

GENESYS

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Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table GO CampProp Hist

Table GO_CampProp_Hist

This table contains the history of Campaign property changes during the campaign processing attempt. Records are inserted into this table when ICON receives information about campaign property changes from OCS. Records in this table are never updated or deleted.

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	Р	M	F	Description
ID	bigserial	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	varchar(64)		Х	X	The campaign processing session ID (GUID).
Seq	integer		X		The sequence number of state and property changes in a campaign's history.
DialMode	integer				The dial mode specified for campaign processing.

Column	Data Type	Р	M	F	Description
PrevDialMode	integer				The previous dialing mode, if the dialing mode was changed.
PrevDMEnter	timestamp				The GMT- equivalent date and time when previous dialing mode was detected by OCS (according to timestamp provided by OCS).
PrevDMEnter_ts	integer				The UTC- equivalent value of the PREVDMENTER field. Milliseconds are truncated.
PrevDMEnter_tco	odienteger				A reference, derived from the value of the PREVDMENTER_TS field, to a record in the G_TIMECODE table.
OptimMode	integer				Code of optimization mode (overdialrate, waiting time, busy factor).
OptimValue	integer				The current value of the optimization parameter that OCS uses for this campaign.
PrevOptimMode	integer				The previous optimization mode that OCS ran with this campaign.
PrevOptimValue	integer				The previous optimization parameter

Column	Data Type	Р	M	F	Description
					value that OCS used for this campaign.
PrevOMEnter	timestamp				The GMT- equivalent date and time when the previous optimization mode was reported by OCS.
PrevOMEnter_ts	integer				The UTC- equivalent value of the PREVOMENTER field. Milliseconds are truncated.
PrevOMEnter_tcc	odienteger				A reference, derived from the value of the PREVOMENTER_TS field, to a record in the G_TIMECODE table.
GeneralN	integer				The numerical value of the priority parameter that OCS used for general records in this campaign.
PrevGeneralN	integer				The previous value of the priority parameter that OCS used for General records in this campaign.
GeneralW	integer				The current weight of the priority parameter value for general records that OCS used for this campaign.

Column	Data Type	Р	M	F	Description
PrevGeneralW	integer				The previous weight of the priority parameter value for general records that OCS used in this campaign.
CallBackN	integer				The numerical value of the priority parameter that OCS used for callback records in this campaign.
PrevCallBackN	integer				The previous value of the priority parameter that OCS used for callback records in this campaign.
CallBackW	integer				The current weight of the priority parameter value for callback records that OCS used within this campaign.
PrevCallBackW	integer				The previous weight of the priority parameter value for callback records that OCS used in this campaign.
SchedN	integer				The current numerical value of the priority parameter that OCS used for scheduled records in this campaign.

Column	Data Type	Р	M	F	Description
PrevSchedN	integer				The previous value of the priority parameter that OCS used for scheduled records in this campaign.
SchedW	integer				The current weight of the priority parameter value for scheduled records that OCS used in this campaign.
PrevSchedW	integer				The previous weight of the priority parameter value for scheduled records that OCS used within this campaign.
PrevPPEnter	timestamp				The GMT- equivalent date and time when the previous priority parameters were reported by OCS.
PrevPPEnter_ts	integer				The UTC- equivalent value of the PREVPPENTER field. Milliseconds are truncated.
PrevPPEnter_tcoo	deinteger				A reference, derived from the value of the PREVPPENTER_TS field, to a record in the G_TIMECODE table.
Added	timestamp		X		The GMT-

Column	Data Type	Р	M	F	Description
					equivalent date and time when any change of a parameter is reported by OCS.
Added_ts	integer				The UTC- equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	integer				A reference, derived from the value of the ADDED_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				Key used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.

Column	Data Type	Р	M	F	Description
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Reserved