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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Data Source Session Control Schema

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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.

Table	Description
	is Configuration Server.
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.
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.
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).
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.

List of Indexes

No indexes are defined.

List of References

No references defined.