Interaction Concentrator Physical Data Model for a PostgreSQL Database

Core Schema

5/3/2025

Core Schema

The Core Schema is the largest and most complex of the Interaction Database (IDB) schemas. Because of the size and varied nature of the tables in the Core schema, this chapter further subdivides its schema into six groupings.

Core Schema Groupings

- Configuration-related tables
- Call- and party-related tables
- Attached data-related tables
- Login- and session-related tables
- Service- and dictionary-related tables
- Log- and system-related tables

For diagrams that depict the groupings, see Core Schema Diagrams.

Configuration-Related Tables

Configuration-related tables are the largest grouping of Core Schema tables. These tables store information, mostly derived from the Configuration Server database, that fall into two groups:

- Object tables, whose names are all prefixed by GC_
- Object link tables, with table names beginning with GCX_. GCX_ tables store information about the associations between configuration objects, such as the assignments of skills to agents (GCX_SKILL_LEVEL).

[+] Configuration-related tables

Table	Description
GCX_AGENT_PLACE	This table stores information about the associations between agents and places, including terminated associations, such as when an agent's assignment to a place is removed.
GCX_CAMPGROUP_INFO	This table stores information about the associations between campaigns and agent or place groups, including terminated associations, such as when an agent group is removed from a campaign.
GCX_CAMPLIST_INFO	This table stores information about the associations between calling lists and campaigns, including terminated associations, such as when a calling list is removed from a campaign.

Table	Description
GCX_ENDPOINT_PLACE	This table stores information about the associations between endpoints (DNs) and places, including terminated associations, such as when an endpoint is removed from a place.
GCX_FORMAT_FIELD	This table stores information about the associations between Formats and Fields, including terminated associations.
GCX_GROUP_AGENT	This table stores information about the associations between agents and agent groups, including terminated associations, such as when an agent is removed from an agent group.
GCX_GROUP_ENDPOINT	This table stores information about the associations between endpoints (DNs) and DN groups, including terminated associations such as when a DN is removed from a DN group.
GCX_GROUP_PLACE	This table stores information about the associations between places and Place Groups, including terminated associations, such as when a Place is removed from a Place Group.
GCX_GROUP_ROUTEDN	This table stores information about the associations of Agent/Place/DN Groups to Route DNs, including terminated associations.
GCX_LIST_TREATMENT	This table stores information about the associations between treatments and calling lists, including terminated associations, such as when the application of a treatment is removed from a calling list.
GCX_LOGIN_INFO	This table stores information about the associations of agent to agent logins, including terminated associations.
GCX_OBJTABLE_RECORD	This table stores information about associations between Objective Tables and- Enumerator Values, including terminated associations.
GCX_SKILL_LEVEL	This table stores information about the associations between agents and skills, including terminated associations, such as when the assignment of a skill is removed from agent configuration.
GCX_SUBCODE	This table stores information about associations of Action Codes to Subcodes, including terminated associations.
GC_ACTION_CODE	This table stores information about the configuration of Action Code objects.
GC_AGENT	This table describes information about the configuration of Person (Agent) objects.
GC_ANNEX	This table stores information about changes to certain configuration options configured on the Annex tabs of certain object types.
GC_APPLICATION	This table stores information about the configuration of Application objects.

Table	Description
GC_ATTR_VALUE	This table stores information about the configuration of Enumerator Value (Attribute Value) objects.
GC_BUS_ATTRIBUTE	This tables stores information about configuration of Enumerator (Business Attribute) objects.
GC_CALLING_LIST	This table stores information about the configuration of Calling List objects.
GC_CAMPAIGN	This table stores information about the configuration of Campaign objects.
GC_ENDPOINT	This table stores configuration information about endpoints, including DNs, scripts, and agent places.
GC_FIELD	This table stores information about the configuration of Field objects.
GC_FILTER	This table stores information about the configuration of Filter objects.
GC_FOLDER	This table stores information about the configuration of Folder objects.
GC_FORMAT	This table stores information about the configuration of Format objects.
GC_GROUP	This table stores information about agent group, place group, and DN group configuration objects.
GC_IVR	This table stores information about the configuration of the IVR objects.
GC_IVRPORT	This table stores information about the configuration of IVR Port objects.
GC_LOGIN	This table contains information about configuration of Agent Login objects.
GC_OBJ_TABLE	This table contains information about configuration of Objective Table objects.
GC_PLACE	This table contains information about configuration of Place objects.
GC_SCRIPT	This table contains information about configuration of Script objects.
GC_SKILL	This table contains information about configuration of Skill objects.
GC_SWITCH	This table contains information about configuration of Switch objects.
GC_TABLE_ACCESS	This table contains information about configuration of Table Access objects.
GC_TENANT	The table stores information about Tenant configuration objects.
GC_TIME_ZONE	This table stores information about the configuration of Time Zone objects.
GC_TREATMENT	This table stores information about the configuration of Treatment objects.

Table	Description
GC_VOICE_PROMPT	This table stores information about the configuration of Voice Prompt objects.

Call- and Party-Related Tables

The group of call- and party-related tables provide detailed information about voice or multimedia interactions that are registered by T-Server or Interaction Server and the participants involved in those interactions. This schema group includes tables that contain the historical counterpart of the data in each of the principle tables (denoted by the addition of "_HISTORY" to the table name) and statistical information, which is stored in the G_CALL_STAT and G_PARTY_STAT tables.

[+] Call- and Party-Related Tables

Table	Description
G_CALL	This table contains information regarding the latest state of the interaction, according to information received from either the T-Server or Interaction Server applications.
G_CALL_HISTORY	This table contains chronological information on all of the states of voice or multimedia interactions, according to data received from T-Server or Interaction Server.
G_CALL_STAT	This table contains information regarding voice call statistics, which are summarized upon completion of the call.
G_IR	This table contains information regarding the latest state of the interaction, according to the information supplied by a specific provider such as T-Server, Interaction Server, or Outbound Contact Server.
G_IR_HISTORY	This table contains information regarding all states, in chronological order, of the interaction, according to the information supplied by the specific provider, such as T-Server, Interaction Server, or the Outbound Contact Server.
G_IS_LINK	This table contains information regarding the latest state of the intersite link. An intersite link allows you to connect the information regarding two calls that originated on two different sites.
G_IS_LINK_HISTORY	This table contains information regarding all of the states of the intersite link, in chronological order as derived from data supplied by T-Server.
G_PARTY	This table contains information regarding the latest state of the party involved in an interaction according to information received from T-Server or Interaction Server.
G_PARTY_HISTORY	This table contains information regarding all the states, in chronological order, of the interaction party, according to information received from the T-

Table	Description
	Server or Interaction Server application.
G_PARTY_STAT	This table contains information regarding party statistics which are summarized upon termination of the party.
G_ROUTE_RESULT	This table contains information regarding the results of the routing of a specific interaction, according to the information passed from the Universal Routing Server through either the T-Server or Interaction Server application.

Attached Data–Related Tables

The Attached Data grouping of the Core Schema comprises six tables. G_SECURE_USERDATA_HISTORY stores information about attached data records that must be protected from unauthorized users, whereas the records in G_USERDATA_HISTORY are open. In addition, there are four more tables which store user data. The tables in this group include:

[+] Attached data-related tables

Table	Description
G_CALL_USERDATA	This table stores the principal information regarding user data that is attached to voice call interactions.
G_CALL_USERDATA_CUST1	This table stores additional custom-attribute information regarding the user data that is attached to call interactions.
G_CALL_USERDATA_CUST2	This table contains additional custom-attribute information regarding the user data that is attached to the call interactions.
G_CALL_USERDATA_CUST	The table contains custom-attribute information about user data attached to call interactions.
G_SECURE_USERDATA_HISTORY	This table records the changes in the UserData attribute of TEvents associated with voice calls, the UserData attribute of Interaction Server events for all types of multimedia interactions, and the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of voice interactions as well as any other attributes of an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY table, if configured to gather data from T-Server or Interaction Server.
G_USERDATA_HISTORY	This table records the changes in the UserData attribute of TEvents associated with voice calls, the UserData attribute of Interaction Server events for all types of multimedia interactions, and the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of

Table	Description
	voice interactions as well as any other attributes of an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY table, if configured to gather data from T-Server or Interaction Server.

Login- and Session-Related Tables

The group of Login- and Session-related tables of the Core Schema provides detailed information about agent states, login sessions, associations between sessions and endpoints (DNs), reasons, and extensions. The principal tables in this group include:

[+] Login- and session-related tables

Table	Description
GS_AGENT_STAT	This table contains the duration of agent state metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.
GS_AGENT_STAT_WM	This table contains the duration of agent workmode metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.
GX_SESSION_ENDPOINT	This table contains records that reflect the associations between endpoints and the login session. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.
G_AGENT_STATE_HISTORY	This table contains detailed information about state changes during the agent's login session.
G_AGENT_STATE_RC	The agent states reason codes. Records are inserted when either a hardware or software reason code finishes on an agent's state. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.
G_AGENT_STATE_RC_A	The active Agent state reason codes.
G_DND_HISTORY	This table stores information about the activation of the Do Not Disturb (DND) feature within an agent's session.
G_LOGIN_SESSION	This table contains information about agent login sessions. ICON inserts a record upon the creation of an agent login session. ICON updates records, by marking them as deleted, at the time that the agent's login session finishes.

Service- and Dictionary-Related Tables

The group of Service- and dictionary-related tables of the Core Schema are predominantly used to describe field values in other tables:

[+] Service- and dictionary-related tables

Table	Description
G_DB_PARAMETERS	This table contains information regarding some of the configuration parameters (such as the database schema version) that are used by ICON.
G_DICTIONARY	This table contains a set of values for every enumeration class that is defined in the G_DICT_TYPE table.
G_DICT_TYPE	This table contains information regarding the classes of the enumeration types referenced in IDB tables.
G_PROV_CONTROL	This table contains information about the counters that ICON uses to populate the GSYS_SEQ and the GSYS_USEQ fields in all IDB tables. The counters are updated with configured reservation.
G_SYNC_CONTROL	This table contains information about the last events stored by different ICON instances. This information is used during the HA synchronization.
G_TIMECODE	This table expands the timecode values, referenced in other tables as *_TCODE, into specific time value entities, such as month name, day of the week, day of the month, and so on. The table should be pre-populated before using it.

Log- and System-Related Tables

This grouping of tables of the Core Schema stores information about the success or failure of ICON functions and stored procedures. It also includes two tables that are used only by internal Genesys processes, which you should not alter.

[+] Log- and system-related tables

Table	Description
GSYS_DNPRemoteLocation	This table contains information about the remote locations involved in an interaction.
GSYS_SYSPROCINFO	This is an internal table exclusively for ICON use. Please do not modify records in this table or this table's structure.
G_LOG_ATTRS	This table stores attributes about the messages stored in the G_LOG_MESSAGES table.
G_LOG_GETIDRANGEREQ	An internal table that Solution Control Interface (SCI) uses for selecting log records. Refer to Framework documentation for information about SCI and Message Server.

Table	Description
G_LOG_MESSAGES	This table stores messages from the stored procedures about merge operations, purge operations, and stuck calls.

Changes in a SIP Cluster Environment

Interaction Concentrator 8.1 provides support for a restricted release of SIP Cluster. Information about SIP Cluster that pertains specifically to changes in IDB the data stored in IDB tables and fields is provided in this document. For complete information on Genesys SIP Cluster technology, contact your Genesys representative.

[+] SIP Cluster-Specific Data Changes

- In a SIP Cluster environment, the following configuration-related tables do not normally contain data because the objects about which these tables typically store information are not required:

  - GC_LOGIN
  - GC_PLACE
  - GCX_AGENT_PLACE
  - GCX_ENDPOINT_PLACE
  - GCX_GROUP_ENDPOINT
  - GCX_GROUP_PLACE
  - GCX_LOGIN_INFO

- The EndpointID field in the following tables contains a NULL or 0 value:

  - GC_IVRPORT
  - GS_AGENT_STAT
  - GS_AGENT_STAT_WM
  - GX_SESSION_ENDPOINT
  - G_AGENT_STATE_HISTORY
  - G_AGENT_STATE_RC
  - G_DND_HISTORY
  - G_PARTY
  - G_PARTY_HISTORY
  - G_USERDATA_HISTORY
  - G_SECURE_USERDATA_HISTORY

- The GSYS_EXT_VCH1 field in the following tables contains the DN name:

  - GS_AGENT_STAT

- GS_AGENT_STAT_WM

- GX_SESSION_ENDPOINT

- G_AGENT_STATE_HISTORY

- G_AGENT_STATE_RC

- G_DND_HISTORY

- G_PARTY_HISTORY

- G_LOGIN_SESSION

- The DestEndPointID field in the following table contains a NULL or 0 value:

  - G_ROUTE_RESULT

- The DestEndPointType field in the following table contains the value 1:

  - G_ROUTE_RESULT

- The EndPointType field in the following tables contains a value of 1:

  - G_PARTY

  - GX_SESSION_ENDPOINT

- The LoginID field in the following tables is NULL:

  - G_AGENT_STATE_HISTORY

  - G_LOGIN_SESSION

- The PlaceID field in the following tables is NULL:

  - GX_SESSION_ENDPOINT

  - G_AGENT_STATE_HISTORY

  - G_LOGIN_SESSION

Important

If the objects usually recorded in these tables are created in the Configuration Layer, data about them appears in these tables in the same way as in a non-Cluster environment.

Core Schema Diagrams

The following diagrams depict the schema groupings. The tables in each subdivision are shown with a clear background, and the tables to which they join in other subdivisions are shown with shaded backgrounds. Click any diagram to see a larger version.

Configuration Tables - diagram 1 of 3 View Large

Configuration Tables - diagram 2 of 3 View Large
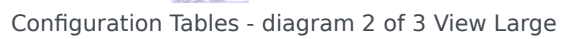
Configuration Tables - diagram 3 of 3 View Large
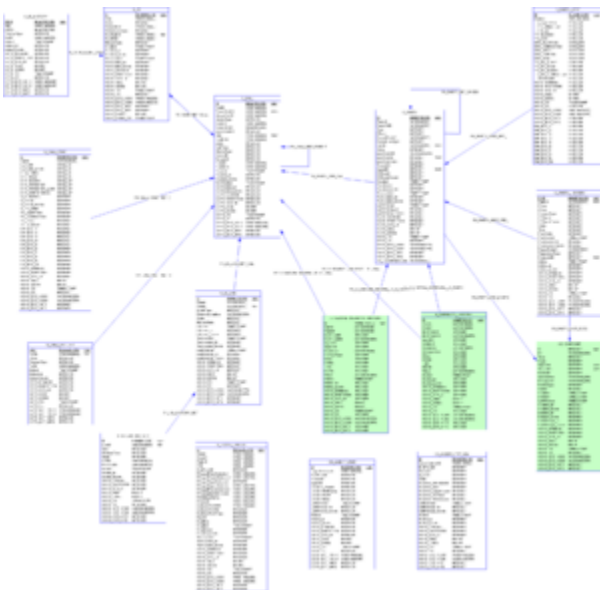
Call- and Party-Related Tables View Large

Attached Data-Related Tables View Large

Login- and Session-Related Tables View Large

Service- and Dictionary-Related Tables View Large
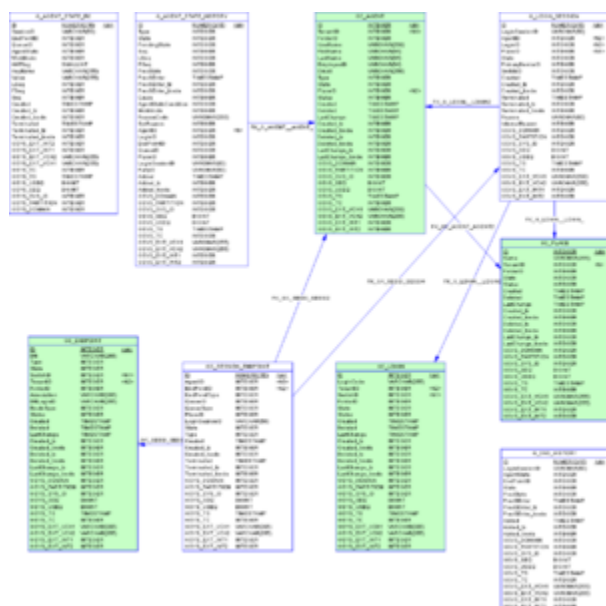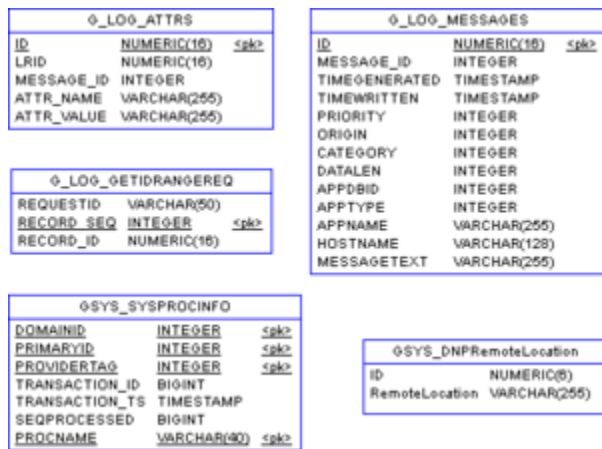

Log- and System-Related Tables View Large

List of Tables

Table	Description
GCX_AGENT_PLACE	This table stores information about the associations between agents and places, including terminated associations, such as when an agent's assignment to a place is removed.
GCX_CAMPGROUP_INFO	This table stores information about the associations between campaigns and agent or place groups, including terminated associations, such as when an agent group is removed from a campaign.
GCX_CAMPLIST_INFO	This table stores information about the associations between calling lists and campaigns, including terminated associations, such as when a calling list is removed from a campaign.
GCX_ENDPOINT_PLACE	This table stores information about the associations between endpoints (DNs) and places, including terminated associations, such as when an endpoint is removed from a place.

Table	Description
GCX_FORMAT_FIELD	This table stores information about the associations between Formats and Fields, including terminated associations.
GCX_GROUP_AGENT	This table stores information about the associations between agents and agent groups, including terminated associations, such as when an agent is removed from an agent group.
GCX_GROUP_ENDPOINT	This table stores information about the associations between endpoints (DNs) and DN groups, including terminated associations such as when a DN is removed from a DN group.
GCX_GROUP_PLACE	This table stores information about the associations between places and Place Groups, including terminated associations, such as when a Place is removed from a Place Group.
GCX_GROUP_ROUTEDN	This table stores information about the associations of Agent/Place/DN Groups to Route DNs, including terminated associations.
GCX_LIST_TREATMENT	This table stores information about the associations between treatments and calling lists, including terminated associations, such as when the application of a treatment is removed from a calling list.
GCX_LOGIN_INFO	This table stores information about the associations of agent to agent logins, including terminated associations.
GCX_OBJTABLE_RECORD	This table stores information about associations between Objective Tables and- Enumerator Values, including terminated associations.
GCX_SKILL_LEVEL	This table stores information about the associations between agents and skills, including terminated associations, such as when the assignment of a skill is removed from agent configuration.
GCX_SUBCODE	This table stores information about associations of Action Codes to Subcodes, including terminated associations.
GC_ACTION_CODE	This table stores information about the configuration of Action Code objects.
GC_AGENT	This table describes information about the configuration of Person (Agent) objects.
GC_ANNEX	This table stores information about changes to certain configuration options configured on the Annex tabs of certain object types.
GC_APPLICATION	This table stores information about the configuration of Application objects.
GC_ATTR_VALUE	This table stores information about the configuration of Enumerator Value (Attribute Value) objects.

Table	Description
GC_BUS_ATTRIBUTE	This tables stores information about configuration of Enumerator (Business Attribute) objects.
GC_CALLING_LIST	This table stores information about the configuration of Calling List objects.
GC_CAMPAIGN	This table stores information about the configuration of Campaign objects.
GC_ENDPOINT	This table stores configuration information about endpoints, including DNs, scripts, and agent places.
GC_FIELD	This table stores information about the configuration of Field objects.
GC_FILTER	This table stores information about the configuration of Filter objects.
GC_FOLDER	This table stores information about the configuration of Folder objects.
GC_FORMAT	This table stores information about the configuration of Format objects.
GC_GROUP	This table stores information about agent group, place group, and DN group configuration objects.
GC_IVR	This table stores information about the configuration of the IVR objects.
GC_IVRPORT	This table stores information about the configuration of IVR Port objects.
GC_LOGIN	This table contains information about configuration of Agent Login objects.
GC_OBJ_TABLE	This table contains information about configuration of Objective Table objects.
GC_PLACE	This table contains information about configuration of Place objects.
GC_SCRIPT	This table contains information about configuration of Script objects.
GC_SKILL	This table contains information about configuration of Skill objects.
GC_SWITCH	This table contains information about configuration of Switch objects.
GC_TABLE_ACCESS	This table contains information about configuration of Table Access objects.
GC_TENANT	The table stores information about Tenant configuration objects.
GC_TIME_ZONE	This table stores information about the configuration of Time Zone objects.
GC_TREATMENT	This table stores information about the configuration of Treatment objects.
GC_VOICE_PROMPT	This table stores information about the configuration of Voice Prompt objects.
GSYS_DNPRemoteLocation	This table contains information about the remote

Table	Description
	locations involved in an interaction.
GSYS_SYSPROCINFO	This is an internal table exclusively for ICON use. Please do not modify records in this table or this table's structure.
GS_AGENT_STAT	This table contains the duration of agent state metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.
GS_AGENT_STAT_WM	This table contains the duration of agent workmode metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.
GX_SESSION_ENDPOINT	This table contains records that reflect the associations between endpoints and the login session. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.
G_AGENT_STATE_HISTORY	This table contains detailed information about state changes during the agent's login session.
G_AGENT_STATE_RC	The agent states reason codes. Records are inserted when either a hardware or software reason code finishes on an agent's state. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.
G_AGENT_STATE_RC_A	The active Agent state reason codes.
G_CALL	This table contains information regarding the latest state of the interaction, according to information received from either the T-Server or Interaction Server applications.
G_CALL_HISTORY	This table contains chronological information on all of the states of voice or multimedia interactions, according to data received from T-Server or Interaction Server.
G_CALL_STAT	This table contains information regarding voice call statistics, which are summarized upon completion of the call.
G_CALL_USERDATA	This table stores the principal information regarding user data that is attached to voice call interactions.
G_CALL_USERDATA_CUST1	This table stores additional custom-attribute information regarding the user data that is attached to call interactions.
G_CALL_USERDATA_CUST2	This table contains additional custom-attribute information regarding the user data that is

Table	Description
	attached to the call interactions.
G_CALL_USERDATA_CUST	The table contains custom-attribute information about user data attached to call interactions.
G_DB_PARAMETERS	This table contains information regarding some of the configuration parameters (such as the database schema version) that are used by ICON.
G_DICTIONARY	This table contains a set of values for every enumeration class that is defined in the G_DICT_TYPE table.
G_DICT_TYPE	This table contains information regarding the classes of the enumeration types referenced in IDB tables.
G_DND_HISTORY	This table stores information about the activation of the Do Not Disturb (DND) feature within an agent's session.
G_IR	This table contains information regarding the latest state of the interaction, according to the information supplied by a specific provider such as T-Server, Interaction Server, or Outbound Contact Server.
G_IR_HISTORY	This table contains information regarding all states, in chronological order, of the interaction, according to the information supplied by the specific provider, such as T-Server, Interaction Server, or the Outbound Contact Server.
G_IS_LINK	This table contains information regarding the latest state of the intersite link. An intersite link allows you to connect the information regarding two calls that originated on two different sites.
G_IS_LINK_HISTORY	This table contains information regarding all of the states of the intersite link, in chronological order as derived from data supplied by T-Server.
G_LOGIN_SESSION	This table contains information about agent login sessions. ICON inserts a record upon the creation of an agent login session. ICON updates records, by marking them as deleted, at the time that the agent's login session finishes.
G_LOG_ATTRS	This table stores attributes about the messages stored in the G_LOG_MESSAGES table.
G_LOG_GETIDRANGEREQ	An internal table that Solution Control Interface (SCI) uses for selecting log records. Refer to Framework documentation for information about SCI and Message Server.
G_LOG_MESSAGES	This table stores messages from the stored procedures about merge operations, purge operations, and stuck calls.
G_PARTY	This table contains information regarding the latest state of the party involved in an interaction according to information received from T-Server or

Table	Description
	Interaction Server.
G_PARTY_HISTORY	This table contains information regarding all the states, in chronological order, of the interaction party, according to information received from the T-Server or Interaction Server application.
G_PARTY_STAT	This table contains information regarding party statistics which are summarized upon termination of the party.
G_PROV_CONTROL	This table contains information about the counters that ICON uses to populate the GSYS_SEQ and the GSYS_USEQ fields in all IDB tables. The counters are updated with configured reservation.
G_ROUTE_RESULT	This table contains information regarding the results of the routing of a specific interaction, according to the information passed from the Universal Routing Server through either the T-Server or Interaction Server application.
G_SECURE_USERDATA_HISTORY	This table records the changes in the UserData attribute of TEvents associated with voice calls, the UserData attribute of Interaction Server events for all types of multimedia interactions, and the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of voice interactions as well as any other attributes of an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY table, if configured to gather data from T-Server or Interaction Server.
G_SYNC_CONTROL	This table contains information about the last events stored by different ICON instances. This information is used during the HA synchronization.
G_TIMECODE	This table expands the timecode values, referenced in other tables as *_TCODE, into specific time value entities, such as month name, day of the week, day of the month, and so on. The table should be pre-populated before using it.
G_USERDATA_HISTORY	This table records the changes in the UserData attribute of TEvents associated with voice calls, the UserData attribute of Interaction Server events for all types of multimedia interactions, and the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of voice interactions as well as any other attributes of an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY table, if configured to gather data from T-Server or Interaction Server.

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Table	Index Name	U	C
GCX_AGENT_PLACE	IDX_AGENT_PLACE		
GCX_CAMPGROUP_INFO	IDX_CAMPGROUP_INFO		
GCX_CAMPLIST_INFO	IDX_CAMPLIST_INFO		
GCX_ENDPOINT_PLACE	IDX_ENDPOINT_PLACE		
GCX_FORMAT_FIELD	IDX_FORMAT_FIELD		
GCX_GROUP_AGENT	IDX_GROUP_AGENT		
GCX_GROUP_ENDPOINT	IDX_GROUP_ENDPOINT		
GCX_GROUP_PLACE	IDX_GROUP_PLACE		
GCX_GROUP_ROUTEDN	IDX_GROUP_ROUTEDN		
GCX_LIST_TREATMENT	IDX_LIST_TREATMENT		
GCX_LOGIN_INFO	IDX_LOGIN_INFO		
GCX_OBJTABLE_RECORD	IDX_OBJTABLE_RECORD		
GCX_SKILL_LEVEL	IDX_SKILL_LEVEL		
GCX_SUBCODE	IDX_SUBCODE		
GC_ANNEX	IDX_GC_ANNEX		
GS_AGENT_STAT	IDX_GS_AGENT_STAT_SID	X	
GS_AGENT_STAT_WM	IDX_AGENT_STAT_WM_SID	X	
GX_SESSION_ENDPOINT	IDX_SN_ENDP_AGID		
GX_SESSION_ENDPOINT	IDX_SN_ENDP_LSEP		
G_AGENT_STATE_HISTORY	IDX_G_AGENT_STATE_H_PID_TYPE		
G_AGENT_STATE_HISTORY	IDX_G_AGENT_STATE_H_LSID_LSEQ		
G_CALL	IDX_G_CALL_PCID		
G_CALL	IDX_G_CALL_ROOTIRID		
G_CALL	IDX_G_CALL_USEQ		
G_CALL	IDX_G_CALL_SEQ		
G_CALL	IDX_G_CALL_CID		
G_CALL	IDX_G_CALL_MRGCID		
G_CALL_HISTORY	IDX_G_CALL_H_CID		
G_CALL_STAT	IDX_G_CALL_STAT_CID	X	
G_CALL_USERDATA	IDX_CUSERDATA_CID	X	
G_CALL_USERDATA_CUST1	IDX_CUDATA_CUST1_CID	X	
G_CALL_USERDATA_CUST2	IDX_CUDATA_CUST2_CID	X	
G_CALL_USERDATA_CUST	IDX_CUDATA_CUST_CID	X	
G_IR	IDX_G_IR_PXID		
G_IR	IDX_G_IR_RCID		

Table	Index Name	U	C
G_IR	IDX_G_IR_ROOTIRID		
G_IR	IDX_G_IR_IRID	X	
G_IR	IDX_G_IR_USEQ		
G_IR	IDX_G_IR_SEQ		
G_IR_HISTORY	IDX_G_IR_H_XID		
G_IR_HISTORY	IDX_X_H_HIRID_SEQ		
G_IS_LINK	IDX_G_ISLINK_USEQ		
G_LOGIN_SESSION	IDX_G_LSESS_AGID		
G_LOGIN_SESSION	IDX_G_LSESS_LSID	X	
G_PARTY	IDX_G_PARTY_PPID		
G_PARTY	IDX_G_PARTY_PID	X	
G_PARTY	IDX_G_PARTY_GE_INT_CID	X	
G_PARTY_HISTORY	IDX_G_PARTY_H_PID		
G_PARTY_STAT	IDX_G_PARTY_STAT_PID	X	

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GCX_AGENT_PLACE	GC_AGENT	AGENT_PLACE_TO_AGENT	AgentID
GCX_AGENT_PLACE	GC_PLACE	AGENT_PLACE_TO_PLACE	PlaceID
GCX_CAMPGROUP_INFO	GC_APPLICATION	FK_CAMGRCPD	CPDServerID
GCX_CAMPGROUP_INFO	GC_CAMPAIGN	CAMPGROUP_TO_CAMPAIGN	CampaignID
GCX_CAMPGROUP_INFO	GC_ENDPOINT	FK_CAMGRDN	OrigDNID
GCX_CAMPGROUP_INFO	GC_GROUP	CAMPGROUP_INFO_TO_GROUP	GroupID
GCX_CAMPLIST_INFO	GC_CALLING_LIST	CAMPLIST_INFO_TO_CALLING_LIST	ListID
GCX_CAMPLIST_INFO	GC_CAMPAIGN	CAMP_LIST_INFO_TO_CAMPAIGN	CampaignID
GCX_ENDPOINT_PLACE	GC_ENDPOINT	ENDPOINT_PLACE_TO_ENDPOINT	EndPointID
GCX_ENDPOINT_PLACE	GC_PLACE	ENDPOINT_PLACE_TO_PLACE	PlaceID
GCX_FORMAT_FIELD	GC_FIELD	FK_GCX_FLDFMT	FieldID
GCX_FORMAT_FIELD	GC_FORMAT	FK_GCX_FMTFLD	FormatID
GCX_GROUP_AGENT	GC_AGENT	GROUP_AGENT_TO_AGENT	AgentID
GCX_GROUP_AGENT	GC_GROUP	GROUP_AGENT_TO_GROUP	GroupID
GCX_GROUP_ENDPOINT	GC_ENDPOINT	GROUP_ENDPOINT_TO_ENDPOINT	EndPointID
GCX_GROUP_ENDPOINT	GC_GROUP	GROUP_ENDPOINT_TO_GROUP	GroupID
GCX_GROUP_PLACE	GC_GROUP	GROUP_PLACE_TO_GROUP	GroupID
GCX_GROUP_PLACE	GC_PLACE	GROUP_PLACE_TO_PLACE	PlaceID

Child Table	Parent Table	CODE	F
GCX_GROUP_ROUTEDN	GC_ENDPOINT	GROUP_ROUTEDN_TO_ENDPOINT	EndPointID
GCX_GROUP_ROUTEDN	GC_GROUP	GROUP_ROUTEDN_TO_GROUP	GroupID
GCX_LIST_TREATMENT	GC_CALLING_LIST	FK_GCX_LSTTRT	ListID
GCX_LIST_TREATMENT	GC_TREATMENT	FK_GCX_TRTLST	TreatmentID
GCX_LOGIN_INFO	GC_AGENT	LOGIN_INFO_TO_AGENT	AgentID
GCX_LOGIN_INFO	GC_LOGIN	LOGIN_INFO_TO_LOGIN	LoginID
GCX_OBJTABLE_RECORD	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_CUSTSEGMENTID	CustSegmentID
GCX_OBJTABLE_RECORD	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_MEDIATYPEID	MediaTypeID
GCX_OBJTABLE_RECORD	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_SERVICETYPEID	ServiceTypeID
GCX_OBJTABLE_RECORD	GC_OBJ_TABLE	OBJ_TABLE_RECORD_TO_OBJ_TABLE	ObjTableID
GCX_SKILL_LEVEL	GC_AGENT	SKILL_LEVEL_TO_AGENT	AgentID
GCX_SKILL_LEVEL	GC_SKILL	SKILL_LEVEL_TO_SKILL	SkillID
GCX_SUBCODE	GC_ACTION_CODE	SUBCODE_TO_ACTION_CODE	CodeID
GC_ACTION_CODE	GC_TENANT	ACTION_CODE_TO_TENANT	TenantID
GC_AGENT	GC_PLACE	AGENT_TO_PLACE	PlaceID
GC_AGENT	GC_TENANT	AGENT_TO_TENANT	TenantID
GC_ATTR_VALUE	GC_BUS_ATTRIBUTE	ATTR_VALUE_TO_BUS_ATTRIBUTE	AttributeID
GC_ATTR_VALUE	GC_TENANT	ATTR_VALUE_TO_TENANT	TenantID
GC_BUS_ATTRIBUTE	GC_TENANT	BUS_ATTRIBUTE_TO_TENANT	TenantID
GC_CALLING_LIST	GC_TABLE_ACCESS	FK_LISTLTAB	LogTableID
GC_CALLING_LIST	GC_TABLE_ACCESS	FK_LISTTAB	TableID
GC_CALLING_LIST	GC_TENANT	CALLING_LIST_TO_TENANT	TenantID
GC_CAMPAIGN	GC_TENANT	CAMPAIGN_TO_TENANT	TenantID
GC_ENDPOINT	GC_SWITCH	ENDPOINT_TO_SWITCH	SwitchID
GC_ENDPOINT	GC_TENANT	ENDPOINT_TO_TENANT	TenantID
GC_FIELD	GC_TENANT	FK_FLDTENANT	TenantID
GC_FILTER	GC_FORMAT	FK_FILTFMT	FormatID
GC_FILTER	GC_TENANT	FK_FLTTENANT	TenantID
GC_FOLDER	GC_TENANT	FOLDER_TO_TENANT	TenantID
GC_FORMAT	GC_TENANT	FK_FMTTENANT	TenantID
GC_GROUP	GC_TENANT	GROUP_TO_TENANT	TenantID
GC_IVR	GC_TENANT	IVR_TO_TENANT	TenantID
GC_IVRPORT	GC_ENDPOINT	IVR_PORT_TO_ENDPOINT	EndPointID
GC_IVRPORT	GC_IVR	IVR_PORT_TO_IVR	IVRID
GC_IVRPORT	GC_TENANT	IVR_PORT_TO_TENANT	TenantID
GC_LOGIN	GC_SWITCH	LOGIN_TO_SWITCH	SwitchID
GC_LOGIN	GC_TENANT	LOGIN_TO_TENANT	TenantID

Child Table	Parent Table	CODE	F
GC_OBJ_TABLE	GC_TENANT	OBJ_TABLE_TO_TENANT	TenantID
GC_PLACE	GC_TENANT	PLACE_TO_TENANT	TenantID
GC_SCRIPT	GC_SCRIPT	SCRIPT_TO_SCRIPT	n/a
GC_SCRIPT	GC_TENANT	SCRIPT_TO_TENANT	TenantID
GC_SKILL	GC_TENANT	SKILL_TO_TENANT	TenantID
GC_SWITCH	GC_TENANT	SWITCH_TO_TENANT	TenantID
GC_TABLE_ACCESS	GC_FORMAT	FK_TABFMT	FormatID
GC_TABLE_ACCESS	GC_TENANT	FK_TABTENANT	TenantID
GC_TIME_ZONE	GC_TENANT	TIMEZONE_TO_TENANT	TenantID
GC_TREATMENT	GC_ENDPOINT	FK_TRTDN	DestDNID
GC_TREATMENT	GC_TENANT	FK_TRTTENANT	TenantID
GC_VOICE_PROMPT	GC_SCRIPT	VOICE_PROMPT_TO_SCRIPT	ScriptID
GC_VOICE_PROMPT	GC_SWITCH	VOICE_PROMPT_TO_SWITCH	SwitchID
GC_VOICE_PROMPT	GC_TENANT	VOICE_PROMPT_TO_TENANT	TenantID
GX_SESSION_ENDPOINT	GC_AGENT	SESSION_ENDPOINT_TO_AGENT	AgentID
GX_SESSION_ENDPOINT	GC_ENDPOINT	SESSION_ENDPOINT_TO_ENDPOINT	EndPointID
GX_SESSION_ENDPOINT	G_LOGIN_SESSION	SESSION_ENDPOINT_TO_LOGIN_SESSION	n/a
G_AGENT_STATE_HISTORY	GC_AGENT	AGENT_STATE_HISTORY_TO_AGENT	AgentID
G_CALL	G_CALL	CALL_REFERENCES_PARENT_CALL	ParentCallID
G_CALL	G_IR	CALL_TO_IR	IRID
G_CALL_HISTORY	G_CALL	CALL_HISTORY_REFERENCES_CALL	CallID
G_CALL_STAT	G_CALL	CALL_STAT_TO_CALL	n/a
G_DICTIONARY	G_DICT_TYPE	DICTIONARY_TO_DICT__TYPE	IDTYPE
G_IR	G_CALL	IR_TO_CALL	RootCallID
G_IR_HISTORY	G_IR	IR_HISTORY_TO_IR	
G_IS_LINK	G_CALL	IS_LINK_REFERENCES_CALL	CallID
G_IS_LINK_HISTORY	G_IS_LINK	IS_LINK_HISTORY_REFERENCES_IS_LINK	CISKID
G_LOGIN_SESSION	GC_AGENT	LOGIN_SESSION_TO_AGENT	AgentID
G_LOGIN_SESSION	GC_LOGIN	LOGIN_SESSION_TO_LOGIN	LoginID
G_LOGIN_SESSION	GC_PLACE	LOGIN_SESSION_TO_PLACE	PlaceID
G_PARTY	GC_AGENT	PARTY_TO_AGENT	AgentID
G_PARTY	GC_ENDPOINT	PARTY_TO_ENDPOINT	EndPointID
G_PARTY	G_CALL	PARTY_REFERENCES_CALL	CallID
G_PARTY	G_PARTY	PARTY_REFERENCES_PREVIOUS_PARTY	n/a
G_PARTY_HISTORY	GC_ENDPOINT	PARTY_HISTORY_TO_ENDPOINT	EndpointID
G_PARTY_HISTORY	G_PARTY	PARTY_HISTORY_REFERENCES_PARTY	Sortkey
G_PARTY_STAT	G_PARTY	PARTY_STAT_TO_PARTY	n/a

Child Table	Parent Table	CODE	F
G_SECURE_USERDATA_HISTORY	G_CALL	SECURE_USERDATA_TO_CALL	N/a
G_SECURE_USERDATA_HISTORY	G_PARTY	SECURE_USERDATA_TO_PARTY	N/a
G_USERDATA_HISTORY	G_CALL	USERDATA_HISTORY_TO_CALL	N/a
G_USERDATA_HISTORY	G_PARTY	USERDATA_HISTORY_TO_PARTY	N/a