Interaction Concentrator 8.1

Physical Data Model for a Microsoft SQL Database

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Released by

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Preface

Welcome to the *Interaction Concentrator 8.1 Physical Data Model for a Microsoft SQL Database.* This document provides detailed information about the Interaction Database (IDB) schemas. In brief, you will find the following information in this document:

- Diagrams of the schemas, showing the relationships between the tables that make up the schema
- Descriptions of each IDB table and its columns

This document is valid only for the 8.1 release(s) of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Documentation website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesys.com.

This preface contains the following sections:

- About Interaction Concentrator, page 6
- Intended Audience, page 6
- Related Resources, page 7
- Making Comments on This Document, page 7
- Contacting Genesys Customer Care, page 8
- Document Change History, page 8

About Interaction Concentrator

Interaction Concentrator collects and stores detailed data about the interactions and resources in customer interaction networks that use Genesys Framework (contact center, enterprise-wide, or multi-enterprise telephony and computer networks). Downstream reporting systems can access Interaction Concentrator data in near real time.

Interaction Concentrator consists of a server application called Interaction Concentrator (ICON) and a database called Interaction Database (IDB).

Intended Audience

This document is primarily intended for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information collected by Interaction Concentrator to create reports on contact center activities and business operations. This document assumes that you have a basic understanding of:

- Database design and operation
- Your relational database management system (RDBMS)
- Structured Query Language (SQL)

- Data warehousing
- Computer-telephony integration (CTI) concepts, processes, terminology, and applications

You should also be familiar with:

- Genesys Framework architecture and functions
- Genesys solutions deployed in your contact center
- Your real-time and historical reporting objectives

Related Resources

- The *Interaction Concentrator 8.1 Deployment Guide,* which contains descriptions of the configuration options that affect whether ICON writes data to some tables.
- The *Interaction Concentrator 8.1 User's Guide*, which contains a high-level description of IDB and a description of ICON stored procedures.
- The *Interaction Concentrator 8.1 Database Size Estimator,* which will help you estimate the size of your IDB when you are planning your deployment. The estimator is a Microsoft Excel spreadsheet available from the Genesys Documentation website.

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

- The Wiki documentation for the Platform SDK, located on the Genesys Documentation site, which includes a description of the schema of the Configuration Database.
- The *Genesys Events and Models Reference Manual,* which contains a description of TEvents.
- The *Reporting Technical Reference* documents, which contain a detailed description of the Genesys T-Server, Multimedia Interaction, call, and statistical models:
  - *Reporting Technical Reference 8.0 Overview*
  - *Reporting Technical Reference 8.0 Customization*
  - *Reporting Technical Reference 8.0 Solution Reporting Templates*
  - *Reporting Technical Reference 7.6 Report Generation Assistant*
  - *Reporting Technical Reference 7.6 Data Mart Conceptual Data Model*

Consult these additional resources as necessary:

- *Genesys Master Glossary*, available on the Genesys Documentation website, which provides a list of Genesys and computer-telephony integration (CTI) terms and acronyms
- Release Notes and Product Advisories for this product, which are available on the Genesys Documentation website

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Document Change History

This section lists content that is new or that has changed significantly since the first release of this document. The most recent changes appear first.

New in Document Version 8.1.401.00

- Added the new GC_ANNEX table, which stores changes for certain sections and options on the Annex tabs of Person, Agent Group, DN, DN Group, and Switch objects. This data enables Genesys Interactive Insights to control visibility of certain data and reports based on attributes such as geographical location, business line, or organization structure. This data is stored only when ICON has the cfg role and the cfg-annex option configured. For information on the Annex tab sections for which ICON stores data, see the *Interaction Concentrator 8.1 User's Guide*.
- Revised the description for the GSYS_EXT_VCH1 field in the G_IS_LINK table. This field is used in multi-site environments using ISCC to enable ICON to provide the correct TEvent sequence when the SIP Server Out of Signaling Path feature is used.
- Revised the descriptions of the GSYS_EXT_VCH1 and GSYS_EXT_VCH2 fields in the G_PARTY table. These fields are used in multi-site environments using ISCC to enable ICON to store the necessary data to link ISCC calls.

- Corrected the ENDPOINTID field description in the G_PARTY_HISTORY table to indicate the correct value (0) for an external party.

New in Document Version 8.1.201.00

The new features for this release did not impact this document. The following updates correct issues noted in previous releases:

- Added a note explaining why the Column List is omitted for the G_LOG_GETIDRANGEREQ table.
- Removed the *X* from the Mandatory column in all of the DSS Provider tables for fields that had been incorrectly marked as Mandatory.
- Added a statement that the value of 2 (terminated) in the State field of the G_IS_LINK table is not currently supported.
- Removed an incorrect statement that hardware reason code changes appear in the G_AGENT_STATE_HISTORY table.

New in Document Version 8.1.101.00

The new features for this release did not impact this document. The following updates correct issues noted in previous releases:

- Corrected the description of the APPDBID field in the G_LOG_MESSAGES table.
- Corrected the descriptions of the NODATA_IUTC fields in the G_DSS_*_PROVIDER tables.
- Corrected the description of the CSeq field in the G_PARTY_HISTORY, G_USERDATA_HISTORY, and G_SECURE_USERDATA_HISTORY tables.
- Corrected the description of the DBID of the local (monitored) device in the EndpointID field of the G_PARTY_HISTORY table.
- Corrected the description of the Duration field in the G_ROUTE_RESULT table.
- Added two new values to the Call Control Event Cause (31) G_DICTIONARY list.

Chapter 1: Introduction

Interaction Database (IDB) structure is divided into seven 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 Schema, consisting of 1 table
- Data Source Session Control Schema, consisting of 5 tables
- Active Call and Active Interaction Schema, consisting of 2 tables
- Virtual Queue History Schema, 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. The examination includes descriptions of each table and each of the table's fields. Field descriptions include a summarization of the most common database properties, such as 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.

Note: The List of Indexes for each schema, as well as the table-specific Index List after the applicable tables, includes only the indexes that are considered part of the baseline schema. The IDB initialization and upgrade scripts might create additional indexes to streamline IDB functioning for a particular schema version. In some cases, the scripts might drop some of the baseline indexes listed 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.

The following fields can have special and unique meanings in various tables:

- GSYS_EXT_VCH1
- GSYS_EXT_VCH2

- GSYS_EXT_INT1
- GSYS_EXT_INT2

The following fields have identical meanings regardless of where they appear:

- GSYS_DOMAIN — In all operational tables, contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. The DSS_ID identifies the session in the data source session control tables (the G_DSS_*_PROVIDER tables, where the asterisk represents the particular provider, as specified by the ICON role—cfg, gcc, gls, gos, or gud). The value points to (a) a data source session ID that uniquely identifies the connection between the ICON application, the data source application (for example, T-Server), and the switch, and (b) the timeframe during which the connection was active.

  In other tables, reserved for internal use.
- GSYS_PARTITION — A key that is used for partitioning.
- 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

Chapter 2: Core Schema

Because of the size and complexity of the Core schema, this chapter 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

Core Schema Groupings

The following descriptions of each subdivision explain the structure of Interaction Database (IDB). For diagrams that depict the groupings, see "Core Schema Diagrams", on page 13.

Configuration-Related Tables

Configuration-related tables are 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_
- 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 or multimedia interactions that are registered by T-Server or Interaction Server and the participants involved in those interactions. The principal 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 information for this group is stored in the G_CALL_STAT and G_PARTY_STAT tables.

Attached Data–Related Tables

The Attached Data grouping of the Core Schema comprises six tables. 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, the following four tables 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 principal 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 changed or terminated reason codes for agent states. (The G_AGENT_STATE_RC_A table contains information about active agent state reason codes for agent states.)

In addition, there are two historical tables:

- G_AGENT_STATE_HISTORY, providing an audit trail of agent states within each session.
- 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_SYNC_CONTROL is used by the ICON application to maintain synchronization.

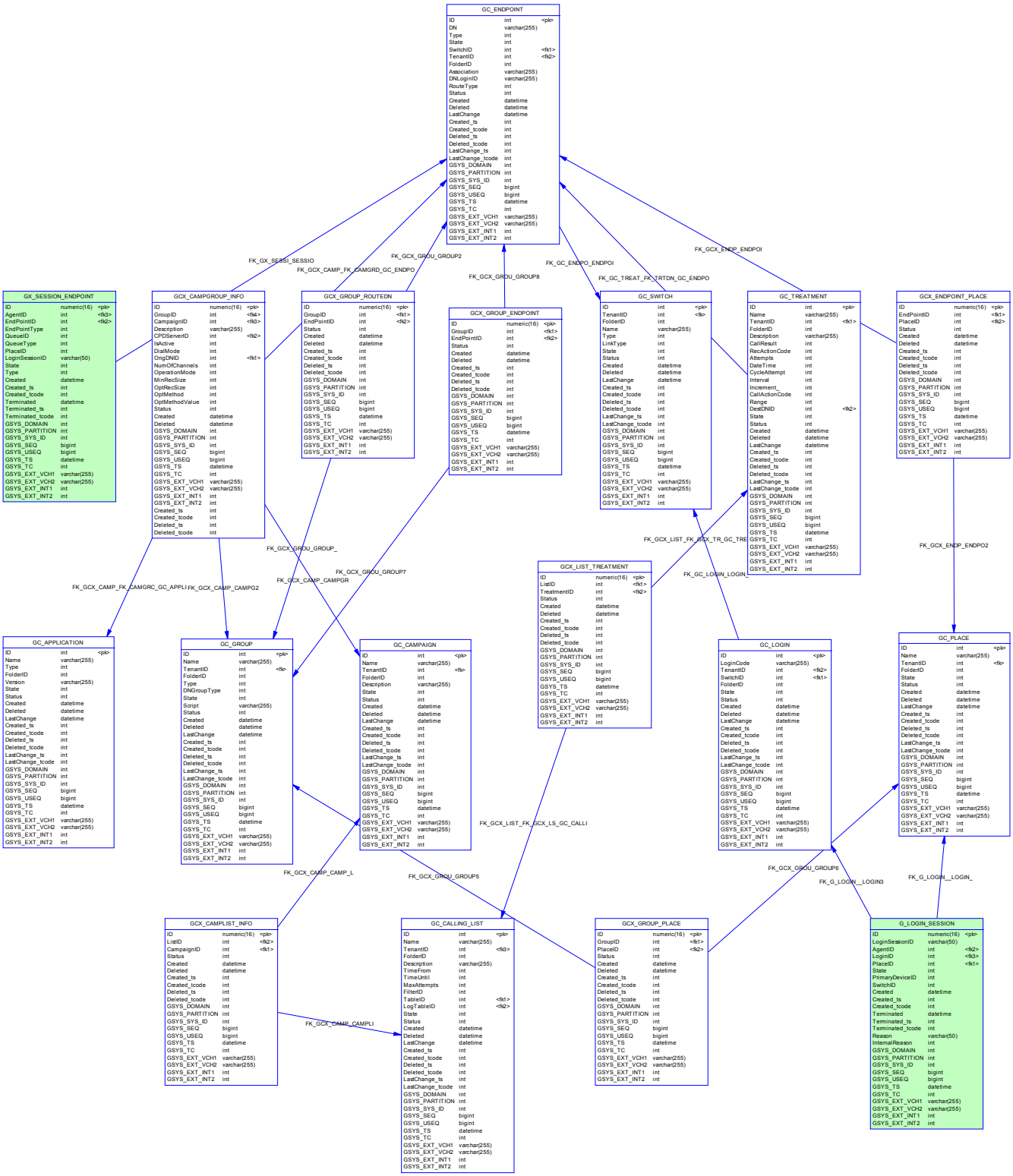
Log-Related Tables

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

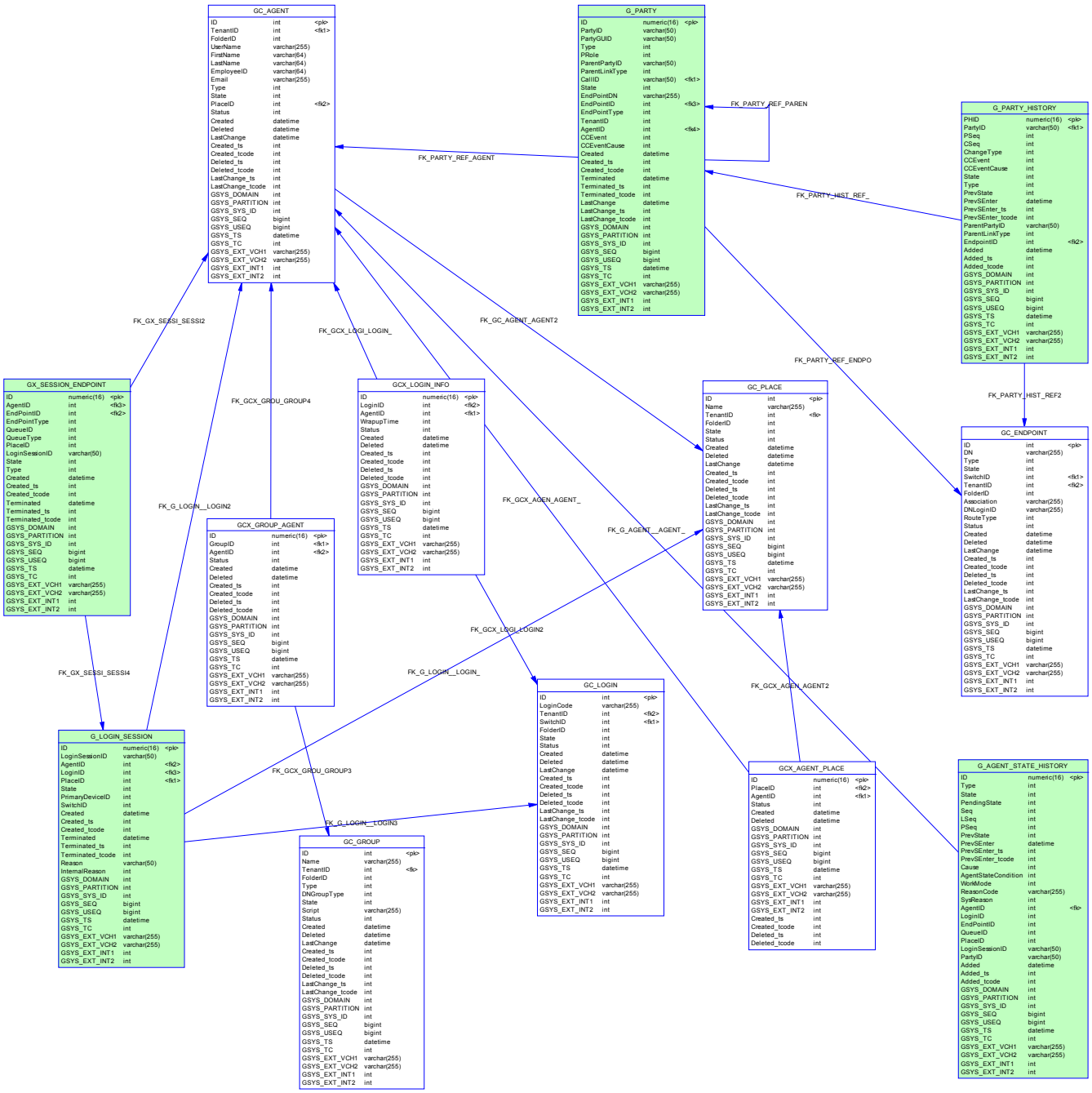
Core Schema Diagrams

The following diagrams depict the schema groupings. The tables in each subdivision are shown with a clear background, and the tables to which they join in other subdivisions are shown with shaded backgrounds.

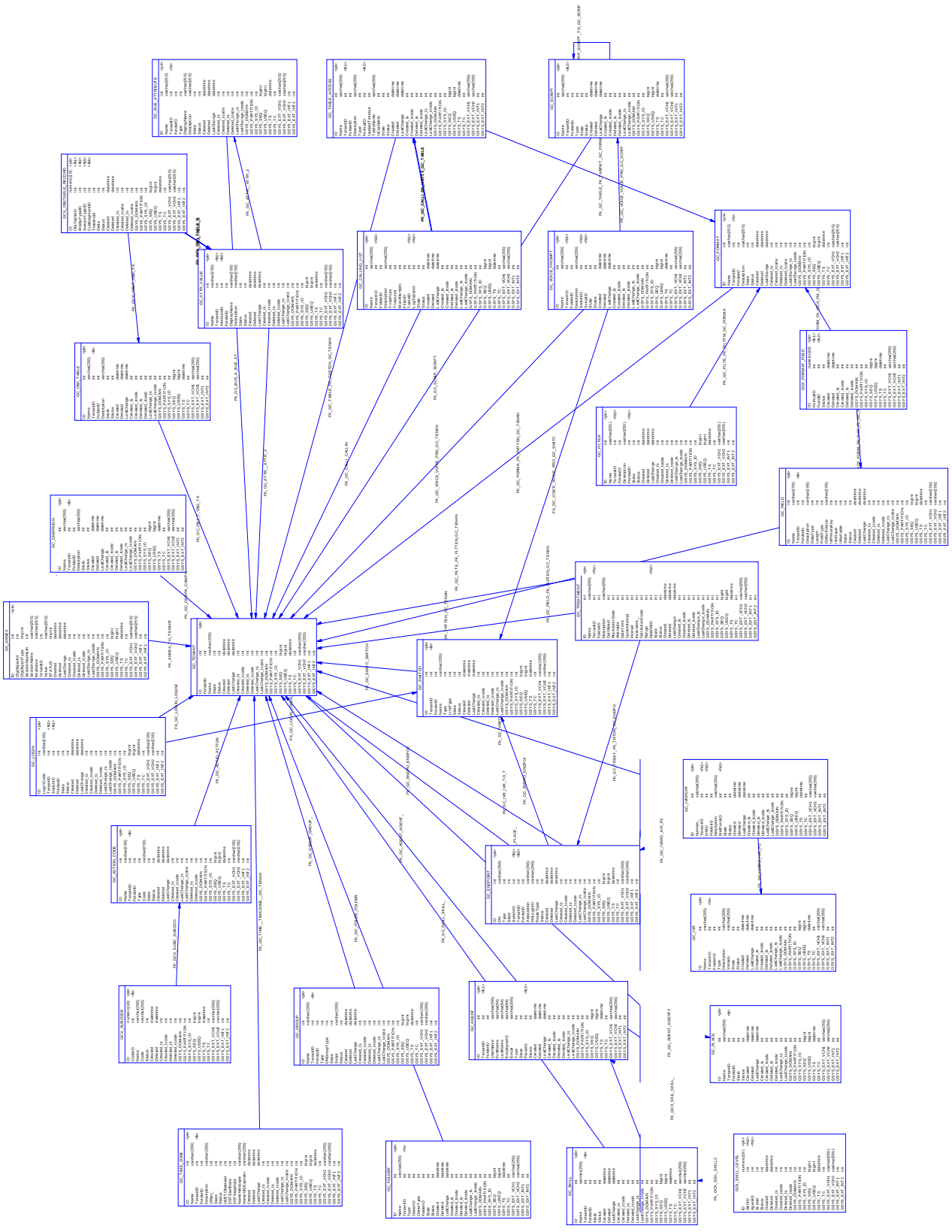
Configuration Tables (1 of 3)



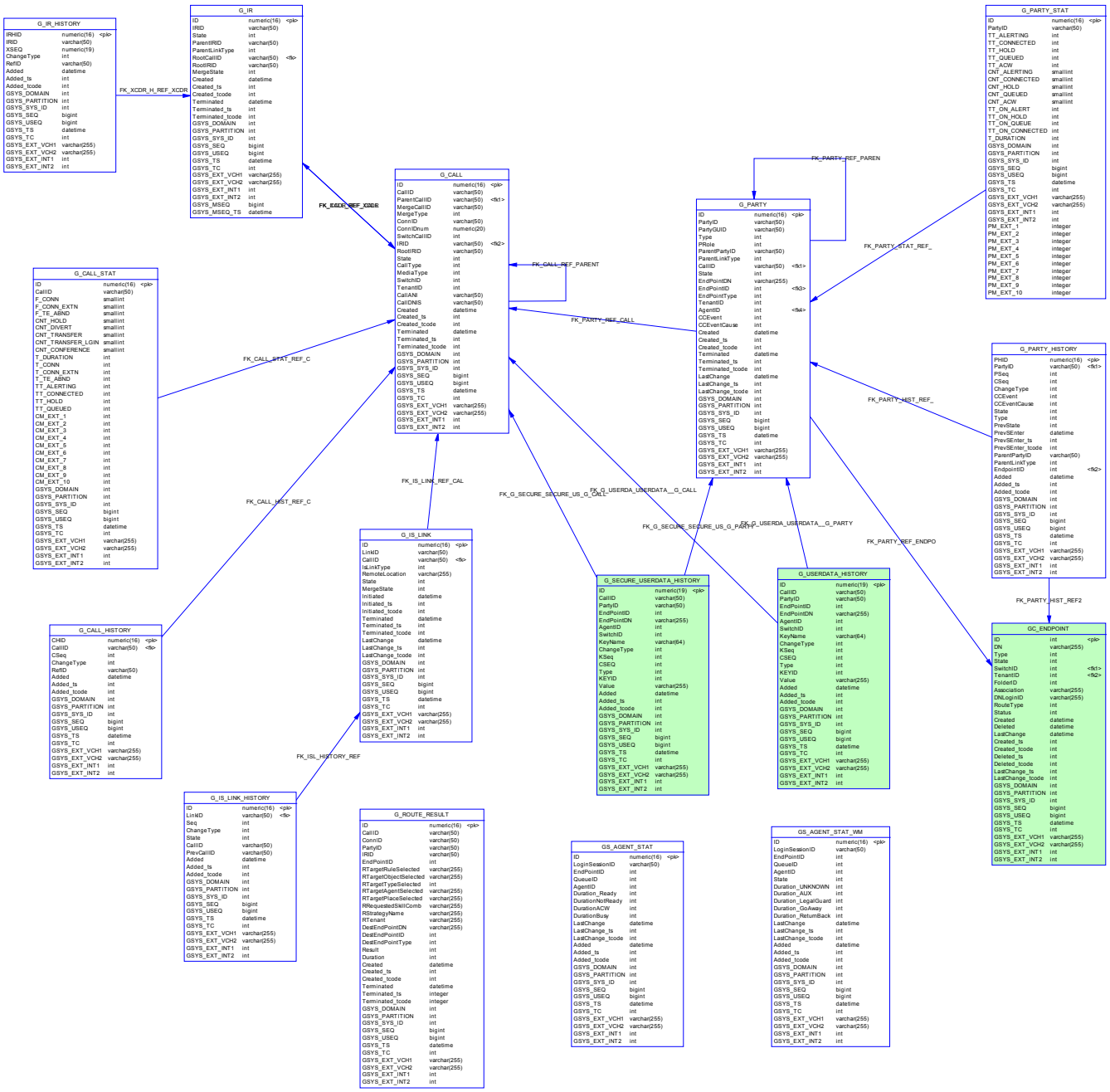
Configuration Tables (2 of 3)



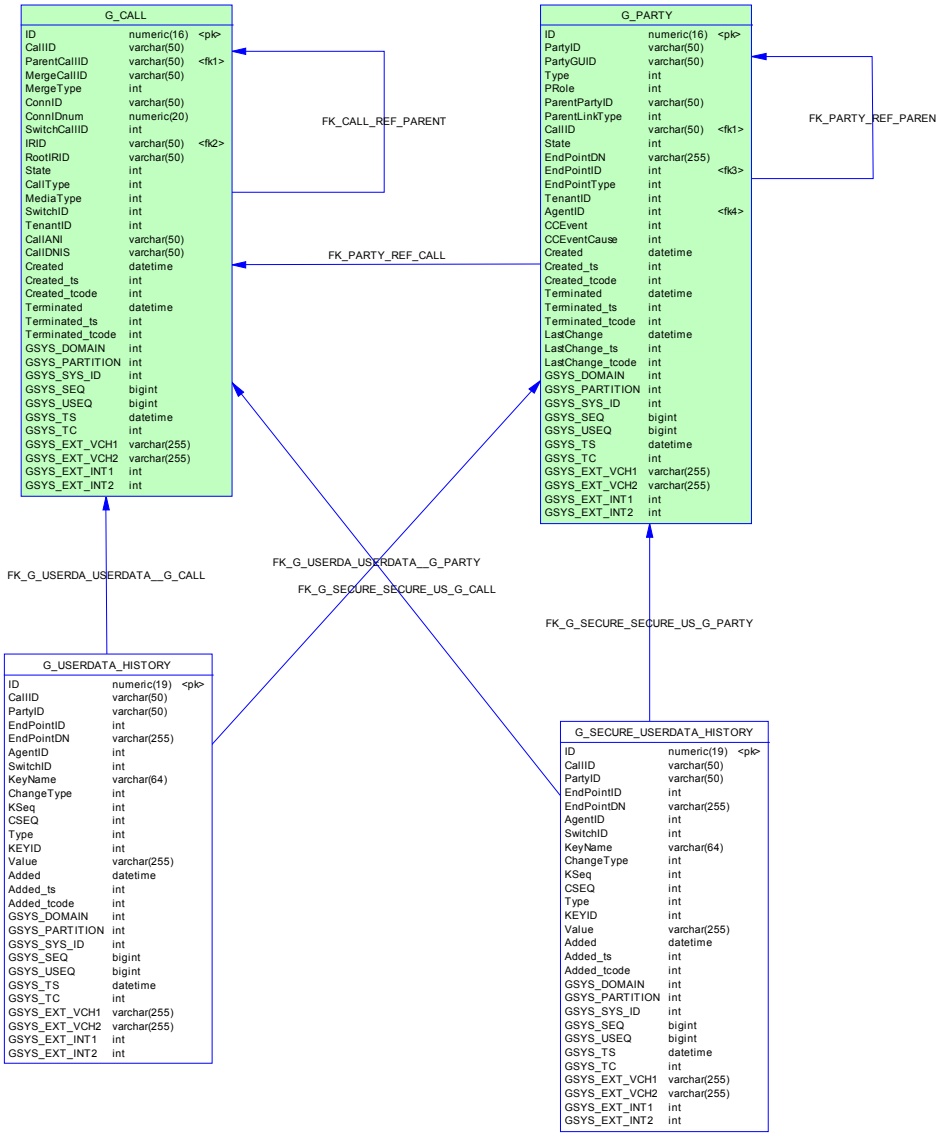
Configuration Tables (3 of 3)



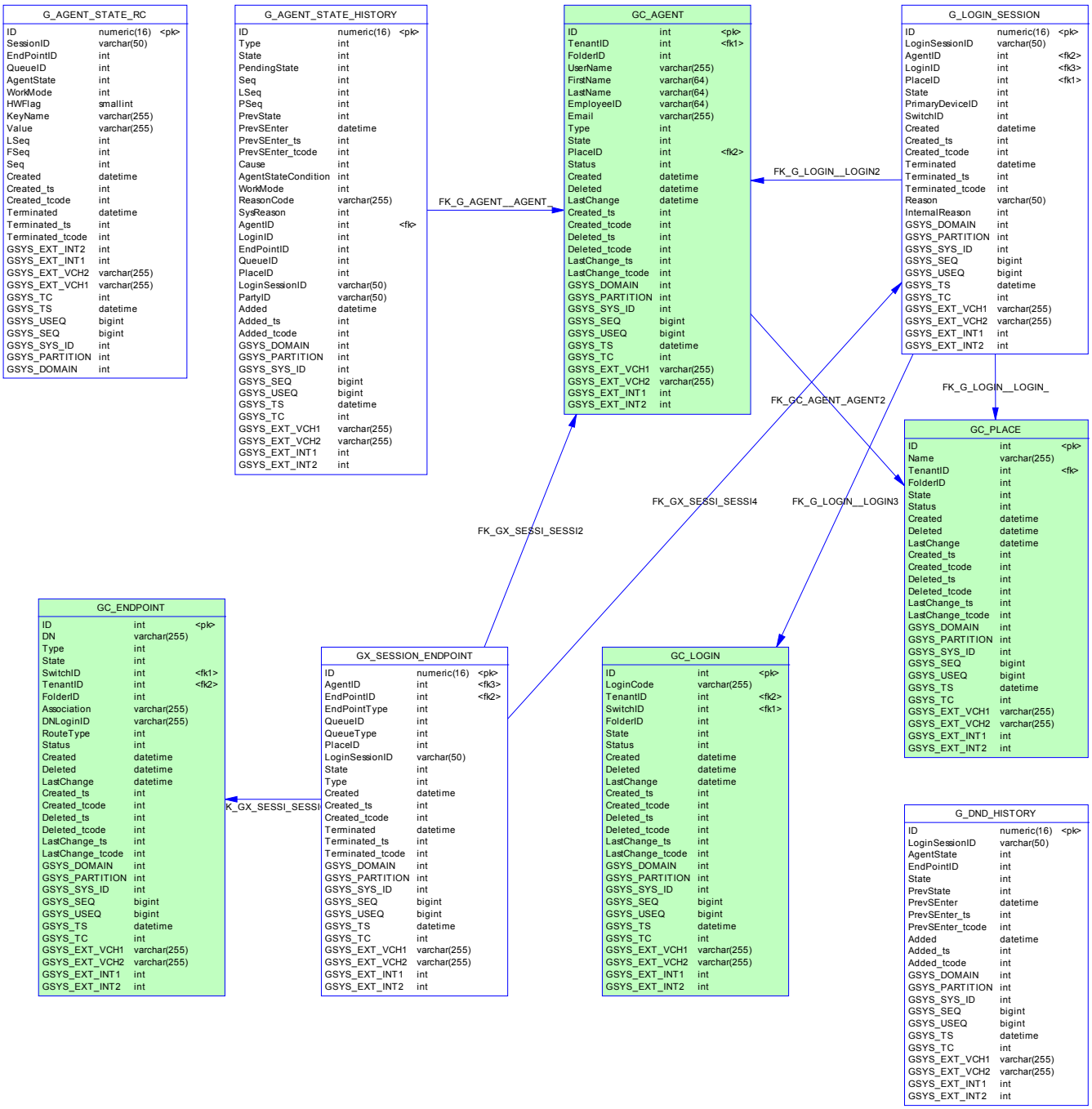
Call- and Party-Related Tables



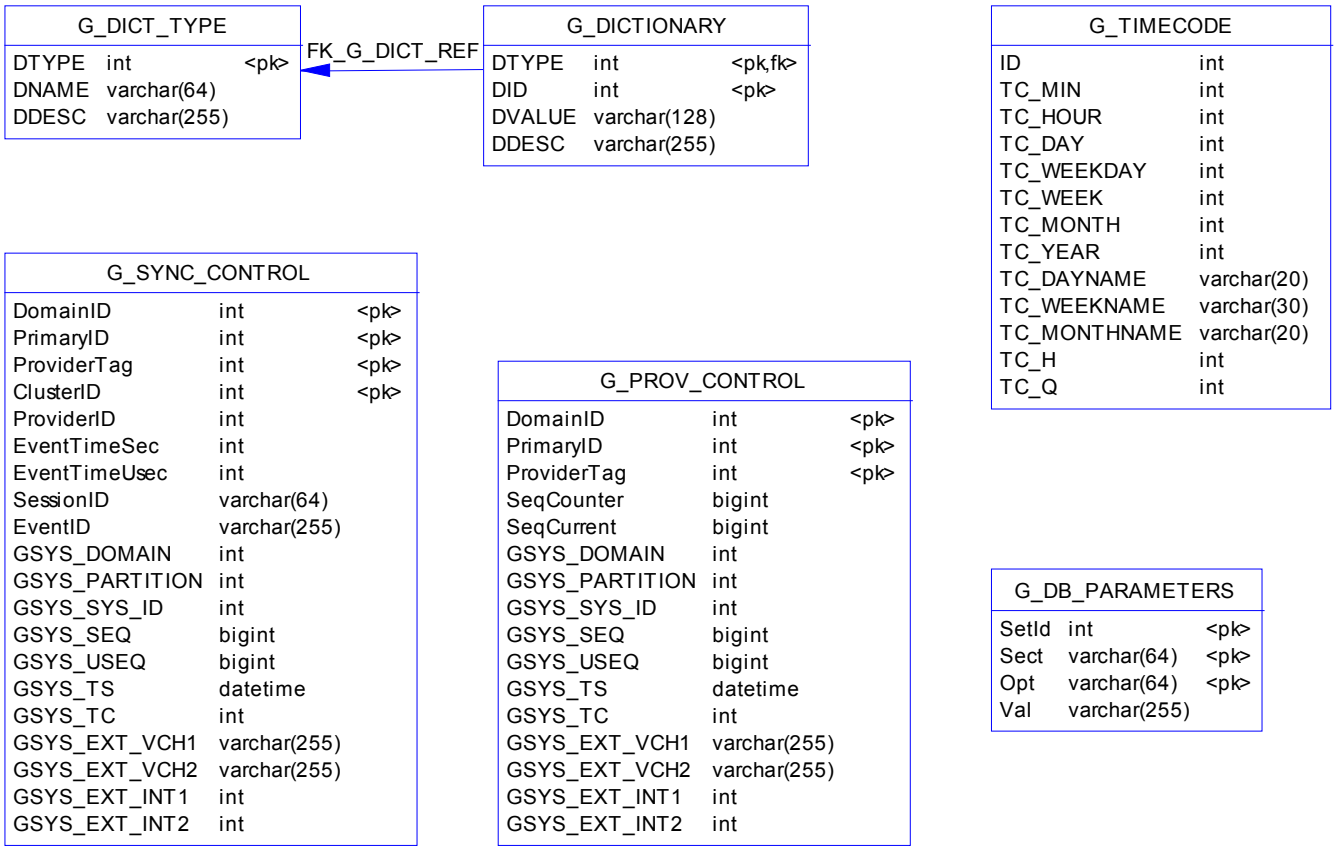
Attached Data–Related Tables



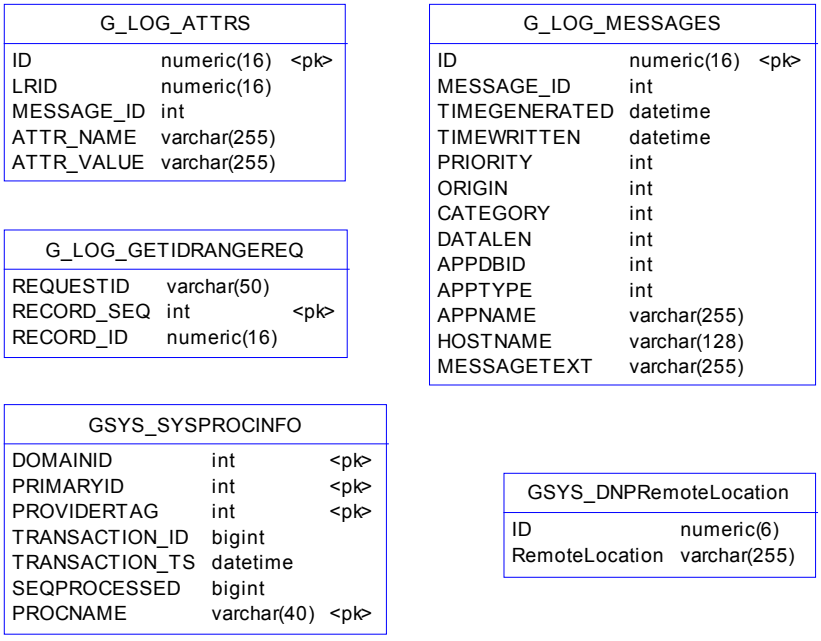
Login- and Session-Related Tables



Service and Dictionary-Related Tables



Log Tables



List of Indexes

Table	Index Name	U
GC_ANNEX	IDX_GC_ANNEX	
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	
	IDX_SN_ENDP_AGID	
G_CALL	IDX_G_CALL_PCID	
	IDX_G_CALL_ROOTIRID	
	IDX_G_CALL_USEQ	
	IDX_G_CALL_SEQ	
	IDX_G_CALL_CID	X
	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	
	IDX_G_IR_ROOTIRID	
	IDX_G_IR_PXID	
	IDX_G_IR_SEQ	
	IDX_G_IR_USEQ	
	IDX_G_IR_IRID	X
G_IR_HISTORY	IDX_G_IR_H_XID	
	IDX_X_H_HIRID_SEQ	
G_IS_LINK	IDX_G_ISLINK_USEQ	

Table	Index Name	U
G_LOGIN_SESSION	IDX_G_LSESS_AGID	
	IDX_G_LSESS_LSID	X
G_PARTY	IDX_G_PARTY_PID	X
	IDX_G_PARTY_PPID	
G_PARTY_HISTORY	IDX_G_PARTY_H_PID	
G_PARTY_STAT	IDX_G_PARTY_STAT_PID	X

List of References

Child Table	Parent Table	Code	F
GCX_AGENT_PLACE	GC_PLACE	AGENT_PLACE_TO_PLACE	PlaceID
	GC_AGENT	AGENT_PLACE_TO_AGENT	AgentID
GCX_CAMPGROUP_INFO	GC_ENDPOINT	FK_CAMGRDN	OrigDNID
	GC_GROUP	CAMPGROUP_INFO_TO_GROUP	GroupID
	GC_CAMPAIGN	CAMPGROUP_TO_CAMPAIGN	CampaignID
	GC_APPLICATION	FK_CAMGRCPD	CPDServerID
GCX_CAMPLIST_INFO	GC_CALLING_LIST	CAMPLIST_INFO_TO_CALLING_LIST	ListID
	GC_CAMPAIGN	CAMP_LIST_INFO_TO_CAMPAIGN	CampaignID
GCX_ENDPOINT_PLACE	GC_PLACE	ENDPOINT_PLACE_TO_PLACE	PlaceID
	GC_ENDPOINT	ENDPOINT_PLACE_TO_ENDPOINT	EndPointID
GCX_FORMAT_FIELD	GC_FIELD	FK_GCX_FLDFMT	FieldID
	GC_FORMAT	FK_GCX_FMTFLD	FormatID
GCX_GROUP_AGENT	GC_AGENT	GROUP_AGENT_TO_AGENT	AgentID
	GC_GROUP	GROUP_AGENT_TO_GROUP	GroupID
GCX_GROUP_ENDPOINT	GC_ENDPOINT	GROUP_ENDPOINT_TO_ENDPOINT	EndPointID
	GC_GROUP	GROUP_ENDPOINT_TO_GROUP	GroupID
GCX_GROUP_PLACE	GC_PLACE	GROUP_PLACE_TO_PLACE	PlaceID
	GC_GROUP	GROUP_PLACE_TO_GROUP	GroupID
GCX_GROUP_ROUTEDN	GC_ENDPOINT	GROUP_ROUTEDN_TO_ENDPOINT	EndPointID
	GC_GROUP	GROUP_ROUTEDN_TO_GROUP	GroupID
GCX_LIST_TREATMENT	GC_CALLING_LIST	FK_GCX_LSTTRT	ListID
	GC_TREATMENT	FK_GCX_TRTLST	TreatmentID
GCX_LOGIN_INFO	GC_LOGIN	LOGIN_INFO_TO_LOGIN	LoginID
	GC_AGENT	LOGIN_INFO_TO_AGENT	AgentID
GCX_OBJTABLE_RECORD	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_CUSTSEGMENTID	CustSegmentID
	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_SERVICETYPEID	ServiceTypeID
	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_MEDIATYPEID	MediaTypeID
	GC_OBJ_TABLE	OBJ_TABLE_RECORD_TO_OBJ_TABLE	ObjTableID
GCX_SKILL_LEVEL	GC_AGENT	SKILL_LEVEL_TO_AGENT	AgentID
	GC_SKILL	SKILL_LEVEL_TO_SKILL	SkillID

Child Table	Parent Table	Code	F
GCX_SUBCODE	GC_ACTION_CODE	SUBCODE_TO_ACTION_CODE	CodeID
GC_ACTION_CODE	GC_TENANT	ACTION_CODE_TO_TENANT	TenantID
GC_AGENT	GC_TENANT	AGENT_TO_TENANT	TenantID
	GC_PLACE	AGENT_TO_PLACE	PlaceID
GC_ATTR_VALUE	GC_TENANT	ATTR_VALUE_TO_TENANT	TenantID
	GC_BUS_ATTRIBUTE	ATTR_VALUE_TO_BUS_ATTRIBUTE	AttributeID
GC_BUS_ATTRIBUTE	GC_TENANT	BUS_ATTRIBUTE_TO_TENANT	TenantID
GC_CALLING_LIST	GC_TABLE_ACCESS	FK_LISTLTAB	LogTableID
	GC_TABLE_ACCESS	FK_LISTTAB	TableID
	GC_TENANT	CALLING_LIST_TO_TENANT	TenantID
GC_CAMPAIGN	GC_TENANT	CAMPAIGN_TO_TENANT	TenantID
GC_ENDPOINT	GC_SWITCH	ENDPOINT_TO_SWITCH	SwitchID
	GC_TENANT	ENDPOINT_TO_TENANT	TenantID
GC_FIELD	GC_TENANT	FK_FLDTENANT	TenantID
GC_FILTER	GC_TENANT	FK_FLTTENANT	TenantID
	GC_FORMAT	FK_FILTFMT	FormatID
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_IVR	IVR_PORT_TO_IVR	IVRID
GC_IVRPORT	GC_TENANT	IVR_PORT_TO_TENANT	TenantID
	GC_ENDPOINT	IVR_PORT_TO_ENDPOINT	EndPointID
GC_LOGIN	GC_SWITCH	LOGIN_TO_SWITCH	SwitchID
	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_TENANT	SCRIPT_TO_TENANT	TenantID
	GC_SCRIPT	SCRIPT_TO_SCRIPT	
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_TENANT	FK_TABTENANT	TenantID
GC_TIME_ZONE	GC_TENANT	TIMEZONE_TO_TENANT	TenantID
GC_TREATMENT	GC_TENANT	FK_TRTTENANT	TenantID
	GC_ENDPOINT	FK_TRTDN	DestDNID
GC_VOICE_PROMPT	GC_SCRIPT	VOICE_PROMPT_TO_SCRIPT	ScriptID
	GC_TENANT	VOICE_PROMPT_TO_TENANT	TenantID
	GC_SWITCH	VOICE_PROMPT_TO_SWITCH	SwitchID
GX_SESSION_ENDPOINT	GC_ENDPOINT	SESSION_ENDPOINT_TO_ENDPOINT	EndPointID
	G_LOGIN_SESSION	SESSION_ENDPOINT_TO_LOGIN_ SESSION	

Child Table	Parent Table	Code	F
	GC_AGENT	SESSION_ENDPOINT_TO_AGENT	AgentID
G_AGENT_STATE_HISTORY	GC_AGENT	AGENT_STATE_HISTORY_TO_AGENT	AgentID
G_CALL	G_IR	CALL_TO_IR	IRID
	G_CALL	CALL_REFERENCES_PARENT_CALL	ParentCallID
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_LOGIN	LOGIN_SESSION_TO_LOGIN	LoginID
	GC_PLACE	LOGIN_SESSION_TO_PLACE	PlaceID
	GC_AGENT	LOGIN_SESSION_TO_AGENT	AgentID
G_PARTY	G_PARTY	PARTY_REFERENCES_PREVIOUS_ PARTY	
	GC_AGENT	PARTY_TO_AGENT	AgentID
	G_CALL	PARTY_REFERENCES_CALL	CallID
	GC_ENDPOINT	PARTY_TO_ENDPOINT	EndPointID
G_PARTY_HISTORY	GC_ENDPOINT	PARTY_HISTORY_TO_ENDPOINT	EndpointID
	G_PARTY	PARTY_HISTORY_REFERENCES_PARTY	PartyID
G_PARTY_STAT	G_PARTY	PARTY_STAT_TO_PARTY	
G_SECURE_USERDATA_ HISTORY	G_PARTY	SECURE_USERDATA_TO_PARTY	
	G_CALL	SECURE_USERDATA_TO_CALL	
G_USERDATA_HISTORY	G_PARTY	USERDATA_HISTORY_TO_PARTY	
	G_CALL	USERDATA_HISTORY_TO_CALL	

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
PlaceID	int		X	X	The DBID of the Place object that is associated with AgentID (the agent).
AgentID	int		X	X	The DBID of the Person object (the agent) that is associated with PlaceID (the place).

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when this association was removed.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved
Created_ts	int				The UTC-equivalent value of the CREATED field.

Name	Data Type	P	M	F	Description
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	int		X	X	The DBID of the AgentGroup or PlaceGroup that is associated with CampaignID (the campaign).
CampaignID	int		X	X	The DBID of the campaign that is associated with GroupID (the AgentGroup or PlaceGroup).
Description	varchar(255)				Free-format description
CPDServerID	int			X	The DBID of the CPD Server Application that is associated with this record.
IsActive	int		X		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
DialMode	int				A dedicated dial mode for this group. It corresponds to the CfgDialMode enumeration (Configuration Server). Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 521
OrigDNID	int			X	A DBID of the DN from where the dialing should be performed.

Name	Data Type	P	M	F	Description
NumOfChannels	int				The maximum number of outbound channels that can be used by this group at one time.
OperationMode	int				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
MinRecSize	int				A record buffering parameter.
OptRecSize	int				A record buffering parameter.
OptMethod	int				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
OptMethodValue	int				The value of the optimization method that is specified by optMethod property.
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when this association was written to IDB. This is not necessarily the actual creation time of the association.
Deleted	datetime				The GMT-equivalent date and time when the association was removed.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.

Name	Data Type	P	M	F	Description
ListID	int		X	X	The DBID of the Calling List object that is associated with CampaignID (the campaign).
CampaignID	int		X	X	The DBID of the Campaign object that is associated with ListID (the calling list).
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when this association was removed.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
EndPointID	int		X	X	The DBID of the Endpoint object (DN) that is associated with PlaceID (the place).
PlaceID	int		X	X	The DBID of the Place object that is associated with EndPointID (the DN).
Status	int		X		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

Name	Data Type	P	M	F	Description
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when the association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
FormatID	int		X	X	The DBID of the Format object that is associated with FieldID.
FieldID	int		X	X	The DBID of the Field object that is associated with FormatID.
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when the association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	int		X	X	The DBID of the Agent Group object that is associated with AgentID (a Person object).
AgentID	int		X	X	The DBID of the Person object (the agent) that is associated with GroupID (the agent group).

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when the association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	int		X	X	The DBID of the DN Group object that is associated with EndPointID (the DN).
EndPointID	int		X	X	The DBID of the DN object that is associated with GroupID (the DN group).
Status	int		X		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

Name	Data Type	P	M	F	Description
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when this association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	int		X	X	The DBID of the Place Group object that is associated with PlaceID (the Place).
PlaceID	int		X	X	The DBID of the Place object that is associated with GroupID (the Place Group).
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when this association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.

Name	Data Type	P	M	F	Description
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is a primary key.
GroupID	int		X	X	The DBID of the Group (Agent, Place, DN) object that is associated with EndPointID (the Route DN object).
EndPointID	int		X	X	The DBID of the Route DN object that is associated with GroupID (the Agent, Place, or DN group).

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when this association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED value.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED value.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ListID	int		X	X	The DBID of the Calling List object that is associated with TreatmentID (the treatment).
TreatmentID	int		X	X	The DBID of the Treatment object that is associated with ListID (the calling list).
Status	int		X		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

Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when this association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LoginID	int		X	X	The DBID of the Agent Login object that is associated with AgentID (the Person object).
AgentID	int		X	X	The DBID of the Person object (the agent) that is associated with LoginID.
WrapupTime	int				The wrap-up time, in seconds, that is associated with this login identifier.
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when the association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Name	Data Type	P	M	F	Description
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.

Name	Data Type	P	M	F	Description
ObjTableID	int		X	X	The DBID of the Objective Table object that is associated with this record.
MediaTypeID	int		X	X	The DBID of the Media Type (Attribute Value) object that is associated with ObjTableID.
ServiceTypeID	int		X	X	The DBID of the Service Type (Attribute Value) object that is associated with ObjTableID.
CustSegmentID	int		X	X	The DBID of the Customer Segment (Attribute Value) object that is associated with ObjTableID.
Threshold	int				An objective threshold for this record
Delta	int				An objective delta for this record
Status	int		X		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
Created	datetime				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.
Deleted	datetime				The GMT-equivalent date and time when this association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SkillID	int		X	X	The DBID of the Skill object that is associated with AgentID (the agent).
AgentID	int		X	X	The DBID of the Person (Agent) object that is associated with SkillID (the skill).
SLevel	int				The skill level of the Agent

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				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.
Deleted	datetime				The GMT-equivalent date and time when this record was marked for deletion.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CodeID	int		X	X	The DBID of the Action Code object that is associated with the subcode.
Name	varchar(255)		X		Subcode name
Code	varchar(255)		X		Subcode ID

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when this record was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Action Code object. This is the primary key.
Name	varchar(255)		X		The name of the Action Code object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Type	int		X		The type of the Action Code. This corresponds to the CfgActionCodeType enumeration (Configuration Server). Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 514
Code	varchar(255)		X		Index or abbreviation of the Action Code

Name	Data Type	P	M	F	Description
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_AGENT

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Person object. This is the primary key.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
UserName	varchar(255)		X		Person's user name (logon name)
FirstName	varchar(64)				Person's first name
LastName	varchar(64)				Person's last name
EmployeeID	varchar(64)		X		Code identifying this person within the Tenant's staff
Email	varchar(255)				Person's e-mail address

Name	Data Type	P	M	F	Description
Type	int		X		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
State	int		X		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
PlaceID	int			X	The DBID of the Place that is assigned to this agent.
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time of the last change to the object (including creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_ANNEX

This table stores information about changes to certain configuration options configured on the Annex tabs of the following object types:

- Person
- Agent Group
- DN
- DN Group
- Switch

This information enables Genesys Interactive Insights to control visibility of certain data and reports based on attributes such as geographical location, business line, or organization structure. This table is populated only when ICON has the cfg role and the cfg-annex option configured.

Column List

Name	Data Type	P	M	F	Description
ID	int	X			The unique, autonumbered ID of this record. This is the primary key.
CFGOBJECTID	int				The DBID of the configuration object.
CFGOBJECTTYPE	tinyint				The configuration object type: Person, Agent Group, DN, DN Group, or Switch.
SECTIONKEYHASH	int				A hash value of the string identifying the section and key for each option. It is needed for indexing the records and to enable fast searching.
SECTIONNAME	varchar(255)				The name of the section on the object's Annex tab in which the specified option is located.
KEYNAME	varchar(255)				The option name as defined on the Annex tab of the configuration object.
TENANTID	int				The DBID of the Tenant to which this object belongs.
VALUE	varchar(255)				The value set for the option on the Annex tab of the configuration object.
STATUS	tinyint				0 - unknown 1 - enabled 2 - disabled/terminated 10 - system use
CREATED	datetime				The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was written to IDB. This is not necessarily the actual creation time of the option.
DELETED	datetime				The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was deleted.
LASTCHANGE	datetime				The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was last changed (including option creation or removal).
CREATED_TS	int				The UTC-equivalent value of the CREATED field.
CREATED_TCODE	int				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
DELETED_TS	int				The UTC-equivalent value of the DELETED field.
DELETED_TCODE	int				A reference, derived from the value of the DELETED_TS field, to the G_TIMECODE table.
LASTCHANGE_TS	int				The UTC-equivalent value of the LASTCHANGE field.
LASTCHANGE_TCODE	int				A reference, derived from the value of the LASTCHANGE_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	int				Reserved
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				The reason for the update to the configuration object. This field can contain one of the following values: 0 – Active option, for which ICON received created or updated information from a real-time or history log notification from Configuration Server. 1 - Active option, for which ICON received created or updated information from synchronization. 2 – Deleted or terminated option, for which ICON received information either from a real-time or history log notification or during synchronizarion.
GSYS_EXT_INT2	int				Reserved

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Table GC_APPLICATION

This table stores information about the configuration of Application objects.

Note: At present, only CPD Servers are stored.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Application object. This is the primary key.
Name	varchar(255)		X		The name of the object.
Type	int		X		The type of Application. This corresponds to the CfgAppType enumeration (Configuration Server). ICON stores information about the following application types only: 1 T-Server 10 CPD Server 12 Outbound Contact Server 18 Agent Desktop Refer to the Appendix for a full listing of CfgAppType values. #DICTIONARY TYPE 506
FolderID	int				The DBID of the folder for the object.
Version	varchar(255)				Application version

Name	Data Type	P	M	F	Description
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_ATTR_VALUE

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Attribute Value object. This is the primary key.
Name	varchar(255)		X		The name of the object. This is a non-changeable system name.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
AttributeID	int		X	X	The DBID of the Business Attribute (Enumerator) to which this Attribute Value belongs.
FolderID	int				The DBID of the Folder for the object.
DisplayName	varchar(255)				The display name of the object. This value is changeable.
Description	varchar(255)				Free format description
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_BUS_ATTRIBUTE

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Business Attribute. This is the primary key.
Name	varchar(255)		X		The name of the object. This is a non-changeable system name.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Type	int		X		The Business Attribute type. This corresponds to the CfgEnumeratorType (Configuration Server). Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 556
DisplayName	varchar(255)				The display name of the object. This value is changeable.
Description	varchar(255)				Free format description
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_CALLING_LIST

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Calling List. This is the primary key.
Name	varchar(255)		X		The name of the calling list object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
TimeFrom	int				The earliest time when a dial can be performed
TimeUntil	int				The latest time when a dial can be performed.
MaxAttempts	int				The maximum number of attempts that a single record can be dialed for one campaign.
FilterID	int				The DBID of the Filter for this Calling List.
TableID	int			X	The DBID of the Table Access to which the Calling List refers.
LogTableID	int			X	The DBID of the Table Access (LogTable type) to which the Calling List refers.

Name	Data Type	P	M	F	Description
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_CAMPAIGN

This table stores information about the configuration of Campaign objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Campaign. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time of the actual removal of the object.
LastChange	datetime				The GMT-equivalent date and time of last change in the object (including creation and removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_ENDPOINT

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the DN object. This is the primary key.
DN	varchar(255)		X		The directory number.
Type	int		X		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 505
State	int		X		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
SwitchID	int		X	X	The DBID of the Switch to which this DN belongs.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.

Name	Data Type	P	M	F	Description
Association	varchar(255)				The entity that is permanently associated with this DN. For example: an IVR port number, a channel name, or an access number.
DNLoginID	varchar(255)				Login identifier used to activate this DN.
RouteType	int		X		The route type of the Action Code. This corresponds to the CfgRouteType enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE: 504
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Alias assigned to DN
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_FIELD

This table stores information about the configuration of Field objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Field object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
DataType	int		X		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

Name	Data Type	P	M	F	Description
Length	int				Length of field in the database
FieldType	int				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
DefaultValue	varchar(255)				The default value of the Field.
IsPrimaryKey	int				A flag which indicates whether a field is used as primary key. This corresponds to the CfgFlag enumeration in Configuration Server. One of the following values: 0 - unknown 1 - false - field is not used as a primary key 2 - true - field is used as a primary key #DICTIONARY TYPE 509
IsUnique	int				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
IsNullable	int				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
State	int		X		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
Status	int		X		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

Name	Data Type	P	M	F	Description
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_FILTER

This table stores information about the configuration of Filter objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Filter object. This is the primary key.
Name	varchar(255)		X		The name of the Filter object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
FormatID	int			X	The DBID of the Format to which this Filter is dedicated.
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_FOLDER

This table stores information about the configuration of Folder objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Folder object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
Type	int		X		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
OwnerID	int				The DBID of the owner object (Tenant, Switch, IVR, Business Attribute) of the folder.
OwnerType	int				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
FolderID	int				The DBID of the folder for the object.

Name	Data Type	P	M	F	Description
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LAST_CHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_FORMAT

This table stores configuration information about Format objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Format object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time of the actual removal of the object.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_GROUP

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Group object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Type	int		X		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
DNGroupType	int				The type of DN Group corresponding to the CfgDNGroupType enumeration in Configuration Server. This is applicable only to DN group records. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 508

Name	Data Type	P	M	F	Description
State	int		X		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
Script	varchar(255)				The Virtual Agent Group script expression. This is applicable only to Agent Group objects.
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_IVR

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the IVR object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Type	int		X		The type of the IVR. This corresponds to the CfgIVRType enumeration (Configuration Server). Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 524
Description	varchar(255)				Free-format description
Version	varchar(255)				IVR version

Name	Data Type	P	M	F	Description
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_IVRPORT

This table stores configuration information about IVR Port objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the IVR Port object. This is the primary key.
Number_	varchar(255)		X		IVR port number
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
IVRID	int		X	X	The DBID of the IVR to which this IVR Port belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free-format description
EndPointID	int			X	The DBID of the DN associated with this IVR Port.
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_LOGIN

This table contains information about configuration of Agent Login objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Agent Login object. This is the primary key.
LoginCode	varchar(255)		X		The Agent Login code
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
SwitchID	int		X	X	The DBID of the Switch to which this agent login belongs.
FolderID	int				The DBID of the Folder for the object.
State	int		X		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
Status	int		X		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

Name	Data Type	P	M	F	Description
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value for the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value for the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value for the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_OBJ_TABLE

This table stores configuration information about Objective Table objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Objective Table object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
State	int		X		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
Status	int		X		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

Name	Data Type	P	M	F	Description
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time of the actual removal of the object.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_PLACE

This table stores information about the configuration of Place objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Place object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
State	int		X		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
Status	int		X		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

Name	Data Type	P	M	F	Description
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_SCRIPT

This table stores configuration information about Script objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Script object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Type	int		X		The type of Script corresponding to the CfgScriptType enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE: 513
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_SKILL

This table stores information about the configuration of Skill objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Skill object. This is the primary key.
Name	varchar(255)		X		The name of the Skill object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
State	int		X		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
Status	int		X		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

Name	Data Type	P	M	F	Description
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_SWITCH

This table contains information about the configuration of Switch objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Switch object. This is the primary key.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Name	varchar(255)		X		The name of the configuration object.
Type	int		X		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
LinkType	int				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
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_TABLE_ACCESS

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Table Access object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
Type	int		X		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
FormatID	int			X	The DBID of the Format for this Table Access.
UpdateTimeout	int				A timeout, in seconds, between updates of table data in the application memory partition.
TableName	varchar(255)				The name of the table in the database.

Name	Data Type	P	M	F	Description
IsCachable	int				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
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_TENANT

The table stores information about Tenant configuration objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Tenant object. This is the primary key.
FolderID	int				The DBID of the folder for the object.
Name	varchar(255)		X		The name of the object.

Name	Data Type	P	M	F	Description
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_TIME_ZONE

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Time Zone object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
Offset_	int				The offset value from Greenwich Mean Time (GMT) for your Time Zone.
State	int		X		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

Name	Data Type	P	M	F	Description
Status	int		X		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
IsDSTObserved	int				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
DSTStartDate	int				The start date and time for DST.
DSTStopDate	int				The stop date and time for DST.
NameNetscape	varchar(255)				The Netscape Internet Browser name for the Time Zone.
NameMSExplorer	varchar(255)				The Microsoft Internet Explorer name for the time zone.
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Name	Data Type	P	M	F	Description
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_TREATMENT

This table stores information about Configuration Treatment objects.

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Treatment object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
CallResult	int		X		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

Name	Data Type	P	M	F	Description
RecActionCode	int				The record action code. Corresponds to the CfgRecActionCode enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 519
Attempts	int				The attempt number to which the action should be performed.
DateTime	int				The GMT-equivalent date and time when another attempt must be applied to a DN.
CycleAttempt	int				The maximum number of sequential attempts for which the treatment can be applied to a DN.
Interval	int				The time interval, in minutes, between attempts.
Increment_	int				The time in interval, in minutes, before the next treatment attempt.
CallActionCode	int				The call action code. This corresponds to the CfgCallActionCode enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 520
Range	int				The parameter that defines a time range.
DestDNID	int			X	The DBID of the DN to which the call with this call result will be forwarded or routed.
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when this object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Name	Data Type	P	M	F	Description
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

Table GC_VOICE_PROMPT

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

Column List

Name	Data Type	P	M	F	Description
ID	int	X	X		The DBID of the Voice Prompt object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		X	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description
SwitchID	int			X	The DBID of the Switch to which this VoicePrompt is dedicated.
ScriptID	int			X	The DBID of the Script that is assigned to this Voice Prompt.
State	int		X		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
Status	int		X		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
Created	datetime				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT-equivalent date and time when the object was removed.
LastChange	datetime				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.

Name	Data Type	P	M	F	Description
Deleted_tcode	int				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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 or the Configuration Server history log. 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.
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(6)		X		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.
RemoteLocation	varchar(255)				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	Data Type	P	M	F	Description
DOMAINID	int	X	X		Reserved for internal use.
PRIMARYID	int	X	X		Reserved for internal use.
PROVIDERTAG	int	X	X		The ID of the provider class. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 26
TRANSACTION_ID	bigint				Reserved for internal use.
TRANSACTION_TS	datetime				Reserved for internal use.
SEQPROCESSED	bigint		X		Reserved for internal use.
PROCNAME	varchar(40)	X	X		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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESSIONID.

Name	Data Type	P	M	F	Description
EndPointID	int		X		The DBID of the agent's endpoint (DN) configuration object. This value is 0 for interactions originating from Interaction Server.
QueueID	int				The DBID of the queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentID	int				The DBID of the agent (Person) configuration object in Configuration Server. This value is 0 if a Person object is not configured.
Duration_Ready	int		X		The duration of the agent's ready state, in seconds, during the agent's login session.
DurationNotReady	int				The duration of the agent's notready state, in seconds, during the agent's login session.
DurationACW	int				The duration of the agent's ACW state, in seconds, during the agent's login session.
DurationBusy	int		X		The duration of the agent's busy state, in seconds, during the agent's login session.
LastChange	datetime				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.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Added	datetime		X		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.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESSIONID.
EndPointID	int		X		The DBID of the agent's endpoint (DN) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server.
QueueID	int				The DBID of the queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of NULL indicates that no queue is specified for this record.
AgentID	int				The DBID of the agent (person) configuration object in Configuration Server. This value is 0 if a Person object is not configured.

Name	Data Type	P	M	F	Description
State	int				The Agent's state: Login, ready, not ready, ACW, or busy.
Duration_ UNKNOWN	int				The duration of the agent's state during the agent's login session with a workmode of UNKNOWN.
Duration_AUX	int				The duration of the agent's state during the agent's login session with a workmode of AuxWork.
Duration_ LegalGuard	int				The duration of the agent's state during the agent's login session with a workmode of LegalGuard.
Duration_GoAway	int				The duration of the agent's state during the agent's login session with a workmode of Goaway.
Duration_ ReturnBack	int				The duration of the agent's state during the agent's login session with a workmode of returnback.
LastChange	datetime				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.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Added	datetime				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.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
AgentID	int			X	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.
EndPointID	int			X	The DBID of the agent's endpoint (DN) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server.
EndPointType	int				The type of the endpoint (DN), as specified in Configuration Server. This value is 0 for interactions originating from Interaction Server.
QueueID	int				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 in Configuration Server. A value of NULL indicates that no association was detected..

Name	Data Type	P	M	F	Description
QueueType	int				The type of the Queue (DN), as specified in Configuration Server. This field is not applicable 0 for interactions originating from Interaction Server.
PlaceID	int				The DBID of the Place configuration object in Configuration Server, if a Place object is configured.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESSIONID.
State	int		X		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
Type	int		X		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
Created	datetime		X		The GMT-equivalent date and time when the association between endpoint (or endpoint and queue) and the agent's login session is detected.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the record was terminated; that is, the date and time when the association no longer exists.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				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
GSYS_EXT_INT2	int				Reserved

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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.
- 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 Deployment Guide* for a description of the gls-enable options and those options available in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
Type	int		X		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
State	int		X		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

Name	Data Type	P	M	F	Description
PendingState	int				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
Seq	int		X		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.
LSeq	int				The sequence number of the record within the a given login session.
PSeq	int				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.
PrevState	int				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
PrevSEnter	datetime				The GMT-equivalent date and time when the previous agent state was detected.
PrevSEnter_ts	int				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	int				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
Cause	int				The cause of creation of the record. One of the following values: 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
AgentStateCondition	int				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
WorkMode	int				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 the agent workstation, and thus not prepared to handle calls that the ACD distributes. 7 - returnback - (AgentReturnBack) the agent has indicated return to the agent workstation (only used for transition from Walk Away state). #DICTIONARY TYPE 18
ReasonCode	varchar(255)				The hardware reason code value (switch reason code) by the value of the key ReasonCode in the Extensions section.

Name	Data Type	P	M	F	Description
SysReason	int				The system reason. An internal ICON reason to create a record.
AgentID	int			X	The DBID of the agent (person) configuration object.
LoginID	int				The DBID of the Login (the AgentID in the configuration database) on the switch.
EndPointID	int				The DBID of the agent's endpoint (DN) configuration object in Configuration Server.
QueueID	int				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
PlaceID	int				The DBID of the place configuration object (if configured). This is the place where the agent logged in.
LoginSessionID	varchar(50)				The ID (GUID) of the agent's login session. Refer to the record in G_LOGIN_SESSION.
PartyID	varchar(50)				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.
Added	datetime		X		The GMT-equivalent date and time when information about an agent’s change of agent's state was detected.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	varchar(255)				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 (when events come from Interaction Server 7.6 or T-Server 7.5+).

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				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
GSYS_EXT_INT2	int				The Agent's 'busy level'-The number of calls with which the agent was connected at the time the history record was added. The calls are counted separately for each login session of the agent (if more than one login session exists at the same time on different switches).

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessionID	varchar(50)		X		The ID (GUID) of the agent's login session. Refer to the corresponding record in G_LOGIN_SESSION.
EndPointID	int		X		The DBID of the Endpoint. This value is 0 for interactions originating from Interaction Server.
QueueID	int				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentState	int		X		The agent state provided by the reason code. Refer to the G_AGENT_STATE_HISTORY table.
WorkMode	int		X		The workmode of the Agent state provided by the reason code.
HWFlag	smallint		X		This flag indicates whether the reason code is hardware or software. One of the following values: 0 - false - it is a software reason code 1 - true - it is a hardware reason code #DICTIONARY TYPE 83
KeyName	varchar(255)		X		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.

Name	Data Type	P	M	F	Description
Value	varchar(255)				Value of the reason code.
LSeq	int		X		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.
FSeq	int		X		Reserved for future use.
Seq	int		X		The sequence number of the reason code record within a login session.
Created	datetime		X		The GMT-equivalent date and time when the reason code was detected.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime		X		The GMT-equivalent date and time when the finish of the reason code was detected.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_EXT_INT2	int				Reserved
GSYS_EXT_INT1	int				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
GSYS_EXT_VCH2	varchar(255)				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 (when events come from Interaction Server 7.6 or T-Server 7.5+).
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_TC	int				Reserved
GSYS_TS	datetime				Reserved
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_SEQ	bigint				Insert Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Table G_AGENT_STATE_RC_A

The active Agent state reason codes. Records are inserted when a new hardware or software reason code is reported, a reason code is changed, or an agent's state is changed. When a reason code is closed because either the reason code or the state changed, the reason code becomes inactive and the corresponding record is removed from the table. The G_AGENT_STATE_RC table stores the values of inactive reason codes--in other words, reason codes that have been changed or terminated.

The G_AGENT_STATE_RC_A table contains only active reason code records. ICON clears the table on restart, to clean out obsolete records that would otherwise accumulate in the case of unexpected ICON or database failures.

An ICON application setting, gls-active-reason-codes in the [callconcentrator] section, determines whether ICON writes to this table.

Column List

Name	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessionID	varchar(50)		X		The ID (GUID) of the agent's login session. Refer to the corresponding record in G_LOGIN_SESSION.
EndPointID	int		X		The DBID of the Endpoint. This value is 0 for interactions originating from Interaction Server.
QueueID	int				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentState	int		X		The agent state provided by the reason code. Refer to the G_AGENT_STATE_HISTORY table.
WorkMode	int		X		The current (active) workmode of the Agent state provided by the reason code.
HWFlag	smallint		X		A flag that indicates whether the reason code is hardware or software. One of the following values: 0 - false - it is a software reason code 1 - true - it is a hardware reason code #DICTIONARY TYPE 83

Name	Data Type	P	M	F	Description
KeyName	varchar(255)		X		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.
Value	varchar(255)				Value of the reason code.
LSeq	int		X		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.
FSeq	int		X		Reserved for future use.
Seq	int		X		The sequence number of the reason code record within a login session.
Created	datetime		X		The GMT-equivalent date and time when the reason code was detected.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
GSYS_EXT_INT2	int				Reserved
GSYS_EXT_INT1	int				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
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type.
GSYS_TC	int				Reserved
GSYS_TS	datetime				Reserved
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)		X		The unique ID of the interaction. The lxnGUID.
ParentCallID	varchar(50)			X	The ID of the parent interaction. This is primary call UUID for consultation call interactions.
MergeCallID	varchar(50)				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.
MergeType	int				The type of the link between this interaction and the parent interaction. This value will be unspecified for multimedia interactions. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30
ConnID	varchar(50)				The current connection ID. This value will be unspecified for multimedia interactions.
ConnIDnum	numeric(20)				The numeric representation of the connection ID. This value will be unspecified for multimedia interactions.
SwitchCallID	int				The switch-specific call ID. This value will be unspecified for multimedia interactions.
IRID	varchar(50)			X	The reference to the entry in the interaction segments hierarchy (G_IR table).
RootIRID	varchar(50)				A reference to the first interaction segment in the interaction hierarchy (G_IR table).
State	int				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
CallType	int				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

Name	Data Type	P	M	F	Description
MediaType	int				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
SwitchID	int				The DBID of the Switch. This value will be unspecified for interactions originating from Interaction Server.
TenantID	int				The DBID of the Tenant.
CallANI	varchar(50)				The Automatic Number Identification, as reported by the T-Server.
CallDNIS	varchar(50)				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.
Created	datetime		X		The GMT-equivalent date and time when the interaction was initiated, as reported by T-Server or Interaction Server.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the interaction was terminated.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	varchar(255)				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 interactions as stuck and to complete the processing of the interaction following the recording of related userdata in IDB. 1 - indicates an interaction that has been determined as stuck. NULL - the value before the processing of interaction termination begins.
GSYS_EXT_INT1	int				Defines whether a call or interaction was reported by T-Server or by Interaction Server . It can have either of the following values: NULL - Call was reported by T-Server. Any other value - Interaction was reported by Interaction Server.
GSYS_EXT_INT2	int				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 the interaction following the recording of related userdata in IDB. 1 - indicates an interaction that has been determined as stuck. NULL - the value before the processing of call termination begins.

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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 or multimedia interactions, according to data 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	Data Type	P	M	F	Description
CHID	numeric(16)	X	X		The call history record ID. This is the primary key.
CallID	varchar(50)		X	X	The call UUID, as provided by the server.
CSeq	int		X		The call history record sequence number, from the call creation time.
ChangeType	int				The type of change of call state. One of the following values: 1 - call_created 2 - call_terminated 3 - call_merged - Call merge (to another) 4 - call_trfailed - Call scenario error #DICTIONARY TYPE 1
RefID	varchar(50)				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.
Added	datetime		X		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.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)		X		The unique ID of the call. The IxnGUID.
F_CONN	smallint				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.
F_CONN_EXTN	smallint				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".
F_TE_ABND	smallint				This flag is set to TRUE if EventAbandoned was reported by T-Server on the call.
CNT_HOLD	smallint				This is the number of times an internal party in a call changed state to hold, with a call control event Held.
CNT_DIVERT	smallint				This is the number of times an internal party in a call changed state to null, with a call control event Diverted.
CNT_TRANSFER	smallint				This is the number of times a SingleStepTransfer or a TwoStepTransfer was reported in a call.
CNT_TRANSFER_LGIN	smallint				This is the number of times a call was transferred by the party which was on the device that has the agent logged in.
CNT_CONFERENCE	smallint				This is the number of times that a two-step conference was reported in a call.
T_DURATION	int				This is the duration of the time interval from initiation to termination of the call.

Name	Data Type	P	M	F	Description
T_CONN	int				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.
T_CONN_EXTN	int				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.
T_TE_ABND	int				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.
TT_ALERTING	int				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.
TT_CONNECTED	int				This is the sum of all the time intersections when all parties in a call were simultaneously in a CONNECTED state.
TT_HOLD	int				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.
TT_QUEUED	int				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.
CM_EXT_1	int				Reserved
CM_EXT_2	int				Reserved
CM_EXT_3	int				Reserved
CM_EXT_4	int				Reserved
CM_EXT_5	int				Reserved
CM_EXT_6	int				Reserved
CM_EXT_7	int				Reserved
CM_EXT_8	int				Reserved
CM_EXT_9	int				Reserved
CM_EXT_10	int				Reserved
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Indicates the device (endpoint) that initiated call termination. ICON stores one of the following in this field: - The string that T-Server delivers in the AttributeCtrlParty attribute in EventCallDeleted. The string is stored only when (a) ICON processes data from a T-Server (release 8.0 or later) for the Alcatel A4400 switch and (b) the store-releasing-party configuration option enables this feature (store-releasing-party=1|true|y). - An empty string if T-Server does not report the AttributeCtrlParty attribute in EventCallDeleted or the store-releasing-party configuration option disables this feature (store-releasing-party=0|false|n). The default value of the option is 0. The endpoint that initiated call termination is stored in IDB as reported by T-Server. In a multi-site deployment, the endpoint that initiated call deletion might be reported either as the DN on the remote site, or else as "Access Code + External Routing Point".
GSYS_EXT_VCH2	varchar(255)				Specifies the party associated with the endpoint that initiated call termination, if ICON is able to identify it. If the store-releasing-party configuration option enables this functionality (store-releasing-party=1|true|y), ICON stores one of the following in this field: - The PartyID associated with the endpoint in GSYS_EXT_VCH1, if ICON can identify the party from the value of the AttributeCtrlParty attribute in EventCallDeleted. - An empty string if ICON cannot identify the party from the value of the AttributeCtrlParty attribute in EventCallDeleted.
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Integer value of timestamp from last TEvents that cause record update

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CALLID	varchar(50)		X		The unique ID of the call interaction.

Name	Data Type	P	M	F	Description
G_CUSTOMER_ SEGMENT	varchar(255)				The value of the customer-segment attribute of userdata.
G_SERVICE_TYPE	varchar(255)				The value of the service-type attribute of userdata.
G_SERVICE_ SUBTYPE	varchar(255)				The value of the service-subtype attribute of userdata.
G_BUSINESS_ RESULT	varchar(255)				The value of the business-result attribute of userdata.
CUSTOMER_ID	varchar(255)				The value of the customer-id attribute of userdata.
TRANSACTION_ID	varchar(255)				The value of the transaction-id attribute of userdata.
CAUSE_ID	varchar(255)				The value of the cause-id attribute of userdata.
ACCOUNT_ID	varchar(255)				The value of the account-id attribute of userdata.
DESTINATION_ID	varchar(255)				The value of the destination-id attribute of userdata.
TARGET_ID	varchar(255)				The value of the target-id attribute of userdata.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CALLID	varchar(50)		X		The unique ID of the interaction.
CUST_DATA_1	varchar(255)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	varchar(255)				The value of the cust-data-2 attribute of userdata.
CUST_DATA_3	varchar(255)				The value of the cust-data-3 attribute of userdata.
CUST_DATA_4	varchar(255)				The value of the cust-data-4 attribute of userdata.
CUST_DATA_5	varchar(255)				The value of the cust-data-5 attribute of userdata.
CUST_DATA_6	varchar(255)				The value of the cust-data-6 attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the cust-data-7 attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the cust-data-8 attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the cust-data-9 attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the cust-data-10 attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the cust-data-11 attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the cust-data-12 attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the cust-data-13 attribute of userdata.
CUST_DATA_14	varchar(128)				The value of the cust-data-14 attribute of userdata.
CUST_DATA_15	varchar(128)				The value of the cust-data-15 attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the cust-data-16 attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the cust-data-17 attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the cust-data-18 attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the cust-data-19 attribute of userdata.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record.
CALLID	varchar(50)		X		The unique ID of this interaction.
CUST_DATA_1	varchar(255)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	varchar(255)				The value of the cust-data-2 attribute of userdata.
CUST_DATA_3	varchar(255)				The value of the cust-data-3 attribute of userdata.
CUST_DATA_4	varchar(255)				The value of the cust-data-4 attribute of userdata.
CUST_DATA_5	varchar(255)				The value of the cust-data-5 attribute of userdata.
CUST_DATA_6	varchar(255)				The value of the cust-data-6 attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the cust-data-7 attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the cust-data-8 attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the cust-data-9 attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the cust-data-10 attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the cust-data-11 attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the cust-data-12 attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the cust-data-13 attribute of userdata.
CUST_DATA_14	varchar(128)				The value of the cust-data-14 attribute of userdata.

Name	Data Type	P	M	F	Description
CUST_DATA_15	varchar(128)				The value of the cust-data-15 attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the cust-data-16 attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the cust-data-17 attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the cust-data-18 attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the cust-data-19 attribute of userdata.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CALLID	varchar(50)		X		The unique ID of the interaction.
CUST_DATA_1	varchar(255)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	varchar(255)				The value of the cust-data-2 attribute of userdata.

Name	Data Type	P	M	F	Description
CUST_DATA_3	varchar(255)				The value of the cust-data-3 attribute of userdata.
CUST_DATA_4	varchar(255)				The value of the cust-data-4 attribute of userdata.
CUST_DATA_5	varchar(255)				The value of the cust-data-5 attribute of userdata.
CUST_DATA_6	varchar(255)				The value of the cust-data-6 attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the cust-data-7 attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the cust-data-8 attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the cust-data-9 attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the cust-data-10 attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the cust-data-11 attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the cust-data-12 attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the cust-data-13 attribute of userdata.
CUST_DATA_14	varchar(128)				The value of the cust-data-14 attribute of userdata.
CUST_DATA_15	varchar(128)				The value of the cust-data-15 attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the cust-data-16 attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the cust-data-17 attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the cust-data-18 attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the cust-data-19 attribute of userdata.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
SetId	int	X	X		The ID of the parameter set. The default parameter set is 0.
Sect	varchar(64)	X	X		The name of the parameter section.
Opt	varchar(64)	X	X		The name of the parameter option.
Val	varchar(255)				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	Data Type	P	M	F	Description
DTYPE	int	X	X	X	The identifier of the enumeration class as defined in the G_DICT_TYPE table.
DID	int	X	X		The identifier of the specific value within the enumeration class.
DVALUE	varchar(128)		X		The name of the specific value that corresponds to the identifier.
DDESC	varchar(255)				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	Data Type	P	M	F	Description
DTYPE	int	X	X		The identifier of the enumeration class. The set of the enumeration class values is expanded in the G_DICTIONARY tables.
DNAME	varchar(64)				The name of the enumerator class.
DDESC	varchar(255)				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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESSIONID.
AgentState	int				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
EndPointID	int		X		The DBID of the DN object that is associated with this record. This value is 0 for interactions originating from an Interaction Server.
State	int		X		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
PrevState	int				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
PrevSEnter	datetime				The GMT-equivalent date and time when the previous agent state was detected.
PrevSEnter_ts	int				The UTC-equivalent value of the PREVSENTER field.

Name	Data Type	P	M	F	Description
PrevSEnter_tcode	int				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Added	datetime		X		The GMT-equivalent date and time when information about an agent's change of agent's state was detected.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				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.
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
IRID	varchar(50)		X		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.

Name	Data Type	P	M	F	Description
State	int		X		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
ParentIRID	varchar(50)				A reference to the parent IRID. This is assigned as the result of a call merge operation (for example, a transfer or a conference).
ParentLinkType	int				Reserved. This field holds a 0 value in the current interaction hierarchy model. #DICTIONARY TYPE: 11
RootCallID	varchar(50)		X	X	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.
RootIRID	varchar(50)				A reference to the first record in an interaction hierarchy. The value is updated by a merge procedure.
MergeState	int				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
Created	datetime		X		The GMT-equivalent date and time when the record was initiated.
Created_ts	int				The UTC-equivalent of the value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent time when the record was terminated.
Terminated_ts	int				The UTC-equivalent of the value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				If the record was created as a result of Multimedia event processing and the information about the parent interaction ID was provided by a Multimedia Interaction Server, but no related record in IDB was detected (for example, because old records were purged), this field contains the parent interaction ID.
GSYS_EXT_VCH2	varchar(255)				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 the interaction following the recording of related userdata in IDB. NULL - the value before the processing of call termination begins. 1 - indicates an interaction that is determined to be a stuck interaction.
GSYS_EXT_INT1	int				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 Genesys T-Server TEvent processing.
GSYS_EXT_INT2	int				Can be set by the gsysIRMerge procedure during interaction merge execution, 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 GSYS_DNPREMOTELOCATION table.
GSYS_MSEQ	bigint				The sequence number that is assigned by the merge procedure.
GSYS_MSEQ_TS	datetime				The timestamp that is assigned by the merge procedure.

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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	Data Type	P	M	F	Description
IRHID	numeric(16)	X	X		The unique ID of the interaction history record. This is the primary key.
IRID	varchar(50)		X		The ID of the Interaction record.
XSEQ	numeric(19)				Reserved
ChangeType	int				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
RefID	varchar(50)				Reserved
Added	datetime		X		The GMT-equivalent data and time when the record was added as inherited from the T-Server TEvent.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		This is the unique identifier. This is the primary key.
LinkID	varchar(50)		X		This is the inter-site (IS) link ID, which identifies the association between two calls.
CallID	varchar(50)		X	X	The current call UUID.
IsLinkType	int		X		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
RemoteLocation	varchar(255)				The name of remote switch where the instance of the second call in the association is located.
State	int		X		The current link state. One of the following values: 0 - unknown - Reserved. 1 - active - IS-Link is active. 2 - terminated - IS-Link is terminated. Not currently supported. 3 - failed - IS-Link is failed; no pair is expected on the other site. #DICTIONARY TYPE 21
MergeState	int				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
Initiated	datetime		X		The GMT-equivalent date and time when the link was initiated.
Initiated_ts	int				The UTC-equivalent value of the INITIATED field.

Name	Data Type	P	M	F	Description
Initiated_tcode	int				A reference, derived from the value of the INITIATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The date and time when the link was terminated.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChange	datetime		X		The date and time of the last update to the link history.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				The TEvent sequence for the IS_LINK creation event.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Can be set by the gsysIRMerge procedure during interaction merge execution, 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)

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LinkID	varchar(50)		X	X	This is the intersite link ID, which identifies the association between two calls.
Seq	int		X		The sequence number of the changes in this link history.
ChangeType	int		X		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
State	int				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
CallID	varchar(50)				A reference to the call that is currently associated with this history.
PrevCallID	varchar(50)				A reference to the call that was previously associated with this history.
Added	datetime		X		The GMT-equivalent date and time when the history record was added.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID).
AgentID	int			X	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.
LoginID	int			X	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.
PlaceID	int			X	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.
State	int		X		State of the agent's login session. One of the following values: 0 - terminated - Login session is terminated 1 - active - Login session is active #DICTIONARY TYPE 81
PrimaryDeviceID	int				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.
SwitchID	int				The DBID of the Switch configuration object in Configuration Server where the agent's login session was detected.
Created	datetime		X		The GMT-equivalent date and time when the agent's login session started.

Name	Data Type	P	M	F	Description
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the agent's login session finished (terminated). This value is 0 for interactions originating from Interaction Server.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
Reason	varchar(50)				This is the reason that the login session terminated.
InternalReason	int				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 restored as a result of information received in EventRegistered 6 - disconnect - session terminated as result of disconnect from server #DICTIONARY TYPE 84
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LRID	numeric(16)		X		Same as G_LOG_MESSAGES.ID.
MESSAGE_ID	int		X		Same as G_LOG_MESSAGES.MESSAGE_ID.
ATTR_NAME	varchar(255)		X		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 ...")
ATTR_VALUE	varchar(255)				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.

The columns in this table are reserved for internal use only; for this reason, the usual Column List table is omitted.

Table G_LOG_MESSAGES

This table stores messages from the stored procedures about merge operations, purge operations, and stuck calls.

Column List

Name	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
MESSAGE_ID	int				ID of log event. This is the same ID that is documented in *Framework Combined Log Events*. This is ID recognized by Message Server.
TIMEGENERATED	datetime				The GMT-equivalent date and time when the message was generated.
TIMEWRITTEN	datetime				The date and time when the message was written.
PRIORITY	int				Specifies priority of the log message. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 32
ORIGIN	int				Specifies the origin of the log message. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 34
CATEGORY	int				Specifies category of the log message. One of the following values: 0 - default 1 - alarm 2 - audit #DICTIONARY TYPE 33
DATALEN	int				Size of the buffer required to get packed attributes associated with this log event.
APPDBID	int				The value for this field is always NULL.
APPTYPE	int				The type of application that is related to this log event.
APPNAME	varchar(255)				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: GSYSPurge81

Name	Data Type	P	M	F	Description
HOSTNAME	varchar(128)				Name of the host where the application related to this log event runs.
MESSAGETEXT	varchar(255)				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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the party record. This is the primary key.
PartyID	varchar(50)		X		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.
PartyGUID	varchar(50)		X		The unique ID of the party instance, generated by ICON. This ID remains unchanged during the lifetime of the party.

Name	Data Type	P	M	F	Description
Type	int		X		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
PRole	int		X		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
ParentPartyID	varchar(50)				The ID of the associated party.
ParentLinkType	int				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 ParentPartyID refers to the party record of the call from which the party was transferred 3 - conference - the ParentPartyID refers to the party record of the call from which the party was conferenced 4 - divert - the ParentPartyID refers to the party record of the call that was diverted to this party #DICTIONARY TYPE 11
CallID	varchar(50)		X	X	The current ID as inherited from T-Server or Interaction Server.

Name	Data Type	P	M	F	Description
State	int		X		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
EndPointDN	varchar(255)		X		The name of the endpoint. In a multi-site deployment that uses ISCC, ICON stores the EndpointDN related to the external party as reported by T-Server. The endpoint name might be reported either as the DN on the remote site, or else as "Access Code + External Routing Point".
EndPointID	int		X	X	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.
EndPointType	int		X		The type of the endpoint. Refer to the Appendix for a listing of permissible values. 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 Agent Place # DICTIONARY TYPE 505
TenantID	int				The DBID of the Tenant configuration object that is associated with either the T-Server Switch or the Interaction Server Switch.
AgentID	int			X	The DBID of the agent that is associated with the party.

Name	Data Type	P	M	F	Description
CCEvent	int				A call control event that is associated with the party state change. In G_PARTY - the party termination event. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30
CCEventCause	int				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. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 31
Created	datetime		X		The GMT-equivalent date and time when the party was associated with the call.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the party was released from the call.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.
LastChange	datetime		X		The GMT-equivalent date and time of the last state change of the party.
LastChange_ts	int				The UTC-equivalent value of the LASTCHANGED field.
LastChange_tcode	int				A reference, derived from the value of the LASTCHANGED_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				The value of the LastTransferHomeLocation TEvent attribute.
GSYS_EXT_VCH2	varchar(255)				The value of the LastTransferOrigDN TEvent attribute.
GSYS_EXT_INT1	int				The sequence number of the call (CSEQ) in party creation.
GSYS_EXT_INT2	int				Reserved

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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 interaction 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	Data Type	P	M	F	Description
PHID	numeric(16)	X	X		The party history record ID. This is the primary key.
PartyID	varchar(50)		X	X	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.
PSeq	int		X		The sequence number of the party state change in scope for this party.
CSeq	int		X		The sequence number of the party state change in the scope of a call. Every party creation, change, or termination increases the CSeq. For example, if the G_PARTY_HISTORY record for the creating party has CSeq=5, all further records in the G_USERDATA_HISTORY and G_SECURE_USERDATA_HISTORY tables have CSEQ=6 until the next party or call change.
ChangeType	int				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
CCEvent	int				The call control event that is associated with the party state change. (In G_PARTY, this is the party termination event.) Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30

Name	Data Type	P	M	F	Description
CCEventCause	int				The cause associated with the party state change and the call control event. (In G_PARTY, the cause of the Party termination event.) Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 31
State	int		X		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
Type	int				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

Name	Data Type	P	M	F	Description
PrevState	int				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
PrevSEnter	datetime				The GMT-equivalent date and time of the previous party state change.
PrevSEnter_ts	int				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	int				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
ParentPartyID	varchar(50)				The ID of the associated party. If the value is NULL or empty, the associated party is unknown.
ParentLinkType	int				The type of the association between the two parties. One of the following values: 0 - unknown 1 - consultation 2 - transfer 3 - conference 4 - divert #DICTIONARY TYPE 11

Name	Data Type	P	M	F	Description
EndpointID	int			X	Depending on the scenario, this field holds one of the following values: -0, for an external party (such as one originating from an unmonitored device) -NULL, for a local device, where the record represents neither the first nor last record in the party's history -The DBID of the local device, for the first record in the party's history (at party creation) -The DBID of the local (monitored) device to which the interaction was diverted or transferred (for single-step transfer scenarios only) -0, for the last record in the party's history (reflecting normal party termination)
Added	datetime		X		The GMT-equivalent date and time of the record.
Added_ts	int				The UTC-equivalent of the value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				0 - Reserved. 1 - In the first historical record related to the party, this value indicates that the party was created by a device of type IVR-port.
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
PartyID	varchar(50)		X		The ID of party for which metrics were calculated.
TT_ALERTING	int				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.
TT_CONNECTED	int				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.
TT_HOLD	int				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.
TT_QUEUED	int				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.
TT_ACW	int				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.
CNT_ALERTING	smallint				The number of times that the party changed state to ALERTING.
CNT_CONNECTED	smallint				The number of times that the party changed state to CONNECTED.
CNT_HOLD	smallint				The number of times that the party changed state to HOLD.
CNT_QUEUED	smallint				The number of times that the party changed state to QUEUED.
CNT_ACW	smallint				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.
TT_ON_ALERT	int				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.

Name	Data Type	P	M	F	Description
TT_ON_HOLD	int				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.
TT_ON_QUEUE	int				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.
TT_ON_ CONNECTED	int				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.
T_DURATION	int				The life time of the party.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Indicates the party that initiated call termination. The value is derived from the value of the ReleasingParty extension key, in the AttributeExtensions of the EventReleased or EventAbandoned from T-Server. ICON stores this data only when the store-releasing-party configuration option enables this functionality (store-releasing-party=1|true|y). The value is one of the following: 0 - T-Server did not provide ReleasingParty data in EventReleased or EventAbandoned. 1 - Local. Call termination was initiated by ThisDN in EventReleased or EventAbandoned, and T-Server sent ReleasingParty = 1 Local in the event. 2 - Remote. Call termination was initiated by another party (not ThisDN in EventReleased or EventAbandoned), and T-Server sent ReleasingParty = 2 Remote in the event. 3 - Unknown. T-Server was unable to determine the initiator of call termination, and sent ReleasingParty = 3 Unknown in EventReleased or EventAbandoned.
GSYS_EXT_INT2	int				Integer value of timestamp from last TEvents that cause record update

Name	Data Type	P	M	F	Description
PM_EXT_1	integer				Reserved
PM_EXT_2	integer				Reserved
PM_EXT_3	integer				Reserved
PM_EXT_4	integer				Reserved
PM_EXT_5	integer				Reserved
PM_EXT_6	integer				Reserved
PM_EXT_7	integer				Reserved
PM_EXT_8	integer				Reserved
PM_EXT_9	integer				Reserved
PM_EXT_10	integer				Reserved

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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	Data Type	P	M	F	Description
DomainID	int	X	X		Reserved
PrimaryID	int	X	X		The DBID of the primary ICON in an HA pair. The primary ICON application writes this information.
ProviderTag	int	X	X		The ID of the provider class. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 26
SeqCounter	bigint				The value of the counter. This field is incremented by ICON.
SeqCurrent	bigint				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).
GSYS_DOMAIN	int				Reserved
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

Table G_ROUTE_RESULT

This table contains information regarding the results of the routing of a specific interaction, according to the information passed from the Universal Routing Server through either the T-Server or Interaction Server application.

Column List

Name	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)		X		The unique ID of the interaction.
ConnID	varchar(50)		X		The T-Server event connection ID. This is preserved for backward compatibility.
PartyID	varchar(50)		X		The ID of the party record for the party that is associated with the routing point.
IRID	varchar(50)				Reference to record in interaction hierarchy table (G_IR).
EndPointID	int				The DBID of the routing point device.
RTargetRuleSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetRuleSelected key.
RTargetObjectSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetObjectSelected key.
RTargetTypeSelected	int				Route target type - copy of the data that was attached by the URS with the RTargetTypeSelected key. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 29
RTargetAgentSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetAgentSelected key
RTargetPlaceSelected	varchar(255)				A copy of the data that was attached by URS with the RTargetPlaceSelected key.

Name	Data Type	P	M	F	Description
RRequestedSkillComb	varchar(255)				A copy of the data that was attached by URS with the RRequestedSkillCombination key.
RStrategyName	varchar(255)				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.
RTenant	varchar(255)				A copy of the data that was attached by the URS with the RTenant key.
DestEndPointDN	varchar(255)				The DN name to which a call is successfully routed.
DestEndPointID	int				The DBID of the configured DN to which the interaction is routed.
DestEndPointType	int				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
Result	int		X		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
Duration	int				The duration of the routing dialog.This is the time between party creation (in events such as EventRouteRequest, EventQueued, or EventCallPartyAdded) and termination (in events such as EventRouteUsed, EventAbandoned, EventDiverted, or EventCallPartyDeleted).
Created	datetime		X		The GMT-equivalent date and time when the record was created as inherited from T-Server or Interaction Server.
Created_ts	int				The UTC-equivalent time of the value in the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in G_TIMECODE table.

Name	Data Type	P	M	F	Description
Terminated	datetime				The GMT-equivalent date and time when the record was terminated, as inherited from T-Server (EventRouteUsed or EventAbandoned TEvents) or Interaction Server.
Terminated_ts	integer				The UTC-equivalent time of the value in the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to a record in G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				The virtual queue's ID, if a virtual queue is configured and provided by URS when it routes call. If reported, the value is the same as G_VIRTUAL_QUEUE.VQID in the related record in the G_VIRTUAL_QUEUE table.
GSYS_EXT_VCH2	varchar(255)				If a virtual queue is configured and reported by URS (Universal Router Server), then, when URS routes call, it attaches parameter "RVQDBID" to call UserData, so this field will store virtual queue's DBID as it is configured in configuration database.
GSYS_EXT_INT1	int				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. #DICTIONARY TYPE 87
GSYS_EXT_INT2	int				Reserved

Table G_SECURE_USERDATA_HISTORY

This table records the changes in the UserData attribute of TEvents associated with voice calls, the UserData attribute of Interaction Server events for all types of multimedia interactions, and 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 an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY_TABLE, if configured to gather data from T-Server or Interaction Server.

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 runtime. 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	Data Type	P	M	F	Description
ID	numeric(19)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)		X		This field points to the record in the G_CALL table that represents the call to which the data is attached.
PartyID	varchar(50)				This field points to the record in the G_PARTY table that represents the last party, associated with the interaction or endpoint, 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. Otherwise, this field is empty.
EndPointID	int				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.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	int				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).
SwitchID	int				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.

Name	Data Type	P	M	F	Description
KeyName	varchar(64)		X		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.
ChangeType	int		X		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
KSeq	int		X		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.
CSEQ	int		X		The actual CSEQ in the call scope at the moment ICON is processing this data record. It should be consistent with the CSeq value in the G_PARTY_HISTORY table. For additional information, refer to the description of the CSeq field in the G_PARTY_HISTORY table.
Type	int		X		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

Name	Data Type	P	M	F	Description
KEYID	int		X		The ID of the key name, as defined in the attached data specification file (adata_spec.xml). Valid values for the KeyID are bigger than 10000 but smaller than 100000. If the KeyID is not defined, the value of this field is zero (0). The KeyID is not unique: different KeyNames can have the same KeyID. You can use the KeyID to build indexes to improve data querying by downstream reporting applications. ICON hardcodes KeyIDs for the following attributes from Interaction Server events: 9995 - attr_is_online 9996 - attr_itx_agent_id 9997 - attr_itx_group_id 9998 - attr_itx_place_id 9999 - attr_itx_place_group_id
Value	varchar(255)				For voice interactions, this field contains the value of the key in character format. 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 For all types of interactions, ICON stores in this field UserData values for certain keys.
Added	datetime				The GMT-equivalent date and time when the key was changed as inherited from T-Server (or other data provider).
Added_ts	int				This UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				A flag indicating the reliability of classification of userdata added to this table. When an interaction is no longer in memory, such as when memory optimization is turned on (om-memory-optimization=true), and Interaction Server sends events regarding new or changed userdata, ICON records the userdata as changed (ChangeType=3) and notes the reliability of this classification in this field: 0 - ChangeType classification is reliable. 1 - ChangeType classification is unreliable. If ICON records the ChangeType as unreliable, the true change type may be 2 (added).
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
DomainID	int	X	X		Reserved
PrimaryID	int	X	X		The DBID of the primary ICON in an HA pair. The primary ICON application writes this information.
ProviderTag	int	X	X		The ID of the provider class. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 26
ClusterID	int	X	X		The DBID of the primary server in the HA pair of the provider (such as the primary T-Server or primary Outbound Contact Server).
ProviderID	int		X		The DBID of the specific provider instance that supplied this event.
EventTimeSec	int				The time, in seconds, when this event was generated at the provider.
EventTimeUsec	int				The time, in milliseconds, when this event was generated at the provider.
SessionID	varchar(64)				The session identifier (if supplied) that corresponds to the event.
EventID	varchar(255)				The event identifier as reported by the provider.
GSYS_DOMAIN	int				Reserved
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	int		X		The timecode value. This corresponds to *_TCODE fields, such as CREATED_TCODE, ADDED_TCODE, DELETED_TCODE, and LASTCHANGE_TCODE in other tables.
TC_MIN	int		X		The number of minutes corresponding to this timecode.
TC_HOUR	int		X		The number of hours corresponding to this timecode.
TC_DAY	int		X		The day of the month corresponding to this timecode.
TC_WEEKDAY	int				Reserved
TC_WEEK	int				Reserved
TC_MONTH	int		X		The month number corresponding to this timecode.
TC_YEAR	int		X		The year value corresponding to this timecode.
TC_DAYNAME	varchar(20)				Reserved
TC_WEEKNAME	varchar(30)				Reserved
TC_MONTHNAME	varchar(20)				Reserved
TC_H	int				The hour corresponding to this timecode.
TC_Q	int				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, the UserData attribute of Interaction Server events for all types of multimedia interactions, and 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 an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY_TABLE, if configured to gather data from T-Server or Interaction Server.

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 runtime. 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	Data Type	P	M	F	Description
ID	numeric(19)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)		X		This field points to the record in the G_CALL table that represents the call to which the data is attached.
PartyID	varchar(50)				This field points to the record in the G_PARTY table that represents the last party, associated with the interaction and endpoint, 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 field is empty.
EndPointID	int				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.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	int				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).
SwitchID	int				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.

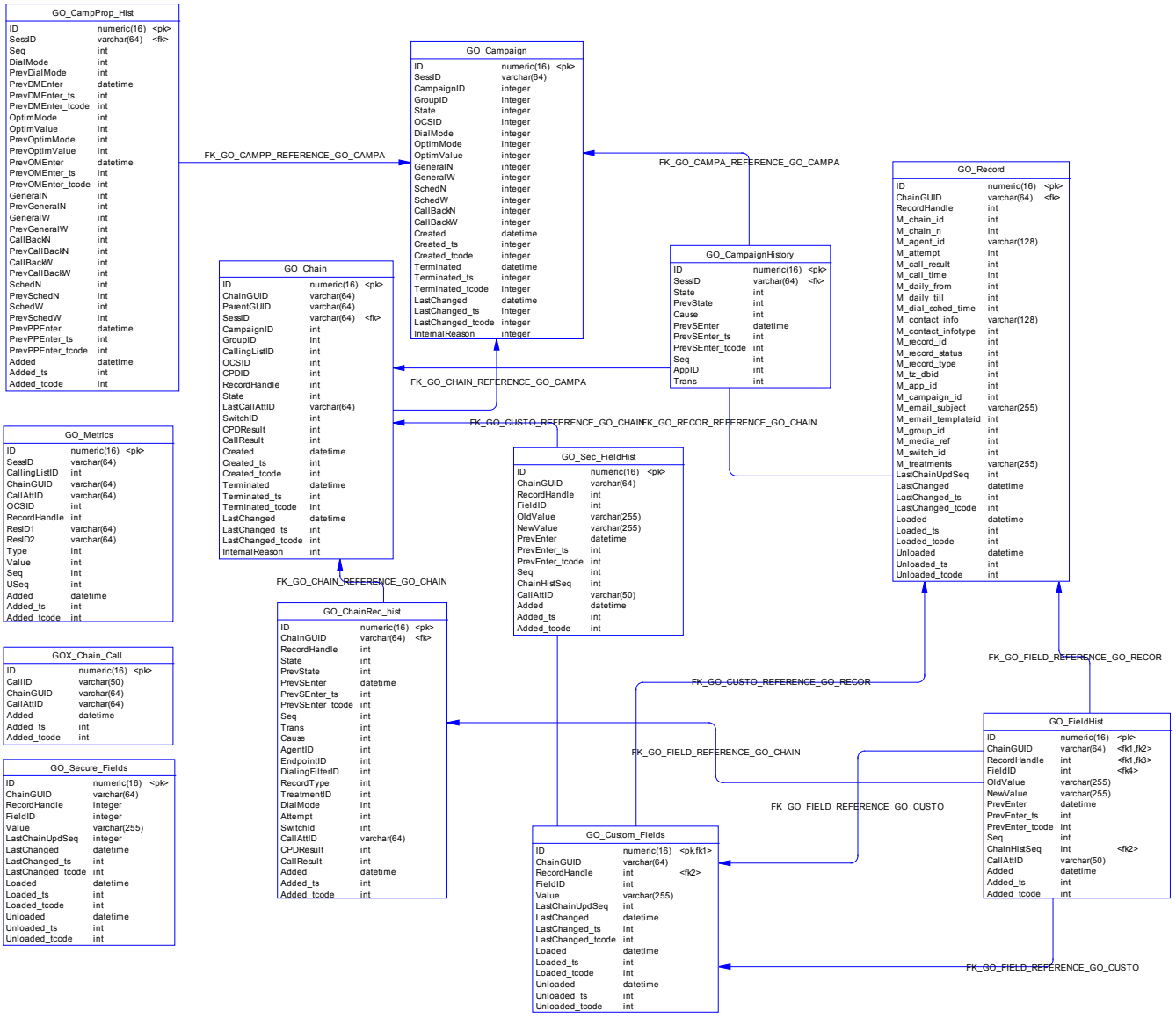
Name	Data Type	P	M	F	Description
KeyName	varchar(64)		X		For voice interactions, this field records the name of the UserData key whose value was changed. The user determines which keys should be recorded by specifying them in the ICON configuration user data specification. For chat interactions, this field's value is _attr_is_online.
ChangeType	int		X		This field specifies the type of change for this record. One of the following values: 1 - created - indicates that the value of the key was attached to the interaction - For voice calls, at the moment the call was created. - For chat interactions, when ICON received an eventInteractionSubmitted event with an isOnline attribute setting of true. - For e-mail and other 3rd Party Media interactions, when ICON received an eventInteractionSubmitted event. 2 - added - indicates that the value of the key has been added to an existing interaction 3 - updated - indicates that the value of the key has changed. For chat, e-mail, and other 3rd Party Media interactions, ICON receives the information in an eventPropertiesChanged event. 4 - deleted - indicates that the key has been deleted from UserData. 5 - terminated - indicates that ICON records the value of the key: - For voice calls, upon call termination. - For chat, e-mail, and other 3rd Part Media interactions, when ICON received an eventProcessingStopped event. #DICTIONARY TYPE 19
KSeq	int		X		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.
CSEQ	int		X		The actual CSEQ in the call scope at the moment ICON is processing this data record. It should be consistent with the CSeq value in the G_PARTY_HISTORY table. For additional information, refer to the description of the CSeq field in the G_PARTY_HISTORY table.

Name	Data Type	P	M	F	Description
Type	int		X		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
KEYID	int		X		The ID of the key name, as defined in the attached data specification file (adata_spec.xml). Valid values for the KeyID are bigger than 10000 but smaller than 100000. If the KeyID is not defined, the value of this field is zero (0). The KeyID is not unique: different KeyNames can have the same KeyID. You can use the KeyID to build indexes to improve data querying by downstream reporting applications. ICON hardcodes KeyIDs for the following attributes from Interaction Server events: 9995 - attr_is_online 9996 - attr_itx_agent_id 9997 - attr_itx_group_id 9998 - attr_itx_place_id 9999 - attr_itx_place_group_id
Value	varchar(255)				For voice interactions, this field contains the value of the key in character format. 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 For all types of interactions, ICON stores in this field UserData values for certain keys.
Added	datetime		X		The GMT-equivalent date and time when the key was changed as provided by T-Server (or other data provider).
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				A flag indicating the reliability of classification of userdata added to this table. When an interaction is no longer in memory, such as when memory optimization is turned on (om-memory-optimization=true), and Interaction Server sends events regarding new or changed userdata, ICON records the userdata as changed (ChangeType=3) and notes the reliability of this classification in this field: 0 - ChangeType classification is reliable. 1 - ChangeType classification is unreliable. If ICON records the ChangeType as unreliable, the true change type may be 2 (added).
GSYS_EXT_INT2	int				Reserved

Chapter 3: Outbound Contact Schema

Diagram Data Model



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GO_Chain	IDX_GO_CHAIN_CHID	X
GO_Custom_Fields	IDX_CUSTOMF_CHID	
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GO_Chain	GO_Campaign	REFERENCE_3	SessID
GO_ChainRec_hist	GO_Chain	REFERENCE_4	ChainGUID
GO_Custom_Fields	GO_Chain	REFERENCE_10	ID
	GO_Record	REFERENCE_11	RecordHandle
GO_FieldHist	GO_Custom_Fields	REFERENCE_9	FieldID
	GO_ChainRec_hist	REFERENCE_7	ChainGUID; ChainHistSeq
	GO_Custom_Fields	REFERENCE_8	RecordHandle
	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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.

Name	Data Type	P	M	F	Description
CallID	varchar(50)				The CallGUID as reported by OCS.
ChainGUID	varchar(64)		X		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.
CallAttID	varchar(64)		X		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.
Added	datetime		X		The GMT-equivalent date and time when information about the relationship was reported by OCS.
Added_ts	int				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	varchar(64)		X	X	The campaign processing session ID (GUID).

Name	Data Type	P	M	F	Description
Seq	int		X		The sequence number of state and property changes in a campaign's history.
DialMode	int				The dial mode specified for campaign processing.
PrevDialMode	int				The previous dialing mode, if the dialing mode was changed.
PrevDMEnter	datetime				The GMT-equivalent date and time when previous dialing mode was detected by OCS (according to timestamp provided by OCS).
PrevDMEnter_ts	int				The UTC-equivalent value of the PREVDMENTER field. Milliseconds are truncated.
PrevDMEnter_tcode	int				A reference, derived from the value of the PREVDMENTER_TS field, to a record in the G_TIMECODE table.
OptimMode	int				Code of optimization mode (overdialrate, waiting time, busy factor).
OptimValue	int				The current value of the optimization parameter that OCS uses for this campaign.
PrevOptimMode	int				The previous optimization mode that OCS ran with this campaign.
PrevOptimValue	int				The previous optimization parameter value that OCS used for this campaign.
PrevOMEnter	datetime				The GMT-equivalent date and time when the previous optimization mode was reported by OCS.
PrevOMEnter_ts	int				The UTC-equivalent value of the PREVOMENTER field. Milliseconds are truncated.
PrevOMEnter_tcode	int				A reference, derived from the value of the PREVOMENTER_TS field, to a record in the G_TIMECODE table.
GeneralN	int				The numerical value of the priority parameter that OCS used for general records in this campaign.
PrevGeneralN	int				The previous value of the priority parameter that OCS used for General records in this campaign.
GeneralW	int				The current weight of the priority parameter value for general records that OCS used for this campaign.
PrevGeneralW	int				The previous weight of the priority parameter value for general records that OCS used in this campaign.
CallBackN	int				The numerical value of the priority parameter that OCS used for callback records in this campaign.
PrevCallBackN	int				The previous value of the priority parameter that OCS used for callback records in this campaign.
CallBackW	int				The current weight of the priority parameter value for callback records that OCS used within this campaign.
PrevCallBackW	int				The previous weight of the priority parameter value for callback records that OCS used in this campaign.

Name	Data Type	P	M	F	Description
SchedN	int				The current numerical value of the priority parameter that OCS used for scheduled records in this campaign.
PrevSchedN	int				The previous value of the priority parameter that OCS used for scheduled records in this campaign.
SchedW	int				The current weight of the priority parameter value for scheduled records that OCS used in this campaign.
PrevSchedW	int				The previous weight of the priority parameter value for scheduled records that OCS used within this campaign.
PrevPPEnter	datetime				The GMT-equivalent date and time when the previous priority parameters were reported by OCS.
PrevPPEnter_ts	int				The UTC-equivalent value of the PREVPPENTER field. Milliseconds are truncated.
PrevPPEnter_tcode	int				A reference, derived from the value of the PREVPPENTER_TS field, to a record in the G_TIMECODE table.
Added	datetime		X		The GMT-equivalent date and time when any change of a parameter is reported by OCS.
Added_ts	int				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	varchar(64)		X		The unique identifier of the Campaign processing attempt. If a campaign has been unloaded and then reloaded, OCS assigns a new SessionGUID.
CampaignID	integer		X		The DBID of the Campaign configuration object that OCS uses for the Campaign processing attempt.
GroupID	integer		X		The DBID of the Campaign Group configuration object.
State	integer		X		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
OCSID	integer		X		The DBID of the OCS Server application in the Configuration database. The Campaign running on this instance of OCS.
DialMode	integer				The running mode of the campaign as reported by OCS.
OptimMode	integer				The optimization mode of the campaign with OCS running.
OptimValue	integer				The value of the optimization parameter used by OCS in this campaign.
GeneralN	integer				The numerical value of the priority parameter that OCS uses for general records in this campaign.
GeneralW	integer				The weight of the priority parameter value for general records that OCS uses in this campaign.
SchedN	integer				The numerical value of the priority parameter that OCS uses for scheduled records within this campaign.

Name	Data Type	P	M	F	Description
SchedW	integer				The weight of the priority parameter value that OCS uses for scheduled records within this campaign.
CallBackN	integer				The numerical value of the priority parameter that OCS uses for the callback records in this campaign.
CallBackW	integer				The weight of the priority parameter value for callback records that OCS uses for this campaign.
Created	datetime		X		The GMT-equivalent date and time that the campaign was loaded, as reported by OCS.
Created_ts	integer				The UTC-equivalent value of the CREATED field. Milliseconds are truncated.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the campaign was unloaded, as reported by OCS.
Terminated_ts	integer				The timestamp of when the campaign was terminated. In seconds (milliseconds truncated).
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChanged	datetime		X		The GMT-equivalent date and time of the last event from OCS, with information about change of campaign state or campaign properties.
LastChanged_ts	integer				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	integer				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
InternalReason	integer				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
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use
GSYS_SEQ	bigint				Insert Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	varchar(64)		X	X	The unique identifier of the Campaign processing attempt. If the campaign was unloaded and reloaded, OCS assigns a new SessionGUID.
State	int		X		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

Name	Data Type	P	M	F	Description
PrevState	int				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
Cause	int		X		The cause of campaign state change, as provided by OCS. Refer to the Appendix for a full listing of permissible values. The following selected values are described here in order to clarify their meaning: 20 - ChainRetrievedFromDB - Record selected from database (calling list) 21 - ChainCampaignUnloaded - Record unloaded due to whole campaign unloaded 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. 39 - ChainRecordAdded - add record request from the desktop, adds record to the chain which is currently in OCS buffers #DICTIONARY TYPE 75
PrevSEnter	datetime				The GMT-equivalent date and time when the previous campaign state was detected.
PrevSEnter_ts	int				The UTC-equivalent value of the PREVSENTER field. Milliseconds are truncated.
PrevSEnter_tcode	int				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Seq	int		X		Sequence number of the record within the SessID.
AppID	int				The DBID of the application (if provided by OCS) that initiated the state change.
Trans	int				The number of the OCS event.
Added	datetime		X		The GMT-equivalent date and time when the current campaign state was detected.
Added_ts	int				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction..
GSYS_PARTITION	int				Key used for partitioning

Name	Data Type	P	M	F	Description
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	varchar(64)		X		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.
ParentGUID	varchar(64)				Reserved for future use.
SessID	varchar(64)		X	X	The unique identifier of the Campaign processing attempt. See GO_CAMPAIGN.SessID for details.
CampaignID	int		X		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.
GroupID	int		X		The DBID of the Campaign group configuration object.
CallingListID	int		X		The DBID of the Calling List object in the Configuration database. This ID cannot be changed during chain processing.

Name	Data Type	P	M	F	Description
OCSID	int		X		The DBID of the configured OCS application that reports activity related to this chain.
CPDID	int				The DBID of the CPD server configuration object that OCS used to process the chain (if used and reported by OCS).
RecordHandle	int				The RecordHandle of the record that OCS used in the last chain processing attempt.
State	int		X		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
LastCallAttID	varchar(64)				The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt.
SwitchID	int				The DBDID of the switch configuration object during the OCS produced outbound call during the last chain processing attempt (if known and reported by OCS).
CPDResult	int				The CPD result from the last chain processing attempt (if known and reported by OCS).
CallResult	int				The call result from the last chain processing attempt.
Created	datetime		X		The GMT-equivalent date and time of Event Loaded as reported by OCS.
Created_ts	int				The UTC-equivalent value of the CREATED field. Milliseconds are truncated.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the chain was finalized or unloaded, as reported by OCS.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field. Milliseconds are truncated.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChanged	datetime		X		The GMT-equivalent date and time of the last change of state of the chain, as reported by OCS in OCSD event.
LastChanged_ts	int				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	int				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
InternalReason	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	varchar(64)		X	X	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.
RecordHandle	int		X		The RecordHandle of the record that OCS uses.

Name	Data Type	P	M	F	Description
State	int		X		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
PrevState	int				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
PrevSEnter	datetime				The GMT-equivalent date and time when the previous record was inserted into this table. This is taken from the Outbound Contact Server event.
PrevSEnter_ts	int				The UTC-equivalent value of the PREVSENTER field. Milliseconds are truncated.
PrevSEnter_tcode	int				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Seq	int		X		The sequence number of the record within the same CHAINGUID.
Trans	int		X		The OCS event number.
Cause	int				The cause of campaign (or chain) state change, as provided by OCS. Refer to the Appendix for a full listing of permissible values. The following selected values are described here in order to clarify their meaning: 20 - ChainRetrievedFromDB - Record selected from database (calling list) 21 - ChainCampaignUnloaded - Record unloaded due to whole campaign unloaded 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. 39 - ChainRecordAdded - add record request from the desktop, adds record to the chain which is currently in OCS buffers #DICTIONARY TYPE 75
AgentID	int				The DBDID 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.

Name	Data Type	P	M	F	Description
EndpointID	int				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.
DialingFilterID	int				The DBID of the Dialing filter configuration object that OCS used if applicable activity is reported by OCS.
RecordType	int				The record type as reported by OCS.
TreatmentID	int				The DBID of the Treatment configuration object, as reported by OCS.
DialMode	int				The dial mode of the campaign that OCS used to produce outbound activity.
Attempt	int				The sequence number of the chain processing attempt.
SwitchId	int				The DBID of the switch configuration object from OCS that produced activity during campaign processing.
CallAttID	varchar(64)				The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound call producing attempt.
CPDResult	int				The CPD result, as reported by OCS.
CallResult	int				The final call result, as reported by OCS. Refer to the Appendix for a complete listing of permissible values. # DICTIONARY TYPE 518
Added	datetime				The GMT-equivalent date and time when the change in chain state was added to this table, as reported by OCS.
Added_ts	int				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X	X	The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	varchar(64)		X		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.
RecordHandle	int		X	X	The record handle of the record taken from this custom field.
FieldID	int		X		The DBID of the Field configuration object.
Value	varchar(255)				The value of the field.
LastChainUpdSeq	int		X		Same as GO_CHAINREC_HIST.SEQ.
LastChanged	datetime		X		The GMT-equivalent last date and time when information about the field was reported by OCS.
LastChanged_ts	int				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	int				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	datetime		X		The GMT-equivalent date and time when the record from which this field is taken was loaded by OCS.
Loaded_ts	int				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.
Loaded_tcode	int				A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	datetime				The GMT-equivalent date and time when the record from this field was unloaded by OCS.
Unloaded_ts	int				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	int				A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	varchar(64)		X	X	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.
RecordHandle	int		X	X	The record handle of the record taken from this custom field.
FieldID	int		X	X	The DBID of the Field configuration object.
OldValue	varchar(255)				The previous value of the field. On record load time the value is “null”.

Name	Data Type	P	M	F	Description
NewValue	varchar(255)				The new value of the field.
PrevEnter	datetime				The GMT-equivalent date and time when the previous value of the field was reported by OCS.
PrevEnter_ts	int				The UTC-equivalent value of the PREVENTER field. Milliseconds are truncated.
PrevEnter_tcode	int				A reference, derived from the value of the PREVENTER_TS field, to a record in the G_TIMECODE table.
Seq	int		X		The sequence number of the record within the field change history.
ChainHistSeq	int		X	X	Same as GO_CHAINREC_HIST.SEQ.
CallAttID	varchar(50)				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.
Added	datetime		X		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.
Added_ts	int				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	varchar(64)				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.
CallingListID	int				The DBID of the Calling List object in the Configuration database. This ID cannot be changed during chain processing. Same as GO_CHAIN.CALLINGLISTID.
ChainGUID	varchar(64)				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.
CallAttID	varchar(64)				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.
OCSID	int				The DBID of the configured OCS application that reported activity related to this metric.
RecordHandle	int				The RecordHandle of the record that OCS used in the last chain processing attempt. Same as GO_CHAIN.RECORDHANDLE.
ResID1	varchar(64)				Reserved
ResID2	varchar(64)				Reserved
Type	int		X		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

Name	Data Type	P	M	F	Description
					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 #DICTIONARY TYPE 77
Value	int		X		The OCS-provided value for the corresponding statistic type.
Seq	int				The sequence number of the metric for the same object.
USeq	int				Reserved
Added	datetime		X		The GMT-equivalent date and time when the value of the metric was reported by OCS.
Added_ts	int				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record in the table. This is the primary key.
ChainGUID	varchar(64)			X	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.
RecordHandle	int		X		The record handle taken from the record of this custom field.
M_chain_id	int		X		The unique identification number of the chain to which the record belongs.
M_chain_n	int		X		The unique identification number of the record within the chain.
M_agent_id	varchar(128)				The login identifier of the agent who handled the record.
M_attempt	int				The number of attempts to process the record.

Name	Data Type	P	M	F	Description
M_call_result	int				Final outcome of the record processing. Refer to the “Call Result Types" table in the Outbound Contact Reference Manual for additional information.
M_call_time	int				Latest date and time the record has been processed (dialed), in UTC format.
M_daily_from	int				Earliest time of the day when a customer can be contacted (seconds since midnight).
M_daily_till	int				Latest time of the day when a customer can be contacted (seconds since midnight).
M_dial_sched_time	int				Date and time for which the processing of the record has been scheduled or rescheduled, in UTC format.
M_contact_info	varchar(128)				The customer's contact information, which is the phone number in the voice campaign.
M_contact_infotype	int				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.
M_record_id	int				The unique identification number of a calling record.
M_record_status	int		X		The current status of the record. Refer to the “Record Statuses” table in the Outbound Contact Reference Manual for additional information.
M_record_type	int		X		The type of the record. Refer to the “Record Types” table in the Outbound Contact Reference Manual for additional information.
M_tz_dbid	int		X		The configuration DBID of the time zone object associated with the calling record.
M_app_id	int				Reserved for future use.
M_campaign_id	int		X		The configuration DBID of the Outbound Dialing Campaign as a part of which the record has been processed.
M_email_subject	varchar(255)				Reserved for future use.
M_email_templateid	int				Reserved for future use.
M_group_id	int		X		Reserved for future use.
M_media_ref	int				Reserved for future use.
M_switch_id	int				The DBID of the switch where the agent who handled the record logged in.
M_treatments	varchar(255)				Treatments application history. For more information, refer to the “Treatments” chapter in the Outbound Contact 7.5 Deployment Guide.
LastChainUpdSeq	int				Same as GO_CHAINREC_HIST.SEQ.
LastChanged	datetime				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.
LastChanged_ts	int				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.

Name	Data Type	P	M	F	Description
LastChanged_tcode	int				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	datetime		X		The GMT-equivalent date and time when the record taken from this field was loaded by OCS.
Loaded_ts	int				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.
Loaded_tcode	int				A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	datetime				The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.
Unloaded_ts	int				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	int				A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	varchar(64)		X		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.
RecordHandle	int		X		The record handle taken from the record of this custom field.
FieldID	int		X		The DBID of the Field configuration object.
OldValue	varchar(255)				The previous value of the field. On record load time, the value is “null”.
NewValue	varchar(255)				The new value of the field.
PrevEnter	datetime				The GMT-equivalent date and time when the previous value of the field was reported by OCS.
PrevEnter_ts	int				The UTC-equivalent value of the PREVENTER field. Milliseconds are truncated.
PrevEnter_tcode	int				A reference, derived from the value of the PREVENTER_TS field, to a record in the G_TIMECODE table
Seq	int		X		The sequence number of the record within the field change history.
ChainHistSeq	int		X		Same as GO_CHAINREC_HIST.SEQ.
CallAttID	varchar(50)				Same as GO_CHAINREC_HIST.CALLATTID.
Added	datetime		X		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.
Added_ts	int				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	varchar(64)		X		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.
RecordHandle	integer		X		The record handle of the record taken from this custom field.
FieldID	integer		X		The DBID of the Field configuration object.
Value	varchar(255)				The value of the field.
LastChainUpdSeq	integer		X		This is equal to the value of the seq field seq in the related record in GO_CHAINREC_HIST.
LastChanged	datetime		X		The GMT-equivalent date and time when information about the field was last reported by OCS.
LastChanged_ts	int				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	int				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	datetime		X		The GMT-equivalent date and time when the record taken from this field was loaded by OCS.
Loaded_ts	int				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.
Loaded_tcode	int				A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
Unloaded	datetime				The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.
Unloaded_ts	int				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	int				A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved.
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

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

GM_F_USERDATA		
ID	numeric(16)	<pk>
CALLID	varchar(50)	
G_FROM_NAME	varchar(255)	
G_CALLED_BACK	varchar(255)	
G_SUBJECT	varchar(255)	
G_ORIGIN_SOURCE	varchar(128)	
G_FROM_ADDRESS	varchar(255)	
G_SUB_TYPE	varchar(255)	
G_RECEIVED_D	datetime	
G_RECEIVED_TS	int	
G_RECEIVED_TCODE	int	
GSYS_DOMAIN	int	
GSYS_PARTITION	int	
GSYS_SYS_ID	int	
GSYS_SEQ	bigint	
GSYS_USEQ	bigint	
GSYS_TS	datetime	
GSYS_TC	int	
GSYS_EXT_VCH1	varchar(255)	
GSYS_EXT_VCH2	varchar(255)	
GSYS_EXT_INT1	int	
GSYS_EXT_INT2	int	
G_RESERVED1	varchar(255)	
G_RESERVED2	varchar(255)	
G_RESERVED3	varchar(255)	
G_RESERVED4	varchar(255)	

GM_L_USERDATA		
ID	numeric(16)	<pk>
CALLID	varchar(50)	
G_S_RESPONSE	varchar(255)	
G_A_RESPONSE	varchar(255)	
G_A_ACK	varchar(255)	
G_STOP_REASON	varchar(128)	
G_UCS_CONTACT_ID	varchar(255)	
G_RESERVED1	varchar(255)	
G_RESERVED2	varchar(255)	
GSYS_DOMAIN	int	
GSYS_PARTITION	int	
GSYS_SYS_ID	int	
GSYS_SEQ	bigint	
GSYS_USEQ	bigint	
GSYS_TS	datetime	
GSYS_TC	int	
GSYS_EXT_VCH1	varchar(255)	
GSYS_EXT_VCH2	varchar(255)	
GSYS_EXT_INT1	int	
GSYS_EXT_INT2	int	

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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.

If a multimedia interaction was created in the past and has been restored, and if the om-force-adata configuration option for the ICON application has been set to TRUE, this table also stores a snapshot of UserData that corresponds to the interaction-related data.

Column List

Name	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
CALLID	varchar(50)		X		The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.
G_FROM_NAME	varchar(255)				The value of the From Name logical key, or the value of the user-defined key that corresponds to the mcr-from-name field attribute in the attached data specification file.
G_CALLED_BACK	varchar(255)				The value of the user-defined key that corresponds to the mcr-called-back field attribute in the attached data specification file.
G_SUBJECT	varchar(255)				The value of the Subject logical key, or the value of the user-defined key that corresponds to the mcr-subject field attribute in the attached data specification file.
G_ORIGIN_SOURCE	varchar(128)				The value of the Origination Source logical key, or the value of the user-defined key that corresponds to the mcr-origin-source field attribute in the attached data specification file.
G_FROM_ADDRESS	varchar(255)				The value of the From Email Address logical key, or the value of the user-defined key that corresponds to the mcr-from-address field attribute in the attached data specification file.
G_SUB_TYPE	varchar(255)				The value of event attribute attr_itx_subtype.
G_RECEIVED_D	datetime				The GMT-equivalent time when the multimedia interaction was received.
G_RECEIVED_TS	int				The UTC-equivalent value of the G_RECEIVED_D field.
G_RECEIVED_ TCODE	int				A reference, derived from the value of the G_RECEIVED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				The DBID of the ICON instance that created this record.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved for future use.
GSYS_TC	int				Reserved for future use.
GSYS_EXT_VCH1	varchar(255)				Reserved for future use.
GSYS_EXT_VCH2	varchar(255)				Reserved for future use.
GSYS_EXT_INT1	int				Integer value of timestamp from last TEvents that cause record update
GSYS_EXT_INT2	int				Reserved for future use.

Name	Data Type	P	M	F	Description
G_RESERVED1	varchar(255)				The value of the user-defined key that corresponds to the mcr-reserved-1 field attribute in the attached data specification file.
G_RESERVED2	varchar(255)				The value of the user-defined key that corresponds to the mcr-reserved-2 field attribute in the attached data specification file.
G_RESERVED3	varchar(255)				The value of the user-defined key that corresponds to the mcr-reserved-3 field attribute in the attached data specification file.
G_RESERVED4	varchar(255)				The value of the user-defined key that corresponds to the mcr-reserved-4 field attribute in the attached data specification file.

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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 store in this table corresponds to the data available after interaction termination.

Column List

Name	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
CALLID	varchar(50)		X		The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.
G_S_RESPONSE	varchar(255)				The value of the user-defined key that corresponds to the mcr-suggested-response field attribute in the attached data specification file.
G_A_RESPONSE	varchar(255)				The value of the user-defined key that corresponds to the mcr-auto-response field attribute in the attached data specification file.
G_A_ACK	varchar(255)				The value of the user-defined key that corresponds to the mcr-auto-ack field attribute in the attached data specification file.
G_STOP_REASON	varchar(128)				The value of event attribute attr_reason_system_name.
G_UCS_CONTACT_ID	varchar(255)				The value of the Multimedia Customer ID logical key, or the value of the user-defined key that corresponds to the mcr-ucs-contact-id attribute in the attached data specification file.
G_RESERVED1	varchar(255)				Reserved for future use.
G_RESERVED2	varchar(255)				Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				Key used for partitioning.
GSYS_SYS_ID	int				The DBID of the ICON instance that created this record.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved for future use.
GSYS_TC	int				Reserved for future use.
GSYS_EXT_VCH1	varchar(255)				The name of the party that issued a request to stop an interaction processing. One of the following values: - Empty string - an empty string 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	varchar(255)				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. - An empty string, if the request originator is either a media server or unknown.

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	int				The type of acting 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. #DICTIONARY TYPE 88
GSYS_EXT_INT2	int				Integer value of the timestamp from the last TEvent that caused the record update.

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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	numeric(16)	<pk>
VQID	varchar(50)	
VQDN	varchar(255)	
VQDNID	int	
VQSwitchID	int	
OrigCallID	varchar(50)	
OrigSwitchID	int	
OrigDNType	int	
OrigDN	varchar(255)	
OrigDNID	int	
OrigObjType	int	
TargetCallID	varchar(50)	
TargetSwitchID	int	
TargetDNType	int	
TargetDN	varchar(255)	
TargetDNID	int	
TargetObjType	int	
DistCallID	varchar(50)	
DistSwitchID	int	
DistDNType	int	
DistDN	varchar(255)	
DistDNID	int	
DistObjType	int	
VQExtVCH1	varchar(50)	
VQExtVCH2	varchar(50)	
Status	int	
Cause	int	
Created	datetime	
Created_ts	int	
Created_tcode	int	
Terminated	datetime	
Terminated_ts	int	
Terminated_tcode	int	

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Table	Name	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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the virtual queue record. This is the primary key. Autonumbering is controlled by the RDBMS.
VQID	varchar(50)		X		Uniquely identifies each virtual queue record, corresponding to the EventQueued/EventDiverted or EventQueued/EventAbandoned pairs of TEvents.
VQDN	varchar(255)		X		The directory number of the virtual queue, as configured in Configuration Server, where the interaction was queued.
VQDNID	int		X		The DBID of the virtual queue where the interaction was queued.
VQSwitchID	int		X		The DBID of the switch where the virtual queue is configured.
OrigCallID	varchar(50)		X		The reference to the original call, by CALLID, for which the EventQueued TEvent was reported.
OrigSwitchID	int				Reserved for future use.
OrigDNType	int				Reserved for future use.
OrigDN	varchar(255)				Reserved for future use.
OrigDNID	int				Reserved for future use.
OrigObjType	int				Reserved for future use.
TargetCallID	varchar(50)				Reserved for future use.
TargetSwitchID	int				Reserved for future use.
TargetDNType	int				Reserved for future use.
TargetDN	varchar(255)				The destination endpoint name of the routing target.
TargetDNID	int				Reserved for future use.
TargetObjType	int				Reserved for future use.
DistCallID	varchar(50)				The call ID of the interaction prior to distribution to the routing target or abandonment.
DistSwitchID	int				Reserved for future use.
DistDNType	int				Reserved for future use.
DistDN	varchar(255)				Reserved for future use.
DistDNID	int				Reserved for future use.
DistObjType	int				Reserved for future use.
VQExtVCH1	varchar(50)				Reserved for future use.
VQExtVCH2	varchar(50)				Reserved for future use.
Status	int		X		The current status of the virtual queue record, represented by one of the Call Control Event dictionary types. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30

Name	Data Type	P	M	F	Description
Cause	int		X		The cause leading to the status change in the association between the call interaction and the virtual queue. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 85
Created	datetime		X		The GMT-equivalent date and time when the record was created, as inherited from the EventQueued TEvent.
Created_ts	int		X		The UTC-equivalent value of the CREATED field.
Created_tcode	int		X		A reference, derived from the value of the CREATED_TS field, to record in G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the record was terminated, as inherited from either the EventDiverted or EventAbandoned TEvents.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to record in G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				The non-unique sequence number of the statements to be inserted into the database.
GSYS_USEQ	bigint				The non-unique sequence number of the statements to be updated in the database.
GSYS_TS	datetime				Reserved for future use.
GSYS_TC	int				Reserved for future use.
GSYS_EXT_VCH1	varchar(255)				Reserved for future use.
GSYS_EXT_VCH2	varchar(255)				Reserved for future use.
GSYS_EXT_INT1	int				Reserved for future use.
GSYS_EXT_INT2	int				Reserved for future use.

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Code	U	C	Table
IDX_G_VQUEUE_VQID	X		G_VIRTUAL_QUEUE

Chapter 6: Custom States Schema

Diagram Data Model

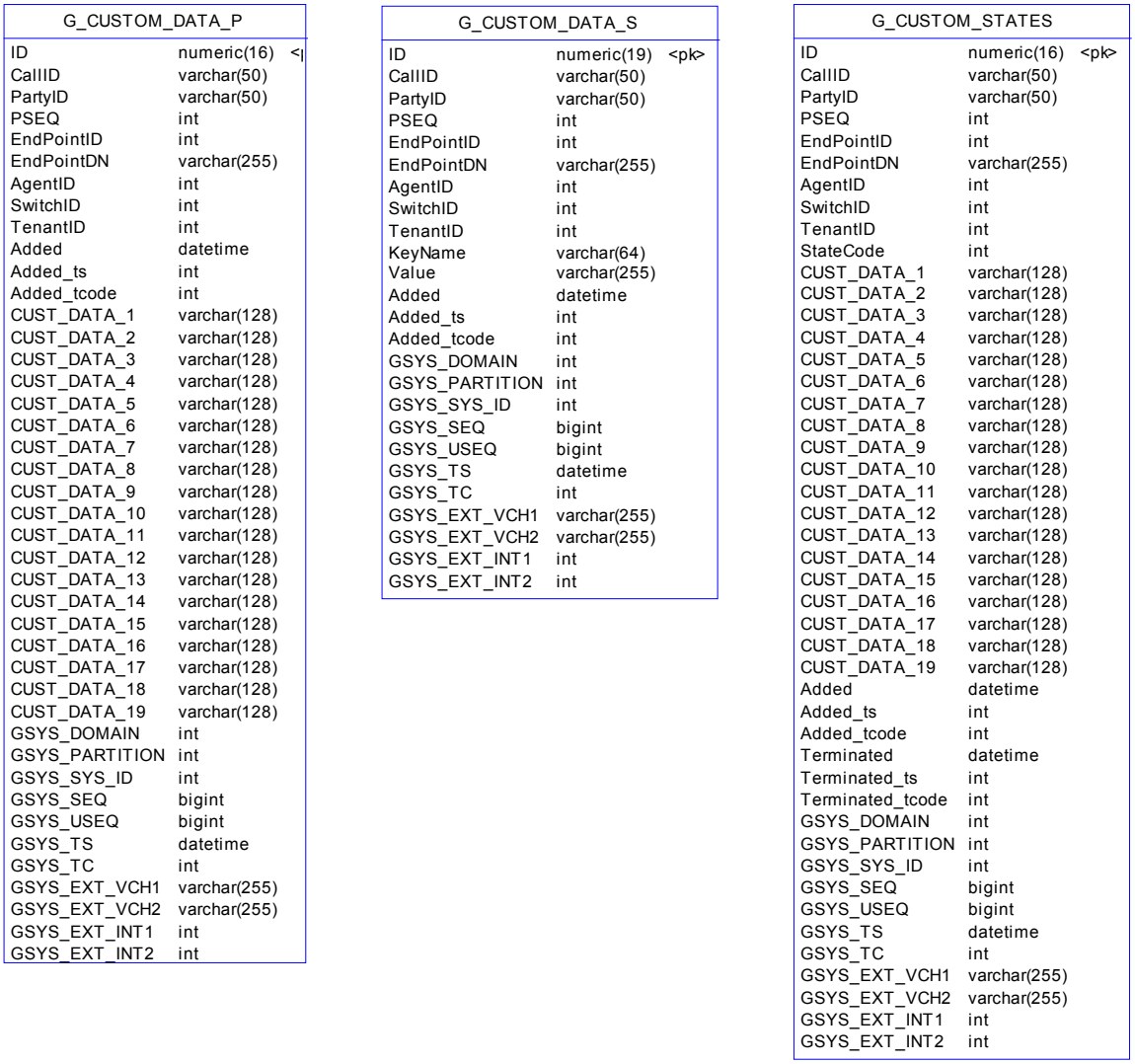

Table G_CUSTOM_DATA_P

This table contains principal information about user data that is attached to a voice call interaction. This information originates from T-Server's EventUserEvent TEvents.

Column List

Name	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)				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.
PartyID	varchar(50)				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.
PSEQ	int		X		The sequence that corresponds to a record in the G_PARTY_HISTORY table.
EndPointID	int				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.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	int				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).
SwitchID	int				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.
TenantID	int				The DBID of the Tenant that is associated with the Switch.
Added	datetime		X		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.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
CUST_DATA_1	varchar(128)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	varchar(128)				The value of the cust-data-2 attribute of userdata
CUST_DATA_3	varchar(128)				The value of the cust-data-3 attribute of userdata
CUST_DATA_4	varchar(128)				The value of the cust-data-4 attribute of userdata
CUST_DATA_5	varchar(128)				The value of the cust-data-5 attribute of userdata
CUST_DATA_6	varchar(128)				The value of the cust-data-6 attribute of userdata
CUST_DATA_7	varchar(128)				The value of the cust-data-7 attribute of userdata
CUST_DATA_8	varchar(128)				The value of the cust-data-8 attribute of userdata

Name	Data Type	P	M	F	Description
CUST_DATA_9	varchar(128)				The value of the cust-data-9 attribute of userdata
CUST_DATA_10	varchar(128)				The value of the cust-data-10 attribute of userdata
CUST_DATA_11	varchar(128)				The value of the cust-data-11 attribute of userdata
CUST_DATA_12	varchar(128)				The value of the cust-data-12 attribute of userdata
CUST_DATA_13	varchar(128)				The value of the cust-data-13 attribute of userdata
CUST_DATA_14	varchar(128)				The value of the cust-data-14 attribute of userdata
CUST_DATA_15	varchar(128)				The value of the cust-data-15 attribute of userdata
CUST_DATA_16	varchar(128)				The value of the cust-data-16 attribute of userdata
CUST_DATA_17	varchar(128)				The value of the cust-data-17 attribute of userdata
CUST_DATA_18	varchar(128)				The value of the cust-data-18 attribute of userdata
CUST_DATA_19	varchar(128)				The value of the cust-data-19 attribute of userdata
GSYS_DOMAIN	int				Reserved
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				A flag that identifies if the UserEvent that caused the record came from a device at a time when that device was participating in an active call. A value of 1 indicates that the UserEvent was generated while the device was participating in an active call; otherwise, the value is 0.
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(19)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)				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.
PartyID	varchar(50)				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.
PSEQ	int		X		The sequence that corresponds to the G_PARTY_HISTORY.
EndPointID	int				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.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	int				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).
SwitchID	int				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.
TenantID	int				The DBID of the Tenant that is associated with the Switch.
KeyName	varchar(64)		X		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 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.
Value	varchar(255)				This field contains the value of the key in character format.
Added	datetime		X		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.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Reserved
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				A flag that identifies if the UserEvent that caused the record came from a device at a time when that device was participating in an active call. A value of 1 indicates that the UserEvent was generated while the device was participating in an active call; otherwise, the value is 0.
GSYS_EXT_INT2	int				Reserved

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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)				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.
PartyID	varchar(50)				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.
PSEQ	int		X		The sequence that corresponds to the G_PARTY_HISTORY.

Name	Data Type	P	M	F	Description
EndPointID	int				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.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	int				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).
SwitchID	int				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.
TenantID	int				The DBID of the Tenant that is associated with the Switch.
StateCode	int		X		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
CUST_DATA_1	varchar(128)				The value of the cust-data-1 attribute of userdata
CUST_DATA_2	varchar(128)				The value of the cust-data-2 attribute of userdata
CUST_DATA_3	varchar(128)				The value of the cust-data-3 attribute of userdata
CUST_DATA_4	varchar(128)				The value of the cust-data-4 attribute of userdata
CUST_DATA_5	varchar(128)				The value of the cust-data-5 attribute of userdata
CUST_DATA_6	varchar(128)				The value of the cust-data-6 attribute of userdata
CUST_DATA_7	varchar(128)				The value of the cust-data-7 attribute of userdata
CUST_DATA_8	varchar(128)				The value of the cust-data-8 attribute of userdata
CUST_DATA_9	varchar(128)				The value of the cust-data-9 attribute of userdata
CUST_DATA_10	varchar(128)				The value of the cust-data-10 attribute of userdata
CUST_DATA_11	varchar(128)				The value of the cust-data-11 attribute of userdata

Name	Data Type	P	M	F	Description
CUST_DATA_12	varchar(128)				The value of the cust-data-12 attribute of userdata
CUST_DATA_13	varchar(128)				The value of the cust-data-13 attribute of userdata
CUST_DATA_14	varchar(128)				The value of the cust-data-14 attribute of userdata
CUST_DATA_15	varchar(128)				The value of the cust-data-15 attribute of userdata
CUST_DATA_16	varchar(128)				The value of the cust-data-16 attribute of userdata
CUST_DATA_17	varchar(128)				The value of the cust-data-17 attribute of userdata
CUST_DATA_18	varchar(128)				The value of the cust-data-18 attribute of userdata
CUST_DATA_19	varchar(128)				The value of the cust-data-19 attribute of userdata
Added	datetime		X		The GMT-equivalent date and time when information about an agent’s change of agent's state was detected.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the party was released from the call.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value in the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Reserved
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

Chapter 7: Custom Dispatcher Attached Data Schema

Diagram Data Model

G_SAMPLE_CUST_ADATA	
ID	numeric(16) <pk>
CALLID	varchar(50)
CALL_TS	int
Switch_ID	int
Tenant_ID	int
C_INT_1	int
C_INT_2	int
C_INT_3	int
C_INT_4	int
C_INT_5	int
C_INT_6	int
C_INT_7	int
C_INT_8	int
C_INT_9	int
C_INT_10	int
C_INT_11	int
C_INT_12	int
C_INT_13	int
C_INT_14	int
C_INT_15	int
C_INT_16	int
C_INT_17	int
C_INT_18	int
C_INT_19	int
C_INT_20	int
C_INT_21	int
C_INT_22	int
C_INT_23	int
C_INT_24	int
C_INT_25	int
C_INT_26	int
C_INT_27	int
C_INT_28	int
C_INT_29	int
C_INT_30	int
C_INT_31	int
C_INT_32	int
C_INT_33	int
C_INT_34	int
C_STR_1	varchar(10)
C_STR_2	varchar(10)
C_STR_3	varchar(10)
C_STR_4	varchar(10)
C_STR_5	varchar(10)
C_STR_6	varchar(10)
C_STR_7	varchar(10)
C_STR_8	varchar(10)
C_STR_9	varchar(10)
C_STR_10	varchar(10)
C_STR_11	varchar(10)
C_STR_12	varchar(10)
C_STR_13	varchar(10)
C_STR_14	varchar(10)
C_STR_15	varchar(10)
C_STR_16	varchar(10)
C_STR_17	varchar(10)
C_STR_18	varchar(10)
C_STR_19	varchar(10)
C_STR_20	varchar(10)
C_STR_21	varchar(10)
C_STR_22	varchar(10)
C_STR_23	varchar(10)
C_STR_24	varchar(10)
C_STR_25	varchar(10)
C_STR_26	varchar(10)
C_STR_27	varchar(10)
C_STR_28	varchar(10)
C_STR_29	varchar(10)
C_STR_30	varchar(10)
C_STR_31	varchar(10)
C_STR_32	varchar(10)
C_STR_33	varchar(10)
C_STR_34	varchar(10)

List of Indexes

Table	Name	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	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CALLID	varchar(50)		X		Global unique call ID.
CALL_TS	int		X		The timestamp of call creation.
Switch_ID	int		X		The DBID of the Switch configuration object in Configuration Server where the call was observed.
Tenant_ID	int		X		The DBID of the Tenant where the Switch is configured.
C_INT_1	int				The integer value of attached data key.
C_INT_2	int				The integer value of attached data key.
C_INT_3	int				The integer value of attached data key.
C_INT_4	int				The integer value of attached data key.
C_INT_5	int				The integer value of attached data key.
C_INT_6	int				The integer value of attached data key.
C_INT_7	int				The integer value of attached data key.
C_INT_8	int				The integer value of attached data key.
C_INT_9	int				The integer value of attached data key.
C_INT_10	int				The integer value of attached data key.
C_INT_11	int				The integer value of attached data key.
C_INT_12	int				The integer value of attached data key.
C_INT_13	int				The integer value of attached data key.
C_INT_14	int				The integer value of attached data key.
C_INT_15	int				The integer value of attached data key.
C_INT_16	int				The integer value of attached data key.
C_INT_17	int				The integer value of attached data key.

Name	Data Type	P	M	F	Description
C_INT_18	int				The integer value of attached data key.
C_INT_19	int				The integer value of attached data key.
C_INT_20	int				The integer value of attached data key.
C_INT_21	int				The integer value of attached data key.
C_INT_22	int				The integer value of attached data key.
C_INT_23	int				The integer value of attached data key.
C_INT_24	int				The integer value of attached data key.
C_INT_25	int				The integer value of attached data key.
C_INT_26	int				The integer value of attached data key.
C_INT_27	int				The integer value of attached data key.
C_INT_28	int				The integer value of attached data key.
C_INT_29	int				The integer value of attached data key.
C_INT_30	int				The integer value of attached data key.
C_INT_31	int				The integer value of attached data key.
C_INT_32	int				The integer value of attached data key.
C_INT_33	int				The integer value of attached data key.
C_INT_34	int				The integer value of attached data key.
C_STR_1	varchar(10)				The string value of the call attached data key.
C_STR_2	varchar(10)				The string value of the call attached data key.
C_STR_3	varchar(10)				The string value of the call attached data key.
C_STR_4	varchar(10)				The string value of the call attached data key.
C_STR_5	varchar(10)				The string value of the call attached data key.
C_STR_6	varchar(10)				The string value of the call attached data key.
C_STR_7	varchar(10)				The string value of the call attached data key.
C_STR_8	varchar(10)				The string value of the call attached data key.
C_STR_9	varchar(10)				The string value of the call attached data key.
C_STR_10	varchar(10)				The string value of the call attached data key.
C_STR_11	varchar(10)				The string value of the call attached data key.
C_STR_12	varchar(10)				The string value of the call attached data key.
C_STR_13	varchar(10)				The string value of the call attached data key.
C_STR_14	varchar(10)				The string value of the call attached data key.
C_STR_15	varchar(10)				The string value of the call attached data key.
C_STR_16	varchar(10)				The string value of the call attached data key.
C_STR_17	varchar(10)				The string value of the call attached data key.

Name	Data Type	P	M	F	Description
C_STR_18	varchar(10)				The string value of the call attached data key.
C_STR_19	varchar(10)				The string value of the call attached data key.
C_STR_20	varchar(10)				The string value of the call attached data key.
C_STR_21	varchar(10)				The string value of the call attached data key.
C_STR_22	varchar(10)				The string value of the call attached data key.
C_STR_23	varchar(10)				The string value of the call attached data key.
C_STR_24	varchar(10)				The string value of the call attached data key.
C_STR_25	varchar(10)				The string value of the call attached data key.
C_STR_26	varchar(10)				The string value of the call attached data key.
C_STR_27	varchar(10)				The string value of the call attached data key.
C_STR_28	varchar(10)				The string value of the call attached data key.
C_STR_29	varchar(10)				The string value of the call attached data key.
C_STR_30	varchar(10)				The string value of the call attached data key.
C_STR_31	varchar(10)				The string value of the call attached data key.
C_STR_32	varchar(10)				The string value of the call attached data key.
C_STR_33	varchar(10)				The string value of the call attached data key.
C_STR_34	varchar(10)				The string value of the call attached data key.
GSYS_DOMAIN	int				Reserved
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved

Index List

Code	U	C	Table
IDX_G_SAMPLE_CDATA_TS			G_SAMPLE_CUST_ADATA

Chapter 8: Data Source Session Control Schema

The tables in this schema are control tables for each ICON provider. *Provider* refers to the ICON functionality that provides data for a particular ICON database schema. ICON populates the table for a particular provider only if the corresponding role option has been defined for the ICON Application. All the tables in this schema have the same structure.

For information about when records are created and updated in the provider control tables, see the section in the *Interaction Concentrator 8.1 User's Guide* about determining data availability and reliability.

Diagram Data Model

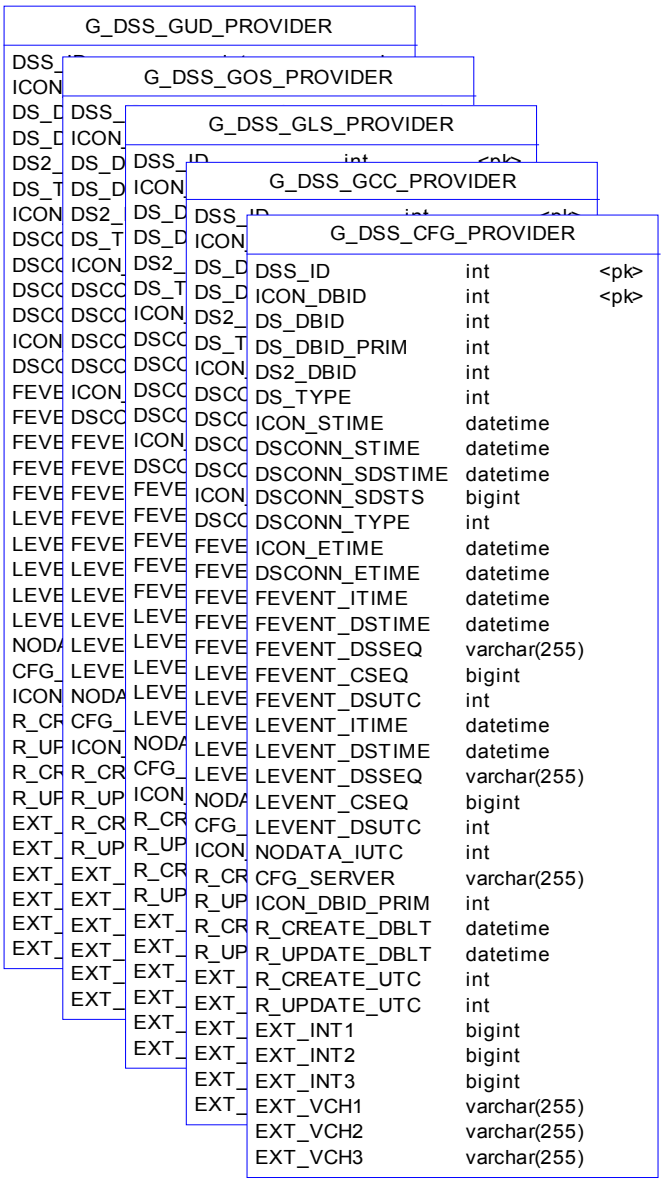

Table G_DSS_CFG_PROVIDER

The control table for the cfg role, which stores configuration-related information. The data source is Configuration Server.

Column List

Name	Data Type	P	M	F	Description
DSS_ID	int	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	int	X	X		The DBID of the ICON instance that created this record.
DS_DBID	int				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	int				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	int				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	int				The type of data source server: 4 = Configuration Server
ICON_STIME	datetime				The timestamp when ICON was started.
DSCONN_STIME	datetime				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	datetime				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	bigint				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	int				The type of connection: 1 = First connection 2 = Reconnect 5 = Data source server switchover
ICON_ETIME	datetime				The timestamp when ICON shut down.
DSCONN_ETIME	datetime				The timestamp when the data source server disconnected.
FEVENT_ITIME	datetime				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	datetime				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	int				The UTC-equivalent value of the FEVENT_DSTIME field.

Name	Data Type	P	M	F	Description
LEVENT_ITIME	datetime				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	datetime				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	int				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	int				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
CFG_SERVER	varchar(255)				Reserved
ICON_DBID_PRIM	int				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	datetime				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	datetime				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	int				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	int				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Table G_DSS_GCC_PROVIDER

The control table for the gcc role, which stores interaction-related and party-related information. The data sources are T-Server and Interaction Server.

Column List

Name	Data Type	P	M	F	Description
DSS_ID	int	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	int	X	X		The DBID of the ICON instance that created this record.

Name	Data Type	P	M	F	Description
DS_DBID	int				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	int				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	int				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	int				The type of data source server: 1 = T-Server 2 = Interaction Server
ICON_STIME	datetime				The timestamp when ICON was started.
DSCONN_STIME	datetime				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	datetime				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	bigint				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	int				The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (when possible) 4 = Switch reconnection (when possible) 5 = Switchover (when possible)
ICON_ETIME	datetime				The timestamp when ICON shut down.
DSCONN_ETIME	datetime				The timestamp when the data source server disconnected.
FEVENT_ITIME	datetime				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	datetime				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	int				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	datetime				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	datetime				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.

Name	Data Type	P	M	F	Description
LEVENT_DSUTC	int				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	int				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
CFG_SERVER	varchar(255)				Reserved
ICON_DBID_PRIM	int				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	datetime				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	datetime				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	int				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	int				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Table G_DSS_GLS_PROVIDER

The control table for the gls role, which stores data that pertains to agent states and agent login sessions. The data sources are T-Server and Interaction Server.

Column List

Name	Data Type	P	M	F	Description
DSS_ID	int	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	int	X	X		The DBID of the ICON instance that created this record.
DS_DBID	int				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	int				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	int				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	int				The type of data source server: 1 = T-Server 2 = Interaction Server
ICON_STIME	datetime				The timestamp when ICON was started.

Name	Data Type	P	M	F	Description
DSCONN_STIME	datetime				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	datetime				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	bigint				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	int				The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (when possible) 4 = Switch reconnection (when possible) 5 = Switchover (when possible)
ICON_ETIME	datetime				The timestamp when ICON shut down.
DSCONN_ETIME	datetime				The timestamp when the data source server disconnected.
FEVENT_ITIME	datetime				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	datetime				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	int				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	datetime				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	datetime				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	int				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	int				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
CFG_SERVER	varchar(255)				Reserved
ICON_DBID_PRIM	int				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	datetime				The timestamp for record creation (IDB local time).

Name	Data Type	P	M	F	Description
R_UPDATE_DBLT	datetime				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	int				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	int				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Table G_DSS_GOS_PROVIDER

The control table for the gos role, which stores data that pertains to outbound calls and campaigns. The data source is Outbound Contact Server (OCS).

Column List

Name	Data Type	P	M	F	Description
DSS_ID	int	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	int	X	X		The DBID of the ICON instance that created this record.
DS_DBID	int				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	int				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	int				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	int				The type of data source server: 3 = OCS Server
ICON_STIME	datetime				The timestamp when ICON was started.
DSCONN_STIME	datetime				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	datetime				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	bigint				The UTC-equivalent value of the DSCONN_SDSTIME field.

Name	Data Type	P	M	F	Description
DSCONN_TYPE	int				The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (when possible) 4 = Switch reconnection (when possible) 5 = Switchover (when possible)
ICON_ETIME	datetime				The timestamp when ICON shut down.
DSCONN_ETIME	datetime				The timestamp when the data source server disconnected.
FEVENT_ITIME	datetime				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	datetime				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	int				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	datetime				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	datetime				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	int				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	int				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
CFG_SERVER	varchar(255)				Reserved
ICON_DBID_PRIM	int				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	datetime				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	datetime				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	int				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	int				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved

Name	Data Type	P	M	F	Description
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Table G_DSS_GUD_PROVIDER

The control table for the gud role, which stores data that pertains to attached data associated with interactions. The data sources are T-Server and Interaction Server.

Column List

Name	Data Type	P	M	F	Description
DSS_ID	int	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	int	X	X		The DBID of the ICON instance that created this record.
DS_DBID	int				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	int				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	int				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	int				The type of data source server: 1 = T-Server 2 = Interaction Server
ICON_STIME	datetime				The timestamp when ICON was started.
DSCONN_STIME	datetime				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	datetime				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	bigint				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	int				The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (when possible) 4 = Switch reconnection (when possible) 5 = Switchover (when possible)
ICON_ETIME	datetime				The timestamp when ICON shut down.
DSCONN_ETIME	datetime				The timestamp when the data source server disconnected.

Name	Data Type	P	M	F	Description
FEVENT_ITIME	datetime				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	datetime				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	int				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	datetime				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	datetime				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	int				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	int				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
CFG_SERVER	varchar(255)				Reserved
ICON_DBID_PRIM	int				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	datetime				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	datetime				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	int				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	int				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Chapter 9: Active Call and Active Interaction Schema

The tables in this schema contain data regarding calls and interactions that are currently active. When ICON detects a new call or interaction, it adds a new record to the corresponding table. When a call or interaction is terminated by ICON, the record for that call or interaction is deleted from the table.

To resolve stuck calls and interactions efficiently, the data in these tables is read whenever ICON starts. At that time, all calls and interactions still in the tables are marked as terminated, which also removes them from the Active Call and Active Interaction tables.

Diagram Data Model

G_CALL_ACTIVE		
ID	bigint	<pk>
CallID	varchar(50)	
ParentCallID	varchar(50)	
MergeCallID	varchar(50)	
MergeType	int	
ConnID	varchar(50)	
ConnIDnum	numeric(20)	
SwitchCallID	int	
IRID	varchar(50)	
RootIRID	varchar(50)	
State	int	
CallType	int	
MediaType	int	
SwitchID	int	
TenantID	int	
CallANI	varchar(50)	
CallDNIS	varchar(50)	
Created	datetime	
Created_ts	int	
Created_tcode	int	
Terminated	datetime	
Terminated_ts	int	
Terminated_tcode	int	
GSYS_DOMAIN	int	
GSYS_PARTITION	int	
GSYS_SYS_ID	int	
GSYS_SEQ	bigint	
GSYS_USEQ	bigint	
GSYS_TS	datetime	
GSYS_TC	int	
GSYS_EXT_VCH1	varchar(255)	
GSYS_EXT_VCH2	varchar(255)	
GSYS_EXT_INT1	bigint	
GSYS_EXT_INT2	bigint	

G_IR_ACTIVE		
ID	bigint	<pk>
IRID	varchar(50)	
State	int	
ParentIRID	varchar(50)	
ParentLinkType	int	
RootCallID	varchar(50)	
RootIRID	varchar(50)	
MergeState	int	
Created	datetime	
Created_ts	int	
Created_tcode	int	
Terminated	datetime	
Terminated_ts	int	
Terminated_tcode	int	
GSYS_DOMAIN	int	
GSYS_PARTITION	int	
GSYS_SYS_ID	int	
GSYS_SEQ	bigint	
GSYS_USEQ	bigint	
GSYS_TS	datetime	
GSYS_TC	int	
GSYS_EXT_VCH1	varchar(255)	
GSYS_EXT_VCH2	varchar(255)	
GSYS_EXT_INT1	bigint	
GSYS_EXT_INT2	bigint	
GSYS_MSEQ	bigint	
GSYS_MSEQ_TS	datetime	

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Table	Name	U
G_CALL_ACTIVE	IDX_G_CALL_A_CID	X
G_IR_ACTIVE	IDX_G_IR_A_IRID	X

Table G_CALL_ACTIVE

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	Data Type	P	M	F	Description
ID	bigint	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)		X		The unique ID of the interaction. The lxnGUID.
ParentCallID	varchar(50)				The ID of the parent interaction. This is primary call UUID for consultation call interactions.
MergeCallID	varchar(50)				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.
MergeType	int				The type of the link between this interaction and the parent interaction. This value will be unspecified for multimedia interactions. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30
ConnID	varchar(50)				The current connection ID. This value will be unspecified for multimedia interactions.
ConnIDnum	numeric(20)				The numeric representation of the connection ID. This value will be unspecified for multimedia interactions.
SwitchCallID	int				The switch-specific call ID. This value will be unspecified for multimedia interactions.
IRID	varchar(50)				The reference to the entry in the interaction segments hierarchy (G_IR table).
RootIRID	varchar(50)				A reference to the first interaction segment in the interaction hierarchy (G_IR table).
State	int				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

Name	Data Type	P	M	F	Description
CallType	int				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
MediaType	int				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
SwitchID	int				The DBID of the Switch. This value will be unspecified for interactions originating from Interaction Server.
TenantID	int				The DBID of the Tenant.
CallANI	varchar(50)				The Automatic Number Identification, as reported by the T-Server.
CallDNIS	varchar(50)				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.
Created	datetime		X		The GMT-equivalent date and time when the interaction was initiated, as reported by T-Server or Interaction Server.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the interaction was terminated.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	bigint				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
GSYS_EXT_INT2	bigint				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 the interaction following the recording of related userdata in IDB. 1 - indicates an interaction that has been determined as stuck. NULL - the value before the processing of call termination begins.

Index List

Code	U	C	Table
IDX_G_CALL_A_CID	X		G_CALL_ACTIVE

Table G_IR_ACTIVE

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	Data Type	P	M	F	Description
ID	bigint	X	X		The unique, autonumbered ID of this record. This is the primary key.
IRID	varchar(50)		X		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.

Name	Data Type	P	M	F	Description
State	int		X		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
ParentIRID	varchar(50)				A reference to the parent IRID. This is assigned as the result of a call merge operation (for example, a transfer or a conference).
ParentLinkType	int				Reserved. This field holds a 0 value in the current interaction hierarchy model. #DICTIONARY TYPE: 11
RootCallID	varchar(50)		X		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.
RootIRID	varchar(50)				A reference to the first record in an interaction hierarchy. The value is updated by a merge procedure.
MergeState	int				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. **Note:** The Merge procedure does not process records in G_CALL_ACTIVE or G_IR_ACTIVE tables. While the record remains in one of those tables, the MergeState=1, and GSYS_EXT_INT2 =null. #DICTIONARY TYPE 23
Created	datetime		X		The GMT-equivalent date and time when the record was initiated.
Created_ts	int				The UTC-equivalent of the value of the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent time when the record was terminated.
Terminated_ts	int				The UTC-equivalent of the value of the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Name	Data Type	P	M	F	Description
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				If the record was created as a result of Multimedia event processing and the information about the parent interaction ID was provided by a Multimedia Interaction Server, but no related record in IDB was detected (for example, because old records were purged), this field contains the parent interaction ID.
GSYS_EXT_VCH2	varchar(255)				A flag indicating stuck interactions: 1 - indicates an interaction that is determined to be a stuck interaction.
GSYS_EXT_INT1	bigint				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 Genesys T-Server TEvent processing.
GSYS_EXT_INT2	bigint				Can be set by the gsysIRMerge procedure during interaction merge execution, 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 GSYS_DNPREMOTELOCATION table.
GSYS_MSEQ	bigint				The sequence number that is assigned by the merge procedure.
GSYS_MSEQ_TS	datetime				The timestamp that is assigned by the merge procedure.

Index List

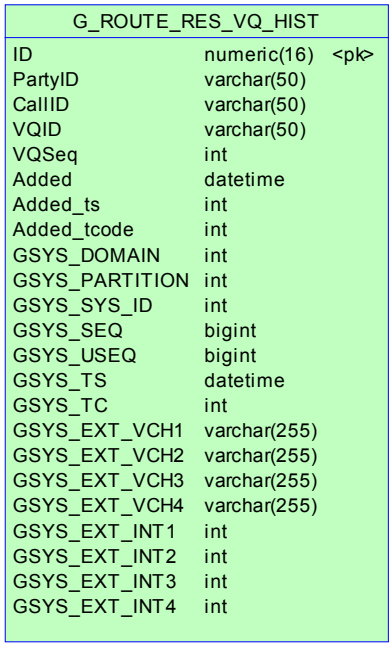
Code	U	C	Table
IDX_G_IR_A_IRID	X		G_IR_ACTIVE

Chapter 10: Virtual Queue History Schema

This table captures timestamps from Universal Routing Server (URS) related to virtual queues (VQs).

This functionality requires URS release 8.1.100.08 or higher.

Diagram Data Model



List of Indexes

Code	U	C	Table
IDX_G_R_RES_VQ_H	X		G_ROUTE_RES_VQ_HIST

Table G_ROUTE_RES_VQ_HIST

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 or Interaction Server application.

Column List

Name	Data Type	P	M	F	Description
ID	numeric(16)	X	X		The unique, autonumbered ID of the record. This is the primary key. Autonumbering is controlled by the RDBMS.
PartyID	varchar(50)		X		The ID of the party that is associated with the routing point/strategy.
CallID	varchar(50)		X		The unique ID of the interaction.
VQID	varchar(50)		X		Uniquely identifies each virtual queue record, as it is reported by URS in attached user data.
VQSeq	int		X		Local VQ sequence of VQ associated with the PARTY of type RoutingPoint/Strategy, numbered sequentially from 0 to N -1, where N is the last VQ reported by URS , related to specific Route Result.
Added	datetime		X		The GMT-equivalent date and time of the record, based on time provided by T-Server/Interaction Server in notification events.
Added_ts	int				The UTC-equivalent of the value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_ PARTITION	int				A key used for partitioning.
GSYS_SYS_ID	int				System ID.
GSYS_SEQ	bigint				The non-unique sequence number of the statements to be inserted into the database.
GSYS_USEQ	bigint				Reserved.
GSYS_TS	datetime				Reserved for future use.
GSYS_TC	int				Reserved for future use.
GSYS_EXT_VCH1	varchar(255)				Reserved for future use.
GSYS_EXT_VCH2	varchar(255)				Reserved for future use.
GSYS_EXT_VCH3	varchar(255)				Reserved for future use.
GSYS_EXT_VCH4	varchar(255)				Reserved for future use.
GSYS_EXT_INT1	int				Reserved for future use.
GSYS_EXT_INT2	int				Reserved for future use.
GSYS_EXT_INT3	int				Reserved for future use.
GSYS_EXT_INT4	int				Reserved for future use.

Index List

Code	U	C	Table
IDX_G_R_RES_VQ_H	X		G_ROUTE_RES_VQ_HIST

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	open media

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

Parent Party Link Type (11)

0	unknown
1	consultation
2	transfer
3	conference
4	divert
5	route (reserved for future use)

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

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	transfered
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
11	networkSignal
12	dropped

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	ChainEventRecord Processed
46	ChainDialerReleased
47	ChainDialerError
48	ChainForceUnloadStale
49	ChainOverflown
50	ChainRemoteRelease
51	ChainStaleTimeout
52	ChainCallResultReceived
53	ChainProcessingDone
54	ChainEventUpdateCall CompStats
55	ChainEventRecordRe schedule
56	ChainCallProgressReceived

OCS Chain States (76)

0	null
1	scheduled
2	processing
3	processed

OCS Metric Types (77)

0	GOMetricTypeUndefined
1	GOMetricTotalRecsPerList
2	GOMetricTotalRecsPer CampGr
3	GOMetricTotalChainsPer List
4	GOMetricTotalChainsPer CampGr
5	GOMetricCurrRecsNotProc PerList
6	GOMetricCurrRecsNotProc PerCampGr
7	GOMetricCurrChainsNot ProcPerList
8	GOMetricCurrChainsNot ProcPerCampGr
9	GOMetricCurrUsedPorts PerCampGr
10	GOMetricCurrUsedEng PortsPerCampGr
11	GOMetricDetailCallsOver dialed
12	GOMetricTimeOutbound CallDialing
13	GOMetricTimeOutbound CallTransfer
14	GOMetricTimeOutbound CallCPD

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
78 Avaya TSAPI
79 Huawei NGN

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 SMS 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 7.x 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
145 GVP Media Control Platform
146 GVP Fetching Module
147 GVP Media Control Platform Legacy Interpreter
148 GVP Call Control Platform
149 GVP Resource Manager
150 GVP Redundancy Manager
151 GVP Media Server
152 GVP PSTN Connector
153 GVP Reporting Server
154 GVP SSG
155 GVP CTI Connector
156 Resource Access Point
157 Interaction Workspace
158 Advisors
159 ESS Extensible Services
160 Customer View

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 Workbin
26 Interaction Submitter
27 Interaction Snapshot
28 Business Process
29 Supervisor Data
30 Interaction Workflow Trigger
31 GVP Report
32 Outbound Schedule
33 ESS Dial Plan

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
12 Delegate for processing
13 Execute SQL statement

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 IVR Profile
42	Scheduled Task
43	Role
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
1046	Role Member

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
10	Delegated

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
11	Instant Messaging

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