Genesys Administrator Extension Help

Table Access

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Table Access

Table Access objects describe database tables of a specified Format and explain how to access these tables through Database Access Points (DAPs).

You cannot delete a Table Access object while it is associated with at least one Calling List.

Viewing Table Access

The **Table Access** list shows the Table Access objects that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

> ### Important
> Table Access objects that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the magnifying glass button to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

To select or de-select multiple objects at once, click **Select**.

Working with Table Access

To create a new Table Access object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**. To delete one or more objects, click the check-box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**. Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Table Access object.
- **Move To**—Move a Table Access object to another hierarchical structure.

- Enable or disable Table Access objects.

- Create a folder, configuration unit, or site. See Object Hierarchy for more information.

Click the name of a Table Access object to view additional information about the object. You can also set options and permissions, and view dependencies.

Procedure: Creating Table Access Objects

Steps

1. Click **New**.

2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:

   - **Name**—The name of this Table Access object. It can contain up to 254-characters. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).

   - **Description**—A brief description of the Table Access object.

   - **Table Type**—The type of Table Access object in the database. You must specify a value for this property. Once you set the value, you cannot change it.

   - **DB Access Point**—The Database Access Point through which to access the Table. You must specify a value for this property. The Database Access Point must serve the Tenant to which this Table Access object belongs.

   - **Format**—The Format of this Table. You must specify a value for this property for all Table types except **Log Table**. Once you set the value, you cannot change it.

   - **Database Table**—The name of this table as specified in the database. You must specify a value for this property. The name length depends on the DBMS type. Genesys recommends that you do not exceed the following vendor-defined limitations:

     - 18 characters—for DB2 and Informix databases

     - 128 characters—for Microsoft SQL databases

     - 30 characters—for Oracle and Sybase databases

   - **Update Every (seconds)**—The number of seconds an application waits before updating the table data in application memory. This value is required only if the **Cacheable** check box is checked.

   - **Cacheable**—Indicates whether the Table Access data is mirrored in application memory.

   - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.

- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

3. Click **Save**.

Table Access Types

Table Access Type	Description
ANI	An Automatic Number Identification table.
Calling List	A calling list table.
Country Code	A country code table.
Customer Defined Table	A user-defined table.
Do Not Call List	In Outbound, a list of customers who request not to be called is known as a Do Not Call (DNC) list. The DNC data in a Do Not Call list file includes the customer's phone number or a customer ID.
E-mail Contact List	In Outbound, a list of customers who are to be contacted.
Info Digits	An Information Indicator-Digits table.
LATA	A Local Access and Transport Area table.
Log Table	A log table.
NPA	A Numbering Plan Area table.
NPA-NXX	A table of a Numbering Plan Area with an identifier of the specific telephone company central office that serves that number.
State Code	A State or International code, for example, a U.S. or Canadian postal code, such as CA for California.