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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table G_CUSTOM_DATA_S

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This table records the changes to the user data that is associated with a voice call.

Primarily, this is the data that is attached to the call (the content of the **UserData** attribute of a T-Server Event). However, it is assumed that ICON might be configured so that it will also use this table to record the history of the Reasons and Extensions as well as any other attributes of a call that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY tables.

The only prerequisite for this table is that the data be associated with the call and that this association be known at run time.

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(19)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)				This field points to the record in the G_CALL table that represents the call with which the data is associated. This field may be NULL.

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Column	Data Type	P	M	F	Description
PartyID	varchar(50)				This field points to the PARTYGUID record in the G_PARTY table, which represents the party ID that remains unchanged during the lifetime of the party. This field may be NULL.
PSEQ	int		X		The sequence that corresponds to the G_PARTY_HISTORY.
EndPointID	int				This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For the rest of changes, the party is defined by the ThisDN

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Column	Data Type	P	M	F	Description
					attribute.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	int				This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged in to the endpoint that is associated with the data change (if this information is available during run time).
SwitchID	int				This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and vice versa.
TenantID	int				The DBID of the Tenant that is associated with the Switch.
KeyName	varchar(64)		X		This is the KeyName field. It records the name of the user data key that changed its value. The user determines which keys

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Column	Data Type	P	M	F	Description
					should be recorded by specifying them in ICON configuration user data specification. Key names defined in the custom states configuration options should be specified in one option only—it should be unique across all configuration options.
Value	varchar(255)				This field contains the value of the key in character format.
Added	datetime		X		The GMT-equivalent date and time when the key was changed. The date and time are taken from the T-Server (or other data provider) notification.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Reserved
GSYS_PARTITION	int				A key that is used for partitioning.

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Column	Data Type	P	M	F	Description
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				A flag that identifies if the UserEvent that caused the record came from a device at a time when that device was participating in an active call. A value of 1 indicates that the UserEvent was generated while the device was participating in an active call; otherwise, the value is 0.
GSYS_EXT_INT2	int				Stores the value of AttributeEventSequence from the event supplying data for this record. If the sequence value is longer than the 32-bit integer limit, higher bits will be truncated to make a 32-bit integer.