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Genesys Info Mart Deployment Guide

IDB Tables Accessed by Genesys Info Mart

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This page lists the IDB tables that the Genesys Info Mart extraction jobs access. The type of data that is extracted depends on the role that is configured for the DAP. For more information about configuring the DAPs that enable Genesys Info Mart to access IDB, see [Configuring Required DAPs](#) and the DAP role option.

Important

The following table lists only those IDB tables from which Genesys Info Mart actually extracts data. Genesys Info Mart does not populate all of the Global Interaction Database (GIDB) tables in the Info Mart database schema. For more information about the GIDB tables, see [Info Mart Database](#).

IDB Tables Extracted by Genesys Info Mart

DAP Role	Type of Data	Tables Extracted
ICON_CFG	<p>Configuration details</p> <p>Data source: Configuration Server</p>	<p>GCX_AGENT_PLACE</p> <p>GCX_CAMPGROUP_INFO</p> <p>GCX_ENDPOINT_PLACE</p> <p>GCX_GROUP_AGENT</p> <p>GCX_GROUP_PLACE</p> <p>GCX_GROUP_ROUTEDN</p> <p>GCX_LOGIN_INFO</p> <p>GCX_SKILL_LEVEL</p> <p>GC_AGENT</p> <p>GC_ANNEX</p> <p>GC_CALLING_LIST</p> <p>GC_CAMPAIGN</p> <p>GC_ENDPOINT</p> <p>GC_GROUP</p> <p>GC_IVR</p> <p>GC_IVRPORT</p> <p>GC_LOGIN</p> <p>GC_PLACE</p> <p>GC_SCRIPT</p> <p>GC_SKILL</p> <p>GC_SWITCH</p> <p>GC_TENANT</p> <p>GC_TIME_ZONE</p> <p>G_DSS_CFG_PROVIDER</p>
ICON_CORE	<p>Voice details (including voice interactions; voice agent activity; user data; and ACD and virtual-queue activity)</p> <p>Data source: T-Server</p>	<p>GSYS_SYSPROCINFO</p> <p>G_IR</p> <p>G_IS_LINK</p> <p>G_IS_LINK_HISTORY</p> <p>G_CALL</p> <p>G_CALL_STAT</p> <p>G_PARTY</p> <p>G_PARTY_HISTORY</p> <p>GX_SESSION_ENDPOINT</p> <p>G_VIRTUAL_QUEUE</p> <p>G_ROUTE_RESULT</p> <p>G_ROUTE_RES_VQ_HIST</p>

DAP Role	Type of Data	Tables Extracted
		G_USERDATA_HISTORY G_SECURE_USERDATA_HISTORY G_LOGIN_SESSION G_AGENT_STATE_HISTORY G_AGENT_STATE_RC G_AGENT_STATE_RC_A G_DND_HISTORY G_CUSTOM_DATA_S G_DSS_GCC_PROVIDER G_DSS_GLS_PROVIDER
ICON_MM	Multimedia details (including multimedia interactions; multimedia agent activity; user data; and interaction queue, interaction workbin, and virtual-queue activity) Data source: Interaction Server	G_IR G_CALL G_PARTY G_PARTY_HISTORY GX_SESSION_ENDPOINT G_AGENT_STATE_HISTORY G_AGENT_STATE_RC G_AGENT_STATE_RC_A G_VIRTUAL_QUEUE G_ROUTE_RESULT G_ROUTE_RES_VQ_HIST G_USERDATA_HISTORY G_SECURE_USERDATA_HISTORY GM_F_USERDATA GM_L_USERDATA G_LOGIN_SESSION G_DND_HISTORY G_CUSTOM_DATA_S G_DSS_GCC_PROVIDER G_DSS_GLS_PROVIDER
ICON_OCS	Outbound Contact details Data source: Outbound Contact Server	GO_CHAIN GO_CHAINREC_HIST GO_FIELDHIST GO_SEC_FIELDHIST GO_METRICS GO_CAMPAIGN GO_CAMPAIGNHISTORY GOX_CHAIN_CALL G_DSS_GOS_PROVIDER