Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table GO_ChainRec

5/5/2025

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This table contains the history of the chain/record processing, as reported by OCS. Changes to the chain state during chain processing result in the creation of a new record in this table. The record is inserted when information about chain state received from OCS. Records are never updated or deleted in this table.

Refer to Outbound Objects and Models in the *Interaction Concentrator User's Guide* for a description of outbound chain states and a graphic illustrating the Genesys Campaign Finite State Machine.

> ## 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	bigserial	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	varchar(64)		X	X	The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as

Column	Data Type	P	M	F	Description
					GO_CHAIN.CHAINGUID.
RecordHandle	integer		X		The RecordHandle of the record that OCS uses.
State	integer		X		The state of the chain as reported by the chain finite state machine (FSM). One of the following values: • 0—null–unloaded/ terminated • 1—scheduled • 2—processing • 3—processed #DICTIONARY TYPE 76
PrevState	integer				The state of the chain as reported by the chain finite state machine (FSM). One of the following values: • 0—null–unloaded/ terminated • 1—scheduled • 2—processing • 3—processed #DICTIONARY TYPE 76