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Interaction Concentrator Physical Data Model for a DB2 Database

Table G_VIRTUAL_QUEUE

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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.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	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

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Column	Data Type	P	M	F	Description
					number of the virtual queue, as configured in Configuration Server, where the interaction was queued.
VQDNID	INTEGER		X		The DBID of the virtual queue where the interaction was queued.
VQSwitchID	INTEGER		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	INTEGER				Reserved for future use.
OrigDNType	INTEGER				Reserved for future use.
OrigDN	VARCHAR(255)				Reserved for future use.
OrigDNID	INTEGER				Reserved for future use.
OrigObjType	INTEGER				Reserved for future use.
TargetCallID	VARCHAR(50)				Reserved for future use.
TargetSwitchID	INTEGER				Reserved for future use.
TargetDNType	INTEGER				Reserved for future use.
TargetDN	VARCHAR(255)				The destination endpoint name of the routing target.
TargetDNID	INTEGER				Reserved for future use.
TargetObjType	INTEGER				Reserved for future use.

Table G_VIRTUAL_QUEUE

Column	Data Type	P	M	F	Description
DistCallID	VARCHAR(50)				The call ID of the interaction prior to distribution to the routing target or abandonment.
DistSwitchID	INTEGER				Reserved for future use.
DistDNType	INTEGER				Reserved for future use.
DistDN	VARCHAR(255)				Reserved for future use.
DistDNID	INTEGER				Reserved for future use.
DistObjType	INTEGER				Reserved for future use.
VQExtVCH1	VARCHAR(50)				Reserved for future use.
VQExtVCH2	VARCHAR(50)				Reserved for future use.
Status	INTEGER		X		The current status of the virtual queue record, represented by one of the Call Control Event dictionary types. For a listing of permissible values, refer to G_Dictionary Values (for DB2 , Microsoft SQL Server , Oracle , or PostgreSQL , respectively). #DICTIONARY TYPE 30
Cause	INTEGER		X		The cause leading to the status change in the association between the call interaction

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Column	Data Type	P	M	F	Description
					and the virtual queue. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 85
Created	TIMESTAMP		X		The GMT-equivalent date and time when the record was created, as inherited from the EventQueued TEvent.
Created_ts	INTEGER		X		The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER		X		A reference, derived from the value of the CREATED_TS field, to record in G_TIMECODE table.
Terminated	TIMESTAMP				The GMT-equivalent date and time when the record was terminated, as inherited from either the EventDiverted or EventAbandoned TEvents.
Terminated_ts	INTEGER				The UTC-equivalent value of the

Table G_VIRTUAL_QUEUE

Column	Data Type	P	M	F	Description
					TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				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 System Fields (for DB2 , Microsoft SQL Server , Oracle , or PostgreSQL , respectively).
GSYS_PARTITION	INTEGER				A key used for partitioning.
GSYS_SYS_ID	INTEGER				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	TIMESTAMP				Reserved for future use.
GSYS_TC	INTEGER				Reserved for

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Column	Data Type	P	M	F	Description
					future use.
GSYS_EXT_VCH1	VARCHAR(255)				Reserved for future use.
GSYS_EXT_VCH2	VARCHAR(255)				Reserved for future use.
GSYS_EXT_INT1	INTEGER				Reserved for future use.
GSYS_EXT_INT2	INTEGER				Reserved for future use.
