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Interaction Concentrator Physical Data Model for a DB2 Database

Appendix: G_Dictionary Values

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 (1)	ISLink Current State (21)	Login Session State (81)
Party History Change Type (2)	ISLink History Change Type (22)	Association Between Login Session and End Point State (82)
IR History Change Type (3)	ISLink Merge State (23)	
Call States (4)	Configuration History Tables Status (24)	Flag of HW Reason Code (83)
Call Types (5)	HA_CONTROL Status (25)	Possible System Reasons in Login Sessions (84)
Call Media Types (6)	PROV_CONTROL Provider Tag IDs (26)	Virtual Queue State Cause (85)
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Party Role (10)	Route Target Type (29)	
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Session Endpoint Type (12)	Call Control Event Cause (CCEVENTCAUSE) (31)	Switch Type (501)
Agent State History Type (13)	Log Message Priority (32)	Switch Link Type (502)
Agent State History Cause (14)	Log Message Category (33)	DN Route Type (504)
Agent State History Condition (15)	Log Message Origin (34)	DN Type (505)
Agent State History State (16)	Campaign State (71)	Application Type (506)
Agent State History Pending State (17)	System Reasons to Campaign Termination (73)	DN Group Type (508)
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Attached Data Change Type (19)	OCS Chain States (76)	Script Type (513)
	OCS Metric Types (77)	Action Code Type (514)
Attached Data Source (20)	DND Feature State (80)	Table Access Type (515)
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Treatment Call Action Code (520)	IVR Type (524)	DN Register Flag (555)
Campaign Group Dialing Mode (521)	Object Type (528)	Enumerator Type (556)
	Group Type (540)	

Dictionary Types and Values

Call History Change Type (DTYPE=1)

- 1 call_created
- 2 call_terminated
- 3 call_merged
- 4 call_trfailed

Party History Change Type (DTYPE=2)

- 1 party_created
- 2 party_terminated
- 3 party_statechanged
- 4 party_fsmerror
- 5 party_fsm2error

IR History Change Type (DTYPE=3)

- 1 ir_created
- 2 ir_terminated
- 3 ir_merged

Call States (DTYPE=4)

- 0 unknown

- 1 active
- 2 terminated

Call Types (DTYPE=5)

- 0 unknown
- 1 internal
- 2 inbound
- 3 outbound
- 4 consult

Call Media Types (DTYPE=6)

- 0 unknown
- 1 voice
- 2 email
- 3 chat
- 1000 open media

IR States (DTYPE=7)

- 0 unknown
- 1 active
- 2 terminated

Local Connection State (DTYPE=8)

- 0 unknown
- 1 initiated
- 2 alerting
- 3 connected
- 4 hold
- 5 queued
- 6 fail

Party Type (DTYPE=9)

- 0 unknown
- 1 internal
- 2 external
- 3 place
- 4 iqueue
- 5 iworkbin
- 6 strategy

Party Role (DTYPE=10)

- 0 unknown
- 1 observer

Parent Party Link Type (DTYPE=11)

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

Session Endpoint Type (DTYPE=12)

- 1 agent_dn
- 2 queue
- 3 media

Agent State History Type (DTYPE=13)

- -1 unknown
- 0 normal
- 5 state

- 6 pending_state
- 7 add_party
- 8 rem_party
- 9 state_forced
- 10 pending_forced
- 11 reason

Agent State History Cause (DTYPE=14)

- 0 nocause
- 1 normal
- 2 forced_pause
- 3 forced_transition
- 4 autowork

Agent State History Condition (DTYPE=15)

- 0 nocondition
- 1 normal
- 2 forced_by_another_device
- 3 forced_by_pending_state
- 4 forced_by_connection_info

Agent State History State (DTYPE=16)

- 0 null
- 1 login
- 2 notready
- 3 ready
- 4 acw
- 5 busy
- 6 unknown

Agent State History Pending State (DTYPE=17)

- null
- 2 notready
- 3 ready
- 4 acw

Agent State History WORKMODE (DTYPE=18)

- 0 unknown
- 1 manualin
- 2 autoin
- 3 aftercallwork
- 4 auxwork
- 6 walkaway
- 7 returnback

Attached Data Change Type (DTYPE=19)

- 1 created
- 2 added
- 3 updated
- 4 deleted
- 5 terminated

Attached Data Source (DTYPE=20)

- 1 userdata
- 2 reasons
- 3 extensions
- 4 attributes
- 5 mcr_workbin

ISLink Current State (DTYPE=21)

- 0 unknown
- 1 active
- 2 terminated
- 3 failed

ISLink History Change Type (DTYPE=22)

- 0 unknown
- 1 added
- 2 moved
- 3 deleted

ISLink Merge State (DTYPE=23)

- 1 not_processed
- 2 incomplete
- 3 complete

Configuration History Tables Status (DTYPE=24)

- 0 unknown
- 1 active
- 2 inactive
- 10 syncinprogress

HA_CONTROL Status (DTYPE=25)

- 0 unknown
- 1 running
- 2 stopped

PROV_CONTROL Provider Tag IDs (DTYPE=26)

- 0 unknown
- 1 gcc
- 2 gls
- 3 gud
- 4 gos
- 5 cfg

ISLink Type (DTYPE=27)

- 0 bidirectional
- 1 unidirectional
- 2 source
- 3 target

Route Result (DTYPE=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 (DTYPE=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 (DTYPE=30)

- -1 unknown
- 0 bridged
- 1 connection_cleared
- 2 delivered
- 3 established
- 4 failed
- 5 held
- 6 offered
- 7 originated
- 8 queued
- 9 retrieved
- 10 service_initiated
- 11 transferred
- 12 conferenced
- 13 diverted

Call Control Event Cause (CCEVENTCAUSE) (DTYPE=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
- 13 conference_pending
- 14 transfer_pending

Log Message Priority (DTYPE=32)

- 0 unknown
- 1 debug
- 2 information
- 3 interaction
- 4 error
- 5 alarm

Log Message Category (DTYPE=33)

- 0 default
- 1 alarm
- 2 audit

Log Message Origin (DTYPE=34)

- 0 connection
- 1 communication
- 2 application
- 3 external
- 4 management
- 5 logcontrol

Campaign State (DTYPE=71)

- null terminated
- 1 loaded
- 2 started
- 3 unloading

System Reasons to Campaign Termination (DTYPE=73)

- null normal
- 1 disconnect
- 2 internal_error
- 3 register

OCS Event Cause (DTYPE=75)

- | | |
|----------------------------------|-------------------------------|
| • 0 CampGrNormal | • 10 CampGrItemEndTimeReached |
| • 1 CampGrConfigurationChanged | • 11 CampGrAgentsAvailable |
| • 2 CampGrLCASignal | • 12 CampGrNoAgentsAvailable |
| • 3 CampGrUnloadForcedCfgChanged | • 13 CampGrPortsAvailable |
| • 4 CampGrUnloadForcedLCASignal | • 14 CampGrNoPortsAvailable |
| • 5 CampGrUnloadForcedCliReq | • 15 CampGrRecordsAvailable |
| • 6 CampGrLoadsAsSequenceItem | • 16 CampGrNoRecordsAvailable |
| • 7 CampGrItemStartTimeElapsed | • 17 CampGrCPDAvailable |
| • 8 CampGrItemContactsReached | • 18 CampGrNoCPDAvailable |
| • 9 CampGrItemDialsReached | • 19 ChainNormal |

- 20 ChainRetrievedFromDB
- 21 ChainCampaignUnloaded
- 22 ChainDoNotCall
- 23 ChainCancelled
- 24 ChainRejected
- 25 ChainIsEmpty
- 26 ChainFilterModified
- 27 ChainNoMoreTreatments
- 28 ChainInternalError
- 29 ChainOutOfBoundaries
- 30 ChainPriorityZero
- 31 ChainGoalReached
- 32 ChainMaxAttemptsReached
- 33 ChainUnloadedByTreatment
- 34 ChainConfigurationChanged
- 35 ChainUnknownDNTransfer
- 36 ChainWrongTransfer
- 37 ChainCallbackToContinue
- 38 ChainReschedToContinue
- 39 ChainRecordAdded
- 40 ChainTreatmentApplied
- 41 ChainInDoNotCallList
- 42 ChainDoNotCallRequested
- 43 ChainCancelRequested
- 44 ChainRejectRequested
- 45 ChainEventRecordProcessed
- 46 ChainDialerReleased
- 47 ChainDialerError
- 48 ChainForceUnloadStale
- 49 ChainOverflown
- 50 ChainRemoteRelease
- 51 ChainStaleTimeout
- 52 ChainCallResultReceived
- 53 ChainProcessingDone
- 54 ChainEventUpdateCallCompStats
- 55 ChainEventRecordReschedule
- 56 ChainCallProgressReceived

OCS Chain States (DTYPE=76)

- 0 null
- 1 scheduled
- 2 processing
- 3 processed

OCS Metric Types (DTYPE=77)

- 0 GOMetricTypeUndefined
- 1 GOMetricTotalRecsPerList
- 2 GOMetricTotalRecsPerCampGr
- 3 GOMetricTotalChainsPerList
- 4 GOMetricTotalChainsPerCampGr
- 5 GOMetricCurrRecsNotProcPerList

- 6 GOMetricCurrRecsNotProcPerCampGr
- 7 GOMetricCurrChainsNotProcPerList
- 8 GOMetricCurrChainsNotProcPerCampGr
- 9 GOMetricCurrUsedPortsPerCampGr
- 10 GOMetricCurrUsedEngPortsPerCampGr
- 11 GOMetricDetailCallsOverdialed
- 12 GOMetricTimeOutboundCallDialing
- 13 GOMetricTimeOutboundCallTransfer
- 14 GOMetricTimeOutboundCallCPD

DND Feature State (DTYPE=80)

- 0 clear
- 1 set

Login Session State (DTYPE=81)

- 0 terminated
- 1 active

Association Between Login Session and End Point State (DTYPE=82)

- 0 terminated
- 1 active

Flag of HW Reason Code (DTYPE=83)

- 0 false
- 1 true

Possible System Reasons in Login Sessions (DTYPE=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 (DTYPE=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 (DTYPE=86)

- -1 unknown
- 0 bridge
- 11 transfer
- 12 conference

Reliability of Route Result (DTYPE=87)

- 0 unknown
- 1 ok
- 2 in the past

Type of Stop Processing Actor (DTYPE=88)

- 0 unknown

- 1 strategy
- 2 agent
- 3 place
- 4 media_server

Object State (DTYPE=500)

- 0 Unknown Object State
- 1 Enabled
- 2 Disabled

Switch Type (DTYPE=501)

- | | |
|---|--|
| • 0 Unknown Switch Type | • 22 Siemens GEC iSSDX |
| • 1 Nortel Meridian 1 | • 23 Alcatel A4400 |
| • 2 Rockwell Spectrum | • 24 Generic Switch |
| • 3 Rockwell Galaxy | • 25 Delco ACD |
| • 4 Nortel Communication Server 2000/2100 | • 26 Hitachi CX8000 |
| • 5 Avaya Communication Manager | • 27 LG Starex-ACS |
| • 6 Aspect CallCenter | • 28 Mitel SX-2000 |
| • 7 Siemens Hicom 300E | • 29 Nortel Communication Server 1000 with
SCCS/MLS |
| • 8 Intecom IBX80 | • 30 Siemens Hicom 150E |
| • 9 Ericsson MD110 | • 31 Siemens RealitisDX iCCL |
| • 10 Lucent 5ESS | • 32 Tadiran Coral |
| • 11 Madge | • 33 Voice over IP SMCP Switch |
| • 12 NEC NEAX | • 34 Virtual Switch for IVR In-Front |
| • 13 Fujitsu F9600 | • 35 Internet Gateway |
| • 14 Teltronics 20-20 | • 36 AT&T 800 ICP Gateway |
| • 15 WorldCom 800 Gateway | • 37 Sprint SiteRP Gateway |
| • 16 Siemens Hicom 150 | • 38 Bell Canada (Stentor) ATF Gateway |
| • 17 Siemens Hicom 300 ACL-H3 | • 39 Alcatel SCP Gateway |
| • 18 Philips Sopho iS3000 | • 40 Bell Atlantic ISCP Gateway |
| • 19 EADS Telecom M6500 Succession | • 41 Concert 800 Gateway |
| • 20 Siemens Hicom 150H | • 42 Alcatel DTAG SCP Gateway |
| • 21 Ericsson ACP1000 | |

- 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 (DTYPE=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 Services Symposium
- 44 Application Connectivity Link CSTA
- 45 CallBridge DX
- 46 Coral Link

DN Route Type (DTYPE=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 (DTYPE=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 (DTYPE=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 (DTYPE=508)

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

Object Flag (DTYPE=509)

- 0 Unknown
- 1 False
- 2 True

Script Type (DTYPE=513)

- 1 Unknown Script Type
- 2 Data Collection
- 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 (DTYPE=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 (DTYPE=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 (DTYPE=516)

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

Field Type (DTYPE=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 (DTYPE=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 (DTYPE=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 (DTYPE=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 (DTYPE=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 (DTYPE=522)

- 0 Unknown Operation Mode
- 1 Manual
- 2 Scheduled

Campaign Group Optimization Method (DTYPE=523)

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

IVR Type (DTYPE=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 Envoy

Object Type (DTYPE=528)

- | | |
|--------------------|-----------------------|
| • 0 Unknown Object | • 7 Tenant |
| • 1 Switch | • 8 Solution |
| • 2 DN | • 9 Application |
| • 3 Person | • 10 Host |
| • 4 Place | • 11 Switching Office |
| • 5 Agent Group | • 12 Script |
| • 6 Place Group | • 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 (DTYPE=540)

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

GCTI Record Type (DTYPE=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 (DTYPE=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 (DTYPE=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 (DTYPE=555)

- 0 Unknown Flag
- 1 False
- 2 True
- 3 On Demand

Enumerator Type (DTYPE=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