which is currently in OCS buffers
40 - ChainTreatmentApplied
41 - ChainInDoNotCallList
42 - ChainDoNotCallRequested
43 - ChainCancelRequested
44 - ChainRejectRequested
45 - ChainEventRecordProcessed
46 - ChainDialerReleased
47 - ChainDialerError
48 - ChainForceUnloadStale
49 - ChainOverflown
50 - ChainRemoteRelease
51 - ChainStaleTimeout
52 - ChainCallResultReceived
53 - ChainProcessingDone
54 - ChainEventUpdateCallCompStats
55 - ChainEventRecordReschedule
56 - ChainCallProgressReceived

#DICTIONARY TYPE 75

Column PrevSEnter

The GMT-equivalent date and time when the previous campaign state was detected.

Column PrevSEnter_ts

The UTC-equivalent value of the PREVSENTER field. Milliseconds are truncated.

Column PrevSEnter_tcode

A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.

Column Seq

Sequence number of the record within the SessID.

Column AppID

The DBID of the application (if provided by OCS) that initiated the state change.

Column Trans

The number of the OCS event.

Column Added

The GMT-equivalent date and time when the current campaign state was detected.

Column Added_ts

The UTC-equivalent value of the ADDED field. Milliseconds are truncated.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table GO_Chain

This table contains current information about chains, as reported by OCS. A record is inserted at the time ICON receives the first notification about Chain processing from OCS. The record is updated when there is a change of state of the chain.

Refer to “Chain Model” of the *Interaction Concentrator User’s Guide* for a description of outbound chain states and an illustrative graphic of a Chain Finite State Machine.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
ChainGUID	CHAINGUID	VARCHAR2(64)		X	
ParentGUID	PARENTGUID	VARCHAR2(64)			
SessID	SESSID	VARCHAR2(64)		X	X
CampaignID	CAMPAIGNID	INTEGER		X	
GroupID	GROUPID	INTEGER		X	
CallingListID	CALLINGLISTID	INTEGER		X	
OCSID	OCSID	INTEGER		X	
CPDID	CPDID	INTEGER			
RecordHandle	RECORDHANDLE	INTEGER			
State	STATE	INTEGER		X	
LastCallAttID	LASTCALLATTID	VARCHAR2(64)			
SwitchID	SWITCHID	INTEGER			
CPDResult	CPDRESULT	INTEGER			
CallResult	CALLRESULT	INTEGER			
Created	CREATED	DATE		X	
Created_ts	CREATED_TS	INTEGER			
Created_tcode	CREATED_TCODE	INTEGER			
Terminated	TERMINATED	DATE			
Terminated_ts	TERMINATED_TS	INTEGER			
Terminated_tcode	TERMINATED_TCODE	INTEGER			
LastChanged	LASTCHANGED	DATE		X	
LastChanged_ts	LASTCHANGED_TS	INTEGER			
LastChanged_tcode	LASTCHANGED_TCODE	INTEGER			
InternalReason	INTERNALREASON	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column ParentGUID

Reserved for future use.

Column SessID

The unique identifier of the Campaign processing attempt. See GO_CAMPAIGN.SessID for details.

Column CampaignID

The DBID of the Campaign configuration object in the Configuration Database. This ID cannot be changed during chain processing. This has the same value as the related record in GO_Campaign. It is added as part of the database de-normalization process.

Column GroupID

The DBID of the Campaign group configuration object.

Column CallingListID

The DBID of the Calling List object in the Configuration Database. This ID cannot be changed during chain processing.

Column OCSID

The DBID of the configured OCS application that reports activity related to this chain.

Column CPDID

The DBID of the CPD server configuration object that OCS used to process the chain (if used and reported by OCS).

Column RecordHandle

The RecordHandle of the record that OCS used in the last chain processing attempt.

Column State

The state of the chain as reported by chain FSM (finite state machine). One of the following values:

0 - null - unloaded/terminated
1 - scheduled
2 - processing
3 - processed

#DICTIONARY TYPE 76

Column LastCallAttID

The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt.

Column SwitchID

The DBID of the switch configuration object during the OCS produced outbound call during the last chain processing attempt (if known and reported by OCS).

Column CPDResult

The CPD result from the last chain processing attempt (if known and reported by OCS).

Column CallResult

The call result from the last chain processing attempt.

Column Created

The GMT-equivalent date and time of Event Loaded as reported by OCS.

Column Created_ts

The UTC-equivalent value of the CREATED field. Milliseconds are truncated.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the chain was finalized or unloaded, as reported by OCS.

Column Terminated_ts

The UTC-equivalent value of the TERMINATED field. Milliseconds are truncated.

Column Terminated_tcode

A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.

Column LastChanged

The GMT-equivalent date and time of the last change of state of the chain, as reported by OCS in OCSD event.

Column LastChanged_ts

The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.

Column LastChanged_tcode

A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.

Column InternalReason

Reserved

Index List

Code	U	C	Table
IDX_GO_CHAIN_CHID	X		GO_Chain

Table GO_ChainRec_hist

This table contains the history of the chain/record processing, as reported by OCS. Changes to the chain state during chain processing result in the creation of a new record in this table. The record is inserted when information about chain state received from OCS. Records are never updated or deleted in this table.

Refer to “Chain Model” of the *Interaction Concentrator User’s Guide* for a description of outbound chain states and an illustrative graphic of a Chain Finite State Machine.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
ChainGUID	CHAINGUID	VARCHAR2(64)		X	X
RecordHandle	RECORDHANDLE	INTEGER		X	
State	STATE	INTEGER		X	
PrevState	PREVSTATE	INTEGER			
PrevSEnter	PREVSENTER	DATE			
PrevSEnter_ts	PREVSENTER_TS	INTEGER			
PrevSEnter_tcode	PREVSENTER_TCODE	INTEGER			
Seq	SEQ	INTEGER		X	
Trans	TRANS	INTEGER		X	
Cause	CAUSE	INTEGER			
AgentID	AGENTID	INTEGER			
EndpointID	ENDPOINTID	INTEGER			
DialingFilterID	DIALINGFILTERID	INTEGER			
RecordType	RECORDTYPE	INTEGER			
TreatmentID	TREATMENTID	INTEGER			
DialMode	DIALMODE	INTEGER			
Attempt	ATTEMPT	INTEGER			
SwitchId	SWITCHID	INTEGER			
CallAttID	CALLATTID	VARCHAR2(64)			
CPDResult	CPDRESULT	INTEGER			
CallResult	CALLRESULT	INTEGER			
Added	ADDED	DATE			
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			

Name	Code	Data Type	P	M	F
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column RecordHandle

The RecordHandle of the record that OCS uses.

Column State

The state of the chain as reported by chain FSM (finite state machine). One of the following values:

0 - null - unloaded/terminated
1 - scheduled
2 - processing
3 - processed

#DICTIONARY TYPE 76

Column PrevState

The state of the chain as reported by chain FSM (finite state machine). One of the following values:

0 - null - unloaded/terminated
1 - scheduled
2 - processing
3 - processed

#DICTIONARY TYPE 76

Column PrevSEnter

The GMT-equivalent date and time when the previous record was inserted into this table. This is taken from the Outbound Contact Server event.

Column PrevSEnter_ts

The UTC-equivalent value of the PREVSENTER field. Milliseconds are truncated.

Column PrevSEnter_tcode

A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.

Column Seq

The sequence number of the record within the same CHAINGUID.

Column Trans

The OCS event number.

Column Cause

The cause of campaign (or chain) state change, as provided by OCS. One of the following values:

0 - CampGrNormal
1 - CampGrConfigurationChanged
2 - CampGrLCASignal
3 - CampGrUnloadForcedCfgChanged
4 - CampGrUnloadForcedLCASignal
5 - CampGrUnloadForcedCliReq
6 - CampGrLoadsAsSequenceItem
7 - CampGrItemStartTimeElapsed
8 - CampGrItemContactsReached
9 - CampGrItemDialsReached
10 - CampGrItemEndTimeReached
11 - CampGrAgentsAvailable
12 - CampGrNoAgentsAvailable
13 - CampGrPortsAvailable
14 - CampGrNoPortsAvailable
15 - CampGrRecordsAvailable
16 - CampGrNoRecordsAvailable
17 - CampGrCPDAvailable
18 - CampGrNoCPDAvailable
19 - ChainNormal
20 - ChainRetrievedFromDB - Record selected from database (calling list)
21 - ChainCampaignUnloaded - Record unloaded due to whole campaign unloaded
22 - ChainDoNotCall
23 - ChainCancelled
24 - ChainRejected - Preview mode only

25 - ChainIsEmpty - All records in chain cancelled or chain cancelled
26 - ChainFilterModified - Customer has changed dialing filter for the calling list. All scheduled chains are affected.
27 - ChainNoMoreTreatments
28 - ChainInternalError
29 - ChainOutOfBoundaries
30 - ChainPriorityZero
31 - ChainGoalReached
32 - ChainMaxAttemptsReached
33 - ChainUnloadedByTreatment
34 - ChainConfigurationChanged
35 - ChainUnknownDNTransfer
36 - ChainWrongTransfer
37 - ChainCallbackToContinue
38 - ChainReschedToContinue
39 - ChainRecordAdded - add record request from the desktop, adds record to the chain which is currently in OCS buffers
40 - ChainTreatmentApplied
41 - ChainInDoNotCallList
42 - ChainDoNotCallRequested
43 - ChainCancelRequested
44 - ChainRejectRequested
45 - ChainEventRecordProcessed
46 - ChainDialerReleased
47 - ChainDialerError
48 - ChainForceUnloadStale
49 - ChainOverflown
50 - ChainRemoteRelease
51 - ChainStaleTimeout
52 - ChainCallResultReceived
53 - ChainProcessingDone
54 - ChainEventUpdateCallCompStats
55 - ChainEventRecordReschedule
56 - ChainCallProgressReceived

#DICTIONARY TYPE 75

Column AgentID

The DBID of the agent (person) configuration object that sent a request which produced activity in the OCS that resulted in a record being inserted into this table. This occurs only if the activity is known by OCS and is reported to ICON.

Column EndpointID

The DBID of the DN configuration object from the agent that sent a request to OCS. See AGENTID, above. This occurs only if the activity is known by OCS and is reported to ICON.

Column DialingFilterID

The DBID of the Dialing filter configuration object that OCS used if applicable activity is reported by OCS.

Column RecordType

The record type as reported by OCS.

Column TreatmentID

The DBID of the Treatment configuration object, as reported by OCS.

Column DialMode

The dial mode of the campaign that OCS used to produce outbound activity.

Column Attempt

The sequence number of the chain processing attempt.

Column SwitchId

The DBID of the switch configuration object from OCS that produced activity during campaign processing.

Column CallAttID

The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound call producing attempt.

Column CPDResult

The CPD result, as reported by OCS.

Column CallResult

The GMT-equivalent date and time when the chain state was inserted into this table, as reported by OCS. One of the following values:

0 - Ok
3 - General Error
4- System Error
6- Busy
7 - No Answer
8 - SIT Detected
9 - Answering Machine Detected

10 - All Trunks Busy
11 - SIT Invalid Number
12 - SIT VC (Vacant Code)
13 - SIT IC (Intercept)
14 - SIT Unknown
15 - SIT NC (No Circuit)
16 - SIT RO (Reorder)
17 - Fax Detected
21 - Abandoned
26 - Dropped
27 - Dropped on No Answer
28 - Unknown Call Result
32 - Silence
33 - Answer
34 - NU Tone
35 - No Dial Tone
36 - No Progress
37 - No RingBack Tone
38 - No Established Detected
39 - Pager Detected
40 - Wrong Party
41 - Dial Error
42 - Call Drop Error
43 - Switch Error
44 - No Port Available
45 - Transfer Error
46 - Stale
47 - Agent CallBack Error
48 - Group CallBack Error
51 - Do Not Call
52 - Cancel Record
53 - Wrong Number

Column Added

The GMT-equivalent date and time when the change in chain state was added to this table, as reported by OCS.

Column Added_ts

The UTC-equivalent value of the ADDED field. Milliseconds are truncated.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table GO_Custom_Fields

This table contains information about the content of the custom defined fields for storage in ICON.

Warning! These are not configured as protected fields. Records are inserted in this table when the load of the record is reported by OCS. The records contain the current and last values of the fields. The record is updated when the field changes.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	X
ChainGUID	CHAINGUID	VARCHAR2(64)		X	
RecordHandle	RECORDHANDLE	INTEGER		X	X
FieldID	FIELDID	INTEGER		X	
Value	VALUE	VARCHAR2(255)			
LastChainUpdSeq	LASTCHAINUPDSEQ	INTEGER		X	
LastChanged	LASTCHANGED	DATE		X	
LastChanged_ts	LASTCHANGED_TS	INTEGER			
LastChanged_tcode	LASTCHANGED_TCODE	INTEGER			
Loaded	LOADED	DATE		X	
Loaded_ts	LOADED_TS	INTEGER			
Loaded_tcode	LOADED_TCODE	INTEGER			
Unloaded	UNLOADED	DATE			
Unloaded_ts	UNLOADED_TS	INTEGER			
Unloaded_tcode	UNLOADED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column RecordHandle

The record handle of the record taken from this custom field.

Column FieldID

The DBID of the Field configuration object.

Column Value

The value of the field.

Column LastChainUpdSeq

Same as GO_CHAINREC_HIST.SEQ.

Column LastChanged

The GMT-equivalent last date and time when information about the field was reported by OCS.

Column LastChanged_ts

The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.

Column LastChanged_tcode

A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.

Column Loaded

The GMT-equivalent date and time when the record from which this field is taken was loaded by OCS.

Column Loaded_ts

The UTC-equivalent value of the LOADED field. Milliseconds are truncated.

Column Loaded_tcode

A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.

Column Unloaded

The GMT-equivalent date and time when the record from this field was unloaded by OCS.

Column Unloaded_ts

The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.

Column Unloaded_tcode

A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_CUSTOMF_CHID			GO_Custom_Fields
IDX_CUSTOMF_FID	X		GO_Custom_Fields

Table GO_FieldHist

This table contains information about the history of the field changes in the records, as reported by OCS, during chain processing.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
ChainGUID	CHAINGUID	VARCHAR2(64)		X	X
RecordHandle	RECORDHANDLE	INTEGER		X	X
FieldID	FIELDID	INTEGER		X	X
OldValue	OLDVALUE	VARCHAR2(255)			
NewValue	NEWVALUE	VARCHAR2(255)			
PrevEnter	PREVENTER	DATE			
PrevEnter_ts	PREVENTER_TS	INTEGER			
PrevEnter_tcode	PREVENTER_TCODE	INTEGER			
Seq	SEQ	INTEGER		X	
ChainHistSeq	CHAINHISTSEQ	INTEGER		X	X
CallAttID	CALLATTID	VARCHAR2(50)			
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column RecordHandle

The record handle of the record taken from this custom field.

Column FieldID

The DBID of the Field configuration object.

Column OldValue

The previous value of the field. On record load time the value is “null”.

Column NewValue

The new value of the field.

Column PrevEnter

The GMT-equivalent date and time when the previous value of the field was reported by OCS.

Column PrevEnter_ts

The UTC-equivalent value of the PREVENTER field. Milliseconds are truncated.

Column PrevEnter_tcode

A reference, derived from the value of the PREVENTER_TS field, to a record in the G_TIMECODE table.

Column Seq

The sequence number of the record within the field change history.

Column ChainHistSeq

Same as GO_CHAINREC_HIST.SEQ.

Column CallAttID

The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound call producing attempt. Same as GO_CHAINREC_HIST.CALLATTID.

Column Added

The GMT-equivalent date and time when the change of the field was reported by OCS. This is taken from the Outbound Contact Server event.

Column Added_ts

The UTC-equivalent value of the ADDED field. Milliseconds are truncated.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table GO_Metrics

This table contains the current and latest values of pre-calculated OCS metrics. Records are inserted at the time

ICON receives metric information. The information includes the specified type the first time that the combination of objects is specified. The record is updated each time ICON receives changes to metric data.

Refer to the “Integration with Outbound Contact” chapter in the *Interaction Concentrator User’s Guide* for a description of the pre-calculated metrics that ICON stores for OCS.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
SessID	SESSID	VARCHAR2(64)			
CallingListID	CALLINGLISTID	INTEGER			
ChainGUID	CHAINGUID	VARCHAR2(64)			
CallAttID	CALLATTID	VARCHAR2(64)			
OCSID	OCSID	INTEGER			
RecordHandle	RECORDHANDLE	INTEGER			
ResID1	RESID1	VARCHAR2(64)			
ResID2	RESID2	VARCHAR2(64)			
Type	TYPE	INTEGER		X	
Value	VALUE	INTEGER		X	
Seq	SEQ	INTEGER			
USeq	USEQ	INTEGER			
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column SessID

The unique identifier of the Campaign processing attempt. If a campaign has been unloaded and then reloaded, OCS assigns a new SessionGUID. Same as GO_CAMPAIGN.SESSID.

Column CallingListID

The DBID of the Calling List object in the Configuration Database. This ID cannot be changed during chain processing. Same as GO_CHAIN.CALLINGLISTID.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column CallAttID

The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt. Same as GO_CHAIN.LASTCALLATTID.

Column OCSID

The DBID of the configured OCS application that reported activity related to this metric.

Column RecordHandle

The RecordHandle of the record that OCS used in the last chain processing attempt. Same as GO_CHAIN.RECORDHANDLE.

Column ResID1

Reserved

Column ResID2

Reserved

Column Type

The type of metric. One of the following values:

0 - GOMetricTypeUndefined - Reserved

1 - GOMetricTotalRecsPerList - Total number of physical records in the calling list database view (i.e. database table + optional WHERE clause from the dialing filter)

2 - GOMetricTotalRecsPerCampGr - Total number of physical records in all database views (see above) whose calling lists are assigned to the campaign participating in the campaign group

3 - GOMetricTotalChainsPerList - Total number of logical chains in the calling list database view (i.e. database table + optional WHERE clause from the dialing filter). A logical chain is defined as 1 or more database table records bearing the same Chain ID value

4 - GOMetricTotalChainsPerCampGr - Total number of logical chains in all database views (see above) whose calling lists are assigned to the campaign participating in the campaign group

5 - GOMetricCurrRecsNotProcPerList - Current number of physical records in the calling list database view (i.e. database table + optional WHERE clause from the dialing filter) which have type GENERAL and status READ

6 - GOMetricCurrRecsNotProcPerCampGr - Current number of physical records in all database views (see above) which have type GENERAL and status READY, whose calling lists are assigned to the campaign participating in the campaign group

7 - GOMetricCurrChainsNotProcPerList - Current number of logical chains in the calling list database view (i.e. database table + optional WHERE clause from the dialing filter) where at least 1 record of the chain has type

GENERAL and status READY. Logical chain is defined as 1 or more database table records bearing the same Chain ID value

8 - GOMetricCurrChainsNotProcPerCampGr - Current number of logical chains in all database views (see above) where at least 1 record of the chain has type GENERAL and status READY, and whose calling lists are assigned to the campaign participating in the campaign group

9 - GOMetricCurrUsedPortsPerCampGr - Current number of busy (currently occupied for placing outbound calls) CPD Server ports or Switch call classifier ports

10 - GOMetricCurrUsedEngPortsPerCampGr - Current number of ports used by engaged calls placed by CPD Server. Calculated only for campaign groups activated in ASM dialing modes with CPD Server

11 - GOMetricDetailCallsOverdialed - The metric shows that the given call is considered to be overdialled by Outbound Dialing Engine

12 - GOMetricTimeOutboundCallDialing - Dialing Duration (in msec). Calculated by OCS for each outbound call

13 - GOMetricTimeOutboundCallTransfer - Call Transfer Duration (in msec). Calculated by OCS for each outbound call

14 - GOMetricTimeOutboundCallCPD - Post-connect Call Progress Detection Duration (in msec). Calculated by OCS for each outbound call

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Column Value

The OCS-provided value for the corresponding statistic type.

Column Seq

The sequence number of the metric for the same object.

Column USeq

Reserved

Column Added

The GMT-equivalent date and time when the value of the metric was reported by OCS.

Column Added_ts

The UTC-equivalent value of the ADDED field. Milliseconds are truncated.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table GO_Record

This table contains information about the content of the records as reported by OCS (mandatory fields only).

Records are inserted into this table at the time the loading of the record is reported by OCS. Records contain current and last values of the fields. Records are updated when any mandatory field changes.

For a description of each mandatory field, refer to the Outbound Contact Server documentation set.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
ChainGUID	CHAINGUID	VARCHAR2(64)			X
RecordHandle	RECORDHANDLE	INTEGER		X	
M_chain_id	M_CHAIN_ID	INTEGER		X	
M_chain_n	M_CHAIN_N	INTEGER		X	
M_agent_id	M_AGENT_ID	VARCHAR2(128)			
M_attempt	M_ATTEMPT	INTEGER			
M_call_result	M_CALL_RESULT	INTEGER			
M_call_time	M_CALL_TIME	INTEGER			
M_daily_from	M_DAILY_FROM	INTEGER			
M_daily_till	M_DAILY_TILL	INTEGER			
M_dial_sched_time	M_DIAL_SCHED_TIME	INTEGER			
M_contact_info	M_CONTACT_INFO	VARCHAR2(128)			
M_contact_infotype	M_CONTACT_INFOTYPE	INTEGER			
M_record_id	M_RECORD_ID	INTEGER			
M_record_status	M_RECORD_STATUS	INTEGER		X	
M_record_type	M_RECORD_TYPE	INTEGER		X	
M_tz_dbid	M_TZ_DBID	INTEGER		X	
M_app_id	M_APP_ID	INTEGER			
M_campaign_id	M_CAMPAIGN_ID	INTEGER		X	
M_email_subject	M_EMAIL_SUBJECT	VARCHAR2(255)			
M_email_templateid	M_EMAIL_TEMPLATEID	INTEGER			
M_group_id	M_GROUP_ID	INTEGER		X	
M_media_ref	M_MEDIA_REF	INTEGER			
M_switch_id	M_SWITCH_ID	INTEGER			
M_treatments	M_TREATMENTS	VARCHAR2(255)			
LastChainUpdSeq	LASTCHAINUPDSEQ	INTEGER			
LastChanged	LASTCHANGED	DATE			
LastChanged_ts	LASTCHANGED_TS	INTEGER			
LastChanged_tcode	LASTCHANGED_TCODE	INTEGER			
Loaded	LOADED	DATE		X	
Loaded_ts	LOADED_TS	INTEGER			
Loaded_tcode	LOADED_TCODE	INTEGER			
Unloaded	UNLOADED	DATE			
Unloaded_ts	UNLOADED_TS	INTEGER			
Unloaded_tcode	UNLOADED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record in the table. This is the primary key.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column RecordHandle

The record handle taken from the record of this custom field.

Column M_chain_id

The unique identification number of the chain to which the record belongs.

Column M_chain_n

The unique identification number of the record within the chain.

Column M_agent_id

The login identifier of the agent who handled the record.

Column M_call_result

Final outcome of the record processing. Refer to the “Call Result Types" table in the *Outbound Contact Reference Manual* for additional information.

Column M_call_time

Latest date and time the record has been processed (dialed), in UTC format.

Column M_daily_from

Earliest time of the day when a customer can be contacted (seconds since midnight).

Column M_daily_till

Latest time of the day when a customer can be contacted (seconds since midnight).

Column M_dial_sched_time

Date and time for which the processing of the record has been scheduled or rescheduled, in UTC format.

Column M_contact_info

The customer's contact information, which is the phone number in the voice campaign.

Column M_contact_infotype

Type of contact information, phone type in the voice campaign. Refer to the “Contact Information Types” table in the *Outbound Contact Reference Manual* for additional information.

Column M_record_id

The unique identification number of a calling record.

Column M_record_status

The current status of the record. Refer to the “Record Statuses” table in the *Outbound Contact Reference Manual* for additional information.

Column M_record_type

The type of the record. Refer to the “Record Types” table in the *Outbound Contact Reference Manual* for additional information.

Column M_tz_dbid

The configuration DBID of the time zone object associated with the calling record.

Column M_app_id

Reserved for future use.

Column M_campaign_id

The configuration DBID of the Outbound Dialing Campaign as a part of which the record has been processed.

Column M_email_subject

Reserved for future use.

Column M_email_templateid

Reserved for future use.

Column M_group_id

Reserved for future use.

Column M_media_ref

Reserved for future use.

Column M_switch_id

The DBID of the switch where the agent who handled the record logged in.

Column M_treatments

Treatments application history. For more information, refer to the “Treatments” chapter in the *Outbound Contact 7.5+ Deployment Guide*.

Column LastChainUpdSeq

Same as GO_CHAINREC_HIST.SEQ.

Column LastChanged

The GMT-equivalent date and time when the change to any mandatory field in the record was reported by OCS. This is taken from the Outbound Contact Server event.

Column LastChanged_ts

The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.

Column LastChanged_tcode

A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.

Column Loaded

The GMT-equivalent date and time when the record taken from this field was loaded by OCS.

Column Loaded_ts

The UTC-equivalent value of the LOADED field. Milliseconds are truncated.

Column Loaded_tcode

A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.

Column Unloaded

The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.

Column Unloaded_ts

The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.

Column Unloaded_tcode

A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_GO_REC_CHID			GO_Record
IDX_GO_REC_PHID	X		GO_Record

Table GO_Sec_FieldHist

This table contains information about the history of changes to fields that are configured as protected, as reported by OCS during chain processing.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
ChainGUID	CHAINGUID	VARCHAR2(64)		X	
RecordHandle	RECORDHANDLE	INTEGER		X	
FieldID	FIELDID	INTEGER		X	
OldValue	OLDVALUE	VARCHAR2(255)			
NewValue	NEWVALUE	VARCHAR2(255)			
PrevEnter	PREVENTER	DATE			
PrevEnter_ts	PREVENTER_TS	INTEGER			
PrevEnter_tcode	PREVENTER_TCODE	INTEGER			
Seq	SEQ	INTEGER		X	
ChainHistSeq	CHAINHISTSEQ	INTEGER		X	
CallAttID	CALLATTID	VARCHAR2(50)			
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column RecordHandle

The record handle taken from the record of this custom field.

Column FieldID

The DBID of the Field configuration object.

Column OldValue

The previous value of the field. On record load time, the value is “null”.

Column NewValue

The new value of the field.

Column PrevEnter

The GMT-equivalent date and time when the previous value of the field was reported by OCS.

Column PrevEnter_ts

The UTC-equivalent value of the PREVENTER field. Milliseconds are truncated.

Column PrevEnter_tcode

A reference, derived from the value of the PREVENTER_TS field, to a record in the G_TIMECODE table

Column Seq

The sequence number of the record within the field change history.

Column ChainHistSeq

Same as GO_CHAINREC_HIST.SEQ.

Column CallAttID

Same as GO_CHAINREC_HIST.CALLATTID.

Column Added

The GMT-equivalent date and time when the change of the field was reported by OCS. This is taken from the Outbound Contact Server event.

Column Added_ts

The UTC-equivalent value of the ADDED field. Milliseconds are truncated.

Column Added_tcode

A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Table GO_Secure_Fields

This table contains information regarding the content of the custom defined fields that are configured to be stored in ICON. They are configured as protected fields. Records are inserted into this table when the load of the record is reported by OCS. The records contain current and last values of the fields. Records are updated at the time that a field changes.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
ChainGUID	CHAINGUID	VARCHAR2(64)		X	
RecordHandle	RECORDHANDLE	INTEGER		X	
FieldID	FIELDID	INTEGER		X	
Value	VALUE	VARCHAR2(255)			
LastChainUpdSeq	LASTCHAINUPDSEQ	INTEGER		X	
LastChanged	LASTCHANGED	DATE		X	
LastChanged_ts	LASTCHANGED_TS	INTEGER			
LastChanged_tcode	LASTCHANGED_TCODE	INTEGER			
Loaded	LOADED	DATE		X	
Loaded_ts	LOADED_TS	INTEGER			
Loaded_tcode	LOADED_TCODE	INTEGER			
Unloaded	UNLOADED	DATE			
Unloaded_ts	UNLOADED_TS	INTEGER			
Unloaded_tcode	UNLOADED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column ChainGUID

The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column RecordHandle

The record handle of the record taken from this custom field.

Column FieldID

The DBID of the Field configuration object.

Column Value

The value of the field.

Column LastChainUpdSeq

This is equal to the value of the seq field seq in the related record in GO_CHAINREC_HIST.

Column LastChanged

The GMT-equivalent date and time when information about the field was last reported by OCS.

Column LastChanged_ts

The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.

Column LastChanged_tcode

A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.

Column Loaded

The GMT-equivalent date and time when the record taken from this field was loaded by OCS.

Column Loaded_ts

The UTC-equivalent value of the LOADED field. Milliseconds are truncated.

Column Loaded_tcode

A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.

Column Unloaded

The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.

Column Unloaded_ts

The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.

Column Unloaded_tcode

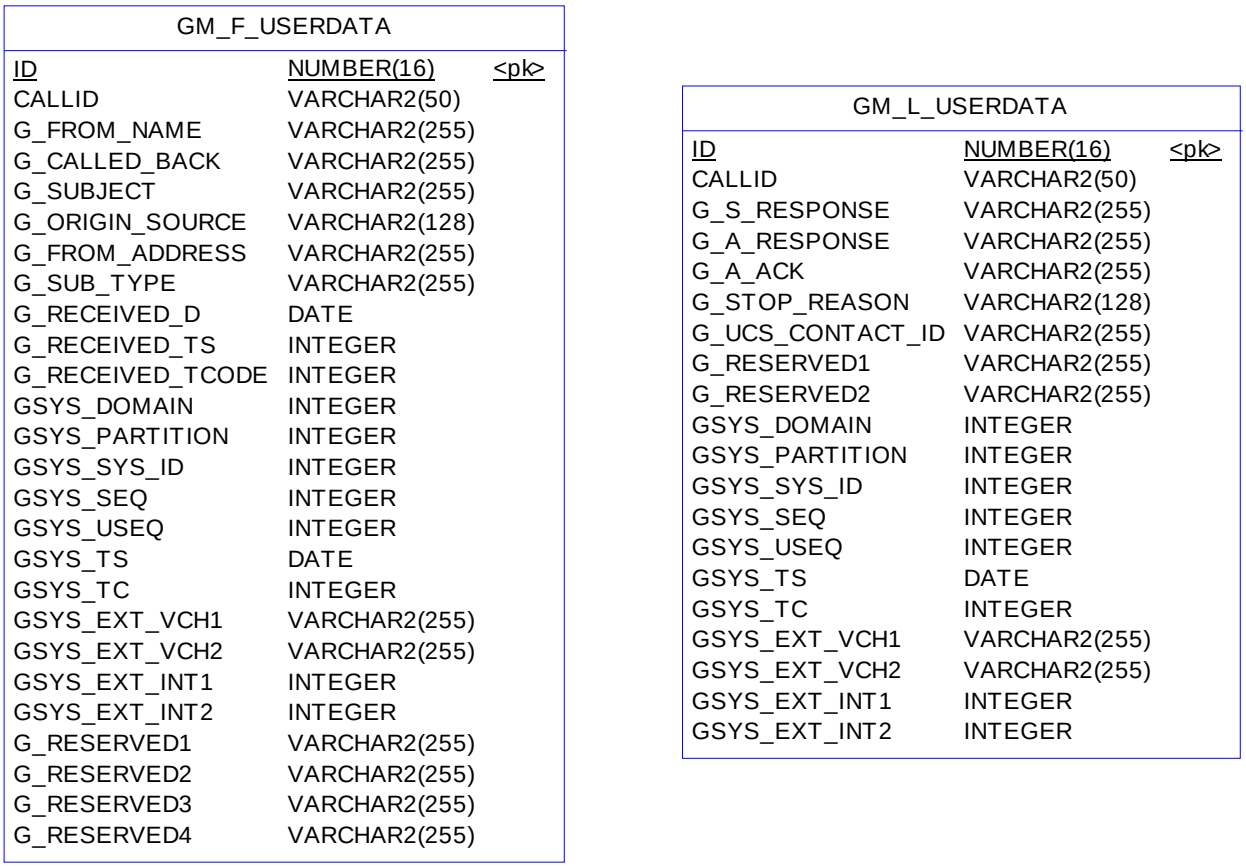
A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.

Index List

Code	U	C	Table
IDX_SECUREF_CHID			GO_Secure_Fields
IDX_SECUREF_PHID	X		GO_Secure_Fields

Chapter 4: Multimedia Attached Data Schema

Diagram Data Model



Index List

Table	Code	U
GM_F_USERDATA	IDX_GM_F_UDATA_CID	X
GM_L_USERDATA	IDX_GM_L_UDATA_CID	X

Table GM_F_USERDATA

This table contains information about predefined logical keys in the attached data of multimedia interactions. The data store in this table corresponds to the data available after interaction creation.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
CALLID	CALLID	VARCHAR2(50)		X	
G_FROM_NAME	G_FROM_NAME	VARCHAR2(255)			
G_CALLED_BACK	G_CALLED_BACK	VARCHAR2(255)			
G_SUBJECT	G_SUBJECT	VARCHAR2(255)			
G_ORIGIN_SOURCE	G_ORIGIN_SOURCE	VARCHAR2(128)			
G_FROM_ADDRESS	G_FROM_ADDRESS	VARCHAR2(255)			
G_SUB_TYPE	G_SUB_TYPE	VARCHAR2(255)			
G_RECEIVED_D	G_RECEIVED_D	DATE			
G_RECEIVED_TS	G_RECEIVED_TS	INTEGER			
G_RECEIVED_TCODE	G_RECEIVED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			
G_RESERVED1	G_RESERVED1	VARCHAR2(255)			
G_RESERVED2	G_RESERVED2	VARCHAR2(255)			
G_RESERVED3	G_RESERVED3	VARCHAR2(255)			
G_RESERVED4	G_RESERVED4	VARCHAR2(255)			

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column CALLID

The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.

Column G_FROM_NAME

The value of the From Name logical key, which corresponds to the mcr-from-name logical name.

Column G_CALLED_BACK

The value of the Called Back logical key, which corresponds to the mcr-called-back logical name.

Column G_SUBJECT

The value of the Subject logical key, which corresponds to the mcr-subject logical name.

Column G_ORIGIN_SOURCE

The value of the Origination Source logical key, which corresponds to the mcr-origin-source logical name.

Column G_FROM_ADDRESS

The value of the From Email Address logical key, which corresponds to the mcr-from-address logical name.

Column G_SUB_TYPE

The value of the Interaction Sub Type logical key.

Column G_RECEIVED_D

The GMT-equivalent time when the email interaction was downloaded by the multimedia Email Server.

Column G_RECEIVED_TS

The UTC-equivalent value of the G_RECEIVED_D field.

Column G_RECEIVED_TCODE

A reference, derived from the value of the G_RECEIVED_TS field, to a record in the G_TIMECODE table.

Column G_RESERVED1 through G_RESERVED4

Reserved for future use.

Index List

Code	U	C	Table
IDX_GM_F_UDATA_CID	X		GM_F_USERDATA

Table GM_L_USERDATA

This table contains information about predefined logical keys in the attached data of multimedia interactions. The data stored in this table corresponds to the data available after interaction termination.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
CALLID	CALLID	VARCHAR2(50)		X	
G_S_RESPONSE	G_S_RESPONSE	VARCHAR2(255)			
G_A_RESPONSE	G_A_RESPONSE	VARCHAR2(255)			
G_A_ACK	G_A_ACK	VARCHAR2(255)			
G_STOP_REASON	G_STOP_REASON	VARCHAR2(128)			
G_UCS_CONTACT_ID	G_UCS_CONTACT_ID	VARCHAR2(255)			
G_RESERVED1	G_RESERVED1	VARCHAR2(255)			
G_RESERVED2	G_RESERVED2	VARCHAR2(255)			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			

Name	Code	Data Type	P	M	F
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of the record. This is the primary key.

Column CALLID

The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.

Column G_S_RESPONSE

The value of the Suggested Response logical key, which corresponds to the mcr-suggested-response logical name.

Column G_A_RESPONSE

The value of the Automated Response logical key, which corresponds to the mcr-auto-response logical name.

Column G_A_ACK

The value of the Auto Acknowledgment logical key, which corresponds to the mcr-auto-ack logical name.

Column G_STOP_REASON

The value of the Stop Reason logical key.

Column G_UCS_CONTACT_ID

The value of the Multimedia Customer ID logical key, which corresponds to the mcr-ucs-contact-id logical name.

Column G_RESERVED1

Reserved for future use.

Column G_RESERVED2

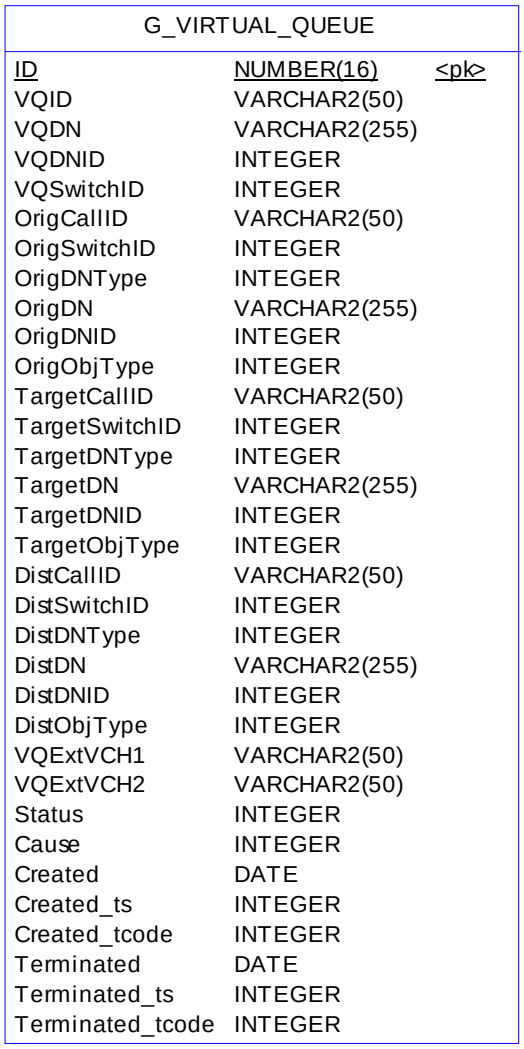
Reserved for future use.

Index List

Code	U	C	Table
IDX_GM_L_UDATA_CID	X		GM_L_USERDATA

Chapter 5: Virtual Queue Schema

Diagram Data Model



G_VIRTUAL_QUEUE		
ID	NUMBER(16)	<pk>
VQID	VARCHAR2(50)	
VQDN	VARCHAR2(255)	
VQDNID	INTEGER	
VQSwitchID	INTEGER	
OrigCallID	VARCHAR2(50)	
OrigSwitchID	INTEGER	
OrigDNType	INTEGER	
OrigDN	VARCHAR2(255)	
OrigDNID	INTEGER	
OrigObjType	INTEGER	
TargetCallID	VARCHAR2(50)	
TargetSwitchID	INTEGER	
TargetDNType	INTEGER	
TargetDN	VARCHAR2(255)	
TargetDNID	INTEGER	
TargetObjType	INTEGER	
DistCallID	VARCHAR2(50)	
DistSwitchID	INTEGER	
DistDNType	INTEGER	
DistDN	VARCHAR2(255)	
DistDNID	INTEGER	
DistObjType	INTEGER	
VQExtVCH1	VARCHAR2(50)	
VQExtVCH2	VARCHAR2(50)	
Status	INTEGER	
Cause	INTEGER	
Created	DATE	
Created_ts	INTEGER	
Created_tcode	INTEGER	
Terminated	DATE	
Terminated_ts	INTEGER	
Terminated_tcode	INTEGER	

Index List

Table	Code	U
G_VIRTUAL_QUEUE	IDX_G_VQUEUE_VQID	X

Table G_VIRTUAL_QUEUE

This table contains information about the use of virtual queues in interaction processing, according to the data passed from the Universal Routing Server through the T-Server application.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
VQID	VQID	VARCHAR2(50)		X	
VQDN	VQDN	VARCHAR2(255)		X	
VQDNID	VQDNID	INTEGER		X	
VQSwitchID	VQSWITCHID	INTEGER		X	
OrigCallID	ORIGCALLID	VARCHAR2(50)		X	
OrigSwitchID	ORIGSWITCHID	INTEGER			
OrigDNType	ORIGDNTYPE	INTEGER			
OrigDN	ORIGDN	VARCHAR2(255)			
OrigDNID	ORIGDNID	INTEGER			
OrigObjType	ORIGOBJTYPE	INTEGER			
TargetCallID	TARGETCALLID	VARCHAR2(50)			
TargetSwitchID	TARGETSWITCHID	INTEGER			
TargetDNType	TARGETDNTYPE	INTEGER			
TargetDN	TARGETDN	VARCHAR2(255)			
TargetDNID	TARGETDNID	INTEGER			
TargetObjType	TARGETOBJTYPE	INTEGER			
DistCallID	DISTCALLID	VARCHAR2(50)			
DistSwitchID	DISTSWITCHID	INTEGER			
DistDNType	DISTDNTYPE	INTEGER			
DistDN	DISTDN	VARCHAR2(255)			
DistDNID	DISTDNID	INTEGER			
DistObjType	DISTOBJTYPE	INTEGER			
VQExtVCH1	VQEXTVCH1	VARCHAR2(50)			
VQExtVCH2	VQEXTVCH2	VARCHAR2(50)			
Status	STATUS	INTEGER		X	
Cause	CAUSE	INTEGER		X	
Created	CREATED	DATE		X	
Created_ts	CREATED_TS	INTEGER		X	
Created_tcode	CREATED_TCODE	INTEGER		X	
Terminated	TERMINATED	DATE			
Terminated_ts	TERMINATED_TS	INTEGER			
Terminated_tcode	TERMINATED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of the virtual queue record. This is the primary key. Autonumbering is controlled by the RDBMS.

Column VQID

Uniquely identifies each virtual queue record, corresponding to the EventQueued/EventDiverted or EventQueued/EventAbandoned pairs of TEvents.

Column VQDN

The directory number of the virtual queue, as configured in Configuration Server, where the interaction was queued.

Column VQDNID

The DBID of the virtual queue where the interaction was queued.

Column VQSwitchID

The DBID of the switch where the virtual queue is configured.

Column OrigCallID

The reference to the original call, by CALLID, for which the EventQueued TEvent was reported.

Column OrigSwitchID

Reserved for future use.

Column OrigDNType

Reserved for future use.

Column OrigDN

Reserved for future use.

Column OrigDNID

Reserved for future use.

Column OrigObjType

Reserved for future use.

Column TargetCallID

Reserved for future use.

Column TargetSwitchID

Reserved for future use.

Column TargetDNType

Reserved for future use.

Column TargetDN

The destination endpoint name of the routing target.

Column TargetDNID

Reserved for future use.

Column TargetObjType

Reserved for future use.

Column DistCallID

The call ID of the interaction prior to distribution to the routing target or abandonment.

Column DistSwitchID

Reserved for future use.

Column DistDNType

Reserved for future use.

Column DistDN

Reserved for future use.

Column DistDNID

Reserved for future use.

Column DistObjType

Reserved for future use.

Column VQExtVCH1

Reserved for future use.

Column VQExtVCH2

Reserved for future use.

Column Status

The current status of the virtual queue record, represented by one of the following Call Control Event dictionary types:

1 - cleared. Call or interaction was either abandoned or diverted with causes other than 1 (normal call delivery) as noted in the description of column CAUSE.
8 - queued
13 - diverted with value cause = 1 (normal call delivery) in column CAUSE.

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Column Cause

The cause leading to the status change in the association between the call interaction and the virtual queue, represented by one of the following VQCause dictionary types:

1 - normal
2 - abandoned
3 - stuck
101 - routed from a parallel virtual queue to the target destination
102 - routed by URS to the default destination
103 - routed by the switch to the default destination
104 - execute clear target
105 - other
133 - routing timeout expired on Interaction Server (for open media interactions only)
134 - interaction is taken (pulled out) from strategy by Interaction Server (for open media interactions only)

#DICTIONARY TYPE 85

Column Created

The GMT-equivalent date and time when the record was created, as inherited from the EventQueued TEvent.

Column Created_ts

The UTC-equivalent value of the CREATED field.

Column Created_tcode

A reference, derived from the value of the CREATED_TS field, to record in G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the record was terminated, as inherited from either the EventDiverted or EventAbandoned TEvents.

Column Terminated_ts

The UTC-equivalent value of the TERMINATED field.

Column Terminated_tcode

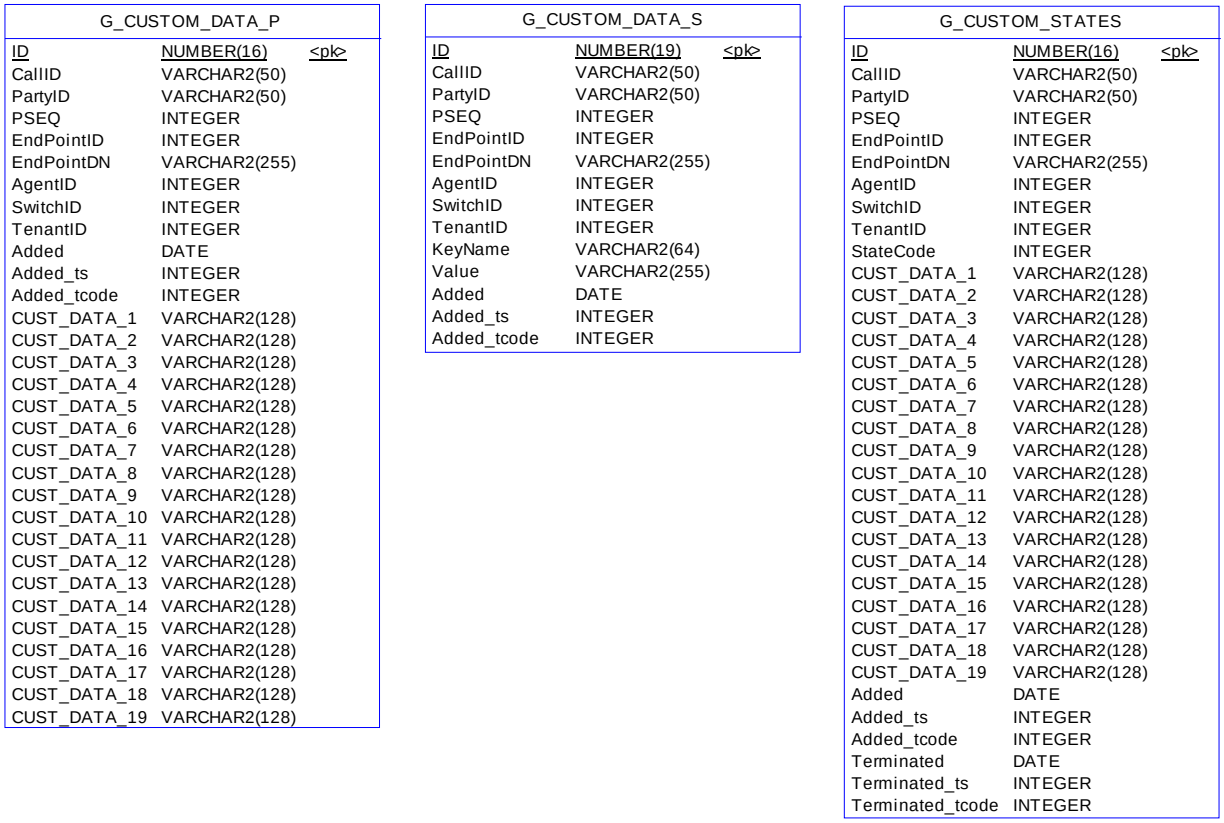
A reference, derived from the value of the TERMINATED_TS field, to record in G_TIMECODE table.

Index List

Code	U	C	Table
IDX_G_VQUEUE_VQID	X		G_VIRTUAL_QUEUE

Chapter 6: Custom States Schema

Diagram Data Model



G_CUSTOM_DATA_P		
ID	NUMBER(16)	<pk>
CallID	VARCHAR2(50)	
PartyID	VARCHAR2(50)	
PSEQ	INTEGER	
EndPointID	INTEGER	
EndPointDN	VARCHAR2(255)	
AgentID	INTEGER	
SwitchID	INTEGER	
TenantID	INTEGER	
Added	DATE	
Added_ts	INTEGER	
Added_tcode	INTEGER	
CUST_DATA_1	VARCHAR2(128)	
CUST_DATA_2	VARCHAR2(128)	
CUST_DATA_3	VARCHAR2(128)	
CUST_DATA_4	VARCHAR2(128)	
CUST_DATA_5	VARCHAR2(128)	
CUST_DATA_6	VARCHAR2(128)	
CUST_DATA_7	VARCHAR2(128)	
CUST_DATA_8	VARCHAR2(128)	
CUST_DATA_9	VARCHAR2(128)	
CUST_DATA_10	VARCHAR2(128)	
CUST_DATA_11	VARCHAR2(128)	
CUST_DATA_12	VARCHAR2(128)	
CUST_DATA_13	VARCHAR2(128)	
CUST_DATA_14	VARCHAR2(128)	
CUST_DATA_15	VARCHAR2(128)	
CUST_DATA_16	VARCHAR2(128)	
CUST_DATA_17	VARCHAR2(128)	
CUST_DATA_18	VARCHAR2(128)	
CUST_DATA_19	VARCHAR2(128)	

G_CUSTOM_DATA_S		
ID	NUMBER(19)	<pk>
CallID	VARCHAR2(50)	
PartyID	VARCHAR2(50)	
PSEQ	INTEGER	
EndPointID	INTEGER	
EndPointDN	VARCHAR2(255)	
AgentID	INTEGER	
SwitchID	INTEGER	
TenantID	INTEGER	
KeyName	VARCHAR2(64)	
Value	VARCHAR2(255)	
Added	DATE	
Added_ts	INTEGER	
Added_tcode	INTEGER	

G_CUSTOM_STATES		
ID	NUMBER(16)	<pk>
CallID	VARCHAR2(50)	
PartyID	VARCHAR2(50)	
PSEQ	INTEGER	
EndPointID	INTEGER	
EndPointDN	VARCHAR2(255)	
AgentID	INTEGER	
SwitchID	INTEGER	
TenantID	INTEGER	
StateCode	INTEGER	
CUST_DATA_1	VARCHAR2(128)	
CUST_DATA_2	VARCHAR2(128)	
CUST_DATA_3	VARCHAR2(128)	
CUST_DATA_4	VARCHAR2(128)	
CUST_DATA_5	VARCHAR2(128)	
CUST_DATA_6	VARCHAR2(128)	
CUST_DATA_7	VARCHAR2(128)	
CUST_DATA_8	VARCHAR2(128)	
CUST_DATA_9	VARCHAR2(128)	
CUST_DATA_10	VARCHAR2(128)	
CUST_DATA_11	VARCHAR2(128)	
CUST_DATA_12	VARCHAR2(128)	
CUST_DATA_13	VARCHAR2(128)	
CUST_DATA_14	VARCHAR2(128)	
CUST_DATA_15	VARCHAR2(128)	
CUST_DATA_16	VARCHAR2(128)	
CUST_DATA_17	VARCHAR2(128)	
CUST_DATA_18	VARCHAR2(128)	
CUST_DATA_19	VARCHAR2(128)	
Added	DATE	
Added_ts	INTEGER	
Added_tcode	INTEGER	
Terminated	DATE	
Terminated_ts	INTEGER	
Terminated_tcode	INTEGER	

Table G_CUSTOM_DATA_P

This table contains principal information about user data that is attached to a voice call interaction. This information originates from T-Server's EventUsedEvent TEvents.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
CallID	CALLID	VARCHAR2(50)			
PartyID	PARTYID	VARCHAR2(50)			
PSEQ	PSEQ	INTEGER		X	
EndPointID	ENDPOINTID	INTEGER			
EndPointDN	ENDPOINTDN	VARCHAR2(255)			
AgentID	AGENTID	INTEGER			
SwitchID	SWITCHID	INTEGER			
TenantID	TENANTID	INTEGER			
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
CUST_DATA_1	CUST_DATA_1	VARCHAR2(128)			
CUST_DATA_2	CUST_DATA_2	VARCHAR2(128)			
CUST_DATA_3	CUST_DATA_3	VARCHAR2(128)			
CUST_DATA_4	CUST_DATA_4	VARCHAR2(128)			
CUST_DATA_5	CUST_DATA_5	VARCHAR2(128)			
CUST_DATA_6	CUST_DATA_6	VARCHAR2(128)			
CUST_DATA_7	CUST_DATA_7	VARCHAR2(128)			
CUST_DATA_8	CUST_DATA_8	VARCHAR2(128)			
CUST_DATA_9	CUST_DATA_9	VARCHAR2(128)			
CUST_DATA_10	CUST_DATA_10	VARCHAR2(128)			
CUST_DATA_11	CUST_DATA_11	VARCHAR2(128)			
CUST_DATA_12	CUST_DATA_12	VARCHAR2(128)			
CUST_DATA_13	CUST_DATA_13	VARCHAR2(128)			
CUST_DATA_14	CUST_DATA_14	VARCHAR2(128)			
CUST_DATA_15	CUST_DATA_15	VARCHAR2(128)			
CUST_DATA_16	CUST_DATA_16	VARCHAR2(128)			
CUST_DATA_17	CUST_DATA_17	VARCHAR2(128)			
CUST_DATA_18	CUST_DATA_18	VARCHAR2(128)			
CUST_DATA_19	CUST_DATA_19	VARCHAR2(128)			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CallID

This field points to the record in the G_CALL table that represents the call with which the data is associated. This field may be NULL.

Column PartyID

This field points to the record in the G_PARTY table that represents the party with which the data is associated. This field may be NULL.

Column PSEQ

The sequence that corresponds to a record in the G_PARTY_HISTORY table.

Column EndPointID

This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For other changes, the party is defined by the ThisDN attribute.

Column EndPointDN

The device number that is associated with the data.

Column AgentID

The DBID of the agent object that represents the person who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available during run time).

Column SwitchID

The DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is this field, and vice versa.

Column TenantID

The DBID of the Tenant that is associated with the Switch.

Column Added

The GMT-equivalent date and time when the key was changed. The date and time are taken from the T-Server (or other data provider) notification.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.

Column CUST_DATA_1 through CUST_DATA_19

The values of the cust-data-1 through cust-data-19 attributes of userdata

Table G_CUSTOM_DATA_S

This table records the changes to the user data that is associated with a voice call. Primarily, this is the data that is attached to the call (the content of the UserData attribute of a T-Server Event). However, it is assumed that ICON might be configured so that it will also use this table to record the history of the Reasons and Extensions as well as any other attributes of a call that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY tables. The only prerequisite for this table is that the data be associated with the call and that this association be known at run time.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(19)	X	X	
CallID	CALLID	VARCHAR2(50)			
PartyID	PARTYID	VARCHAR2(50)			
PSEQ	PSEQ	INTEGER		X	
EndPointID	ENDPOINTID	INTEGER			
EndPointDN	ENDPOINTDN	VARCHAR2(255)			
AgentID	AGENTID	INTEGER			
SwitchID	SWITCHID	INTEGER			
TenantID	TENANTID	INTEGER			
KeyName	KEYNAME	VARCHAR2(64)		X	
Value	VALUE	VARCHAR2(255)			
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CallID

This field points to the record in the G_CALL table that represents the call with which the data is associated. This field may be NULL.

Column PartyID

This field points to the record in the G_PARTY table that represents the party with which the data is associated. This field may be NULL.

Column PSEQ

The sequence that corresponds to the G_PARTY_HISTORY.

Column EndPointID

This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For the rest of changes, the party is defined by the ThisDN attribute.

Column EndPointDN

The device number that is associated with the data.

Column AgentID

This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged in to the endpoint that is associated with the data change (if this information is available during run time).

Column SwitchID

This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and *vice versa*.

Column TenantID

The DBID of the Tenant that is associated with the Switch.

Column KeyName

This is the KeyName field. It records the name of the user data key that changed its value. The user determines which keys should be recorded by specifying them in the Call Concentrator configuration user data specification. Key names defined in the custom states configuration options should be specified in one option only--it should be

unique across all configuration options.

Column Value

This field contains the character value of the key. The value is non-NULL unless one of the following conditions is met:

DataType != STRING or
ChangeType = DELETED
Otherwise, the value is NULL.

Column Added

The GMT-equivalent date and time when the key was changed. The date and time are taken from the T-Server (or other data provider) notification.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.

Table G_CUSTOM_STATES

This table contains detailed information about an agent's state changes during his or her login session. The records inserted into this table include:

- changes to the agent's state.
- changes to the agent's pending state.
- changes to the agent's workmode.
- changes to the agent's hardware reason code.
- the fact that the agent connects or disconnects to a call

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
CallID	CALLID	VARCHAR2(50)			
PartyID	PARTYID	VARCHAR2(50)			
PSEQ	PSEQ	INTEGER		X	
EndPointID	ENDPOINTID	INTEGER			
EndPointDN	ENDPOINTDN	VARCHAR2(255)			
AgentID	AGENTID	INTEGER			
SwitchID	SWITCHID	INTEGER			
TenantID	TENANTID	INTEGER			
StateCode	STATECODE	INTEGER		X	

Name	Code	Data Type	P	M	F
CUST_DATA_1	CUST_DATA_1	VARCHAR2(128)			
CUST_DATA_2	CUST_DATA_2	VARCHAR2(128)			
CUST_DATA_3	CUST_DATA_3	VARCHAR2(128)			
CUST_DATA_4	CUST_DATA_4	VARCHAR2(128)			
CUST_DATA_5	CUST_DATA_5	VARCHAR2(128)			
CUST_DATA_6	CUST_DATA_6	VARCHAR2(128)			
CUST_DATA_7	CUST_DATA_7	VARCHAR2(128)			
CUST_DATA_8	CUST_DATA_8	VARCHAR2(128)			
CUST_DATA_9	CUST_DATA_9	VARCHAR2(128)			
CUST_DATA_10	CUST_DATA_10	VARCHAR2(128)			
CUST_DATA_11	CUST_DATA_11	VARCHAR2(128)			
CUST_DATA_12	CUST_DATA_12	VARCHAR2(128)			
CUST_DATA_13	CUST_DATA_13	VARCHAR2(128)			
CUST_DATA_14	CUST_DATA_14	VARCHAR2(128)			
CUST_DATA_15	CUST_DATA_15	VARCHAR2(128)			
CUST_DATA_16	CUST_DATA_16	VARCHAR2(128)			
CUST_DATA_17	CUST_DATA_17	VARCHAR2(128)			
CUST_DATA_18	CUST_DATA_18	VARCHAR2(128)			
CUST_DATA_19	CUST_DATA_19	VARCHAR2(128)			
Added	ADDED	DATE		X	
Added_ts	ADDED_TS	INTEGER			
Added_tcode	ADDED_TCODE	INTEGER			
Terminated	TERMINATED	DATE			
Terminated_ts	TERMINATED_TS	INTEGER			
Terminated_tcode	TERMINATED_TCODE	INTEGER			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CallID

This field points to the record in the G_CALL table that represents the call with which the data is associated. This field may be NULL.

Column PartyID

This field points to the record in the G_PARTY table that represents the party with which the data is associated. This field may be NULL.

Column PSEQ

The sequence that corresponds to the G_PARTY_HISTORY.

Column EndPointID

This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For other changes, the party is defined by the ThisDN attribute.

Column EndPointDN

The device number that is associated with the data.

Column AgentID

This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged in to the endpoint that is associated with the data change (if this information is available during run time).

Column SwitchID

This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and *vice versa*.

Column TenantID

The DBID of the Tenant that is associated with the Switch.

Column StateCode

State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values:

0 - null - agent is logged off
1 - login - agent is logged in, but no information to indicate whether the agent is ready to receive calls
2 - notready - agent is not ready to receive calls
3 - ready - agent is ready to receive calls
4 - acw - agent is in after call work state
5 - busy - agent is on the call
6 - unknown - agent's login session is present, but ICON has no information about the agent's state (due to disconnect from T-Server, etc)

#DICTIONARY TYPE 16

Column CUST_DATA_1 through CUST_DATA_19

The values of the cust-data-1 through cust-data-19 attributes of userdata.

Column Added

The GMT-equivalent date and time when information about an agent's change of agent's state was detected.

Column Added_ts

The UTC-equivalent value of the ADDED field.

Column Added_tcode

A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.

Column Terminated

The GMT-equivalent date and time when the party was released from the call.

Column Terminated_ts

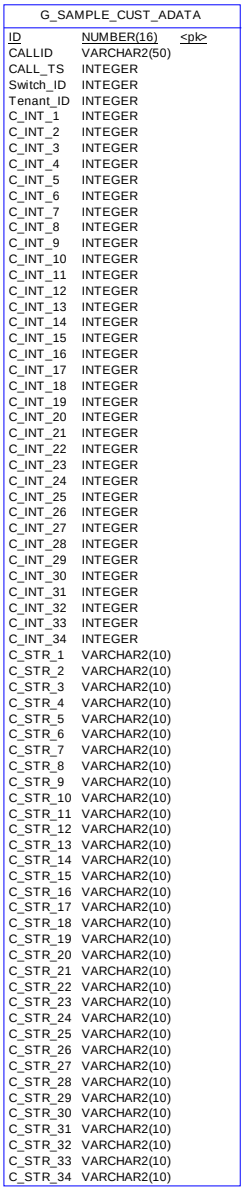
The UTC-equivalent value of the TERMINATED field.

Column Terminated_tcode

A reference, derived from the value in the TERMINATED_TS field, to a record in the G_TIMECODE table.

Chapter 7: Custom Dispatcher Attached Data Schema

Diagram Data Model



Index List

Table	Code	U
G_SAMPLE_CUST_ADATA	IDX_G_SAMPLE_CDATA_TS	

Table G_SAMPLE_CUST_ADATA

This sample table stores attached call data from a custom attached data dispatcher.

Column List

Name	Code	Data Type	P	M	F
ID	ID	NUMBER(16)	X	X	
CALLID	CALLID	VARCHAR2(50)		X	
CALL_TS	CALL_TS	INTEGER		X	
Switch_ID	SWITCH_ID	INTEGER		X	
Tenant_ID	TENANT_ID	INTEGER		X	
C_INT_1	C_INT_1	INTEGER			
C_INT_2	C_INT_2	INTEGER			
C_INT_3	C_INT_3	INTEGER			
C_INT_4	C_INT_4	INTEGER			
C_INT_5	C_INT_5	INTEGER			
C_INT_6	C_INT_6	INTEGER			
C_INT_7	C_INT_7	INTEGER			
C_INT_8	C_INT_8	INTEGER			
C_INT_9	C_INT_9	INTEGER			
C_INT_10	C_INT_10	INTEGER			
C_INT_11	C_INT_11	INTEGER			
C_INT_12	C_INT_12	INTEGER			
C_INT_13	C_INT_13	INTEGER			
C_INT_14	C_INT_14	INTEGER			
C_INT_15	C_INT_15	INTEGER			
C_INT_16	C_INT_16	INTEGER			
C_INT_17	C_INT_17	INTEGER			
C_INT_18	C_INT_18	INTEGER			
C_INT_19	C_INT_19	INTEGER			
C_INT_20	C_INT_20	INTEGER			
C_INT_21	C_INT_21	INTEGER			
C_INT_22	C_INT_22	INTEGER			
C_INT_23	C_INT_23	INTEGER			
C_INT_24	C_INT_24	INTEGER			
C_INT_25	C_INT_25	INTEGER			
C_INT_26	C_INT_26	INTEGER			
C_INT_27	C_INT_27	INTEGER			
C_INT_28	C_INT_28	INTEGER			
C_INT_29	C_INT_29	INTEGER			
C_INT_30	C_INT_30	INTEGER			
C_INT_31	C_INT_31	INTEGER			
C_INT_32	C_INT_32	INTEGER			
C_INT_33	C_INT_33	INTEGER			
C_INT_34	C_INT_34	INTEGER			
C_STR_1	C_STR_1	VARCHAR2(10)			
C_STR_2	C_STR_2	VARCHAR2(10)			
C_STR_3	C_STR_3	VARCHAR2(10)			
C_STR_4	C_STR_4	VARCHAR2(10)			
C_STR_5	C_STR_5	VARCHAR2(10)			
C_STR_6	C_STR_6	VARCHAR2(10)			
C_STR_7	C_STR_7	VARCHAR2(10)			
C_STR_8	C_STR_8	VARCHAR2(10)			
C_STR_9	C_STR_9	VARCHAR2(10)			
C_STR_10	C_STR_10	VARCHAR2(10)			

Name	Code	Data Type	P	M	F
C_STR_11	C_STR_11	VARCHAR2(10)			
C_STR_12	C_STR_12	VARCHAR2(10)			
C_STR_13	C_STR_13	VARCHAR2(10)			
C_STR_14	C_STR_14	VARCHAR2(10)			
C_STR_15	C_STR_15	VARCHAR2(10)			
C_STR_16	C_STR_16	VARCHAR2(10)			
C_STR_17	C_STR_17	VARCHAR2(10)			
C_STR_18	C_STR_18	VARCHAR2(10)			
C_STR_19	C_STR_19	VARCHAR2(10)			
C_STR_20	C_STR_20	VARCHAR2(10)			
C_STR_21	C_STR_21	VARCHAR2(10)			
C_STR_22	C_STR_22	VARCHAR2(10)			
C_STR_23	C_STR_23	VARCHAR2(10)			
C_STR_24	C_STR_24	VARCHAR2(10)			
C_STR_25	C_STR_25	VARCHAR2(10)			
C_STR_26	C_STR_26	VARCHAR2(10)			
C_STR_27	C_STR_27	VARCHAR2(10)			
C_STR_28	C_STR_28	VARCHAR2(10)			
C_STR_29	C_STR_29	VARCHAR2(10)			
C_STR_30	C_STR_30	VARCHAR2(10)			
C_STR_31	C_STR_31	VARCHAR2(10)			
C_STR_32	C_STR_32	VARCHAR2(10)			
C_STR_33	C_STR_33	VARCHAR2(10)			
C_STR_34	C_STR_34	VARCHAR2(10)			
GSYS_DOMAIN	GSYS_DOMAIN	INTEGER			
GSYS_PARTITION	GSYS_PARTITION	INTEGER			
GSYS_SYS_ID	GSYS_SYS_ID	INTEGER			
GSYS_SEQ	GSYS_SEQ	INTEGER			
GSYS_USEQ	GSYS_USEQ	INTEGER			
GSYS_TS	GSYS_TS	DATE			
GSYS_TC	GSYS_TC	INTEGER			
GSYS_EXT_VCH1	GSYS_EXT_VCH1	VARCHAR2(255)			
GSYS_EXT_VCH2	GSYS_EXT_VCH2	VARCHAR2(255)			
GSYS_EXT_INT1	GSYS_EXT_INT1	INTEGER			
GSYS_EXT_INT2	GSYS_EXT_INT2	INTEGER			

Column ID

The unique, autonumbered ID of this record. This is the primary key.

Column CALLID

Global unique call ID.

Column CALL_TS

The timestamp of call creation.

Column Switch_ID

The DBID of the Switch configuration object in Configuration Server where the call was observed.

Column Tenant_ID

The DBID of the Tenant where the Switch is configured.

Column C_INT_1 through C_INT_34

The integer values of attached data key.

Column C_STR_1 through C_STR_34

The string values of the call attached data key.

Index List

Code	U	C	Table
IDX_G_SAMPLE_CDATA_TS			G_SAMPLE_CUST_ADATA

Appendix: G_Dictionary Values

This appendix lists the possible values for the dictionary types defined in the G_DICT_TYPE table. For each dictionary type (G_DICT_TYPE.DTYPE), this appendix provides the values of G_DICTIONARY.DID and G_DICTIONARY.DVALUE, which are populated when IDB is initialized or upgraded.

Call History Change Type (DTYPE=1)

1	call_created
2	call_terminated
3	call_merged
4	call_trfailed

Party History Change Type (2)

1	party_created
2	party_terminated
3	party_statechanged
4	party_fsmerror
5	party_fsm2error

IR History Change Type (3)

1	ir_created
2	ir_terminated
3	ir_merged

Call States (4)

0	unknown
1	active
2	terminated

Call Types (5)

0	unknown
1	internal
2	inbound
3	outbound
4	consult

Call Media Types (6)

0	unknown
1	voice
2	email
3	chat
1000	OM

IR States (7)

0	unknown
1	active
2	terminated

Local Connection State (8)

0	unknown
1	initiated
2	alerting
3	connected
4	hold
5	queued
6	fail

Party Type (9)

0	unknown
1	internal
2	external
3	place
4	iqueue
5	iworkbin
6	strategy

Party Role (10)

0	unknown
1	observer

Party Parent Link Type (11)

0	unknown
1	consultation
2	transfer
3	conference
4	divert
5	route

Session Endpoint Type (12)

1	agent_dn
2	queue
3	media

Agent State History Type (13)

-1	unknown
0	normal
5	state
6	pending_state
7	add_party
8	rem_party
9	state_forced
10	pending_forced
11	reason
12	reason_code

Agent State History Cause (14)

0	nocause
1	normal
2	forced_pause
3	forced_transition
4	autowork

Agent State History Condition (15)

0	nocondition
1	normal
2	forced_by_another_device
3	forced_by_pending_state
4	forced_by_connection_info

Agent State History State (16)

0	null
1	login
2	notready
3	ready
4	acw
5	busy
6	unknown

Agent State History Pending State(17)

0	null
2	notready
3	ready
4	acw

Agent State History WORKMODE(18)

0	unknown
1	manualin
2	autoin
3	aftercallwork
4	auxwork
6	walkaway
7	returnback

Attached Data Change Type (19)

1	created
2	added
3	updated
4	deleted
5	terminated

Attached Data Source (20)

1	userdata
2	reasons
3	extensions
4	attributes

5 mcr_workbin

ISLink Current State (21)

0 unknown
1 active
2 terminated
3 failed

ISLink History Change Type (22)

0 unknown
1 added
2 moved
3 deleted

ISLink Merge State (23)

1 not_processed
2 incomplete
3 complete

Configuration History Tables Status (24)

0 unknown
1 active
2 inactive
10 syncinprogress

HA_CONTROL Status (25)

0 unknown
1 running
2 stopped

PROV_CONTROL Provider Tag IDs (26)

0 unknown
1 gcc
2 gls
3 gud
4 gos
5 cfg
6 vq

ISLink Type (27)

0 bidirectional
1 unidirectional
2 source
3 target

Route Result (28)

0 unknown
1 success
2 failure
102 distributed_to_default
103 routed_by_switch
105 other_reasons
133 ixn_server_timeout
134 ixn_taken_out

Route Target Type (29)

0 agent
1 agent_place
2 agent_group
3 place_group
4 route_point
5 queue
6 queue_group
7 switch
8 reg_dn
9 campaign
10 campaign_group
11 calling_list
12 campaign_calling_list
13 tenant
14 staging_area
15 routing_strategy
100 default
101 destination_label
102 persistent_queue
103 workbin

Call Control Event (30)

-1 unknown
0 bridged
1 connection_cleared
2 delivered
3 established
4 failed
5 held
6 offered
7 originated
8 queued
9 retrieved
10 service_initiated
11 transferred
12 conferenced
13 diverted

Call Control Event Cause (31)

0 unknown
1 busy
2 conference
3 distributed
4 distribution_delay
5 entering_distribution
6 normal
7 redirected
8 single_step_conference
9 single_step_transfer
10 transfer

Log Message Priority (32)

0 unknown
1 debug
2 information
3 interaction
4 error
5 alarm

Log Message Category (33)

0 default
1 alarm
2 audit

Log Message Origin (34)

0 connection
1 communication
2 application
3 external
4 management
5 logcontrol

Campaign State (71)

0 null
1 loaded
2 started
3 unloading

System Reasons to Campaign Termination (73)

0 normal
1 disconnect
2 internal_error
3 register

OCS Event Cause (75)

0 CampGrNormal
1 CampGrConfigurationChanged
2 CampGrLCASignal
3 CampGrUnloadForcedCfgChanged
4 CampGrUnloadForcedLCASignal
5 CampGrUnloadForcedCliReq
6 CampGrLoadsAsSequenceItem
7 CampGrItemStartTimeElapsed
8 CampGrItemContactsReached
9 CampGrItemDialsReached
10 CampGrItemEndTimeReached
11 CampGrAgentsAvailable
12 CampGrNoAgentsAvailable
13 CampGrPortsAvailable
14 CampGrNoPortsAvailable
15 CampGrRecordsAvailable
16 CampGrNoRecordsAvailable
17 CampGrCPDAvailable
18 CampGrNoCPDAvailable
19 ChainNormal
20 ChainRetrievedFromDB
21 ChainCampaignUnloaded
22 ChainDoNotCall
23 ChainCancelled
24 ChainRejected
25 ChainIsEmpty
26 ChainFilterModified
27 ChainNoMoreTreatments
28 ChainInternalError
29 ChainOutOfBoundaries
30 ChainPriorityZero
31 ChainGoalReached
32 ChainMaxAttemptsReached
33 ChainUnloadedByTreatment

34	ChainConfigurationChanged
35	ChainUnknownDNTransfer
36	ChainWrongTransfer
37	ChainCallbackToContinue
38	ChainReschedToContinue
39	ChainRecordAdded
40	ChainTreatmentApplied
41	ChainInDoNotCallList
42	ChainDoNotCallRequested
43	ChainCancelRequested
44	ChainRejectRequested
45	ChainEventRecordProcessed
46	ChainDialerReleased
47	ChainDialerError
48	ChainForceUnloadStale
49	ChainOverflown
50	ChainRemoteRelease
51	ChainStaleTimeout
52	ChainCallResultReceived
53	ChainProcessingDone
54	ChainEventUpdateCallCompStats
55	ChainEventRecordReschedule
56	ChainCallProgressReceived

OCS Chain States (76)

0	null
1	scheduled
2	processing
3	processed

OCS Metric Types (77)

0	GOMetricTypeUndefined
1	GOMetricTotalRecsPerList
2	GOMetricTotalRecsPerCampGr
3	GOMetricTotalChainsPerList
4	GOMetricTotalChainsPerCampGr
5	GOMetricCurrRecsNotProcPerList
6	GOMetricCurrRecsNotProcPerCampGr
7	GOMetricCurrChainsNotProcPerList
8	GOMetricCurrChainsNotProcPerCampGr
9	GOMetricCurrUsedPortsPerCampGr
10	GOMetricCurrUsedEngPortsPerCampGr
11	GOMetricDetailCallsOverdialed
12	GOMetricTimeOutboundCallDialing
13	GOMetricTimeOutboundCallTransfer
14	GOMetricTimeOutboundCallCPD

DND Feature State (80)

0	clear
1	set

Login Session State (81)

0	terminated
1	active

Association Between Login Session and End Point State (82)

0	terminated
1	active

Flag of HW Reason Code (83)

0	false
1	true

Possible System Reasons in Login Sessions (84)

-1	unknown
0	normal (null could be reported)
1	stuck
2	device
3	agent
4	cleanup
5	register
6	disconnect

Virtual Queue State Cause (85)

1	normal
2	abandoned
3	stuck
101	routed_in_parallel_vq
102	routed_to_default
103	routed_by_switch
104	execute_clear_target
105	other
133	ixn_routing_to
134	ixn_taken_out

Call Merge Types (86)

-1	unknown
0	bridge
11	transfer
12	conference

Reliability of Route Result (87)

0	unknown
1	ok
2	in_the_past

Type of Stop Processing Actor (88)

0	unknown
1	strategy
2	agent
3	place
4	media_server

Object State (500)

0	Unknown Object State
1	Enabled
2	Disabled

Switch Type (501)

0	Unknown Switch Type
1	Nortel Meridian 1
2	Rockwell Spectrum
3	Rockwell Galaxy
4	Nortel Communication Server 2000/2100
5	Avaya Communication Manager
6	Aspect CallCenter
7	Siemens Hicom 300E
8	Intecom IBX80
9	Ericsson MD110
10	Lucent 5ESS
11	Madge
12	NEC NEAX
13	Fujitsu F9600
14	Teltronics 20-20
15	WorldCom 800 Gateway
16	Siemens Hicom 150
17	Siemens Hicom 300 ACL-H3
18	Philips Sopho iS3000
19	EADS Telecom M6500 Succession
20	Siemens Hicom 150H
21	Ericsson ACP1000
22	Siemens GEC iSSDX
23	Alcatel A4400
24	Generic Switch
25	Delco ACD
26	Hitachi CX8000
27	LG Starex-ACS
28	Mitel SX-2000
29	Nortel Communication Server 1000 with SCCS/MLS
30	Siemens Hicom 150E
31	Siemens RealitisDX iCCL
32	Tadiran Coral
33	Voice over IP SMCP Switch
34	Virtual Switch for IVR In-Front
35	Internet Gateway
36	AT&T 800 ICP Gateway
37	Sprint SiteRP Gateway
38	Bell Canada (Stentor) ATF Gateway
39	Alcatel SCP Gateway
40	Bell Atlantic ISCP Gateway
41	Concert 800 Gateway
42	Alcatel DTAG SCP Gateway
43	KPN Network Gateway
44	Alcatel Telecom Italia SCP Gateway
45	Alcatel BT SCP Gateway
46	3511 Protocol Interface
47	DataVoice Dharma
48	Huawei C_C08
49	Avaya INDeX
50	Siemens Hicom 300H
51	Siemens HiPath 4000
52	Alcatel A4200
53	Tenovis Integral 33
54	Telera
55	NGSN
56	GenSpec
57	Voice Portal
58	K-Worker Gateway
59	Siemens Hicom 300
60	GenSpec XML
61	OPSI

62 Cisco Call Manager
63 Multimedia Switch
64 Verizon ISCP Gateway
65 Alcatel 5020 OPSI
66 Avaya IP Office
67 Mitel MN-3300
68 Samsung IP PCX IAP
69 Siemens HiPath 3000
70 eOn eQueue
71 Tenovis I55
72 SIP Switch
73 Digitro AXS/20
74 GVP DID Group
75 SIP Network Switch
76 NEC NEAX SV7000
77 Radvision iContact

Switch Link Type (502)

0 Unknown Link Type
1 Meridian Link 4
2 Meridian Link 5
3 Galaxy Link
4 Spectrum Link
5 SCAI 7
6 SCAI 8
7 Call Visor ASAI
8 Ethernet ASAI
9 Application Bridge 5
10 Application Bridge 6
11 CallBridge 2
12 CallBridge 3
13 OAI
14 Application Link
15 Pinnacle
16 Madge Link
17 NEC Link
18 Fujitsu Link
19 Host Interface Link
20 Workstation Interface Link
21 Gateway 01 Link
22 Application Connectivity Link 1.x
23 Application Connectivity Link 2.x
24 CallBridge ACL ISDN SO ISO
25 CallBridge ACL v.24 ISO
26 iS Link CSTA I
27 Matra Link CSTA II
28 Application Link CSTA
29 iCAT 2.3 ICCL 2
30 iCAT 3.x ICCL 3
31 Application Link CSTA I
32 Application Link CSTA II
33 Generic Link
34 SCAI 11
35 SCAI 12
36 SCAI 13
37 Application Bridge 7
38 CallBridge4
39 Delco ACD
40 Hitachi Cx8000
41 Starex Link
42 MiTai 7.3
43 Meridian Link ServicesSymposium
44 Application Connectivity Link CSTA
45 CallBridge DX
46 Coral Link

DN Route Type (504)

0 Unknown Route Type
1 Default
2 Label
3 Overwrite DNIS
4 DDD
5 IDDD
6 Direct
7 Reject
8 Announcement
9 Post Feature
10 Direct Agent
11 Use External Protocol
12 Get From DN
13 Default
14 Route
15 Direct
16 Re-Route
17 Direct UUI
18 Direct ANI
19 Direct No Token
20 DNIS Pooling
21 Direct DNIS and ANI
22 Direct Digits
23 Forbidden
24 ISCC defined protocol
25 PullBack
26 Direct Network Call ID

DN Type (505)

0 Unknown DN Type
1 Extension
2 ACD Position
3 ACD Queue
4 Routing Point
5 Virtual Queue
6 Virtual Routing Point
7 Voice Treatment Port
8 Voice Mail
9 Mobile Station
10 Call Processing Port
11 Fax
12 Modem
13 Music Port
14 Trunk
15 Trunk Group
16 Tie Line
17 Tie Line Group
18 Mixed
19 External Routing Point
20 Network Destination
21 Service Number
22 Routing Queue
23 Communication DN
24 E-mail Address
25 Voice over IP Port
26 Video over IP Port
27 Chat
28 CoBrowse
29 Voice over IP Service
30 Workflow
31 Access Resource
32 GVP DID

Application Type (506)

0 Unknown Application Type
1 T-Server
2 Stat Server
3 Billing Server
4 Billing Client
5 Agent Pulse
6 Voice Treatment Server
7 Voice Treatment Manager
8 Database Access Point
9 Call Concentrator
10 CPD Server
11 List Manager
12 Outbound Contact Server
13 Outbound Contact Manager
14 Campaign Configuration Environment
15 Universal Routing Server
16 Strategy Builder
17 Interaction Router Client
18 Agent Desktop
19 Configuration Manager
20 Call Center Pulse
21 Configuration Server
22 Third Party Application
23 Third Party Server
24 Strategy Simulator
25 Strategy Scheduler
26 DART Server
27 DART Client
28 Custom Server
29 External Router
30 Virtual Interactive-T
31 Virtual Routing Point
32 Database
33 Web Option
34 Detail Biller
35 Summary Biller
36 Network Overflow Manager
37 Backup Control Client
38 Data Sourcer
39 Data Modeling Assistant
40 IVR Server
41 I-Server
42 Message Server
43 Solution Control Server
44 Solution Control Interface
45 SNMP Agent
46 DB Server
47 WFM Client
48 WFM Data Aggregator
49 WFM Web Services
50 WFM Schedule Server
51 Interaction Routing Designer
52 ETL Proxy
53 Install-Time Configuration Utility
54 GVP-Voice Communication Server
55 GIM ETL
56 VSS Shared
57 VSS Console
58 Data Mart
59 Chat Server
60 Callback Server
61 Co-Browsing Server
62 IS Transport Server
63 Contact Server
64 E-Mail Server
65 MediaLink
66 Web Interaction Requests Server
67 Web Stat Server

68 Web Interaction Server
69 Web Option Route Server
70 Web Client
71 Contact Server Manager
72 Content Analyzer
73 Response Manager
74 Voice over IP Controller
75 Voice over IP Device
76 Automated Workflow Engine
77 High Availability Proxy
78 Voice over IP Stream Manager
79 Voice over IP DMX Server
80 Web API Server
81 Load Balancer
82 Application Cluster
83 Load Distribution Server
84 G-Proxy
85 Genesys Interface Server
86 GCN Delivery Server
87 GCN Client
88 IVR DirectTalk Server
89 GCN Thin Server
90 Classification Server
91 Training Server
92 Universal Callback Server
93 CPD Server Proxy
94 XLink Controller
95 Knowledge Worker Portal
96 WFM Server
97 WFM Builder
98 WFM Reports
99 WFM Web
100 Knowledge Manager
101 IVR Driver
102 IVR Library
103 LCS Adapter
104 Desktop .NET Server
105 Gplus Adapter for Siebel 7 Configuration Synchronization Component
106 Gplus Adapter for Siebel 7 Campaign Synchronization Component
107 Genesys Generic Server
108 Genesys Generic Client
109 Call Director
110 SIP Communication Server
111 Interaction Server
112 Genesys Integration Server
113 WFM Daemon
114 GVP Policy Manager
115 GVP Cisco Queue Adapter
116 GVP Text To Speech Server
117 GVP ASR Log Manager
118 GVP Bandwidth Manager
119 GVP Events Collector
120 GVP Cache Server
121 GVP ASR Log Server
122 GVP ASR Package Loader
123 GVP IP Communication Server
124 GVP Resource Manager
125 GVP SIP Session Manager
126 GVP Media Gateway
127 GVP Soft Switch
128 GVP Core Service
129 GVP Voice Communication Server
130 GVP Unified Login Server
131 GVP Call Status Monitor
132 GVP Reporter
133 GVP H.323 Session Manager
134 GVP ASR Log Manager Agent
135 GVP Genesys Queue Adapter
136 GVP IServer
137 GVP SCP Gateway
138 GVP SRP Server
139 GVP MRCP TTS Server
140 GVP CCS Server
141 GVP MRCP ASR Server
142 GVP Network Monitor
143 GVP OBN Manager
144 GVP SelfService Provisioning Server

DN Group Type (508)

0 Unknown Group Type
1 Single Ports
2 ACD Queues
3 Routing Points
4 Network Ports
5 Service Numbers

Object Flag (509)

0 Unknown
1 FALSE
2 TRUE

Script Type (513)

0 Unknown Script Type
1 Data Collection
2 Service Selection
3 Enhanced Queuing
4 Simple Queuing
5 Simple Routing
6 Enhanced Routing
7 Voice Data
8 Outbound Campaign
9 Outbound Format
10 Outbound List
11 Outbound Filter
12 Outbound Treatment
13 Outbound Alert
14 Schedule
15 Alarm Detection
16 Alarm Reaction
17 VSS System Schema
18 VSS Shared Schema
19 VSS Server Schema
20 VSS Object
21 E-mail Acknowledge Receipt
22 Capacity Rule
23 Interaction Queue
24 Interaction Queue View
25 Interaction Work Bin
26 Interaction Submitter
27 Interaction Snapshot
28 Business Process
29 Supervisor Data
30 GVP Data Node

Action Code Type (514)

0 Unknown Action Code Type
1 Inbound Call
2 Outbound Call
3 Internal Call
4 Transfer
5 Conference
6 Login
7 Logout
8 Ready
9 Not Ready
10 Busy On
11 Busy Off
12 Forward On
13 Forward Off

Table Access Type (515)

0 Unknown Table Type
1 Calling List
2 Log Table
3 ANI
4 LATA
5 NPA
6 NPA-NXX
7 State Code
8 Info Digits
9 Country Code
10 Customer Defined Table
11 Do Not Call List
12 E-mail Contact List

Field Data Type (516)

0 Unknown Data Type
1 int
2 float
3 char
4 varchar
5 datetime

Field Type (517)

0 Unknown Field Type
1 Record ID
2 Contact Info
3 Record Type
4 Record Status
5 Dialing Result
6 Number of Attempts
7 Scheduled Time
8 Call Time
9 From
10 To
11 Time Zone
12 Campaign
13 Agent
14 Chain
15 Number In Chain
16 User-Defined Field
17 ANI
18 LATA
19 NPA
20 NPA-NXX
21 State Code
22 Info Digits
23 Country Code
24 Contact Info Type
25 Group
26 Application
27 Treatments History
28 Media Reference
29 E-mail Subject
30 E-mail Template ID
31 Switch ID

GCTI Call State (518)

0 Ok
1 Transferred
2 Conferenced
3 General Error
4 System Error
5 Remote Release
6 Busy
7 No Answer
8 SIT Detected
9 Answering Machine Detected
10 All Trunks Busy
11 SIT Invalid Number
12 SIT VC (Vacant Code)
13 SIT IC (Intercept)
14 SIT Unknown Call State
15 SIT NC (No Circuit)
16 SIT RO (Reorder)
17 Fax Detected
18 Queue Full
19 Cleared
20 Overflowed
21 Abandoned
22 Redirected
23 Forwarded
24 Consult
25 Pickedup
26 Dropped
27 Dropped on No Answer
28 Unknown Call Result
29 Covered
30 Converse-On
31 Bridged
32 Silence
33 Answer
34 NU Tone
35 No Dial Tone
36 No Progress
37 No RingBack Tone
38 No Established Detected
39 Pager Detected
40 Wrong Party
41 Dial Error
42 Call Drop Error
43 Switch Error
44 No Port Available
45 Transfer Error
46 Stale
47 Agent CallBack Error
48 Group CallBack Error
49 Deafend
50 Held
51 Do Not Call
52 Cancel Record
53 Wrong Number

Treatment Action Code (519)

0 Unknown Action
1 No Treatment
2 Update all records in chain
3 Redial
4 Retry in
5 Retry at specified date
6 Next in chain
7 Next in chain after
8 Next in chain at specified date
9 Assign to Group
10 Mark as Agent Error
11 Reschedule

Treatment Call Action Code (520)

0 Unknown Action Code
1 Connect
2 Drop
3 Mute Transfer
4 Transfer
5 Route
6 Play a message
7 Send a fax
8 Send a page
9 Send an e-mail

Campaign Group Dialing Mode (521)

0 Unknown Dialing Mode
1 Predictive
2 Progressive
3 Preview
4 Progressive with seizing
5 Predictive with seizing
6 Power
7 Power with seizing
8 Push Preview
9 Progress GVP
10 Predict GVP
11 Power GVP

Campaign Group Operation Mode (522)

0 Unknown Operation Mode
1 Manual
2 Scheduled

Campaign Group Optimization Method (523)

0 Unknown Optimization Criteria
1 Agent Busy Factor
2 Overdial Rate
3 Average Waiting Time

IVR Type (524)

0 Unknown IVR Type
1 Conversant
2 WVR for AIX
3 Syntellect Vocal Point
4 Syntellect Premier
5 Syntellect Vista
6 Voicetek
7 Agility
8 Meridian Integrated
9 Symposium Open
10 Edify
11 Brite
12 ShowNTel
13 Intervoice Brite
14 Periphonics VPS/is
15 Amerex
16 WVR for Windows
17 Genesys Voice Platform
18 MPS
19 Aspect CSS
20 Microsoft Speech Server
21 Other IVR Type
22 Envox

Object Type (528)

0 Unknown Object
1 Switch
2 DN
3 Person
4 Place
5 Agent Group
6 Place Group
7 Tenant
8 Solution
9 Application
10 Host
11 Switching Office
12 Script
13 Skill
14 Action Code
15 Agent Login
16 Transaction
17 DN Group
18 Statistical Day
19 Statistical Table
20 Application Template
21 Access Group
22 Folder
23 Field
24 Format
25 Table Access
26 Calling List
27 Campaign
28 Treatment
29 Filter
30 Time Zone
31 Voice Prompt
32 IVR Port
33 IVR
34 Alarm Condition
35 Business Attribute
36 Business Attribute Value
37 Objective Table
38 Campaign Group
39 GVP Reseller
40 GVP Customer
41 GVP IVRProfile
42 Scheduled Task
43 Shortcut
44 Agent Login Info
45 DN Info
46 Service Info
47 Skill Level
48 Switch Access Code
49 DN Access Number
1017 Switch Access Code
1019 DN Access Number
1020 Application Rank
1021 Skill Level
1022 Agent Login Info
1023 DN Info
1024 Service Info
1025 Application Service Permission

1027 Sub code
1028 Interval Count
1029 Calling List Info
1030 Campaign Group Info
1031 Log Event
1032 Solution Component
1033 Cfg ID
1034 Cfg ACE
1035 Cfg ACL
1036 Server Host ID
1037 Server Version
1038 Connection Info
1040 Solution Component Definition
1041 Objective Table Record
1042 Update Package Record
1043 Library Link
1044 Object Resource
1045 Port Info

Group Type (540)

0 Unknown Group Type
1 Agent Group
2 Place Group
3 DN Group
4 Access Group

GCTI Record Type (543)

0 No Record Type
1 Unknown Record Type
2 General
3 Campaign Rescheduled
4 Personal Rescheduled
5 Personal CallBack
6 Campaign CallBack
7 No Call

GCTI Record Status (544)

0 No Record Status
1 Ready
2 Retrieved
3 Updated
4 Stale
5 Cancelled
6 Agent Error
7 Chain Updated
8 Missed CallBack
9 Chain Ready

GCTI Contact Type (545)

0 No Contact Type
1 Home Phone
2 Direct Business Phone
3 Business With Extension
4 Mobile
5 Vacation Phone
6 Pager
7 Modem
8 Voice Mail
9 Pin Pager
10 E-Mail address

DN Register Flag (555)

0 Unknown Flag
1 FALSE
2 TRUE
3 On Demand

Enumerator Type (556)

0 Unknown
1 Interaction Operational Attribute
2 Role
3 Contact Attribute
4 Custom
5 GVP Master List
6 GVP Custom List
7 GVP Master Default
8 GVP Custom Default
9 GVP Alias